



राष्ट्रीय पुस्तक न्यास, भारत  
मानव संसाधन विकास मंत्रालय, भारत सरकार  
**NATIONAL BOOK TRUST, INDIA**  
Ministry of Human Resource Development, Govt. of India

**Nehru Bhawan, 5 Institutional Area, Phase-II,  
Vasant Kunj, New Delhi – 110 070**  
**Tel.: 011-26707700-756/868, Fax: 011-2612883**  
**Website: [www.nbtindia.gov.in](http://www.nbtindia.gov.in), E-mail: [ad.admn@nbtindia.gov.in](mailto:ad.admn@nbtindia.gov.in)**

## **NOTICE**

National Book Trust, India (NBT), an autonomous organization of the Ministry of Human Resource Development, Govt. of India invites sealed applications (proposals) for engagement of Contractor for Catering Services at National Book Trust, India [NBT] Nehru Bhawan, 5 Institutional Area Phase-II, Vasant Kunj, New Delhi-110 070.

The documents containing the terms & conditions can be obtained from the Superintendent (Admin), National Book Trust, India, Nehru Bhawan, 5 Institutional Area Phase-II, Vasant Kunj, New Delhi-110070) **from 11.08.2020 to 04.09.2020 between 9:30 a.m. and 5:00 p.m.** Document may also be downloaded from NBT's website.

Any modification/ compendium in the EOI documents will be put up on NBT's website i.e. [www.nbtindia.gov.in](http://www.nbtindia.gov.in), applicants are advised to check NBT's website on regular basis for the same.



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## **Expression of Interest (EOI) for engagement of Contractor for Catering Services at National Book Trust, India [NBT] Nehru Bhawan, 5 Institutional Area Phase-II, Vasant Kunj, New Delhi-110 070.**

1. National Book Trust, India has been established under Societies Registration Act XXI of 1860 fully funded and established by Ministry of Human resource Development, Govt. of India. It is governed by Memorandum of Association Rules” and Regulations (Bye Laws). The objectives of the NBT are to produce and engage the production of good literature in English, Hindi and other Indian Languages and to makes such literature available at moderate prices to the public and to bring out book catalogues arrange book fairs/exhibition and seminars and take all necessary steps to make the people book minded.
2. National Book Trust, India intends to engage Contractor for Catering Services at National Book Trust, India [NBT] Nehru Bhawan, 5 Institutional Area Phase-II, Vasant Kunj, New Delhi-110 070.
3. The detailed EOI document indicating the scope of work, qualifying requirement, forms and process for submission of proposal for EOI can be obtained from Superintendent (Admin), National Book Trust, India, Nehru Bhawan, 5 Institutional Area Phase-II, Vasant Kunj, New Delhi-110070) **from 11.08.2020 to 04.09.2020 between 9:30 a.m. and 5:00 p.m.** Duly filled-in application along with all will supporting documents **may be dropped in the “Tender Box” placed at the main gate of National Book Trust, India, Nehru Bhawan, 5 Institutional Area Phase-II, Vasant Kunj, New Delhi-110070 up to 06.09.2020 till 5:30 p.m.** NBT reserves the right to accept or reject any or all the offers at any stage of the process without assigning any reason thereof and no claim/dispute in this regard shall be entertained.

## **SCOPE OF WORK**

### **Scope of Work for Catering Services at NBT, HQ, Nehru Bhawan, 5, Institutional Area, Phase-II, Vasant Kunj, New Delhi.**

#### **1. NBT Canteen:**

The Institute has staff strength of about 250 personnel. A good number of employees would like to have Breakfast (morning tiffin), Lunch, Morning and evening Tea, and Evening Snacks in the Canteen/tea in respective areas.

NBT, INDIA wishes to provide a clean, tasty and healthy balanced diet to its employees and associated users of the canteen to provide the necessary energy levels for meeting the objectives of the Institute. A diet is deemed balanced, when it comprise of all the basic nutrients that the body requires and also meets the calorie requirements of individuals in mind. Such a diet, essentially, supplies all the nutrients in requisite amounts and suitable proportions Only by combining different food groups, such as cereals, millets, pulses, fruits & vegetables, mild , sugar & fat, along with the right amount of fibre, can a healthy diet be planned.

