



**Title: Operation of the Royal Monetary Authority of Bhutan's Office Cafeteria**

**Employing Agency: Royal Monetary Authority of Bhutan**

Tender Identification No: RMA/ADM- Cafeteria/2022-2023/01



## **Invitation for the Quotation (IFQ)**

Dear Sir/Madam,

1. Royal Monetary Authority of Bhutan (RMA) invites sealed Bids from eligible Bidders for the operation of the RMA Office Canteen as per the scope of work mentioned hereinafter.
2. **Scope of Work**  
Operation of the RMA Office Canteen as per the TOR and the price schedule.
3. Detailed specifications, scope of work and terms and conditions are given in the bidding documents which are available at the address given below as per the following schedule;

| <b>Name of the package</b>               | <b>Operation of the canteen</b>  |
|--|--|
| Bid receipt date and time                | Up to May 24, 2023 (Wednesday) by 12.30 PM                                 |
| Bid Opening Date                         | May 24, 2023 (Wednesday) at 2:30 PM at Officiating Director's Chamber, DAF |
| Bidding documents shall be available at: | Website: <a href="http://www.rma.org.bt">www.rma.org.bt</a>                |

4. Interested bidders can download the bidding documents from the Royal Monetary Authority of Bhutan website for free.
5. The sealed tender should be submitted in person on or before 12:30 AM to the Administrative Officer, Department of Administration & Finance on May 24, 2023 marked as "Quotation for the RMA Office Cafeteria" addressing to Officiating Director, Department of Administration & Finance, RMA, Thimphu.
6. The submitted quotation by the bidder shall comprise the following;
  - 6.1 A duly completed and signed price quotation as per the schedule of items and the price quotation;
    - a. A valid trade license (Restaurant License)



- b. A valid tax clearance certificate
- c. BAFRA Food Handle License
- d. The required bid security amounting to Nu. 10,000 by Demand Draft (DD) only payable to the Officiating Director, Department of Administration & Finance, RMA, Thimphu.

(Failing to produce the documents mentioned under Clause 6 shall lead to non-responsive and shall be disqualified from further tender proceeding)

For operation of canteen, the following additional information must be supplied and signed by the proprietor or authorized representative of the Hotelier(s);

- 6.1.1 No. of employee
- 6.1.2 Clearance from BAFRA
- 6.1.3 Experience certificate of the hotel
- 6.1.4 No. of chefs and cooks along with experience and qualification certificate

7. Submission of bid by fax or electronic means shall not be acceptable.

**8. Opening of the Bid**

The bid shall be opened by the RMA Canteen Committee in the presence of bidders or their representatives who chose to attend at the specified venue and time.

**9. Evaluation of Bid**

The bidders must quote for all the items under this invitation. Bids will be evaluated for the items together and the contract will be awarded to the bidders offering the lowest evaluated total cost of all the items. However, the purchaser is not bound to accept the lowest bid and reserve the right to accept or reject any or all the bids without assigning any reason whatsoever.

The bid should be submitted as per the following instructions and accordance with the attached Contract.

- 9.1 Offers determined to be substantially responsive to the specifications and terms will be evaluated by comparison of their quoted prices.



- 9.2 During evaluation, the purchaser will determine for each quotation the evaluated price by adjusting the price quotation by making any corrections for any arithmetical errors as follows;
- 9.3 When there is a discrepancy between amounts in figures and in words, the amount in words will govern;
- 9.4 When there is discrepancy between the unit rate and the line-item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted shall govern unless in the opinion of the Purchaser there is an obviously gross misplacement of the decimal point in the unit rate, in which case the line-item total as quoted shall govern, and the unit rate shall be corrected.
- 9.5 If the supplier refuses to accept the correction, the quotation shall be rejected with EMD forfeiture.

## **10. Award of contract;**

### **10.1 Award Criteria**

The RMA (Canteen Committee) shall award the contract to the successful bidder whose bid has been determined to be substantially responsive and to be the lowest evaluated bid, further provided that the bidder is determined to be eligible and qualified and has the capacity and capability to fulfil the contract. The Committee's decision shall be the final and binding.

### **10.2 Letter of Acceptance (LoA)**

- 10.2.1 The RMA shall notify the successful bidder through a letter of acceptance that the bid has been accepted indicating the award price
- 10.2.2 Until a formal is prepared and executed, the Letter of Acceptance shall constitute a binding contract between the successful bidder and the RMA.
- 10.2.3 Upon the furnishing of performance security by the successful bidder, the RMA shall promptly notify each unsuccessful bidders and return their bid security.



### **10.3 Signing of Contract Agreement**

- 10.3.1 At the same time as notifying the successful bidder in writing through the LoA for the acceptance, the RMA shall invite the successful bidder for signing of the Contract Agreement
- 10.3.2 The contract agreement shall be signed within ten days from the issuance LoA.

