



State Trading Corporation of Bhutan Ltd.
Babesa, Thimphu

REQUEST FOR PROPOSAL
(Operate and Manage Staff Canteen)

Table of Contents

1. Introduction	3
2. Scope of RFP	3
3. Eligibility	3
4. Instructions to the interested Entity	3
5. Proposal Submissions, Opening and Proposal Validity	4
6. Bid Security & Performance Guarantee	4
7. Evaluation Criteria	5
8. Contract Award and Durations	5
9. Quality Assurance Reviews of the Service	5
10. Termination of the Contract	5
11. Disputes	5
12. Disclaimer	6
13. Enquiries/Clarification	6
Annexure 1: Proposal Submission Form (On Letter Head)	7
Annexure 2: Bid Form	8
Annexure-3: Sample Menu Chart	10
Annexure- 4: Contract Agreement	11

1. Introduction

The purpose of this Request for Proposal (RFP) is to solicit proposals from eligible entities to “Operate and Manage Staff Canteen” at State trading Corporation of Bhutan Ltd (STCBL) located at Babesa, Thimphu. The specification and requirements of the service and meals sought are outlined in the following RFP.

2. Scope of RFP

STCBL wishes to enter into contracts with a service provider to Operate and Manage Staff Canteen. The following are the scope:

- i. Provide variety of hot & cold snacks, juices and soft drinks 6 days a week – Monday to Saturday (excluding public holidays) from 8.00 am onwards.
- ii. Ensure that freshly prepared lunch are promptly provided on a daily basis from 12.00 noon to 2.00 pm.
- iii. Establish affordable prices for snacks/lunch in the cafeteria considering the free **cafeteria furniture, kitchen cabinets** and utilities provided by STCBL.
- iv. Indicate prices for snacks/lunch in the format of the daily menu displayed in the canteen during all working days.
- v. Provide good customer service and high level of hygiene.
- vi. Willing to cater for snacks/lunch for STCBL internal meetings/functions.
- vii. Liaise with HRAD to gain feedback on services provided.
- viii. Ensure that the services provided are in line with the general health requirements.

3. Eligibility

Entities wishing to respond to the RFP shall ensure that they satisfy the following criteria:

- i. Have valid trade/business licenses.
- ii. Have the capacity to enter into a contract
- iii. Have basic competencies and expertise in the food and beverages industry.
- iv. Have adequate catering equipment, cutlery and crockery.
- v. Have adequate employees to provide the services in the canteen.

4. Instructions to the interested Entity

The following 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.

- i. All prices shall be quoted in Ngultrum. The quoted price shall be inclusive of all related costs including taxes, duties and other levies.

- ii. Proposal should be presented to the STCBL marked “Proposal to Operate and Manage STCBL Staff Canteen”.
- iii. STCBL will not be liable to reimburse any costs incurred by the entity during the proposal process.
- iv. A Bid Evaluation Committee will carry out evaluation of the proposals. The evaluators will, if necessary, contact entities to seek clarification of any aspect of the proposal.
- v. Entities should identify any work they are currently carrying out or competing to avoid disruption in the services.

5. Proposal Submissions, Opening and Proposal Validity

The proposal submitted by the entity shall comprise the following:

- a. Proposal Submission Form (**Annexure-1**)
 - b. A duly completed and signed Bid Form (**Annexure-2**)
 - c. A valid Trade License;
 - d. A valid Tax Clearance Certificate;
 - e. The required bid security
 - f. Any other requirements specified in this document
- i. The entities shall submit one original of the priced quotation with the Form of Bid and clearly marked **ORIGINAL**. The proposal including all documents in the attached format should be sealed in an envelope addressed to: The General Manager, State Trading Corporation of Bhutan Ltd., Babesa, Thimphu, phone no: 02-332352 /332217/322953.
 - ii. The proposal should be submitted on or before 1 PM on dated 10.04.25 and will be and will be opened on the same date at 3:30 PM in the Board room, STCBL.
 - iii. The proposal (s) will be opened in the presence of entities or their representatives who choose to attend at the specified venue and time.

6. Bid Security & Performance Guarantee

- i. The proposal shall be accompanied by a bid security of Nu. 20,000 (Twenty thousand) in the form of cash warrant, demand draft or unconditional Bank Guarantee valid for 12 months addressed to The Managing Director, STCBL, Babesa, Thimphu.
- ii. Any bid not accompanied by bid security shall be treated as non-responsive.
- iii. The bid security of the successful bidders will be retained as Performance Security Deposit and will be refunded after the completion of the contracts.

- iv. Bid security of the unsuccessful bidder shall be refunded after declaration of the evaluation results.

7. Evaluation Criteria

- i. All proposals received will be examined to determine the compliance with the bidding requirements and conditions (completion and attachments of compulsory documents). Proposals with obvious deviations from the requirement/conditions will be disqualified from the evaluation process.
- ii. STCBL will establish a Bid Evaluation Committee to review all the responses received.
- iii. The entities 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 entity offering best services with reasonable rates.
- iv. The key criteria, which will be used to evaluate the responses include:
 - a. Experience and knowledge of the entity in operating cafeteria/restaurant.
 - b. Suitability of product pricing
 - c. Variety of meals, snacks and refreshments to be provided.

8. Contract Award and Durations

- i. The award shall be made to the firm offering best services at all times with reasonable and affordable rates.
- ii. The successful entity shall sign contract agreement after acceptance of the proposal by STCBL.
- iii. The contract for operating Office Canteen shall be valid for 12 months from the date of signing of the contract w.e.f 1st May 2025 to 30th April 2026 and subject to extension based on its performance.

