



**NATIONAL SMALL INDUSTRIES CORPORATION LTD.**  
(A GOVERNMENT OF INDIA ENTERPRISE)  
**"NSIC BHAWAN", Okhla Industrial Estate**  
**New Delhi -110 020**

## **Tender Document**

for

### **"Empanelment of Caterers"**

**for High Tea, Lunch and Dinner**

**Starting Date of Sale/Downloading: 07.03.2019 (Office hours)**  
**of Tender document**

**Pre-bid meet : 12.03.2019 (at 3.00 p.m. in**  
**the room of GM(Admn.)**

**Last date of receipt of tender : 19.03.2019 (by 3.00 PM)**

**Date of opening of Technical Bid : 19.03.2019 at 4.00 P.M.**

**Date of opening of Price Bid : To be communicated later**

**(R.C. Taneja)**  
**Manager(Admn)**

**THE NATIONAL SMALL INDUSTRIES CORPORATION LTD.**  
( A GOVERNMENT OF INDIA ENTERPRISE )  
**NSIC BHAWAN, OKHLA INDUSTRIAL ESTATE**  
**NEW DELHI -110020.**  
**REQUEST FOR OFFER**

Sealed tenders are invited by The National Small Industries Corporation Ltd, New Delhi-110020 from experienced caterers located in the area spread around 15 Kms from NSIC Head Office at Okhla Industrial Estate, New Delhi, to empanel them for providing "**Catering services**" for High Tea, Lunch and Dinner etc. for the programmes organized by NSIC at NSIC Head office, NTSC Okhla premises and other places in Delhi from time to time under two bid system i.e. (i) Technical Bid, and (ii) Price Bid.

1. Details of terms & conditions for tenderer can be obtained from the address given below from 07.03.2019 on all working days (except Saturday & Sunday) between 1000 hrs. to 1730 hrs. from 07.03.2019 to 18.03.2019 and up to 1300 hrs. on 19.03.2019) against the payment of Rs. 1000/- by D.D. in favour of "The National Small Industries Corporation Ltd." payable at "New Delhi". The tender document may also be downloaded from website [www.nsic.co.in](http://www.nsic.co.in), however in such case, Rs.1000/-per tender by DD drawn on The National Small Industries Corporation Ltd., New Delhi, has to be enclosed along with the tender documents to become eligible to submit the same.
2. The sealed tender, super scribed at the top of envelopes as "**Offers for empanelment for providing Catering Services**", containing Technical Bid, Price Bid, DD of Rs.1000/- and Rs.5000/- as tender fee & EMD respectively in separate envelop, should be submitted at the address given below or if sent by post or courier. It should reach at the address below, latest by 1500 hrs on 19.03.2019.  

**General Manager (Admn), NSIC Bhawan,  
Okhla Industrial Estate, New Delhi-110 020**
3. Agency registered with NSIC's Single Point Registration Scheme /DIC/having Udyog Aadhar will be exempted from tender cost and EMD charges. **However, for SC/ST agency /firm/company, EMD and tender cost will be exempted.**
4. Tenders received after the above mentioned date and time shall not be accepted.
5. Technical Bids shall be opened on 19.03.2019 at 4.00 p.m. in the presence of constituted committee of officers of NSIC and the representatives of tenderers.
6. Price Bid shall be opened for those tenders only who qualifies technically and also on the basis of the report of the constituted committee of officers and suitable date and time will be communicated later on to the technically qualified tenders.
7. **Pre-bid meeting** of the prospective bidders will be held on 12.03.2019 at 3.00 p.m. in the room of General Manager (Admn.). All interested tenderer are invited to attend the same.
8. NSIC reserves the right to accept or reject any offer, or empanel more than one caterer without assigning any reasons thereof, and to amend the terms and conditions before award of the contract.

**Manager (Admn)**

## **The terms and conditions for the contract**

### **1.0 Definitions:-**

1.1 "NSIC" shall mean the National Small Industries Corporation Ltd. (A Govt. of India Enterprise ) Okhla Industrial Estate, New Delhi-110020, and shall include their legal representatives, successors and permitted assignees.

1.2 "Contract" means and includes the documents forming the tender and acceptance thereof together with the documents referred to therein including the conditions.

1.3 "Caterer" shall mean the service provider for catering services and shall include the legal representative of such individual or the persons or the permitted assignee of the same.

1.4 "Competent Authority" means Chairman cum Managing Director of NSIC and his successors.

1.5 "Officer In Charge" shall mean the officer of NSIC, designated by "Competent Authority." as the case may be, who shall supervise and be in-charge of such works.

1.6 "Care Taking Section" shall mean the Administration Division of NSIC.

### **2.0 INSTRUCTIONS TO TENDERERS FOR PROVIDING CATERING SERVICES**

2.1 The caterer located in the area spread around 15 Kms from NSIC Head Office at Okhla Industrial Estate, New Delhi-110020 only shall be eligible for submission of tender.

2.2 The caterer should have an experience of at least two years out of the last three years of providing catering services for programmes organized by Central Govt. Departments/ Institutions / PSUs or any other organization of repute.

2.3 All prospective bidders may submit their Technical Bid, Price Bid and also the Tender fee & EMD in separate sealed envelopes in the performa attached with the tender document but tagged together, addressed to General Manager (Administration), NSIC Ltd., Okhla Industrial Estate, New Delhi-110020 on or before 19.03.2019 up to 3.00 p.m.

2.4 The tenders shall be accompanied with a DD / Pay Order for Rs. 5000.00 (Rupees five thousand only) drawn in the favour of **"The National Small Industries Corporation Ltd."** payable at **"New Delhi"** being the Earnest Money Deposit for the above mentioned job. EMD of all tenderers shall be refunded without interest within fifteen days from the date of the issue of the award letter for empanelment. Service Providers registered under MSMEDI Act with DIC or registered with NSIC under its SPRS will be issued tender form free of cost & will be exempted from deposit of EMD.

2.5 Price Bids shall be opened for those tenders only which qualify technically and also on the basis of the report of the constituted committee of officers. Suitable date and time for opening price bids shall be communicated to the technically qualified tenders subsequently .

2.6 **NSIC shall be empaneling suitable caterers (Nos. not specified)** from Delhi which are located in the area spread around 15 Kms from NSIC Head Office at Okhla Industrial Estate, New Delhi for providing **"Catering services"** for various Programmes in NSIC Head office and NTSC Okhla premises or any other place in the limits of NCT of Delhi.

2.7 The caterer should have buffet related items, tables with table cloth, tandoor, refrigerator, Oven, crockery and cutlery to serve not less than 200 persons at a time and also a service van to transport the items from its place to the place of the meeting.

2.8 The caterer should have proper in-house arrangements to provide meals as per the requirement.

2.9 **Date of issue of DD for tender cost & EMD should not be before the date of publishing of tender notice.** Tenders received without relevant documents for meeting eligibility requirements shall not be considered for opening of price bid.

2.10 The tenders shall be valid for a period of 90 days from the date of its opening.

2.11 Interested parties are requested to quote their **most competitive rates** (as per the format specified in **Schedule 'B'**).

2.12 The Rates should be quoted separately for High Tea (VVIP, VIP & Normal tea), Lunch and Dinners (Veg. & Non-Veg.) and packed lunch as per the standard menu as mentioned in the '**Schedule 'C'**'. **The rates quoted should be excluding the taxes (as applicable).**

2.13 The Minimum no. of persons shall be taken as 20 and the rates shall be same for a gathering of at least 20 persons or more.

2.14 Technical & Price Bids shall have to be submitted in the Format as per **Schedule 'A'** and **Schedule 'B'** respectively.

2.15 The successful tenderer shall deposit security deposit of Rs. 25,000/- by way of DD / Bank Guarantee in favour of NSIC Limited from any Nationalized Bank which shall only be released after three months from the date of the completion of the contract. The security deposit shall be interest free.

2.16 The security amount shall be forfeited if the caterer refuses to supply the order of catering without any genuine reason or without prior notice.

2.17 Conditional tenders shall be rejected out-rightly.

2.18 The caterer shall not sub-contract the services of personnel sponsored by them.

2.19 Either party shall be entitled to terminate the contract by giving 30 days' notice in writing to the other party without prejudice to other rights and remedies available to it.

2.20 NSIC reserves the right to modify and / or amend any of the above stipulated conditions / criteria depending upon its requirement. NSIC also reserves the right to cancel the tender without assigning any reason thereof.

2.21 The empaneled caterer(s) shall be responsible to make arrangement of the meals only on the written request of the authorized officer of NSIC.

2.22 Initially the period of empanelment of caterer would be for two years from the date of receipt of award letter which shall be extendable on the basis of performance and mutual agreement. (Format Enclosed)

2.23 The bidders should have the compliance of all the relevant Laws, Acts and regulations as applicable from time to time.

2.24 After opening the technical bid, a committee of officers of NSIC shall visit the establishment of caterers which qualify technically, to check the facilities provided by each one.

2.25 On the basis of the report of the committee, the offers shall be shortlisted and invited for negotiations to provide services on similar rates and other terms & conditions.

2.26 **Preference shall be given to Micro and Small Enterprises registered under MSME Act or under SPRS of NSIC**

2.27 NSIC may terminate the contract by giving a notice of 30 days in case of breach of any of the terms in the contract or any one or more clauses or if the proprietor of the caterer becomes insolvent or fails / neglects to carry out instructions of NSIC.

### **3.0 INSTRUCTIONS RELATING TO CATERING ARRANGEMENTS:**

3.1 The caterer shall have to make the arrangement of catering and shall **not be paid separately** for the following items:-

i. High tea / Lunch / Dinner shall be served in buffet system generally. However in special cases high tea may be required to be served inside the meeting hall on table service without any additional cost.

ii. Tables with table cloth and other utensils for serving and crockery shall be provided by the caterer without any additional charges.

iii. The caterer shall arrange tandoor and other heating arrangement at the site of lunch / dinner.

iv. The caterer shall provide sufficient number of waiters in proper uniform to serve to guests.

v. Drinking water (only mineral water) and tissue paper / napkins shall be provided by the caterer without any additional cost.

3.2 The quality of the meal shall be of high class. It should not cause any health problem to the guests.

3.3 Electricity supply and running tap water at the venue of the programme shall be provided by NSIC free of charge for running the equipments to store the cooked items.

### **4.0 TERMS OF PAYMENT:-**

The bills raised by the caterer shall clearly mention the billing components (standard menu plus additional items per person) plus taxes etc. The bill should be accompanied with the signatures of the officer in-charge of the programme and booking order duly issued by authorized signatory from the Admin Division. The Caterer shall submit the bills to Admin Division of NSIC by 15<sup>th</sup> of following month.

### **5.0 ELIGIBILITY CRITERIA FOR BIDDERS: -**

In order to become eligible, the caterers should have the following qualifications:-

- a. Registration of ownership
- b. Registration for GST
- c. Income Tax Registration
- d. Registration with Safety & Food Licence by Deptt of Food and Safety Govt. of NCT of Delhi.
- e. Experience certificate of providing catering services for at least two years immediately out of the last three years, for catering in programmes organized by a Central Govt. Department/ institution/ PSU or any other organization of repute in India.

**6.0 DOCUMENTS TO BE ACCOMPANIED IN TECHNICAL BID:** The Technical Bid shall comprise of the following documents:-

- a) Tender fee Rs. 1000/- & EMD of Rs.5,000/- through separate D.D. / Pay order **or** Copy of EM-Part II as a proof of registration under MSMEDI Act/ Registration certificate under SPRS of NSIC, seeking exemption.
- b) Photo Copy of the ownership certificate.
- c) Photo Copy of GST Registration certificate in the name of registered owner.
- d) Photo Copy of PAN or Income Tax Certificate in the name of registered owner.
- e) Photo Copy of the Safety and Food Licence issued by Deptt. of Food and Safety Govt. of NCT of Delhi.

**7.0 ARBITRATION:-** If any disputes or differences relating to the interpretation, termination and meaning of the words, terms, scope, and instructions, mentioned in tender document/contract and as to the quality of work or performance of the bidder/tenderer, any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to tender document/contract, scope, instructions, orders or these conditions; or otherwise concerning the performance of the contract or the validity or the breach thereof, shall be referred by either party to the Chairman Cum Managing Director of the NSIC who shall refer the matter for adjudication to the Sole Arbitrator. There shall be no objection to the said appointment of the Arbitrator. The award of the Sole Arbitrator shall be final and binding on the parties.

In case, the Arbitrator so appointed dies, neglect or refuses to act as an Arbitrator or is otherwise unable to act for any reason whatsoever, it shall be lawful for the Chairman-Cum-Managing Director of NSIC to appoint another Arbitrator in place of such Arbitrator in the manner as aforesaid, who shall be entitled to proceed with the reference from the stage where the earlier arbitrator left the proceeding.

The venue of the Arbitration shall be at New Delhi and shall be governed by provisions of the Arbitration & Conciliation Act 1996 as amended by the Arbitration & Conciliation (Amendment) Act 2015 (3 of 2016) and amended from time to time.

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**Manager (Admn)**

Terms & Conditions accepted

Signature  
Authorized Signatory with seal

**SCHEDULE 'A'**

**TECHNICAL BID**

1. Tender fee Rs. 1000/- & EMD of Rs. 5000/- (Rs.Five thousand only) or Copy of EM-Part II as a proof of registration under MSMEDI Act/ Registration certificate under SPRS of NSIC, seeking exemption.
2. Photocopy of the ownership certificate.
3. Photocopy of GST Registration certificate in the name of registered owner.
4. Photocopy of PAN or Income Tax Registration Certificate in the name of registered owner.
5. Photocopy of the certificate of registration from Health Department of the Govt of Delhi or Safety and Food Licence issued by Deptt. of Food and Safety Govt. of NCT of Delhi.
6. Experience certificate of providing catering services for at least two years immediately out of the last three years, for programmes organized by a Central Govt. Department / institution / PSU or any other organization of repute in India)
7. Signed and stamped copy of the terms and conditions of the tender document.

