

TERMS OF REFERENCE

Operation of Canteen at Thimphu TechPark Limited (TTPL)

1. INTRODUCTION

Thimphu Techpark Limited (TTPL) features **one canteen** situated in the attic of Building I (Block I). The canteen is intended to function as regular canteen.

To encourage healthy competition and enhance service quality, the management has decided to outsource the operation of the canteen to the eligible service providers. The eligible service providers shall submit as per the standing bidding documents (SBD). The operation of the canteen will be awarded to the lowest evaluated bidders.

The operation of the canteens is scheduled to commence on **1st January 2025**, for an initial one-year period. The contract may be renewed for an additional year based on performance and user feedback.

2. RENT

- 2.1. Monthly rent is fixed at **Nu. 20,000 (Twenty Thousand Only)**.
- 2.2. The operator shall be required to furnish a sum of two months rental payment as a security deposit, at the time of award of contract.
- 2.3. The monthly rent should be deposited on or before 10th day of every month. In the event of late payment, the operator shall be liable to pay the amount with interest at the rate of 24% p.a on the amount due.
- 2.4. Payment for power usage charge shall be made separately by operator to the company or directly to the service provider.
- 2.5. TTPL shall provide and ensure 24x7 supply of water. However, in the event of shortage of supply from the source, the operator shall make their own arrangements. Separate meter would be provided.

3. EXECUTION OF CONTRACT

- 3.1. The contract shall commence/executed from **1st January, 2025 to 31st December, 2025** for an initial period of one year subject to review of its services and can be extended the contract for another one year.
- 3.2. If the operator wishes to vacate the premise or leave the contract, two month's advance notice shall be given in writing to the management or in lieu pay two month's rent.
- 3.3. The management reserves the right to terminate the contract by giving on month's advance notice to the operator if the service are not found to be up to the required standard or quality including hygiene, or if the operator is in breach of the terms of the contract.
- 3.4. The management shall conduct regular meeting with the operator(s) and staff monthly/quarterly or as and when required.
- 3.5. Further, TTPL reserves the right to allow a third food outlet with the compound if there is demand from the people working in the Tech Park.



4. PROVISIONS

- 4.1. The canteen will be partly furnished with available basic furniture like tables and chairs. It shall be responsibility of the operator to purchase/arrange all necessary equipment such as kitchen equipment/appliances, utensil and any other furnishings.
- 4.2. The operator shall comply with all the rules and regulations issued by the management of TTPL from time to time.
- 4.3. The operator shall allow the office representatives to inspect the property and carry out any repair works as and when necessary.
- 4.4. Subletting the premise shall not be allowed and would be considered as the breach of the contract.
- 4.5. The operator shall hand over all items as per the inventory list prepared at the initial handing taking note of the facilities to the procuring agency. Any loss or damages to the facilities/property at the end of the expiry of the contract or upon termination shall be either repaired or replaced by the operator.
- 4.6. The operator shall not be permitted to make any structural additions and alterations to the facilities provided by the TTPL without written approvals.

5. OPERATING HOURS

- 5.1. The premise shall remain open from **8:00 AM to 6:00 PM daily** including weekends and holidays and shall only close when all companies operating from the TechPark are not working. Besides, the operator shall strive to render services to those staff who work at night on shifts.

6. ACCOUNTABILITY

- 6.1. The management shall not be held responsible or accountable for the dues of any kind against the consumption made by any individual of TTPL or any company located at the TTPL.
- 6.2. The management shall be accountable for the bills pertaining to the consumption made for official purpose based on the orders through signed official slips or supply orders.
- 6.3. The operator shall publish a menu card/list with agreed rates and shall not sell any item at a rate higher than the agreed rates in the contract. Operator shall ensure that food products are sold at MRP for items not specified in the Menu.
- 6.4. The operator shall be responsible for providing all food/snacks/refreshments items mentioned in the menu based on the quoted rate for all official catering and daily menu as and when required.
- 6.5. The operator shall be responsible for all damages or loss of properties provided by the TTPL.

7. SERVICES AND TARIFF

- 7.1. Priority for catering services shall be given to the official orders as and when required.
- 7.2. Since there are two canteen in TTPL, both the operators will be served with an opportunity to provide catering services to TTPL,
- 7.3. The operator shall follow decorum of the office in their service activities.
- 7.4. The operator shall ensure that the items are available for services on order against the rate quoted for specific items.



- 7.5. No revision of price of any item shall be allowed without prior consent of the TTPL management during the term of the contract. The management reserves the right to monitor the rates regularly.
- 7.6. Enough number of staff shall be deployed to deliver the services efficiently.
- 7.7. During the operation phase, rates for any items which are not covered within the quotation from will have to be approved by TTPL management in order to prevent overpricing.
- 7.8. The operator shall be responsible for payment of all applicable levies and taxes including BST and Service Charges.
- 7.9. The operator shall be liable to pay the applicable TDS for all the services provided to the TTPL.

8. MAINTENANCE OF PROPERTY AND HYGIENE

- 8.1. The operator shall be responsible for maintaining hygiene environment in the canteen as well as in the utensils they use, foods they prepare. They shall always maintain high standard of hygiene as well as catering.
- 8.2. The operator must:
 - Prevent wastage of water and electricity
 - Take care of the fixtures and fittings
 - Keep the canteen and its surrounding clean and make it mandatory
 - Always dispose of the wastes in a proper manner
- 8.3. The operator shall inform TTPL should there be any need for repair. The operator shall not take up any repair or alteration at his/her free will.

9. RESTRICTIONS

- 9.1. The entire premise is a NO SMOKING area and smoking is strictly prohibited
- 9.2. No person shall be allowed to lodge in the IT Park building.
- 9.3. Sale of liquors, alcohols, beers and tobacco products is strictly prohibited.

Acknowledge by the Bidder:

I hereby acknowledge that I have read and understood all the terms and conditions for the contract.

Signature of Bidder:
Name of the Bidder:
Date:



EVALUATION CRITERIA

1. TECHNIAL SUBMISSION FORM

The bidders will be evaluated and marked based on the following technical evaluation criteria. The bidder are requested to submit all the documents as requested. Failure to submit the required documents would lead to award of **0 (zero) points** against each criterion.

Sl. No	Criteria	Points allocated	Documents to be submitted
1	Experience of the bidder	50 Points	
	1.a More than 3 years	50	1. Valid Trade License 2. Letter of reference 3. Past experience letters
	1.b 2-3 years	30	
	1.c Less than 2 years	20	
2	Experience of the Head Cook/ Chef	50 Points	Have to submit a CV as per the format attached as Annexure I
	2.a Years of Experience	25 Points	1. Reference letters and/or office order
	2.a.i 3 or more than 3 years	25	
	2.a.ii Less than 3 years	20	
	2.b Trainings and Certification	25 Points	1. Copy of certificates and/or training certificates
	2.b.i 2 or more than 2 Certification/trainings	25	
2.b.ii Less than 2 certifications/trainings	20		

IMPORTANT NOTE:

*The bidder scoring the minimum technical qualification marks of **60 points** will only be qualified for the opening of the financial bids.

*The bidder nominating the Head Cook/Chef should assure that the person is available for the entire duration of the contract. If in case the same has to be replaced, the new nominated individual should be of same/higher experience. It will be upto the discretion of TTPL management whether to accept the replacement or not.



2. FINANCIAL SUBMISSION FORM

SI No	Category	Item Description	Unit	Rate Per Unit
1	Lunch Set 1 (VIP Lunch)	Rice/Nan, 3 Meat Items, 2 Veg Items, Dal/Jaju, Salad/Ezay	Per plate	
2	Lunch Set 2 (Standard Lunch)	Rice/Nan, 2 Meat Items, 2 Veg Items, Dal/Jaju, Salad/Ezay	Per plate	
3	Lunch Set 3	Rice/Nan, 1 Meat Item, 2 Veg Items, Dal/Jaju, Salad/Ezay	Per plate	
4	Lunch Set 4	Rice/Nan, 1 Meat Item, 1 Veg Item, Dal/Jaju, Salad/Ezay	Per plate	
5	Lunch Set 5	Rice, 1 Meat Item, Dal/Jaju, Salad/Ezay	Per plate	
6	Lunch Set 6	Rice, 1 Veg Item, Dal/Jaju, Salad/Ezay	Per plate	
7	High Tea	Tea/Suja/Coffee/Lemon Tea/Green Tea, Cream Cake/Fruit Cake, 3 Types of Fruits, Mushroom/Chicken Patties, Kaju Barfi/Gulab Jamun	Per plate	
8	Fried Rice	Meat Fried Rice with Dal/Jaju/Ezay	Per plate	
9	Fried Rice	Egg Fried Rice with Dal/Jaju/Ezay	Per plate	
10	Fried Rice	Veg Fried Rice with Dal/Jaju/Ezay	Per plate	
11	Shamdey	Non-Veg Shamdey (Standard cup)	Per cup	
12	Shamdey	Veg Shamdey (Standard cup)	Per cup	
13	Dresee	Dresee (Standard cup)	Per cup	
14	Tea	Milk Tea (Standard cup)	Per cup	
15	Tea	Black Tea (Standard cup)	Per cup	
16	Tea	Suja (Standard cup)	Per cup	
17	Tea	Lemon Tea (Standard cup)	Per cup	
18	Tea	Green Tea (Standard cup)	Per cup	
19	Coffee	Milk Coffee (Standard cup)	Per cup	
20	Coffee	Black Coffee (Standard cup)	Per cup	
21	Water	Mineral Water Small (1000ml)	Per Bottle	
22	Water	Mineral Water Small (500ml)	Per Bottle	
23	Snacks	Non-Veg Momo (5 pcs in a plate)	Per plate	
24	Snacks	Veg Momo (5 pcs in a plate)	Per plate	
25	Snacks	Ting Momo (5 Standard pcs in a plate)	Per plate	
26	Snacks	Puri/Roti with veg. item (4 pcs in a plate)	Per plate	
27	Snacks	Koka noodle cooked plain	Per plate	
28	Snacks	Koka noodle cooked with egg/non-veg	Per plate	
29	Snacks	Noodle (maggi/wai wai) cooked plain	Per plate	
30	Snacks	Noodle (maggi/wai wai) cooked with egg/non-veg	Per plate	
31	Snacks	Non-Veg Bathup (Standard Bowl)	Per plate	
32	Snacks	Veg Bathup (Standard Bowl)	Per plate	
33	Snacks	Non-Veg Chowmein	Per plate	
34	Snacks	Veg Chowmein	Per plate	
35	Snacks	Chilli Chop (4 pcs in a plate)	Per plate	
36	Snacks	Alu Chop (5 pcs in a plate)	Per plate	
37	Snacks	Cheese Stick (5 pcs each in plate)	Per plate	
38	Snacks	French Fries (Standard plate)	Per plate	
39	Snacks	Paneer Pakora (5 pcs in a plate)	Per plate	



40	Snacks	Pakora (5 pcs in a plate)	Per plate	
41	Snacks	Samosa (2 pcs in a plate)	Per plate	
42	Snacks	Shabalay (Standard size)	Per pcs	
43	Snacks	Pouch	Per pcs	
44	Snacks	Omlet	Per pcs	
45	Snacks	Egg Roll (Standard)	Per pcs	
46	Snacks	Vegetable Spring Roll (Standard)	Per pcs	
47	Snacks	Cheese Sandwich	Per pcs	
48	Snacks	Alu Paratha (Standard)	Per pcs	
Total Cost				

IMPORTANT NOTE:

- *All the rate should be inclusive of taxes and service charges.
- *We will not take into consideration for the evaluation if the service provider quote as complimentary or free for any of the items.
- *The service provider shall provide the catering services at the same quoted rates of the lunch sets during the workshops/trainings/official dinners.

The formula for determining the financial scores is the following:

$S_f = 100 \times F_m/F$, in which S_f is the financial score, F_m is the lowest price and F is the price of the proposal under consideration.

The weights given to the Technical and Financial Proposals are:

Technical Weightage = 30% and

Financial Weightage = 70%



Annexure I: Sample of the Curriculum Vitae (CV) *(Attach necessary documents to support your CV)*

1. Proposed Position: _____
2. Name of the Staff [insert full name]: _____
3. Date of Birth: _____ Nationality: _____
4. Education: _____
5. Other Trainings: _____

6. **Employment Record** *[Starting with present position, list in reverse order every employment held by staff member, giving for each employment (see format here below):*

[Dates of employment, name of employing organization, positions held.]:

- a. From [Year] _____ : To [Year]: _____
Employer: _____
Positions held: _____
- b. From [Year] _____ : To [Year]: _____
Employer: _____
Positions held: _____
- c. From [Year] _____ : To [Year]: _____
Employer: _____
Positions held: _____

13. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications and my experience. I understand that any willful misstatement herein may lead to my disqualification or dismissal, if engaged.

_____ Date: _____

[Signature of staff member or authorized representative of the staff]

Day/Month/Year

Full name of authorized representative:

