



དཔལ་ལྷན་འབྲུག་གཞུང་།  
རྫོང་ཁག་བདག་སྲོང་། ཚེས་ཅེ་རྫོང་། རྫོང་གསལ་།  
**Royal Government of Bhutan**  
DZONGKHAG ADMINISTRATION  
Chhoetse-Dzong: Trongsa



DAT/PRO-02/2023-2024/869

12<sup>th</sup> September, 2023

**Notice Inviting Quotation**

The Dzongkhag Administration, Trongsa would like to invite sealed bids from Hoteliers for the catering services for financial year 2023-2024.

The tender documents can be downloaded from [www.trongsa.gov.bt](http://www.trongsa.gov.bt).

The last date and time for submission of bids should be done on or before 21.09.2023 at 11 am and opening of bids will be done at 11:30 am in Dzongkhag central store.

For any enquires can contact Dzongkhag Procurement office at 03521218 during office hours.

Dorji Rinchen  
**DZONGRAB**

Copy to:

1. The hon'ble DASHO DZONGDAG, DAT for kind information
2. The Finance Officer, DAT for information
3. The ICTO, DAT for necessary action
4. Office Copy



དཔལ་ལྷན་འབྲུག་གཞུང་།  
ཇོང་ཁག་བདག་སྐྱོང་ཆོས་ཅེ་ཇོང་གྲོང་གསལ།  
**Royal Government of Bhutan**  
DZONGKHAG ADMINISTRATION  
Chhoetse-Dzong: Trongsa

---

**STANDARD BIDDING DOCUMENTS**

**ANNUAL QUOTATION  
FOR FOOD CATERING  
SERVICES FOR THE FY/2023-2024**



**ROYAL GOVERNMENT OF BHUTAN**

**TRONGSA**

**Invitation for Quotation (IFQ)**



དཔལ་ལྷན་འབྲུག་གཞུང་།  
ཇོང་ཁག་བདག་སྐྱོང་ཆོས་ཅེ་ཇོང་གྲོང་གསལ།  
**Royal Government of Bhutan**  
DZONGKHAG ADMINISTRATION  
Chhoetse-Dzong: Trongsa

<b>Name of the Restaurant/Hotel:</b> .....	<b>Signature of Bidder over the Legal Stamp</b>
<b>Address:</b> ..... <b>Contact no:</b> ..... <b>Fax no:</b> ..... <b>Email ID:</b> .....	

**Food Catering Services Terms and Conditions FY: 2023-2024**

**Crockery & Cutlery items**

1. Crockery and cutlery must be arranged by the caterer on all deliveries and the charges shall be included in the payment of food catering.
  - A. Crockery items like Plates, Cups and mugs must be brand new if not very clean for the food catering services.
  - B. Cutlery items like Knives, forks and spoon must be clean as well.
  - C. We don't want caterer to serve tea and any meals in plastic cups and plastic plates.
  - D. Arrangement of any meals must be very clean and presentable.

If in case caterer fails to provide above requirement and if there shall be any complain by customer regarding Cutlery & Crockery the penalty shall be;

- A. Procuring Agency shall place a reminder in written,
- B. If it's for the second time we shall issue warning letter and
- C. If it is for the third time, we shall cancel the award and we shall do another quotation for food catering or shall award to the second lowest evaluated bidder.
- D. shall forfeit the performance security of NU:10,000/-



དཔལ་ལྷན་འབྲུག་གཞུང་།  
ཇོང་ཁག་བདག་སྐྱོང་ཆོས་ཅེ་ཇོང་ཁྲོང་གསལ།  
**Royal Government of Bhutan**  
DZONGKHAG ADMINISTRATION  
Chhoetse-Dzong: Trongsa

---

- E. If it's awarded to the second lowest bidder, the differential amount must be borne by the first lowest bidder on every supply order throughout the Financial Year.
- F. Shall not allow the particular caterer to participate for following two years.
- 2. All the container of food catering services must be new if not must be so clean.
- 3. The damage charge of crockery and cutlery shall be borne by the caterer.

### **Time of Meals Delivery**

- 1. Must arrive at the catering venue at least 15 minutes prior to the ordered meal time to make sure that the meal is in time without any delay.

Penalty, if the caterer fails to supply food on the time.

- A. If it is delayed for one time, we shall give reminder in written,
- B. If it is delayed for second time, we shall issue warning letter and
- C. If it is delayed for the third time, we shall cancel the award letter of awarding and we shall do another quotation for food catering.

### **Health & Hygiene**

- 1. Proper hygiene should be maintained for the food items and proper dress code for the caterers must be observed.
- 2. Catering dining room shall be clean.
- 3. Pet animals shall be prohibited to enter the kitchen and dining room.
- 4. All waste should be properly disposed in a designated place and maintain clean area at catering venue.
- 5. Toilet should be hygienic.

If procuring agency is not satisfied with the Hygiene, the catering committee shall put up the matter in DTC.

- 6. If the caterer fails to provide the abovementioned services the penalty will be same as others.



དཔལ་ལྷན་འབྲུག་གཞུང་།  
ཇོང་ཁག་བདག་སྐྱོང་ཆོས་ཅེ་ཇོང་གྲོང་གསལ།  
**Royal Government of Bhutan**  
DZONGKHAG ADMINISTRATION  
Chhoetse-Dzong: Trongsa

- 
7. The committee shall inform BAFRA to inspect the Hygiene of the catering services as and when required.

### **Caterer space or accommodation and staff requirement**

1. Hotel may have enough space for hosting important events/gatherings.
2. There must be proper cabin, well-furnished for the VIP visit.
3. Adequate staff for serving as and when required. There shall be one waiter and a cook.

Before the award, Tender committee from Dzongkhag will visit and verify the caterer space, accommodation and staff requirement and will decide the award accordingly.

### **Transportation & Service Charges**

1. Catering services including transportation must be arranged by the caterer to the venue as desired by the Dzongkhag Administration according to the supply order.
2. Dzongkhag Administration will provide transportation charges beyond the radius of 5 km for food catering services and service charge will be provided. Transportation charge and service charge will be 10% of the contract amount of the particular supply order if it is only beyond 5 km and beyond.
3. The transportation charges and other service charges within the radius of 5 km should be inclusive in the quotation rate of food catering.
4. All the service charges like BST shall be included in the rate of food catering while quoting the rate. No separate payment of BST will be done during bill settlement.



དཔལ་ལྷན་འབྲུག་གཞུང་།  
རྫོང་ཁག་བདག་སྐྱོང་ཆོས་ཅེ་རྫོང་གྲོང་གསལ།  
**Royal Government of Bhutan**  
DZONGKHAG ADMINISTRATION  
Chhoetse-Dzong: Trongsa

---

## Bid Security & Performance Security

1. The amount of the Performance Security shall be: NU: **10,000/- in lumpsum** and it must be valid till 30<sup>th</sup> September 2024.

The types of acceptable Performance Securities are:

1. Unconditional bank guarantee issued by financial institution located in Bhutan and acceptable to the Purchaser, in the form provided for in the Contract or in any other form acceptable to the Purchaser, or
  2. Cash warrant, or
  3. Demand draft.
5. Bid Security must be 2% of the quoted Rate.
6. Discharge of Performance Security shall take place: ***End of Contract Period i.e.: 30<sup>th</sup> September, 2024***

## Special Order for VIPs visit

1. Special attention and care should be given to VIP catering as desired by the Dzongkhag Administration.
2. The catering order for the VVIPs and VIP will be on the discretion of Dzongkhag Authorities. (Dzongkhag can order meals for VVIP in any hotels)
3. Caterer must have different set of crockery and cutlery for the VIP Visit.

## Quality and Quantity of Meals

1. The quantity must be as per the order. Every individual must get their share after the order.
2. The quality of catering must not be compromised throughout the year.



དཔལ་ལྷན་འབྲུག་གཞུང་།  
ཇོང་ཁག་བདག་སྐྱོང་ཆོས་ཅེ་ཇོང་གྲོང་གསལ།  
**Royal Government of Bhutan**  
DZONGKHAG ADMINISTRATION  
Chhoetse-Dzong: Trongsa

If the quality and quantity of the food is not up to the standard Dzongkhag Tender Committee will issue warning letter for the termination of the services.

**Penalty if incase caterer fails to provide food catering services**

1. If in case the supplier fails to meet the required quality services or if the supplier discontinues before his/her contract period. The penalty will be as follows;
  - A. Forfeit the performance security of Nu:10,000/-
  - B. If the catering services is awarded to the second lowest evaluated bidder, differential amount must be borne by the first lowest bidder.
  - C. Procuring Agency shall not allow the particular firm to participate in catering for the following two years. Firm will be black listed for two year and current year will not be included in 2 years period of black list.

**Bill Settlement**

1. Bills should be submitted to the Dzongkhag Administration and settle as per FRR.

**Award of the work**

1. The committee will award to the best evaluated bidder not in item wise. Contract will be award in the package wise.
2. The supplier cannot withdraw the contract, under any circumstances.
3. If the suppliers withdraw after the award of the contract the penalty will be as follow;
  - ✓ Forfeit the performance security of Nu:10,000/-
  - ✓ Procuring Agency shall not allow the particular firm to participate in catering for the following two years.

**General Terms & Conditions**

1. Last Date and time of the Tender Document submission will be on 21.09.2023 at 11am in Central Store, Dzongkhag Administration, Trongsa.





དཔལ་ལྷན་འབྲུག་གཞུང་།  
རྫོང་ཁག་བདག་སྐྱོང་ཆོས་ཅེ་རྫོང་གྲོང་གསལ།  
**Royal Government of Bhutan**  
DZONGKHAG ADMINISTRATION  
Chhoetse-Dzong: Trongsa

- 
2. All the Supply order of food for the financial year 2023-2024 shall be given to the awarded caterer if it is government fund. The catering for the VIPs will be on the discretion of Dzongkhag Authorities.
  3. No surcharge shall be paid by the procuring Agency on catering services on Sundays and public holidays.
  4. Caterer has to bear expenses for electricity and water bills etc.
  5. Caterer has to be vigilant on safety and fire hazards. Caterer shall be solely responsible for their safety during food catering services throughout the financial year.
  6. Quoted rates of the items must be displayed at the Hotel at all times.  
Caterer must not fail to display quoted items. If not, the rate must not be charged above the quoted rate.
  7. Deviation from quoted price of the items is subjected to appropriate action decided by the Tender Committee.
  8. Quality & quantity of any items should not be compromised.
  9. Any interrelation, erasures, over writing shall be valid only if they are signed or initialed by the person signing the bid.
  10. Rate may be quoted for Trongsa.
  11. Quoting unrealistic rate shall be subjected to scrutiny by the Dzongkhag Tender committee.
  12. Frontloading bid will be scrutinized and DTC will take severe action.
  13. DTC shall not consider the abnormally low rate and abnormally high rate.
  14. Besides our item list, other items shall be placed order as per the market price as and when required.  
The document for the quotation shall be made available on our website at [www.trongsa.gov.bt](http://www.trongsa.gov.bt)
  15. The best evaluated bidder shall cater for one year after receiving the letter of acceptance from procurement office and will provide services as and when required by the Dzongkhag Administration.





དཔལ་ལྷན་འབྲུག་གཞུང་།  
རྫོང་ཁག་བདག་སྐྱོང་ཆོས་ཅེ་རྫོང་གྲོང་གསལ།  
**Royal Government of Bhutan**  
DZONGKHAG ADMINISTRATION  
Chhoetse-Dzong: Trongsa

16. There must be sign and seal of the bidder on every page or all the pages indicating that the bidder has gone through the terms and conditions of the food catering services properly.

### BID DATA SHEET

1. The Purchaser is: *Dzongdag, Dzongkhag Administration, Trongsa*
2. For clarification of Bid purposes only, the Purchaser's address is:

Attention: **Offgt. Procurement Officer**

Address: *Dzongkhag Administration, Trongsa*

Facsimile number: *03-521218*

Electronic mail address: [@trongsa.gov.bt](mailto:@trongsa.gov.bt)

3. The language of the Bid is: **English**
4. The bidder shall submit with its Bid the following additional documents: {valid **Trade license** issued by the Ministry of Economic Affairs and **Tax Clearance Certificate** issued by the Department of Revenue and Customs, Royal Government of Bhutan, as enclosure}
5. The amount and Currency of the Bid Security is [2 % of the quoted amount] Bids without Bid Security will be rejected.
6. Alternative Bids **“shall not be”** permitted.
7. The final destination (Project Site) is: As per the supply order.
8. The prices quoted by the Bidder **shall not** be adjustable. One price for one item.
9. The Bidder *is* required to quote in Ngultrum (BTN)
10. The Bid validity period shall be **60** days.
11. The name and identification number of the Contract is **“Annual Quotation Call for Catering the FY2023-2024**