### **10.4 Performance Security**

- 10.4.1 Performance Security (PS) of Nu. 20,000 have to be made by the successful bidder. If the operator fails to operate the cafeteria after the date of award of contract, the contract will be terminated and the performance security will be forfeited. Only if no damage occurs to the items provided by the RMA, PS will be returned at the time of completion of the contract period.

### **10.5 Price Schedule Forms**

The rates for all items (Annexure I) should be submitted and Bids that does not respond to all the items listed will be rejected without any reason thereof.

### **TERMS AND CONDITIONS:**

The terms and conditions hereinafter may only varied with the written agreement of the Purchaser and no terms and conditions put forward at any time by the supplier shall form any part of the Contract.

#### **1. Furnishing:**

- i. The operator will be provided with rent-free space, free electricity and water to run the cafeteria.
- ii. The RMA will furnish the cafeteria with adequate furniture's and kitchen wares, the bidder should take clause (1) and (2) into consideration while quoting the rates.



- iii. The cafeteria operator is required to have adequate number of good quality crockery consisting of plates, forks spoons, cups and saucers, serving dishes, buffet sets, etc. and RMA will not provide any of the above items if not displayed adequately.

## **2. Contract Duration**

This Bidding terms will form a contract and it will be for one year (12 months) from the date of award of contract and it will be subjected to renewal at the discretion of the Canteen Committee.

## **3. Termination of Contract**

Under normal circumstances, termination of contract shall be upon serving one-month notice in writing by either of the parties. However, the RMA shall reverse the right to terminate the contract on an immediate basis if the Terms and Conditions of the agreement are not abided by the Operator.

## **4. Any additional items**

For any additional items, which the Operator intends to supply, the weight/quantity of such items should be specified while quoting the proposed sale price of such item. Then price list as attached herewith (Annexure-I) will be made as an attachment to this agreement and will be valid for one year but can be reviewed during the period of this agreement only once after six months with mutual discussions; except aerated drinks and other standard packaged items. The operator will supply food items specifically approved by the RMA Canteen Committee only. However, more items can be included in the menu with prior approval of the RMA Canteen Committee.

## **5. Cafeteria Regulation:**

- i. The cafeteria must be operated by the successful bidder and subletting to other parties shall not be permitted.



- ii. The Operator will operate canteen from 8:30 AM to 5:00 PM and serve lunch between 1:00 PM to 2:00 PM. However, the operator will make services available on request at any time including weekends.
- iii. Except during office hours, residing inside the cafeteria is not permitted.
- iv. The Operator will not do anything detrimental to the interest of the RMA.
- v. The cafeteria will be managed under proper office decorum.
- vi. Catering to the parties outside the RMA office complex will not be allowed if cooking is done in the cafeteria.
- vii. The successful bidder will be required to maintain adequate number of staff for proper carrying out the operations at its own expenses and such staff must be experienced, medically fit and BAFRA licensed.
- viii. The Operator is further required to provide identity of the staff working in the cafeteria and ensure that waiters on duty are in proper uniform wearing name tags. The Operator must also ensure the uniform to the canteen staffs.
- ix. The Operator must display the daily menu in the display board provided.
- x. The operator should make sure that two snack items and beverages should be made available throughout the day along with set menu of lunch.
- xi. Standard quality and quantity of food items should be maintained as per the price quoted. Any of the Committee members are given with sole authority to inspect anytime and advice the Operator regarding the quality, quantity and hygiene of the products and services as per the terms of contract.



- xii. Except for the Canteen Committee members and public health laboratory officials, access to cafeteria kitchen will be completely restricted for other people.
- xiii. The approved food prices shall be applicable to the RMA employees and their accompanying guests of the employer.
- xiv. The rates of any new food items sold besides the ones spelt out in annexure- I shall require the approval of the committee.
- xv. All packaged food items and drinks including mineral water should not exceed the maximum retail price (MRP).
- xvi. Award of credit facility to RMA employees may be at operator's discretion. RMA shall not be responsible for collection of any dues.
- xvii. The Operator shall be responsible for maintaining cleanliness of crockery, cooking utensils, furniture, fixtures in the kitchen and fittings, kitchen drains, kitchen refuse area etc. as well as the canteen hall, rest rooms and surroundings. The RMA shall not provide any cleaning materials/dusters, etc.
- xviii. The operator will ensure that harmful things, inflammable materials or any other hazardous articles are neither handled nor stocked inside the cafeteria.
- xix. The operator shall be directly responsible for the administration of his employees as regards general discipline and courteous behavior.

**6. Penalty:**

The Canteen Committee may conduct ad-hoc inspection of the canteen and if it is found that the Operator has failed to comply with any of the Terms and Conditions mentioned above, a penalty of Nu. 2,000.00 shall be charged and failing to abide by the terms repeatedly may result into termination of the contract and exclude the Operator from participating in future bidding opportunities with PS forfeiture.

**7. Contract:**

This Bidding terms will form a contract and contract period will be for one year from the date of award of contract and it shall be subjected to renewal at the discretion of the Canteen Committee.





**8. Bid Evaluation;**

The RMA Canteen Committee shall evaluate the bids based on the following criteria:

**(i) Technical Score**

- Employees/Staff
- Experience of Hotel
- Experience of Chef/Cooks

**(ii) Financial Score**

**Detailed of the evaluation criteria score points;**

| Sl. No            | Name of firms | Evaluation Criteria (points) | Remarks |
|-------------------|---------------|------------------------------|---------|
| 1                 |               | Price quoted                 |         |
| 2                 |               | No. of Employees/Staff       |         |
| 3                 |               | Experience of Restaurant     |         |
| 4                 |               | Experience of Chef/Cooks     |         |
| Total Point (100) |               |                              |         |



## **CONTRACT AGREEMENT** *(Sample Only)*

*[Only the successful Bidder shall fill in this form in accordance with the instructions indicated]*

THIS CONTRACT AGREEMENT made the *[insert number]* day of *[insert month]*, *[insert year]*, BETWEEN

- (1) *[insert complete name of Purchaser]*, a *[insert description of type of legal entity, for example, an agency of the Ministry of .... of the Government of Bhutan, or corporation incorporated under the laws of Bhutan]* and having its principal place of business at *[insert address of Purchaser]* (hereinafter called "the Purchaser"), and
- (2) *[insert name of Supplier]*, a corporation incorporated under the laws of *[insert: country of Supplier]* and having its principal place of business at *[insert: address of Supplier]* (hereinafter called "the Supplier").

WHEREAS the Purchaser invited Bids for certain Goods and ancillary services, viz., *[insert brief description of Goods and Services]* and has accepted a Bid by the Supplier for the supply of those Goods and Services in the sum of *[insert Contract Price in words and figures, expressed in the Contract currency/ies]* (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall constitute the Contract between the Purchaser and the Supplier, and each shall be read and construed as an integral part of the Contract, viz.:
  - (a) This Contract Agreement;
  - (b) Terms and Conditions;
  - (c) Technical Requirements (including schedule of supply, price and technical specifications);
  - (e) The Supplier's Bid and original Price Schedules;
  - (f) The Purchaser's Notification of Award of Contract;
  - (g) The requirement of Performance Security and payment terms;
3. This Contract shall prevail over all other Contract documents. In the event of any discrepancy or inconsistency within the Contract documents, then the documents shall prevail in the order listed above.



4. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the Goods and Services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
  
5. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the Goods and Related Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of Bhutan on the day, month and year indicated above.

For and on behalf of the Purchaser

Signed: *[insert signature]*

in the capacity of *[insert title or other appropriate designation]*

in the presence of *[insert signature]*

*[insert identification of official witness]*

For and on behalf of the Supplier

Signed: *[insert signature of authorized representative(s) of the Supplier]*

in the capacity of *[insert title or other appropriate designation]*

in the presence of *[insert signature]*

*[insert identification of official witness]*



**Undertaking by the bidder:**

I, Mr. /Mrs..... holding Citizenship ID No. ....Village  
.....Dzongkhag.....has gone  
through the provisions of this tender and have fully understood the contents. In case of my failure  
to abide by the terms and conditions of the tender, the Canteen Committee may take any action as  
deemed necessary at the interest of RMA and her employees.

(Affix Legal Stamp)

Name :

Address :

Telephone No :

Date :



