



# State Trading Corporation of Bhutan Ltd.

REGIONAL OFFICE

PHUENTSHOLING

REQUEST FOR PROPOSAL

(Operate and Manage Staff Canteen)

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## **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) REGIONAL OFFICE located near MDP, Phuentsholing. The specification and requirements of the service and meals sought are outlined in the following RFQ.

## **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 for 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 canteen considering the free 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 get 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 From (**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, Thimphu,
    - ii. *Tele: 77777155/+975-05-252332/252880 toll free no # 1940.*
  - iii. The proposal should be submitted on or before at 1 PM and will be and will be opened on the same date at 1500hrs in the conference Hall, RO STCBL.
  - iv. 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 only) in the form of cash warrant, demand draft or unconditional Bank Guarantee valid for 12 months addressed to The General Manager, HRAD, STCBL, 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 contract.

- iv. Bid security of the unsuccessful bidder shall be returned as early as possible, 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 Canteen shall be valid for 12months from the date of signing of the contract and subject to extension based on its performance with prior approval from Management.

## **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 DHI's 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 [hmad\\_dema@stcb.bt](mailto:hmad_dema@stcb.bt) or [hrgm@stcb.bt](mailto:hrgm@stcb.bt) #05252332/252880)

**Annexure 1: Proposal Submission Form (On Letter Head)**

**Ref. No. & Date**

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

Dear Sir/Madam,

We, the undersigned, offer “**To Operate and Manage Staff 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 cafeteria 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
<b>A. Meeting Menu (Lunch and Refreshments)</b>					
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/Green Tea with 2 hot Snacks (1 veg and 1 non-veg)	Head	1		
5	Tea/Coffee/ Green Tea with 3 hot Snacks (1 veg and 2 non-veg)	Head	1		
6	Tea/Coffee/ Green Tea with 4 hot Snacks (2 veg and 2 non-veg)	Head	1		

<b>B. Item wise break down</b>					
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)	Plate	1		
16	Beef/Pork/chicken Momo (6pcs)	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**

<b>Day</b>	<b>Lunch Menu</b>	<b>Remarks</b>
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

#### **Annexure- 4: Contract Agreement**

THIS CONTRACT AGREEMENT made on the.....

BETWEEN

- (1) State Trading Corporation of Bhutan Ltd., a Corporation incorporated under the laws of Bhutan and having its principal place of business at Thimphu and Phuntsholing (hereinafter called “Purchaser”), and
- (2) M/s....., a firm having its principal place of business at Phuntsholing, (hereinafter called “the Contractor”).

WHEREAS the Purchaser invited proposal to operate and manage staff canteen located inside STCBL Regional Office, Phuntsholing and has accepted the rates by the “Purchaser” as per the attached Annexure.

The term and conditions mention hereinafter, it is here by confirmed as having been agreed to between the respective parties as under.

1. That the Contractor has been granted the contract to operate and manage staff canteen in the premise of the STCBL initially for a period of twelve months w.e.f \_\_\_\_\_ on the terms and conditions mentioned in the RFP. The Company’s Letter of Award of the contract and this agreement read together, if during this period, the performance is found satisfactory, the contract may be renewed for further specified period on the existing or mutually agreed to term & conditions. The contract is also terminable on one-month notice by either side.
2. That the contractor shall prepare food in hygienic & clean atmosphere. The HRAD/Committee at anytime may enter the kitchen for the purpose of sample checking of raw materials, semi-prepared or fully prepared eatable items. If any items of the menu/provision of food is found defective or not fit for use/consumption, the company may- (i) issue warning and/or (ii) get the said raw material/items destroyed and ask the contractor to purchase fresh stock, without any payment of compensation to the contractor for the desired material / items. If however, this problem recurs in spite of warning, the company reserves the right to impose financial penalty as desired by the committee or the contract may be cancelled without giving any notice.
3. The items of menu, which the contractor would be expected to supply, are indicted in the Annexure-2 of the RFP. The rates of items to be served by the contractor shall be valid on annual basis, and in between revision shall not be allowed. The company may, if consider necessary, revised the rate only after one year of contract in regard to the items of food. Till such time that the revised rate become operative, the contractor shall not change the existing rates.