9. Quality Assurance Reviews of the Service

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

10. Termination of the Contract

Any entity, after the award of the contract fails to adhere by the obligations, terms and conditions, STCBL 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 STCBL Procurement Manual and existing Law of Kingdom of Bhutan.

12. Disclaimer

STCBL reserves the right not to appoint entity and is also not obliged to provide reasons for the rejection of any proposal. STCBL reserves right to:

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

13. Enquiries/Clarification

Any enquiries/clarifications regarding this RFP must be addressed in writing to STCBL and email to [hrad_jigme@stcb.bt](mailto:h_rad_jigme@stcb.bt) or hrgm@stcb.bt

Annexure 1: Proposal Submission Form (On Letter Head)

Ref. No. & Date

The General Manager,
HRAD
State Trading Corporation of Bhutan,
Babesa, Thimphu

Dear Sir/Madam,

We, the undersigned, offer “**To Operate and Manage Office Canteen**” in accordance with your Request for Proposal dated..... [Insert Date]. We are hereby submitting our proposal, which includes this form along with other attachments as required.

We hereby declare that all the information and statements made in this proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the proposal, we undertake to negotiate on the basis of the proposed services and rates. Our proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We undertake, if our proposal is accepted, to initiate the Office Canteen operation not later than the date indicated in RFP and to comply with all the provisions of the Contract.

We understand you are not bound to accept any quotation you receive.

We remain,

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Annexure 2: Bid Form

Sl. No	Particulars	Unit	Qty	Rate (Nu.)	Remarks
A. Meeting Menu (Lunch and Refreshments)					
1	Lunch 1 (Rice, one veg, one non veg & Dal, salad/ezay and fruits	Head	1		
2	lunch 2 (Rice/Noodle/Nan, 2 veg, 2 non-veg and Dal/Jaju) salad/ezay and fruits	Head	1		
3	Lunch 3 (Rice/Noodle/Nan, 3 veg, 3 non veg and Dal/jaju) salad/ezay and fruits	Head	1		
4	Tea/Coffee/Chinta with 2 hot Snacks (1 veg and 1 non-veg)	Head	1		
5	Tea/Coffee/Chinta with 3 hot Snacks (1 veg and 2 non-veg)	Head	1		
6	Tea/Coffee/Chinta with 4 hot Snacks (2 veg and 2 non-veg)	Head	1		

B. Item wise break down					
1	Milk Tea	Cup	1		Price should be for full plate/cup
2	Black Tea	Cup	1		
3	Milk Coffee	Cup	1		
4	Black Coffee	Cup	1		
5	Suja	Cup	1		
6	Suja and Desi	Set	1		
7	Puri with Sabji (4 pcs)	Plate	1		
8	Chapati with Sabji (4 pcs)	Plate	1		
9	Samosa (2 pcs)	Plate	1		
10	Veg Pokora (2 pcs)	Plate	1		
11	Paneer Pokara (4 pcs)	Plate	1		
12	Fish Finger (4 pcs)	Plate	1		
13	Veg Sandwich	Pcs	1		
14	Non-Veg Sandwich	Pcs	1		
15	Vegetable/Cheese Momo (6pcs) with soup	Plate	1		
16	Beef/Pork/chicken Momo (6pcs) with soup	Plate	1		
17	Veg Thukpa	Plate	1		
18	Non-Veg Thukpa	Plate	1		
19	Fried Chana	Plate	1		
20	Boiled Egg Curry (2 eggs)	Plate	1		
21	Egg Omlete/Scramble (1 egg)	Plate	1		
22	Boiled Egg	Pcs	1		

23	Veg Fried Rice	Plate	1	
24	Non-Veg Fried Rice	Plate	1	
25	Plain Rice (Red/White)	Plate	1	
26	Veg Fried Noodles	Plate	1	
27	Non-Veg Fried Noodles	Plate	1	
28	Ema/Kewa Datsi	Plate	1	
29	Sag (Spinach) Datsi	Plate	1	
30	Mixed Vegetable	Plate	1	
31	Pork Pa/Beef Pa with Vegetables	Plate	1	
32	Beef/Pork Maru (curry)	Plate	1	
33	Chicken Chilli	Plate	1	
34	Chicken Curry	Plate	1	
35	Fish Maru	Plate	1	
36	Fish Fry	Plate	1	
37	Mutton Curry	Plate	1	
38	Dal/Jaju	Cup	1	
39	Mineral Water	Bottle	1	

Note:

- 1 Entity can propose additional items not covered in the above lists
- 2 Juice and beverages should be charged as per MRP of the goods
- 3 Fast foods like Maggi, Koka, Wai Wai etc should be as per MRP
- 4 Any other items not covered above should be as per MRP.

Annexure-3: Sample Menu Chart

Day	Lunch Menu	Remarks
Day -1 Monday	Red Rice ,Fried Sag, Chicken Curry, Dal, salad/ezay and fruits	Mention the specific items to be provide
Day -2 Tuesday	White Rice, Ema Datsi, Beef Paa, Jaju, salad/ezay and fruits	
Day -3- Wednesday	White Rice, Mixed Vegetable, Pork Pa, Dal, Salad/ezay and fruits	
Day -4- Thrusday	Red Rice, Kewa Datsi, Fried sag, Beef Paa, Chicken Curry, Dal, salad/ezay and fruits	
Day -5- Friday	White Rice, Ema Datsi, Mutton Curry, Jaju, salad/ezay and fruits	
Day -6- Saturday	Red Rice ,Fried Sag,Beef/Pork Curry, Dal, salad/ezay and fruits	

| Note: Sufficient Rice and Dal to be provided in lunch.