12. Bid prices expressed in different currencies shall be converted into



དཔལ་ལྷན་འབྲུག་གཞུང་།  
ཇོང་ཁག་བདག་སྐྱོང་ཆོས་ཅེ་ཇོང་གྲོང་གསལ།  
**Royal Government of Bhutan**  
DZONGKHAG ADMINISTRATION  
Chhoetse-Dzong: Trongsa

---

Ngultrum (BTN)

- 13. Suppliers are not allowed to add their own specification and quote the rate. If done we will not do the evaluation. Suppliers must quote only one rate for one item otherwise we will not evaluate the bid. Bid will be considered non responsive.*
14. The governing law shall be the law of the Kingdom of Bhutan
15. Evaluation Criteria; Bids will be evaluated and will be awarded in package/lot to one firm based on the best evaluated bid by the tender committee. (Catering services will not be awarded in item wise)

### Important Note

Failing to fulfill any of these terms and conditions shall be liable for action which will be decided by the Dzongkhag Tender committee.

All the suppliers must think twice and fill up the rate of the Quotation. After filling the rate, you must check the rate again and again to avoid mistake. In order to fill up the rate Dzongkhag is giving the entire firm 10 days to carefully fill up the rate of Quotation. If any firm complains about mistake quotation of rate after the submission of bid or after awarding the work, then Dzongkhag Tender committee will not be responsible. The lowest evaluated bidder can withdraw but the differential amount must be borne by the first lowest bidder, the performance security of NU: 10,000/- shall be forfeited and the particular firm will be blacklisted. So, every firm must be careful while quoting the rate or bidding.



དཔལ་ལྷན་འབྲུག་གཞུང་།  
ཇོང་ཁག་བདག་སྐྱོང་ཆོས་ཅེ་ཇོང་ཁྲོང་གསལ།  
**Royal Government of Bhutan**  
DZONGKHAG ADMINISTRATION  
Chhoetse-Dzong: Trongsa

Decision taken by Dzongkhag Tender Committee shall be final and binding but shall be as per the Law of the kingdom of Bhutan and Procurement Rules & Regulation 2023.

## List of the Food Catering items for the FY/ 2023-2024

Sl:No	Items	Unit	Rate	Remarks
1	White Rice	Per plate		
2	Red Rice	Per plate		
3	Roti	Per plate/3 piece		
4	Butter Fried Cheese	Per cup		
5	Shamu Datshi	Per cup		
6	Scramble- one egg	Per plate/ 1 egg		
7	Egg Curry-one egg	Per cup/ 1 egg		
8	Orchid Datshi	Per cup/ 1 egg		
9	Mix Vegetable	Per cup		
10	Ema Datshi	Per cup		
11	Kewa Datshi	Per cup		
12	Beans Datshi	Per cup		
13	Steamed Veg-(broccoli or spinach)	Per plate		
14	Paneer chilli	Per cup		
15	Salad- Onion, Tomato, Cucumber, chilli	Per plate		
16	Fruit- Apple, Banana, Oranges, watermelon	Per plate		
17	Mineral Water-500ml	Per bottle		
18	Azay	Per spoon		
19	Dai	Per cup		
20	Beef Paa-3 piece	Per plate		
21	Beef curry	Per cup		



དཔལ་ལྷན་འབྲུག་གཞུང་།  
ཇོང་ཁག་བདག་སྐྱོང་ཆོས་ཅེ་ཇོང་གྲོང་གསལ།  
**Royal Government of Bhutan**  
DZONGKHAG ADMINISTRATION  
Chhoetse-Dzong: Trongsa

---

22	Chicken chilli	Per cup		
23	Chicken curry	Per cup		
24	Phaksha Bayzum-3 piece	Per cup		
25	Sikam Paa-3 piece	Per plate		
26	Pork curry	Per cup		
27	Non veg Orchid curry	Per cup		
28	Dry Fish Paa-3 piece	Per plate		
29	Droem	Per spoon		
30	Dresang	Per spoon		
31	Suja	Per cup		
32	Dresi	Per cup		
33	Milk Tea and biscuit Digestive-2 piece	Per set		
34	Beef Momo- 5 piece	Per plate		
35	Veg Momo- 5 piece	Per plate		