The approximate daily requirement of different food item on working days (Monday to Friday) is as under:

1. Breakfast/Morning tiffin	:	60-70 Nos
2. Lunch	:	50-60 Nos.
3. Tea	:	About 300 nos. a day
4. Evening Snacks	:	50-60 Nos. and intimated in advance

The requirements on Saturday and Sunday/ Holidays will be against prior booking on the previous day.

There is no minimum guaranteed quantity for supply and payment will be on the basis of coupons presented by the Contractor. The actual quantity will vary according to the daily dynamics and payment will be accordingly on the basis of submitted Coupons.

The requirements of high tea (worth of Rs. 50-60/- per plate) for 250 persons as and when required.

The requirement of buffet lunch or dinner (worth of Rs.250-300/-) for guests for official functions as and when required.

The period of the contract is One year, extendable by 24 months based on mutually agreed terms, subject to the performance of the Contractor and the quality, quantity of the food items, hygiene and services etc.

## **TERMS AND CONDITIONS**

### **1. Eligibility Criteria**

- 1.1. The Contractor should have NCR based existence and should have at least 3 years' experience in Govt. Offices/Institutes/Guesthouses/ Corporate offices Cafeteria/Canteen, each serving to offices with 300 + employees. A certificate to this effect must be submitted.
- 1.2. Contractor should have handled turnover of aggregate average billing of Rs.25.00 Lakhs per annum during the previous 3 years. Any additional claim to support the eligible with be appended.
- 1.3. Contractor must have enough supervisory staff, in addition to the requisite number of subordinate staff, efficient in managing the provision of cafeteria services to NBT.
- 1.4. **Essential Technical Parameters:**
  - Self-attested copy of PAN card.
  - The contractor/ firm should be ISO certified (Certificate to be enclosed).
  - An Affidavit of Rs. 10/- duly signed and stamped by Notary (Photocopy of the affidavit will not be accepted stating that
    - “The Company has not been Debarred or blacklisted by any Government, Quasi Government, PSU or Autonomous Organization is required to be enclosed”.
    - “Contractor should not have defaulted on any bank/financial institute loans in the past. There should not be any statutory dues or disputed liability”.
  - Specimen signature, name, address, contact no., designation/capacity of the person signing the EOI document on letter head is required to be enclosed.
  - Experience Certificate as per clause 1.1 above from the Administrative Head of the unit where service was provided or work order with indicating duration.
  - CA certified copy of balance sheet for last 3 financial years i.e. 2016-17, 2017-18 & 2018-19.
  - Self-attested copy of Registration License.
  - Last 2 years GST return copy i.e. 2017-18 & 2018-19 & self-attested copy of GST Registration

### **2. Required Technical Documents**

**Technical documents duly sealed and superscribed as “Technical documents for Cafeteria services”** shall be submitted addressed to **Director, National Book Trust, India, Nehru Bhawan, 5, Institutional Area, Phase-II, Vasant Kunj, New Delhi – 110070**, which must reach on the above address by 10.00 hrs. on **06.09.2020 till 5:30 p.m.**

The EOI not submitted in the prescribed format(s) or incomplete in any respect is liable for rejection. NBT is not responsible for non-receipt of EOI within the specified date and time due to any reason including postal holidays or delays. The technical documents should be

complete in all respects and contain all the required information except prices.

The format prescribed for submission of EOI is as follows:

- Covering letter as per Annexure - I
- The Company profile as per Annexure – II
- Experience/Details of operation in the last 3 years as per Annexure –III
- Duly signed copy of Technical documents as per Annexure –IV
- All Documents mentioned at clause 1.4

### **3. Preliminary Scrutiny**

**NBT will scrutinize EOIs to determine whether they are complete, whether any errors have been made in the technical requirements, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule.** NBT may, at its discretion waive off any minor nonconformity or inconformity in the EOI provided such waiver does not affect relative ranking of other Contractors. The decision of NBT in this regard will be final & binding.

