

REQUEST FOR QUOTATION

(RFQ)

Annual Catering Services
(2020)



Submission Date: **February 17, 2020 before 12 noon**

Opening Date: **February 17, 2020 at 15: 00hrs**

Requested by:

Druk Holding and Investments Limited,

P.O Box 1127, Motithang, Thimphu , Bhutan Tele# +975-2-336257/8, Fax# 975-2336259

Website: www.dhi.bt

Request for Quotation

To: All the interested Service Providers.

The Druk Holding and Investments Limited, (DHI) invites e-Bid from eligible firms for Annual Catering Services (2020) for a period of one year.

DHI would like to inform the interested firms to kindly visit the website www.tender.bt for vendor registration and to submit the proposal online.

The EMD amount must be submitted physically to DHI office, Motithang before the tender submission date. In case of failure, the respective firm will not be considered.

The user manual for vendor registration and bidding process is available on the website www.tender.bt or else can be downloaded from following links:

- i. User manual for vendor registration
- ii. User manual for Bidding process

Interested firms may obtain further information at the address below during office hours [9am to 5pm].

Proposal must be submitted online by **February 17, 2020 before 12 noon.**

Druk Holding and Investments Ltd., (DHI)
Attn: Procurement Unit,
Upper Motithang, Thimphu
Tel: [+975-2-336257/8], Fax: [+975-2-336259]

1. Notes to Bidders:

This section outlines basic requirements that must be met. Failure to accept these conditions or part thereof will result in your proposal being excluded from the evaluation process.

- a. All prices shall be quoted in Ngultrum. The quoted price shall be inclusive of all related costs including taxes, duties and other levies.
- b. Proposal should be presented to the DHI marked “Proposal for Annual Catering Services”.
- c. DHI will not be liable to reimburse any costs incurred by the bidders during the tender process.
- d. Evaluation of tenders will be carried out by a Bid Evaluation Committee. The evaluators will, if necessary, contact bidders to seek clarification of any aspect of the proposal.
- e. Bidders should identify any work they are currently carrying out of competing which could cause a conflict of interest and indicate how such conflict could be avoided.

2. Payment Terms:

DHI undertakes to pay valid invoices in full within 30 (thirty) days from the invoice date for work done to its satisfaction. No payment will be made where there is outstanding information not submitted by the supplier/caterers.

3. Validity of Proposals:

The bidders is required to confirm that it will hold its proposal valid for 90 days from the closing date of the submission of proposals during which time it will maintain without change the personnel proposed for the services together with their proposed rates.

4. Appointments, Commencement and Duration:

The contract for catering shall be valid for one year from the date of signing of the contract and the supplier/caterers should provide services on the specified venue by DHI.

5. Quality Assurance Reviews of the Service:

The successful bidder shall ensure that all services conform to hygiene and quality as per the agreement to be signed.

6. Disclaimer:

DHI reserves the right not to appoint a service provider and is also not obliged to provide reasons for the rejection of any proposal. DHI reserves right to:

- i. Award the contract or any part thereof to one or more service providers.
- ii. Reject all bids.
- iii. Decline to consider any bids that do not conform to any aspect of the bidding process.
- iv. Request further information from any service provider after the closing date for clarity purpose.
- v. Cancel the proposal or any part thereof at any time.

Terms of Reference

1. Purpose:

The Druk Holding and Investments Ltd., (DHI) is requesting quotation for the purpose of securing a contract agreement with a potential Catering and Meal Service Provider during the events (Board Meetings, AGM, Meetings and any other events) for the year 2020. The specification and requirements of the service and meals sought are outlined in the following RFQ.

2. Scope of Work:

DHI wishes to enter into contracts with a service provider to provide catering services during the events:

- i. The preferred service provider/s must be prepared to cater lot all dietary preferences, including but not limited to religions, culture, vegetarian, with valid certification from respective bodies where applicable.
- ii. The quality of food prepared must adhere to acceptable food industry standards and must be prepared in a clean and hygienic manner in accordance with all health and safety regulations.
- iii. The preferred service provider/s should provide adequate catering equipment, cutlery and crockery when required.
- iv. The preferred service providers should be able to respond within 12 hours.
- v. Service providers must price each category and indicate the pace per category in the attached price schedule Form.
- vi. Service provider must be able to deliver services within 12 hours of placing the order.
- vii. Proposed rates must be valid for 12 (twelve) months after the date of submission.
- viii. The menu for all the categories is listed in the attached Price Schedule Form and must be completed by service providers.

3. Skills, Knowledge and Qualifications:

The service provider/s should have the following:

- Experience in the food and beverage industry
- Valid certification from health and food authorities,

4. Competency, Expertise and Experience Requirements:

Basic competencies and expertise which may be required include, inter alia: 2(two) years' experience is required and a proof that the service provider has performed similar services.

5. General requirements:

- Bidders must provide all the information requested in the Terms of Reference and instruction to Bidders.
- DHI reserves the right to procure its requirement elsewhere outside the contract should the services be urgently required and not immediately available or in emergency cases.

6. Bid Security & Performance Guarantee:

- i. The bid shall be accompanied by a bid security of **Nu. 5,000 (five thousand)** in the form of cash warrant, demand draft or unconditional Bank Guarantee valid 3 months addressed to Druk Holding and Investments Limited, Thimphu. The bid security must be submitted physically to DHI office, Motithang before the bid submission dateline. Any bid without a bid security shall be treated as non-responsive.
- ii. The bid security of the successful bidders will retained as Performance Security Deposit and will be refunded after the Competition of the contracts.
- iii. Bid security of the unsuccessful bidden shall be refunded after declaration of the evaluation results.

7. Proposal Submissions and Opening

The quotation and Price bids (***rates shall be inclusive of all related costs including taxes, duties and other levies.***) must be submitted by the supplier online as mentioned in the Notification of the Tender document, and no manually or hard copy of the proposal will be accepted.

The deadline for receipt of your quotation(s) online by the DHI is 17th Feb 2020 before 12 noon and will be opened on the same date (15:00hrs) at DHI office.

The proposal(s) will be opened in the presence of bidders or their representatives who choose to

attend at the specified venue and time.

8. Evaluation Process for Proposals Received:

- i. All proposals received will be examined to determine the compliance with the bidding requirements and conditions (completion and attachments of compulsory documents). Bids with obvious deviations from the requirement/conditions will be disqualified from the evaluation process.
- ii. DHI will establish a Bid Evaluation Committee to review all the responses received.
- iii. A single stage process will be adopted whereby bidders are required to submit both technical and financial on the attached format.
- iv. The bidder(s) must quote for all the items under this invitation. Price quotations will be evaluated for all the items together and contract shall be awarded to the firm offering best services irrespective of the rate.

9. Award of Purchase Order:

The award shall be made to the firm offering best services at all times irrespective of the rates.

10. Termination of the Contract:

Any firm, after the award of the contract fails to adhere by the obligations, terms and conditions, DHI shall straight away terminate the contract and forfeit the performance security deposit.

11. Disputes:

In case of any disputes, it shall be dealt as per the DHI Procurement Manual and existing Law of Kingdom of Bhutan.

12. Enquiries/Clarification

Any enquiries/clarifications regarding this RFQ must be addressed in writing to DHI, Procurement Unit or alternative call on this number +975-2-336257/8 during office hours (9am – 5pm).

Form 3: Contract Agreement

This CONTRACT (hereinafter called the “Contract”) is made the [day] day of the month of [month], [year], between, on the one hand, Druk Holding and Investments Ltd., (hereinafter called the “DHI”) and, on the other hand, [name of Winning Bidder] (hereinafter called the (“Firm”).

WHEREAS

- (a) The DHI has requested the Firm to provide catering services as defined in this Contract (hereinafter called the “Services”);
- b) The Firm, having represented to the DHI that it has the required resources, has agreed to provide the Services on the terms and conditions set forth in this Contract;

NOW THEREFORE the parties hereto hereby agree as follows:

- 1. The following documents hereto shall be deemed to form an integral part of this Contract:
 - Section 1: Request for Quotation
 - Section 2: Contract Agreement
 - Section 3: Integrity Pact
- 2. The mutual rights and obligations of the DHI and the Firm shall be as set forth in the Contract, in particular:
 - (a) The Firm shall carry out the Services in accordance with the provisions of the Terms and Conditions; and
 - (b) The DHI shall make payments to the Firm in accordance with the provisions of the Terms and Conditions.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on behalf of *Druk Holding and Investments Ltd.*,

[Authorized Representative]

For and on behalf of [name of firm]

[Authorized Representative]

Price Schedule Form (Bid Form)

SL No.	Item (Description & Details (Minimum Specifications))	Unit	Qty	Rate (Nu.)	Amount (Nu.)	Remarks
	Refreshments					
i	Tea/Coffee/Chinta with 2 Snacks (one veg & one non veg)	Head	1			
ii	Tea/Coffee/Chinta with 3 Snacks (2 veg & One non veg)	Head	1			
iii	Tea/Coffee/Chinta with 4 Snacks (2 veg & 2 non veg)	Head	1			
	Meals					
i	Working Lunch (Rice, one veg, one non veg & Dal)	Head	1			
ii	Meeting lunch 1 (Rice, Noodle/Nan/Roti, one veg, 2 non veg, Dal/Jaju and Salad/ezay)	Head	1			
iii	Meeting Lunch 2 (Rice, Noodle/Nan/Roti, 2 veg, 2 non veg, Dal/jaju, salad/ezay and desserts)	Head	1			
iv	Special launch (Rice, Noodle/Nan/Roti, 3 veg, 3 non veg, Dal/Jaju, salad/ezay and desserts)	Head	1			
v	Water setup with sweets/nuts	Per Bottle big with sweets/nuts	1			
		Per Bottle small with sweets/nuts	1			

- *Above rates shall be inclusive of all related costs including taxes, duties and other levies.*