

Request for Expression of Interest (REOI) for Empanelment of Agencies for providing Catering Services



REOI/Events/2023/028

Department- Events

Important Dates:

Date of commencement of REOI	16 th November 2023
Last Date and Time of Receipts of REOI	30 th November 2023; 18:00 hrs
Place of Submission of REOI	https://nsdc.eproc.in/

1. **Introduction:** National Skill Development Corporation (NSDC) is a not-for-profit public limited company incorporated under section 25 of the Companies Act, 1956 (corresponding to section 8 of the Companies Act, 2013). NSDC was set up by the Ministry of Finance as Public Private Partnership (PPP) model. NSDC is a one of its kind, Public Private Partnership in India. It aims to promote skill development by catalysing the creation of large, quality, for-profit vocational institutions. It provides funding to build scalable, for-profit vocational training initiatives.
2. **Objective of empanelment:** NSDC is inviting Expressions of Interest to empanel eligible Catering Service agencies as per Terms of Reference mentioned in this REOI in Annexure-II (Pg no. 6). Interested Agencies should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services.
3. Interested agencies are required to furnish the information/documents as per the format given under Annexure-I (Eligibility Criteria)
4. **Duration:** Empanelment of agencies is for a period of 01 year from the date of issuance of letter of empanelment. However, the duration can be reduced or extended based on performance of agencies. More agencies can be added in the empanelled list provided they meet the conditions set out under this EOI.
5. Agencies will be empanelled based on meeting eligibility criteria under this EOI. For any assignment, NSDC will share the Scope of Work (SoW) separately with empanelled agencies to seek quotation/proposal. Evaluation and selection criteria shall be mentioned in specific SOWs. Empanelled agencies which will be selected under each assignment will be issued PO/Contract.
6. Empanelment does not guarantee that work will be assigned to each of the empanelled firm.
7. During the empanelment period, agencies must inform NSDC when agencies undergo material changes (internal or external) that can impact the obligation.
8. NSDC reserves the right to reject any or all the proposals submitted in response to this EOI document at any stage without assigning any reasons whatsoever. NSDC also reserves the right to hold or withdraw or cancel the process at any stage under intimation to the applicants who submit the response to REOI.
9. Agencies who fulfill all the eligibility criteria as mentioned in **Annexure-I** and interested in this assignment as per Terms of Reference may submit their application in the prescribed format along with relevant documents on <https://nsdc.eproc.in> as per instructions in **Annexure -III** or before last date and time of submission.
10. No proposal with improper subject line will be considered.
11. Proposals must be submitted in **English only**.
12. **No Courier/Hand Delivery of physical documents is allowed.**

Annexure-I

Eligibility Criteria:

The applicant should submit valid and relevant documents against each criterion to meet the eligibility for empanelment.

SN	Parameters	Documents to attach with each
1.1.	The Bidder shall be a Company, Partnership firm, or Proprietorship and must be a Registered legal entity in India, in existence from last at least 3 years from the date of publishing of the REOI	<ul style="list-style-type: none"> • Certificate of Incorporation • Registration for GST • PAN
1.2.	Bidder should have successfully executed at least five catering assignments of at least Rs. 2 Lakhs each for Central/State Govt. Organizations/ Public sector banks/ undertakings, in last 3 years ending 31st March 2023	Enclosed the documentary proof, such as supply order, agreement, or purchaser's letter/purchase order
1.3.	The Bidder shall have an average annual turnover of at least INR 10 Lacs from Catering Services in the last 03 financial years. (2020-21, 2021-22, and 2022-23)	Enclosed the CA Certificates with UDIN.
1.4.	Compliance related to Municipal Corporation Heath License to serve food, License from Department of Food Safety, Govt. of state, FSSAI shall be the obligation of the supplier (whichever applicable).	Copy of License
1.5.	<ul style="list-style-type: none"> • Bidder should have never been involved in any illegal activity or financial frauds. • The bidder and its affiliates should not have been blacklisted by any Government Agency/Public Sector Undertaking/ Autonomous Bodies of Government/ Reputed Corporates for breach of applicable laws or violation of regulatory provisions or breach of agreement. 	Undertaking on letterhead/self-declaration.

Submission of all the valid/legal documents in context to above table is mandatory. Only those agencies whose proposals meet all the eligibility criteria will be shortlisted for empanelment.

Organisation Details
[On the letter head of firm]

Name of the Firm	
Date of Incorporation of Firm (DD/MM/YY):	
Place of Incorporation:	
PAN Card No. (Copy of PAN card to be attached)	
GSTIN (Copy of GST certificate to be attached)	
Registered Address	
Turnover of past 4 years	2022-23 - INR 2021-22 - INR 2020-21 - INR
Telephone:	
Website:	
Concerned person's Name and Designation	
Mobile No:	
Email ID:	

Experience Details

To be submitted as a part of Eligibility Criteria Clause 1.2

Assignment No:1	
Name of Client:	
Brief of Services/Product Provided:	
Location and Country:	
Name of Project:	
Year:	
Project Duration:	
Project Value In INR:	
Email id and contact detail of client	
Assignment No:2	
Name of Client:	
Brief of Services/Product Provided:	
Location and Country:	
Name of Project:	
Year:	
Project Duration:	
Project Value In INR:	
Email id and contact detail of client	
Assignment No:3	
Name of Client:	
Brief of Services/Product Provided:	
Location and Country:	
Name of Project:	
Year:	
Project Duration:	
Project Value In INR:	
Email id and contact detail of client	
Assignment No:4	
Name of Client:	
Brief of Services/Product Provided:	
Location and Country:	
Name of Project:	
Year:	
Project Duration:	
Project Value In INR:	
Email id and contact detail of client	

Add more rows if required.

Annexure-II

Terms of Reference

An indicative list of items that would be required is listed below:

Sn	Elements	Details
	High Tea/ Snack Box	
1	Light High Tea	Tea/Coffee/Green Tea and Cookies/Waffers
2	High Tea	Cold Beverages Station, Hot Beverages Station, Cookies/ Waffers/ Snacks (Tbd), Dessert Counter(Tbd)
3	Light Snack Box	Juice Tetra Pack/Samosa Or Kachori/Waffer
4	Snack Box	Juicetetra Pack/ Samosa Or Kachori / Sandwich/1 Dessert/1 Fruit(Good Quality Of Box) Like Bikaner,Haldiram)
5	Water Bottles	Bisleri 250 ML Water Bottle
6	Water Dispenser	Bisleri 20 L Water Jar
	Lunch / Dinner	
	Thali	Premium Thali (Dal, Dry Sabji,Paneer,1 Sweet, Roti/Parantha/Naan,Salad,Papad,Raita)
	Buffet	
	Veg Items	Any 3 Items
1	Mattar Mushroom	
2	Bhindi Masal A	
3	Mushroom-Do-Piazza	
4	Cheese Tomato	
5	Mix Vegetable	
6	Peas Korma	
7	Kadhi Pakora	
8	Gobhi Aloo Masala Veg.Hot	
9	Veg. Sweet & Sour Dum Aloo	
10	Veg. Manchurian Palak Corn	
11	Shahi Paneer	
12	Palak Paneer	
13	Paneer Pasanda Palak Kofta	
14	Paneer Lababdar	
15	Paneer Butter Masala	
16	Paneer Bhujija	
17	Kadai Paneer	
18	Mattar Paneer	
19	Dal Makhani	
20	Yellow Dal Tadka	
21	Dal Panchratan	
22	Dal Fry/ Rajma Masala	
23	Dal Tadka	
24	Chana Masala	
25	Garlic Malai Kofta	
	Non- Veg Items	Any 2 Items