### **4. Technical Inspection and Performance Evaluation**

**NBT reserves its right to carry out a technical inspection and performance evaluation (benchmarking) of short listed Contractors. This may also include site visit of the current engagements of the Contractors.**

### **5. Pricing**

**Subsequent to this EOI and the finalization eligible applicants, NBT proposes to issue a limited tender for selection of interested “Applicants” for further financial bid application.**

### **6. Verification**

NBT reserves the right to verify any or all statements made by the Contractor in the EOI and to inspect the Contractor’s facilities, if necessary, to establish to its satisfaction about the vendor’s capacity to perform the job.

### **7. Shortlisting of Contractors**

NBT will make a list of technically qualified Contractors. The financial EOIs of only such Contractors will be opened.

### **8. Legal Jurisdiction**

The agreement shall be deemed to have been concluded in the National Capital Territory of Delhi and all obligations hereunder shall be deemed to be located at the NCT of Delhi and the Court within NCT of Delhi will have jurisdiction to the exclusion of all other Courts.

### **9. Income Tax as applicable will be deducted at source**

### **10. Performance Security:**

The Contractor would have to submit the performance guarantee of Rs.50,000/- in the form of DD or Banker’s Cheque to NBT within 10 days from the day of issue of work order. The

performance guarantee can be forfeited by order of the NBT in the event of any breach or negligence or non-observance of any condition of contract.

11. **Catering Arrangements:** The Contractor shall provide, inter-alia, the following services in NBT cafeteria on an on-going basis:-

- a) To provide cafeteria services in the main cafeteria.
- b) The cleanliness and hygiene of the cafeteria including its surroundings will be the responsibility of the contractor. The contractor will also ensure that the manpower engaged will maintain requisite standards of personal hygiene. All the cafeteria staff including the stewards/bearers will wear distinct uniform. All the staff employed by the contractor will be required to provide medical fitness certificate from time to time.
- c) Rate List will be displayed prominently on the notice board of the cafeteria and its constituent units Menu items would be provided as per the displayed rate list. NBT would constantly monitor quality and price of the items provided.
- d) Contractor shall ensure to arrange the cooking fuel, utensils (both cooking & serving), and other material required for serving. The contractor shall also arrange for standard/good quality cutlery.
- e) Contractor shall equip the kitchen with cooking stoves, refrigerators, insect repellants and other gadgets required for smooth provision of services in the cafeteria.
- f) The contractor shall use cooking raw material of good quality and reputed brands only.
- g) The contractor will be responsible for removal and proper disposal of waste material, garbage etc. from the Cafeteria.
- h) The contractor shall keep adequate store of cooking materials/food ingredients of acceptable standard at least for one fortnight and shall procure seasonal vegetables & fruit on daily basis.
- i) The contractor would also be required to make arrangement for organizing special lunch/ dinner/ high tea etc. for occasions such as seminars/ symposium/ conferences/ meetings/ related activities organized by different divisions of NBT.
- j) The water charges and electric consumption charges shall be recovered on actual consumption basis (on BSES tariff by providing a separate energy meter) for the kitchen, washing area, storage room, wash rooms etc. NBT will also recover the Garbage charges of canteen @ ₹1,000/- per month.
- k) It is necessary to provide copy of valid license from MCD/authorities concerned/ Govt. regulatory bodies along with the EOI document.
- l) Items of Food stuff can be inspected by any one or all the designated officers at any time without notice. The designated officers may also take sample of the food stuff being served.
- m) The agreement will be valid for a period of 1 year commencing from the date of award of the contract and shall continue to be in force in the same manner, unless terminated in writing. The contract will be extendable as per the requirement subject to satisfactory performance of the contractor and subject to such amendments as mutually agreed to for a maximum period of 3 years. However, if the performance of the contractor is not

satisfactory, NBT reserves the right to terminate the contract/agreement without serving any notice.

- n) The contractor shall arrange for items like crockery, utensils, boilers, juice machine, cooking gas cylinders, cooking store etc. and items of similar nature of good quality as approved by the Trust at his own cost and maintain the said items in proper and hygienic conditions for due discharge of obligations in respect of running of canteen.
- o) The contractor will be fully responsible for the repair/maintenance, cleanliness, breakage and damage done to the building and sanitary, electrical and any other fittings and fixtures installed in the space provided to him by the Trust. Furniture provided to the contractor will be maintained properly. Any loss/damage (including repairs) to the same will have to be made good by the Contractor, as his cost.
- p) The contractor will take all necessary precautions against fire hazards and comply with rules and regulations as laid down by concerned local authorities and to the satisfaction of NBT.
- q) The size and weight including quality of various items should be approved by NBT. No new items would be introduced without approval of the Trust. No rate will be revised without the approval of NBT.
- r) NBT shall not in any manner be treated as the employer of these employees or concerned with the terms of their employment or conditions of their services since the relationship of employer and employees shall always be considered to be between the contractor and such persons as will be employed by him. While engaging his employees, the contractor will make these conditions clear to them categorically, and in writing and their acceptance of these terms shall be communicated to NBT also.
- s) The contractor will, at all times, ensure discipline decent and courteous behavior by his employees while they remain in premises of NBT, India. In case any of his employees indulges in any act of indiscipline, misbehavior or slogan shouting or indulges in violent act(s) or abets others in doing so and it is prima facie proved, the contractor shall remove the employee concerned from the premises immediately on receipt of written communication from the authorities which will be duly acknowledged by contractor.
- t) The contractor will not further sub-contract the contract to any other party. In case the contractor is found having sub-contracted this service, the contract will be terminated immediately without any notice and security deposit will be forfeited.
- u) The contractor shall obtain licence under the Contractor Labour (Abolition and Regulation) Act 1970 (hereinafter referred as the contractor labour Act) and all other requisite licenses at his own cost from the Appropriate Authorities and comply with the terms and conditions of the licence(s) and all other relevant and necessary provisions of the contractor labour Act and the Rules framed there under all such other provisions of laws in any enactment or otherwise laid down by any authority from time to time, it being clearly understood and agreed upon that the entire responsibility for compliance thereof shall always be of the contractor. The contractor shall be fully responsible for any compensation etc. in case of any injury/casualty or mishap to any employees of the canteen during canteen working hours.

**EOI Application**

**Annexure –I**

**The Director  
National Book Trust, India  
Nehru Bhawan, 5 Institutional Area  
Phase –II, Vasant Kunj,  
New Delhi – 110070**

**Subject: Submission of EOI for providing Cafeteria Services in NBT**

Madam,

With reference to the above EOI Notice, having read and understood the instructions, terms and conditions, we hereby enclose our EOI for provision of cafeteria services in NBT as per the terms and conditions.

We undertake that we have never been black listed by any agency. We further confirm that the offer is in conformity with the terms and conditions as mentioned in the above referred EOI. We also understand that NBT is not bound to accept the offer either in part or in full and that NBT has a right to reject the offer in full or in part without assigning any reasons whatsoever.

My /Our PAN is \_\_\_\_\_ and GST Registration No. is \_\_\_\_\_

Thanking you,

Yours faithfully

Signature with stamp  
& full Address

Date:

Place:

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8 | (Signature of Contractor with Rubber Stamp)



### Company Profile

**Details filled in this form must be accompanied by sufficient documentary evidences, in order to verify the correctness of the information.**

Sl. No.	Particulars	Details
1	Name of the Firm	
2	Owner/ Partner	
3	Mailing Address	
4	Telephone and Email ID	
5	Year of commencement of Business	
6	Name & Designation of the Key person authorised to make commitments to National Book Trust, India	
7	Contact details of the Key person	
8	PAN	
9	Registration/ License No.	
10	GST Registration No.	
11	Manpower Details to be engaged <ul style="list-style-type: none"> <li>➤ Supervisor/ Manager</li> <li>➤ Stewards/ Waiters</li> <li>➤ Cooks/ Chefs</li> </ul>	

Signature  
(Name and Designation with stamp)

Date:

Place:

## Experience/Details of operation at present and in the last 3 years

Name of the Firm \_\_\_\_\_

Sl. No.	Name of the Client	Period of Contract	Details (including Name, Email, Phone, Fax No. & Address)	Value of the contract (in terms of billing per annum)	Remarks
1					Copy of experience certificate enclosed
2					
3					

Signature  
(Name and Designation with stamp)

Date:

Place:

Enclosures: Copies of Experience Certificates.

**TECHNICAL DOCUMENTS****CHECK LIST – The Contractors/Contractors should ensure the following:**

Sl. No.	Particular(s)	Yes	No
1	Self-attested copy of PAN card.		
2	An Affidavit of ₹10/- duly signed and stamped by Notary (Photocopy of the affidavit will not be accepted)_stating that: “The Company has not been Debarred or blacklisted by any Government, Quasi Government, PSU or Autonomous Organization is required to be enclosed”. “Contractor should not have defaulted on any bank/financial institute loans in the past. There should not be any statutory dues or disputed liability”.		
3	Specimen signature, name, address, contact no., designation/capacity of the person signing the EOI document on letter head is required to be enclosed.		
4	Experience Certificate as per clause 1.1 above from the Administrative Head of the unit where service was provided or work order with indicating duration. (Supporting documents to be enclosed)		
5	CA certified copy of balance sheet for last 3 financial years i.e. 2016-17, 2017-18 & 2018-19.		
6	Self-attested copy of valid Registration License from MCD/ Authorities concerned/ Govt. regulatory bodies.		
7	Last 2 years GST return copy i.e. 2017-18 & 2018-19 & self-attested copy of GST Registration.		
8	The firm should be ISO certified.		

**NOTE: - The Contractor, who do not fulfil the requirements and do not submit the above documents will not be considered and will be liable for rejection of their EOIs.**

Signature of Contractor

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Seal

PAN: \_\_\_\_\_

GST No.: \_\_\_\_\_

Date:

Place:

11 | (Signature of Contractor with Rubber Stamp)

**CAFETERIA SERVICES & QUANTITY****Item No. 1: Portion size**

Sl. No.	Items/ Unit of measure	Quantity
1	Tea per cup	150 ml
2	Coffee per cup	150 ml
3	Samosa per pcs.	100 gm.
4	Burger per pcs.	200 gm.
5	Sandwich	200 gm.
6	Bread Pakora 1 pcs.	100 gm.
7	Masala Dosa per pcs.	200 gm.
8	Onion Utpam per pcs.	200 gm.
9	Idli 2 pcs.	80 gm.
10	Sambhar Vada 2 pcs.	200 gm.
11	Kulche Chhole 2 pcs.	200 gm.
12	Chhole Bhature 2 pcs.	200 gm.
13	Vegetable Patties per pcs.	70 gm.
14	Pooree Aaloo 5 pcs.	200 gm.
15	Chaumin per plate	200 gm.
16	Gulab Jamun per pcs.	60 gm.
17	Rasgulla per pcs.	60 gm.
18	Lassi per glass	200 ml.
19	Bread omelette	Two eggs, Two slices
20	Soft Drink (non aerated)	20ml/ 350ml/ 500ml/ 1ltr/ 2ltr
21	Butter Toast	02 pcs. (Standard)
22	Dal Vada per pcs.	100 gm.
23	Cheese Patties per pcs.	70 gm.
24	Lunch Veg. (Thali) Dal (150 gm.), Plain boiled Rice (100 gm.), Sabzi (100 gm.), Parantha 02 Nos, Curd (100 gm.), Salt Sachet 01 Nos. (1 gm.), Pepper Sachet 01 Nos. (0.5 gm.), Pickle Sachet 01 Nos. (15 gm.), and paper Napkin 01 Nos.	Per Plate (as prescribed with items)
25	Lunch Veg. (Thali) Dal (150 gm.), Plain boiled Rice (100 gm.), Egg Curry with 1 Egg (100 gm.), Parantha 02 Nos, Curd (100 gm.), Salt Sachet 01 Nos. (1 gm.), Pepper Sachet 01 Nos. (0.5 gm.), Pickle Sachet 01 Nos. (15 gm.), and paper Napkin 01 Nos.	Per Plate (as prescribed with items)