4. The contractor shall provide guest meals to staff & authorized guests on payment of usual rates as and when required.
5. That contractor shall not make any additions or alteration in the premises allotted for operating canteen.
6. That the contractor will have to keep the canteen premises and its surrounding area neat, clean and tidy at all times and according to the Healthy/Hygienic. In the event the contractor fail to adhere by this, the contractor shall be responsible for and penalty/fine imposed/by the concerned authorities.
7. That in the event of any other food regulatory authorities, taking samples of raw material used by contractor and those samples are not found fit/up to the mark for human consumption, the contractor shall be fully responsible for any fine/penalty imposed or legal recourse taken by such authorities.
8. It is the sole responsibility of the contractor to submit the bills and clear the dues of every month and collect from FAD.HRAD shall not entertain compiling of bills for the past months and claim it at once in later month. It shall be accepted in exigency case only.
9. That the contractor must provide sufficient number of cooks, waiter and other supporting staff in the kitchen and dining hall and shall take all responsible precautions to ensure that these workers attire themselves properly while on duty and are civil, polite, sober and honest in their dealing with the company's staff.
10. That any employee deployed by the contractor in the premise becomes liable for suspension or dismissal by the company due to his actions, disobedience or misconduct, the contractor shall accept the decision of the company as final and abide by such decision. In such an event, the company shall not in any way be liable for any claim made by the concern employee of the contractor for a wages and or damages and contractor shall keep the company's authorities indemnified.
11. The Company shall have the right to view the working of this contracts from time to time and if at any time it is found that the contractor has failed to fulfill any of the conditions of this contract or that his working is unsatisfactory, the company may terminate the contract after giving the contractor one-month notice, but no such notice will be necessary if the contract is terminated on the ground of service of any undesirable commodity.
12. That the contractor will not transfer or assign any part of his interest under his contract and that this contract shall also be liable to be terminated by death or insolvency of the contractor before the expiry of the period of this contract.
13. That it is agreed between the parties that no interest whatsoever in the premises has been assigned by the institute to the contractor and possession of the premise will always that of the company, even when the premises are in use or occupation of the contractor.

14. The contractor shall be responsible for maintenance of building, equipment, furniture's & fixtures provided by the company.
15. The contractor shall provide all other implements for operating the canteen like crockery, cutlery, and livery of the canteen Staff.
16. The contractor shall also be responsible for the maintenance of the equipment, fixture, furniture, electrical installation etc. provided by the company. In case of any damage to the furniture, fixture, equipment and electrical installation contractor shall himself be liable to pay the cost as decided by the Company.
17. That the company shall pay all service charges such as electricity, water, and sewerage to the appropriate authorities on time.
18. The allotted premises will be used only for the purpose indicated in this contract and for no other illegal or improper purpose. Canteen shall be maintained free from the sale of drugs/alcohol content and smoking stuffs. If the contractor fails to abide by this, the case shall be forwarded to authorities concerned and dealt accordingly.
19. The contractor shall maintain the allotted premises in good condition and will not cause any damage thereto. If any damage is caused the same will be made good by the contractor at his own costs.
20. The contractor and the canteen staff shall not cause any nuisance or annoyance to the company or the neighboring occupiers nor will store any hazardous good in the allotted premises.
21. The licensee shall remove all things, which he has attached to the property at the expiry of the agreement or on termination of agreement and leave the allotted property in original condition.

**For and on behalf of the Purchaser**

Signed:Affix legal stamp and sign

Name:Sangay Tshering  
Designation:GM, HRAD,HO-Tphu

**Witness:**

Name:Karma Dema  
Designation:Dy.Manager, HRAD-RO

**For and on behalf of the Contractor**

Signed:Affix legal stamp and sign

Signed:

Name:

Contact Details:

**Witness:**

Name:

Contact Details: