

TENDER DOCUMENTS FOR
MANAGING AND OPERATING
DINING HALL / MESS
AT THE ROYAL THIMPHU COLLEGE CAMPUS

NGABIPHU

24 APRIL 2019

**Royal Thimphu College
Ngabiphu, Thimphu**

Tender for RTC Dining Hall / Mess

Interested eligible parties are invited to submit their bids for Managing and Operating the Dining Hall/Mess facility for RTC's **1000+ students (of which 600+ are Boarders) and 120+ staff** at the RTC campus. The Dining is well equipped with stainless steel kitchen (including burners, cookers, work tables with sinks, Bain Maries, racks, exhaust hoods, bussing carts, gas banks, etc.) and furniture. While the contract period for running facilities is initially one and half years, the contract could be extended based on the performance of the contractor. The Contractor will have overall responsibility for food service and equipment maintenance in the dining facilities.

Tender documents may be obtained **free of charge** from the RTC Office at Room # 56, Chang Lam Plaza and RTC Campus at Ngabiphu, Thimphu or downloaded from our website at **www.rtc.bt**. Tenders will be available from Wednesday 24th April onwards.

Tender Submission deadline : 15 May 2019 (by 2 PM)
Tentative contract signing date : 25 May 2019

For further information or to arrange for a site visit you may contact us at 02-351801 (Ext.137) or 17653422.

1. Introduction

- i. Royal Thimphu College (RTC) invites tender for the operation of its Dining Hall/Mess facility that will provide various food options to students (mostly boarders), staff and visitors at the RTC campus in Ngabiphu, Thimphu.
- ii. The tender consists of bids for the running of the Dining Hall at the RTC premises.
- iii. The premises will be handed over to the successful bidder (or “Contractor”) who will run the facilities independently, but as per the agreed Terms & Conditions as detailed in Annex I.
- iv. In anticipation that the successful bidder will consider a longer term interest and association with the college, the initial **contract duration** has been kept as one and half year. The probation period will be for about six months, i.e. completion of Fall Semester at the end of December 2019 as specified in the contract terms
- v. The initial contract will be for 1.5 years w.e.f. 5 July 2019 till the completion of the Fall semester on 5 December 2020. However, the contractor will need to begin mobilization soon after the signing of the contract and notification of award.
- vi. In case the performance of the Contractor is found to be satisfactory and the renewal conditions are mutually agreeable, the RTC would like to extend the contract to three years or beyond, subject to mutually agreed Terms and Conditions at the time of renewal.
- vii. Bids are due at the RTC Campus at Ngabiphu or can be handed at Royal Thimphu College Office in Room # 56 at the Chang Lam Plaza by **2 PM on 15th May 2019**.

2. General Specifications for the Tender

i. Dining Hall / Mess

- a. The Dining Hall / Mess will cater primarily to its on-campus/boarders students while there would also be a good number of day scholar students, staff and faculty during the Lunch hours. However, there may be some faculty and staffs who may wish to take regular meals at the Mess.
- b. The Mess will be required to be open for the duration of the two academic sessions of the year in accordance to the academic calendar. These are tentatively from 20 July till around 2 December and tentatively from 15 January till around 30 June. However, the exact durations are based on the college academic calendar and Contractor will need to adhere to the duration and timings so determined by the college.
- c. At the Mess, three meals per day will be made available to 600 on-campus students and a small number of interested faculty and staff.
- d. The mess service will need to be made available to all boarders/students living on campus while the facility will also be availed by day-scholar students, plus demand from faculty and staff on per meal or all meal basis.
- e. The Contract Terms and Conditions for Managing and Operating Dining Hall/Mess Service are given in **Annex I**. We urge you to read Annex I thoroughly before submitting your Bid.
- f. Those Contractors submitting a bid must provide sample menus for at least a one month period, along with specifications for variety in meals, and proposed food service details meeting the general standards as given in Annex I.
- g. RTC will provide the facility and kitchen equipment and furniture (as outlined in Annex II), but the Contractor must provide utensils, plates, cutlery, silverware, etc. for serving.

- h. The Contractor will provide food, food preparation and serving, cleanup services, equipment maintenance, and be responsible for the electricity costs in the mess. He / She will also be responsible for overall cleanliness of the surroundings.
- i. The financial bid will consist of the calculation of the “Monthly Fees for service to Regular Students (Boarders), exclusive of any bonus or penalty as per Annex III.

3. Bid Terms & Conditions:

- a. Only one Contractor will be selected for operating/running the Dining/Mess facility.
- b. The bid security should be in the form of Cash/Cash Warrant/Demand Draft/Irrevocable Bank Guarantee in favor of the RTC. This fee is refundable if your bid is not accepted, or credited toward the Performance Security amount in case your bid is accepted. The amount of the Bid Security is Nu 177,000/- (Nu. One Hundred Seventy Seven Thousand only)
- c. Each Contractor submitting a bid should submit his / her experience and technical qualifications as provided in **Annex-IV, background and other details of the bidder**, including but not limited to –
 - i. prior experience managing food facilities,
 - ii. financial ability to provide adequate working capital, and
 - iii. Evidence of ability to hire and maintain appropriate staff.

The submission should include the proposed number of workers to be engaged in the facility, broken down by the type of work and should meet the minimum numbers and type as outlined in the contract terms and conditions.

- d. Standard contract terms: Within seven working days after the end of each month during the contract, RTC will pay the Contractor a “Net Fee”, representing:

(1) Monthly amount due to the Contractor, per Terms and Conditions #2, adjusted for any bonus or penalty

(2) Less any other Contractor obligations (e.g. maintenance not completed) or penalties

RTC will delay or reduce the payment in the event the Contractor is in Default, as defined in Annex I, Terms and Conditions

- e. The Contract Terms and Conditions for Managing and Operating Dining Hall/Mess service is provided in Annex-I.
- f. RTC reserves the right to accept or reject any bids without assigning any reasons thereof.

Annex I

4. Contract Terms and Conditions for Managing & Operating Dining Hall/Mess Service

Set out below are the terms and conditions of the Contract for managing and operating Dining Hall/Mess Service. The Contractor will need to render acceptance of those terms and conditions.

1. Probationary Period

The Contractor will be on probation for six months from the start of the contract. Three weeks before the end of the Probation period, RTC will give the Contractor written notice if RTC intends to terminate the contract at the end of the Probation period. RTC reserves the right to terminate the contract at the end of the Probation period in the event of repeated events of default by the Contractor.

2. Payment of Monthly fees

Within seven working days of the end of each month and if the Contractor has fulfilled the service standards and expectations of the college, RTC will pay the Contractor the monthly fees due and payable in accordance to the academic calendar / semester start and end dates for the students. In the event the Contractor is in Default, as specified under clause 15 below, the payment may be delayed or reduced as per the terms. Taxes Deducted at Source (TDS) and other statutory deductions will be deducted as per the prevailing rules and regulations.

3. Monthly Fees for service to Regular Students (Boarders)

The Contractor will be paid a monthly fee which is calculated as a multiplication of:

- (baseline no. of boarders (i.e. total no. of students))
- X (the base rate percentage of students obtaining respective meals per day)
- X (the actual number of meal service days in a month)
- X (cost per meal per student).

The baseline no. of boarders is determined as the % of the total boarders currently using the Mess service for each meal (i.e. % of students availing Breakfast, Lunch and Dinner respectively).

The monthly fees are payable only during the semester on the above mentioned basis.

In case the contractor achieves an increasing percentage over the agreed base % per month, an amount will be rewarded as bonus above actual monthly payments, calculated as the percentage of boarders using the Mess above the baseline percentage, times the base rate per day per students, times the number of days. However, there will be penalty if the agreed baseline percentages are not met, with the penalty calculated in the same manner as the bonus for better performance.

The detailed rates and percentage has been provided in the Annex-III, Financial terms and Bid form and will form part of the contract terms and conditions.

4. Operating Hours

The Mess/Dining service has to be provided in accordance to the academic calendar / semester start and end dates for the students. The hours of operation / timings of the dining service during the semester will be as follows:

<u>Meals</u>	<u>Class days</u>	<u>Holidays</u>
• Breakfast	0700 - 0930 hours	0730 - 0930 hours
• Lunch	1200 - 1400	1200 - 1400
• Dinner	1900 - 2100	1900 - 2100

These hours shouldn't be changed without prior approval of the Mess Committee. Also, as an exception and depending on the college activities, these hours will be extended or shortened with due information from the Mess Committee.

5. Food/Menu options & Variety

The food requirements to be made available are as follows:

- a. The Mess must have both vegetarian and non-vegetarian option at all meals to be opened to all.
- b. Servings must be structured as a buffet, with students free to return for additional amounts. However, students will not be permitted to remove food from the Mess.
- c. Meals should generally include food from the following five categories:
 - i. Starch - e.g. rice, bread/rolls, roti, chow-chow, noodles, pasta etc.;
 - ii. Protein - e.g. dal, eggs, tofu, nuts or seeds, legumes such as beans / peas, yogurt, cheese, meat for non-vegetarians, etc.
 - iii. Vegetable - e.g. tomato, brinjal, cabbage, cauliflower, potato, saag, etc.;
 - iv. Condiments – like pickle, eazay, tea, etc.
- d. In all three meals the following should be included:
 - i. Fruits- e.g. apple, banana, grapes, mangos, etc.;
 - ii. Desserts/Sweets- e.g. Indian sweets, pies, cakes etc.
 - iii. Salads
- e. Aside from these, purified / filtered water shall be freely available.
- f. The various meals **should have** the following minimum requirements:
 - a. **Breakfast** – Minimum two options of Starch; some Protein; Tea and Coffee, Fruits, Cornflakes, Bread, Jam, etc.
 - b. **Lunch** – Minimum two options of Starch; Protein; Vegetable, condiment, desert/sweets, salad, fruits
 - c. **Dinner** - Minimum two options of Starch; Protein; Vegetable, condiment, Fruit, dessert/sweets and salad

*The Contractor must provide at least five sample menus covering a period of at least one month as per format in **Annex-V**. For each menu, the Contractor must show the choices available which will be fine-tuned in conjunction with the Mess Committee of the college.*

g. **Non-vegetarian servings:**

There shall be a meat dish served for at least two meals a day (lunch, dinner). When such a dish is offered, a special vegetarian dish shall also be offered to the vegetarians. Such dishes can be served in controlled portions.

h. **Serving Process:**

- The Contractor will check and record each student or faculty name/ID to assure each is an authorized user of the mess and will maintain a daily record of the total number of users at each meal using the system that has been installed by the college.
- All students go through a buffet line.
- Students will return dishes to a deposit area where the dishes will be emptied and stacked for cleaning.
- There are three serving stations and at least two should be used at all meals for smooth flow of diners.

i. **Freshness**

Fruits and vegetables must be restocked at least every three days and must meet a visible standard of freshness (i.e. no discoloration or mold). Reuse or re-serving of the leftover food is not allowed for the next meal unless the Contractor has a policy approved by the Mess Committee for handling and re-serving leftovers from each meal.

Note: Serving of stale food / leftover food without proper approved policy will be dealt with very seriously and will constitute as major default.

6. Tracking of Students/Users at each meal

In order to track the actual users of the Mess facility, RTC has put in place an automated system to record the attendance of each student for each meal. The Contractor will need to comply with the tracking mechanism put in place by the college whereby each student can be identified as a boarder or day scholar at each meal with the student's college ID card. Accordingly, students will need to swipe their College ID cards at each meal based on which the record of the actual number of students who showed up for the respective meal will be recorded into the database. These records will then form the basis for calculation of the monthly payments to the Contractor as per the payment structure.

7. Staffing Commitment

In order to render smooth services at the Mess, the Contractor should be committed to employ competent employees in the following capacities:

- Manager: 1
- Certified/ Properly Trained Cooks: 2. *This is a mandatory requirement and failure to have trained and experienced cook ideally in an institutional setting, will constitute a default.*
- Assistant Cook: 1-2
- Helpers/Dishwasher and others: as needed for cleanliness

The Contractor will need to consult the concerned authorities before hiring the ex-employees of the college.

8. Dress Code and Presentation of the workers:

The Contractor should have appearance and Dress Code policy in place for its workers. Workers should have **uniform dress code** and it is also crucial for their attire and appearance to comply with local regulatory requirements of the BAFRA. Moreover, personal hygiene, physical appearance and attitude of the workers should form important part of this policy. The Contractor will need to provide its workers with all the headgears, apron, hand gloves and other necessary utilities to be used regularly while serving and handling food items.

9. Standard Utensils, Tableware & Crockery items for serving:

The Contractor should have adequate numbers as well as use standard tableware's and crockery not only designed for functionality but also for fine everyday dining and for catering purposes. The use of porcelain/ china/ or related products (basically which are easy to wash and does not leave stains and oil) are highly recommended. Plastic and melamine products and plastic products (in a form of cups, serving bowls, plates etc.) are not acceptable. These utensils will need to be replaced on a periodic basis.

10. Use of College Name

The Contractor shall not use the name of the college for the Mess / Dining Hall including the title of the bills/cash memos, etc., even though the Mess / Dining Hall is within the premises of the RTC.

11. Cleanliness, Hygiene Standards & Waste Management

The Contractor will implement a program of substantially improved cleanliness in the Mess / Dining Hall including kitchen area, such as frequent cleaning of tables, cleaning of floors, cleanliness of overall surroundings, washrooms, outside hard-scaped area, outside seating, steps, cleaning of kitchen area and fans, etc., with the end result of substantially reducing flies, presence of dogs, etc. The floor has to be washed & mopped on a regular basis after the closing hours of each meal. Moreover, contractor should make sure that workers put on aprons, hand gloves, mask and use forceps/tongs to handle food at all times. The contractor should make sure that the workers do not go out or do any outdoor works of the dining with the aprons, hand gloves and mask on. It is the responsibility of the Contractor to ensure that the dogs are not let inside the dining hall including private pets of the Contractor which is not allowed to be brought at the Mess/dining hall area.

The Contractor must not allow any employee with a cold or other communicable illness to work while still ill.

The Contractor will be responsible for disposing all the waste generated at the Mess (Cooking and wet & dry waste on its own). In any case, all waste should be segregated and disposed-off properly. Proper bins with lids should be used. Properly segregated dry wastes may be disposed together with the college waste after obtaining prior permission.

12. Adherence to the college security norms and procedures:

The Contractor will need to adhere to the college security norms and protocol especially pertaining to the movement of its vehicle at different hours. A list of workers along with their identification will need to be submitted to the college gate at the beginning of each semester and as and when they change, for verification purposes.

13. Electricity Charges:

The electricity charges for the Mess / Dining hall will be borne by the Contractor.

14. Maintenance:

As part of the required maintenance provisions the Contractor shall be bound by the following provisions:

- a. No alteration, additions, or other changes shall be made to the premises by the Contractor without the prior written permission of the concerned RTC office. In case any changes or alteration are made by the Contractor without the written permission of RTC Estate Office, the Contractor will be held liable for any expenses incurred to restore the premises to the original or better state.
- b. In case where the contractor has made lawful alteration/modifications to the premises that enhances the value of the facility, and wishes to vacate the property, RTC may agree at the option of RTC to compensate the Contractor. In such a case, the compensation could be based on the salvage/depreciated value of the assets installed and the usefulness of the assets to the next probable Contractor.
- c. The Contractor shall be responsible for carrying out at his cost periodical repairs such as minor white washing, painting, and etc. to maintain the property in worthy condition and also notify RTC of the need for any major repairs, (including the repairs of electrical mains, Major white washing, painting, water supply, and sewage system as soon as they become necessary), which RTC will carry out at its expense. However, day-to-day maintenance of utility services, minor works, fittings and fixtures shall be done at the cost of the Contractor.
- d. The Contractor shall be responsible for handing over vacant possession of the property to RTC with all equipment, fittings, fixtures and furniture in working order at the termination of the contract. The Contractor shall hand over the premises to RTC in at least the same condition that it was handed over

to the Contractor. In case of damages and/or loss of any item, the repairs/replacement shall be at the cost of Contractor. In case, the damages/losses have not be fixed within two weeks of contract termination, the damaged/ lost items will be replaced by the RTC and the expense incurred (including material, labor, and handling charges) will be deducted from the Performance Security amount specified elsewhere in this Agreement.

- e. The Contractor shall comply with all the rules and regulation of the local authorities with regard to the use of the property.
- f. List of kitchen equipment and furniture has been attached as Annexure-II, along with a floor map / layout of kitchen equipment.

g. Maintenance of Equipment & Annual Maintenance Contract (AMC)

The Contractor will execute an Annual Maintenance Contract, at the Contractor's expense, for all major kitchen equipment provided by the Client with a reliable supplier/repair vendor at its own expense. The AMC should include at least one on-site visit before the beginning of each semester (i.e. twice a year) among other terms and the AMC will need to be approved by the Student Services Department of RTC. Once the site visit is carried out, the Contractor will need to submit a report to the college incorporating the maintenance carried out and inspection report by the AMC vendor.

15. Default by Contractor:

The following constitute events of Default:

- a. Failure to operate full hours, and offer three meals in the Mess every day.
- b. Failure to offer both vegetarian and non-vegetarian food at every meal at the Mess.
- c. Failure to supply sufficient quality and quantity of food to satiate students at the Mess, as determined by the Mess Committee.
- d. Health violations and compromising safety of workers and students.
- e. Permitting employees to work with any known contagious illness.
- f. Failure to clean all dishes, silverware and utensils after each meal and maintain the hygiene and cleanliness of the premises. RTC will conduct inspections to assure health standards, and the Contractor must have procedures to assure employees comply with these standards.
- g. Failure to repair any major piece of equipment within 7 days.
- h. Failure to maintain required standards for food quality, quantity, variety or freshness.
- i. Failure to meet agreed standards on maintenance of equipment and facilities.
- j. Serving of leftover and stale food, unless approved in writing by the Mess Committee.
- k. Failure to use the proper dress code
- l. Failure to put aprons, gloves, mask and cap during the food handling or serving.
- m. Failure to continuously maintain the Performance Security.
- n. Failure to hire proper trained cooks and inadequate staffing.

In the event of any Default, RTC will give the Contractor a written notice of Default, and the Contractor shall have 3 working days to correct the default. If the Contractor fails to correct the Default within the required number of days, RTC will deduct 2 % of the monthly amount due to the Contractor for each day of each uncured default.

If any Default remains uncured for more than 10 days beyond the initial notice of default, RTC may terminate the contract forthwith. In such a case the Performance Security of the Contractor will be forfeited.

16. Performance Security:

- a. The Contractor will need to submit a "Performance Security" in the amount of 10% of the "Contract Value", which is defined as annual amount which RTC will pay to the Contractor for the operation of the Mess, exclusive of any bonus or penalty under # 2 above.
- b. The Performance Security shall be in the form of an unconditional bank guarantee valid till the end of the contract period and should be renewed annually if it is submitted with a yearlong validity.
- c. The Performance Security shall be forfeited in the event of termination of the contract pursuant to the default provisions stated in the contract.

17. Contract Termination and Renewals:

- a. While the RTC may terminate the contract for major default as per clause 15 above, the Contractor must give at least three months' notice for any termination or pay to the RTC an amount equivalent to three months Gross Monthly Fees (as defined under clause #2 above) in lieu thereof. In case the Contractor fails to give three months' notice, the performance security will be forfeited in addition to the requirement to pay the shortfall notice fee of three months' monthly fees.
- b. Three months before the end of the contract, both parties will assess whether renewal is mutually desirable. RTC will notify the Contractor no later than two months before the end of the contract if the contract will be renewed on mutually agreeable terms, or otherwise terminate at the end of the contract.
- c. If the contract is not renewed, the Contractor agrees to fully cooperate in all aspects of the transition to a new Contractor, including review of all practices and any outstanding service issues. The Contractor will turn over facilities, equipment, furniture, fixtures, etc. in an acceptable condition as first received or later improved, having replaced all broken/damaged items. In case the Contractor doesn't turn over the facilities as per this requirement, RTC will receive the Performance Security amount and carry out all such maintenance out of the Performance Security amount and refund the balance remaining after meeting all such cost of repairs and after deduction for any other remaining obligations of the Contractor to RTC.

For the Client

For the Contractor

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Annex II
Details of Premises Layout and Kitchen Equipment

Attached to this Annex are the following documents / sketches:

1. The plan of the Mess showing the layout with the kitchen equipment and the stores on the ground floor beneath the kitchen.
2. The list of Stainless Steel Kitchen Equipment that will be provided with each facility.

Note:

1. The work spaces of the Dining Hall consists of a large fully equipped kitchen, dish washing area, office and toilets on the Dining level and a Stores located on the ground floor.
2. A list of the furniture (consisting of mainly tables, chairs and benches) for the premises will be handed over to the successful Contractor at a later date.

Annex III
Financial terms and Financial Bid Form

For providing the dining hall/mess services, the Contractor will be paid monthly fees/payments. The monthly payment will consist of three parts:

- a. **Baseline/fixed payment for each meal:** Depending on the number of boarders enrolled at the beginning of each semester, the baseline student numbers will be established using the historical percentage of attendees for each meal of Breakfast, Lunch and Dinner respectively worked out by RTC. The Contractor will need to quote the meal price for each meal which when multiplied with the baseline student numbers will determine the fixed amount payable monthly to the contractor for each meal as the base payment. The base payment will be paid for all 7 days a week for meeting at least the monthly averaged minimum baseline participation numbers during the weekdays (described in (b), below). It must be remembered that participation rates during weekends and holidays are NOT ACCOUNTED FOR in the calculations so that the Contractor is able to focus on providing quality service at an affordable meal cost as well as to compensate for other associated costs. The baseline payments will be worked out as per the following table:

Table I: Base Payment Structure for Regular Boarders						
Meal	No. of Boarders*	Baseline student %	Baseline Number of Boarders	Cost per meal per student (to be quoted in Nu.)	Amount Per day (Nu.)	Amount Per month in Semester (Nu.)
			N	C	N x C	N x C x 30 or 31**
Breakfast	600	45%	270			B
Lunch	600	55%	330			L
Dinner	600	50%	300			D
<i>*No. of Boarders will be determined at the beginning of each semester</i>						
<i>** or actual number of days in partial months in Semester</i>						
Total amount payable per day					A	
No. of days Per month**					30 or 31	
Monthly Base Payment					A x 30 or 31	
No. of days in a Semester (estimated)					124	
Base amount per semester					124 x A	
No. of Semesters in a year					2	
Table I Total: Base Contract Value or base amount per year					124 x A x 2	

- b. **Variable / incentive payment and penalties:** Using the tracking system as explained in clause 6 of the contract conditions, monthly average of actual students/boarders participation for each meal will be worked out at the end of the month. Recognizing that not all students eat consistently at the dining hall during weekends and holidays, the data for those weekends and RTC holidays will NOT BE COUNTED towards the calculation of monthly averages for each meal respectively. Should this monthly averages exceed the baseline student numbers or baseline participation, bonuses will be paid accordingly. However, on the contrary, if these monthly averages do not meet the baseline participation, penalty will be deducted from the respective meal payments due to the Contractor.

c. The bonus/incentive and penalty structure for the respective meals have been outlined as follows:

i. Bonus Structure for Breakfast

BONUS for exceeding the baseline % for breakfast	Participation % for Breakfast	Incentive Bonus % on the Monthly Base Amount for Breakfast
	46% to 50%	7% of B from Table I
	51% to 55%	12%
	56% to 60%	18%
	61% to 65%	24%
	66% to 70%	30%
	71% to 75%	37%

ii. Penalty Structure for Breakfast

PENALTY for failure to meet the baseline % for breakfast	Participation % for Breakfast	Penalty % on the Monthly Base Amount for Breakfast
	44% to 40%	-7% of B
	39% to 35%	-13%
	34% to 30%	-19%
	Less than 30%	Terminate Contract and forfeit performance security

iii. Bonus Structure for Lunch

BONUS for exceeding the baseline % for Lunch	Participation % for Lunch	Incentive Bonus % on the Monthly Base Amount for Lunch
	56% to 60%	7% of L from Table I
	61% to 65%	12%
	66% to 70%	18%
	71% to 75%	24%
	76% to 80%	30%
	81% to 85%	37%

iv. Penalty Structure for Lunch

PENALTY for failure to meet the baseline % for Lunch	Participation % for Lunch	Penalty % on the Monthly Base Amount for Lunch
	54% to 50%	-7% of L
	49% to 45%	-13%
	44% to 40%	-19%
	Less than 40%	Terminate Contract and forfeit performance security

v. Bonus Structure for Dinner

BONUS for exceeding the baseline % for Dinner	Participation % for Dinner	Incentive Bonus % on the Monthly Base Amount for Dinner
	51% to 55%	7% of D from Table I
	56% to 60%	12%
	61% to 65%	18%
	66% to 70%	24%
	71% to 75%	30%
	76% to 80%	37%

vi. Penalty Structure for Dinner

PENALTY for failure to meet the baseline % for Dinner	Participation % for Dinner	Penalty % on the Monthly Base Amount for Dinner
	49% to 45%	-7% of D
	44% to 40%	-13%
	39% to 35%	-19%
	Less than 35%	Terminate Contract and forfeit performance security

d. **Performance Security:** The performance security will be calculated as 10% of the base contract value.

FINANCIAL BID FORM

The Contractor after having read, understood and accepted to all the terms and conditions as stated above is required to complete the financial bid form as follows:

Table I: Base Payment Structure for Regular Boarders						
Meal	No. of Boarders*	Baseline student %	Baseline Number of Boarders	Cost per meal per student (to be quoted)	Amount Per day (Nu.)	Amount Per month (Nu.)**
			N	C	N x C	N x C x 30
Breakfast	600	45%	270			
Lunch	600	55%	330			
Dinner	600	50%	300			
<i>*No. of Boarders will be determined at the beginning of each semester</i>						
<i>** or actual number of days in partial months in Semester</i>						
Total amount payable per day (Sum of Breakfast + Lunch + Dinner)						
No. of days in a Semester (estimated)					124	
Base amount per semester (124 x Amount per Day)						
No. of Semesters in a year					2	
Base amount per year = base amount per semester x 2 Or Base Contract Value						Table I Total

Annex IV: Background and other details of the bidder

Please provide your background and other relevant details in the following format and use additional sheets if necessary.

- i. Name of the Establishment as in Trade License: _____
- ii. Name of the Proprietor: _____
- iii. License No. _____ Year of Establishment: _____
- iv. Address: _____
- v. Name of the Authorized person who will manage the Dining Hall/Mess: _____
- vi. Contact no. of the Authorized Person _____

vii. Please state your experiences in managing food facilities/restaurants in the past:

viii. Please state your financial capability and the firm's potential to provide adequate working capital, vehicles, etc.:

ix. Please specify the number of staff and their composition/mix you intend to have with you on a full-time basis. For cooking staff, also provide details on their professional cooking experience:

x. Please specify your existing and potential contacts or network of suppliers for grocery, vegetables and other supplies for the operations of the dining hall. Having adequate supply chain for the supplies would be essential for fulfilling the expectations and you are expected to provide as much detailed information.

xi. Any other information in support of your bid:

Annex V: Sample Menus for at least one month

Sample Menu #1

Breakfast:
Lunch:
Dinner:
Additional, if any:

Sample Menu #2

Breakfast:
Lunch:
Dinner:
Additional, if any:

Sample Menu #3

Breakfast:
Lunch:
Dinner:
Additional, if any:

Sample Menu #4

Breakfast:
Lunch:
Dinner:
Additional, if any:

Sample Menu #5

Breakfast:

Lunch:

Dinner:

Additional, if any:

Checklist for submission of your bids

1. Acceptance of all the terms and conditions, i.e. all the pages of the tender document will need to be duly signed.
2. Complete the Financial Bid Form (Annex III)
3. Complete Annex IV: Background and other details of the bidder
4. Provide Sample Menus (Annex V)
5. Attach copy of Valid Trade License, Tax Clearance Certificate
6. Bid Security
7. Attach any other documents highlighting your experience in similar business which would be useful for the evaluation process.