## Price Schedule

| Sl. No               | Item Name  | Rates (Nu.) |
|----------------------|--|-------------|
| <b>Meals (A)</b>     |  |             |
| 1                    | Rice + 1 non-Veg + Dal/Jaju + Ezzay + Papad                          |             |
| 2                    | Rice + 1 Veg + Dal/Jaju + Ezay + Papad                               |             |
| 3                    | Rice + 1 non-Veg + 1 Veg + Dal/Jaju + Ezay + Papad                   |             |
| 4                    | Rice + 2 non-Veg + 2 Veg + Dal/Jaju + Ezay/Salad + Roti/Nan + Papad  |             |
| 5                    | Rice + 3 non-Veg + 3 Veg + Dal/Jaju + Ezzay/Salad + Roti/Nan + Papad |             |
| 6                    | Omelette/Poach/Scramble Egg  |             |
| 7                    | Beef Momo (5pcs)   |             |
| 8                    | Cheese Momo (5pcs)   |             |
| 9                    | Fired Rice Non-Veg (plate)   |             |
| 10                   | Fried Rice Veg (plate)   |             |
| 11                   | Parathas (2pcs)  |             |
| 12                   | Bathup Veg (plate)   |             |
| 13                   | Bathup Non-Veg (plate)   |             |
| 14                   | Puri/Roti/Nan with Sabji/Chana/Aludam (3pcs)                         |             |
| 15                   | Thukpa with panner (plate)   |             |
| 16                   | Samosa (3pcs)  |             |
| 17                   | Alochop/Piyaji (3pcs)  |             |
| 18                   | Chana (Plate)  |             |
| 19                   | Chilly Chop (pcs)  |             |
| 20                   | Egg Roll/Veg Roll (pcs)  |             |
| 21                   | Cake/Pastries (pcs)  |             |
| 22                   | Egg Boiled (nos.)  |             |
| 23                   | Suja + Desi (cup)  |             |
| 24                   | Assorted Fruits (plate)  |             |
|                      | <b>Total Amount Nu.</b>  |             |
| <b>Beverages (B)</b> |  |             |
| 1                    | Milk Tea (Single)  |             |
| 2                    | Black Tea (Single)   |             |
| 3                    | Milk Coffee (Single)   |             |
| 4                    | Black Coffee (Single)  |             |
| 5                    | Suja (Single)  |             |
| 6                    | Curd/Lassi   |             |
| 7                    | Lemon Tea (Single)   |             |
| 8                    | Mineral Water(small)   |             |
| 9                    | Mineral Water(big)   |             |
|                      | <b>Total Amount Nu.</b>  |             |
| <b>Noodles (C)</b>   |  |             |
| 1                    | Koka cooked/fried  |             |
| 2                    | Wai Wai cooked/fired   |             |
| 3                    | Maggi cooked/fried   |             |
| 4                    | Pasta/Spaghetti/Chaowmen (plate)                                     |             |
|                      | <b>Total Amount Nu.</b>  |             |



**List of Crockery and Cutlery for canteen operators should have**

| SI No.                  | Items            | Quantity    | Capacity/<br>Size | Remarks                                     |
|-------------------------|------------------|-------------|-------------------|---|
| <b>A. CROCKERY LIST</b> |                  |             |                   |   |
| 1                       | Dinner plate     | 250-300 pcs |                   | Normal to the staff                         |
| 2                       | Dinner plate     | 20-25 pcs   |                   | For VIP/Guest                               |
| 3                       | Quarter Plate    | 250 300 pcs |                   |   |
| 4                       | Curry Bowls      | 250-300 pcs | 150ml             | Normal to staff                             |
| 5                       | Curry bowls      | 20-25 pcs   | 150ml             | For VIP/ Guest                              |
| 6                       | Tea Cups/Saucers | 250-300 pcs |                   | Normal to staff                             |
| 7                       | Tea Cups/Saucers | 20-25 pcs   | 170ml             | For VIP/Guest                               |
| 8                       | Water Glass      | 9 Doz       | 200ml             |   |
| 9                       | Hot pot set      | 15-12 Nos.  |                   | Base on the items ordered/catering services |
| <b>B. Cutlery List</b>  |                  |             |                   |   |
| 1                       | Tea spoon        | 10 Doz      |                   | Steel                                       |
| 2                       | Table Spoon      | 250-300 pcs |                   | Steel                                       |
| 3                       | Table Fork       | 250-300 pcs |                   | Steel                                       |
| 4                       | Serving Spoon    | 15 pc       |                   | Steel                                       |
| 5                       | Serving Fork     | 15 pc       |                   | Steel                                       |
| <b>C. Miscellaneous</b> |                  |             |                   |   |
| 1                       | Tea Pot/ Flask   | 12-10 Nos.  | 300ml             | Small, Medium and Large                     |
| 2                       | Sugar cube pot   | 12 Nos.     |                   | As per the availability of table placed     |
| 3                       | Water Jugs       | 12 Nos.     | 1.5 ltr           | As per the availability of table placed     |
| 4                       | Tray Unbreakable | 10-8 Nos.   |                   | Small, Medium and Large                     |
| 5                       | Cruet set        | 12 Nos.     |                   | As per the availability of table placed     |
| 6                       | Dust Bin         | 6 Nos.      | Big &<br>Medium   | For garbage                                 |

*Note: Other necessary required for the serving should be arranged by the operator.*



|  |
|--|
| <b>Total Amount (Nu) (A+B+C):</b> .....                          |
| <b>Total Amount (In Words):</b><br>.....<br>.....<br>.....<br>.. |
| Signature and Seal of Operator (Affix Legal Stamp)               |