**Note: Tenderer must enclose self-attested copies of the aforesaid documents**

Date :

Place:  
Signature

Authorized Signatory of the bidder  
(With name and Stamp)

**Schedule -B****Price Bid**

<b>Sl. No.</b>	<b>Particulars</b>	<b>Rates per person (Rs.)</b>
1.	High Tea (VVIP)  High Tea (VIP)  Normal Tea  (items as per menu in Annex. C)	
2.	Lunch/Dinner Veg.  (items as per menu in Annex. C)	
3.	Lunch/ Dinner Non-Veg. (Veg. menu as per sl.2 above plus one non-veg. dish and non-veg. soup)	
4.	Packed Lunch  (items as per menu in Annex. C)	

**\* The rates shall be for minimum 20 persons or more.**

Date :

Place:

Signature  
Authorized Signatory of the bidder  
(With name and Stamp)



## Annexure 'C'

### Details of items included in the menu

Sl. No.	Particulars	Items included
1.	High Tea (VVIP)	<ul style="list-style-type: none"> <li>i. Tea, Coffee, Cold Drink (cans/bottles), Juices</li> <li>ii. One pc. Veg. Sandwich</li> <li>iii. One pc. Paneer pakoda</li> <li>iv. Roasted Badam or Kaju (10 nos. in each plate)</li> <li>v. One pc. Sweet (coconut/pista/kaju burfi)</li> <li>vi. Cookies (Sweet &amp; Salted) &amp; potato wafers</li> <li>vii. Packed drinking water (500 ml)</li> </ul>
	High Tea (VIP)	<ul style="list-style-type: none"> <li>i. Tea, Coffee</li> <li>ii. One pc. Veg. Sandwich / cocktail pizza / Bread rolls</li> <li>iii. One pc. Paneer pakoda or samosa or mutter kachori</li> <li>iv. One pc. Dhokla or Khandvi</li> <li>v. One pc. Rasmalai or rasgulla or Gulab jamun, pastry</li> <li>vi. Cookies &amp; potato wafers</li> <li>vii. Packed drinking water (500 ml)</li> </ul>
	Normal Tea	Tea, coffee with Cookies (sweet & salted), Wafers and packed drinking water (500 ml)
2.	Lunch /Dinner	<ul style="list-style-type: none"> <li>i. One Soup (Veg.) or Jalgeera</li> <li>ii. One paneer Dish.</li> <li>iii. One seasonal dry veg.</li> <li>iv. One dal</li> <li>v. One raita or curd item</li> <li>vi. Salad, sprouts, papad, chatni, achar</li> <li>vii. one rice item (plain steam or jeera)</li> <li>viii. Tava / Tandoori Roti, Missi, nan</li> <li>ix. Two items in desert (ice cream, halwa, fruit cream, rasgulla, ras malai, rabidi with jalebi, Faluda kulfi, Gulabjamun etc.)</li> <li>x. Packed drinking water glass/250 ml bottle/ 20 Ltr jar with dispenser (as the case may be)</li> </ul>
3.	Non Veg Lunch / Dinner	The veg. menu shall remain as per sl. no.2 above. One non-veg. (preferably chicken) soup and one non-veg. (preferably chicken item) dish shall be added as per requirement.
4	Packed Lunch	<ul style="list-style-type: none"> <li>i. Four Tava Roti/02 pratha</li> <li>ii. Rice</li> <li>iii. One Dal</li> <li>iv. One Paneer</li> <li>v. Seasonal Vegetable</li> <li>vi. Salad</li> <li>vii. One Sweet piece</li> </ul>

**\* In High Tea / lunch / Dinner if any item is added other than the above, it shall be chargeable extra.**

**NATIONAL SMALL INDUSTRIES CORPORATION LTD.**  
(A GOVERNMENT OF INDIA ENTERPRISE)  
**"NSIC BHAWAN", Okhla Industrial Estate**  
New Delhi -110 020

**Subject: Re-tender of tender for "Empanelment of Caterers" for High Tea,  
Lunch and Dinner**

This is in reference to tender on above mentioned subject, in this regard it is informed that the said tender has been re-tendered as all bids got disqualified in the technical assessment.

**Manager(Admn)**