26	Mutton Curry per plate (full plate/half plate)	4 Pcs. / 2 Pcs. (200 gm. / 100 gm. With gravy)
27	Chicken per plate (full plate/half plate)	4 Pcs. / 2 Pcs. (200 gm. / 100 gm. With gravy)
28	Egg Curry per plate (full plate/half plate)	4 Egg / 2 Egg (200 gm. / 100 gm. With gravy)
29	Dal per plate	200 gm.
30	Vegetable per plate	200 gm.
31	Dal Fry per plate	200 gm.
32	Special Vegetable per plate	200 gm.
33	Rice	200 gm.
34	Raita/ Curd	100 gm.
35	Lays Chips, Biscuits, Cold Drinks/ Beverages & other packed items	Standard weight as displayed on the packet by original manufacturer

**Item No. 2: Special Lunch/Dinner (Buffet Arrangement): Chafing Dishes and Crockery etc. needs to be arranged by the Contractor**

Sl. No.	Category	Essential List
1	Economy	<b>Bread – 1 item</b> <b>Rice Preparation – 1 item</b> <b>Dal / Lentil Preparation with gravy – 1 item</b> <b>Seasonable vegetables – 1 item</b> <b>Curd / Raita – 1 item</b> <b>Salads - 1 item</b> <b>Pickle / Papad/ Chutney – 1 item each</b> <b>Paper Napkin</b>
2	Executive	<b>Bread – 2 items</b> <b>Rice Preparation – 2 items (out of which 1 pulao is must)</b> <b>Dal / Lentil Preparation with gravy – 1 item</b> <b>Seasonable vegetables – 1 item</b> <b>Paneer Preparation – 1 item</b> <b>Non Vegetarian Preparation (Chicken/ Mutton/ Fish) – 1 item</b> <b>Curd / Raita – 1 item</b> <b>Salads - 2 item</b> <b>Pickle / Papad/ Chutney – 1 item each</b> <b>Dessert (Sweet) – 1 Preparation</b> <b>Packaged Drinking Water</b> <b>Paper Napkin</b>

<b>3</b>	<b>Deluxe</b>	<b>Soup – 1 item</b> <b>Starters/ Snacks – 2 items (2 veg or one veg + one non veg)</b> <b>Bread – 2 items</b> <b>Rice Preparation – 2 items (2 veg or one veg + one non veg)</b> <b>Dal / Lentil Preparation with gravy – 1 item</b> <b>Seasonable vegetables – 1 item</b> <b>Paneer Preparation – 1 item</b> <b>Non Vegetarian Preparation (Chicken/ Mutton/ Fish) – 2 items</b> <b>Continental / Chinese Preparation – 1 set (one main course with accompaniments)</b> <b>Curd / Raita – 1 item</b> <b>Dahi Bhalla/ Chaat Papri – 1 item</b> <b>Salads - 1 item</b> <b>Pickle / Papad/ Chutney – 1 item each</b> <b>Dessert (Sweet) – 2 items (one hot + one cold preparation)</b> <b>Packaged Drinking Water</b> <b>Tea and Coffee</b> <b>Soft Drinks – 2 varieties</b> <b>Canned Juice/ Fresh Juice – 2 varieties</b> <b>High Quality Paper Napkin/ Cloth Napkin</b>
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**Item No. 3: Hi-Tea**

<b>Sl. No.</b>	<b>Category</b>	<b>Essential List</b>
<b>1</b>	<b>Economy</b>	<b>Tea and Coffee</b> <b>Biscuits (1 salted + 1 sweet)</b>
<b>2</b>	<b>Executive</b>	<b>Tea and Coffee</b> <b>Cookies (1 salted + 1 sweet)</b> <b>Wafers / Chips</b> <b>Paper Napkin (Tea Napkin)</b>
<b>3</b>	<b>Deluxe</b>	<b>Tea and Coffee</b> <b>Cookies (1 salted + 1 sweet)</b> <b>Wafers / Chips</b> <b>Savoury item (Indian) – 1 (e.g. Samosa/ Dhokla)</b> <b>Sweet item (Indian) – 1 (e.g. Gulabjamun/ Imarti)</b> <b>Savoury item (Continental) – 1 (e.g. Quiche/ Puff)</b> <b>Sweet item (Indian) – 1 (e.g. Pastry/ Cupcake/ Doughnut)</b> <b>Good quality Tea Napkin (Paper /Cloth)</b>