Sn	Elements	Details
1	Butter Chicken	
2	Chilli Chicken	
3	Tawa Chicken	
4	Chicken Stew	
5	Chicken Jalfarezi	
6	Chicken Korma	
7	Chicken Lababdar	
8	Chicken Tikka Masala	
9	Mutton Roganjosh	
10	Mutton Stew	
11	Mutton Korma	
12	Mutton Kadhai	
13	Mutton Curry	
14	Mutton Rara	
15	Fish Curry Kadhai Chicken	
	Salads	Any 5 Items
1	Potato In Mint Salad	
2	Sprout Salad	
3	Papad/Achar	
4	Green Salad Cucumber Salad	
5	Russian Salad	
6	Macroni Salad Kachumber	
7	Corn Salad	
	Raita	Any 1 Item
1	Plain Curd	
2	Boondi Raita	
3	Mint Raita	
4	Mix Veg. Raita	
5	Pineapple Raita	
6	Cucumber Raita	
7	Dahi Bhalla With Sounth	
	Breads	
1	Tandoori Roti	
2	Laccha Parantha	
3	Naan / Missi Roti	
	Rice	Any 1 Item
1	Mix Veg. Pulao	
2	Fried Rice	
3	Navrattan Pulao	
4	Peas Pulao	
5	Kashmiri Pulao	
6	Jeera Rice	
7	Plain Rice Steem Rice	
8	Panchrattan Pulao	
	Desserts	Any 2 Items
1	Ice-Cream	
2	Tilla Kulfi	
3	Rasmalai	

Sn	Elements	Details
4	Sponge Rasgulla	
5	Kesar Kheer	
6	Moong Dal Halwa	
7	Gulab Jamun	
8	Jalebi With Rabri Thandi Kheer	
	Soup	Any 1 Item
1	Chicken Soup	
2	Sweet Corn Soup	
3	Tomato Dhaniya Shoraba	
4	Manchow Soup	
5	Talumein Soup	
6	Almond Soup	
7	Hot & Sour Soup	
8	Cream Of Tomato Soup	
4	Manpower	
	Well Dressed Professional Waiters	In Each Counter, Dedicated Manpower For Vvip
	House Keeping	Housekeeping Staff To Maintain Hygiene,Cleaning Of The Dining Area
5	Cutlery	
	Cutlery	Bone China Quality Cutlery To Be Used, Dessert Cutlery, Main Course Cutlery, Or Better To Be Used
6	Tables	
	Clean Table & Table Covers With Decoration	Kitchen Table, Serving Table Etc.
7	Kitchen Area	
	Designated Kitchen Area	Proper Masking Of Kitchen Area,

The above list is indicative but not exhaustive.

Terms & Conditions

1. Proper food handling, storage, and preparation are essential. Ensure that staff is trained in food safety practices, and follows all local health department guidelines.
2. Prepared to accommodate dietary restrictions, special requests, and changes to the menu or event Timeline.
3. Maintain a clean and organized buffet area: Keep your buffet area clean and organized, and dispose of waste properly.
4. Label dishes: Clearly label each dish with the name of the dish and any allergen information to ensure guests are aware of the ingredients.
5. Monitor the buffet area: Ensure that the buffet area is kept clean and tidy throughout the event, and replenish food and supplies as needed.
6. Food should be served immediately after it is cooked. If food needs to be held for more than two hours, it should be kept at the appropriate temperature.
7. Ensure that you have enough cutlery available for all guests, plus some extra in case of unexpected guests.

8. Use high-quality cutlery that is durable, easy to handle
9. Clean cutlery thoroughly: Ensure that all cutlery is thoroughly cleaned and sanitized before use.
10. Use separate serving utensils: Use separate serving utensils for each dish to prevent cross-contamination
11. Use tongs for self-serve stations: Provide tongs for guests to use at self-serve stations to prevent them from touching the food directly with their hands.
12. Keep cutlery separate from other utensils, such as serving spoons and tongs, to prevent confusion and cross-contamination.
13. Label cutlery stations: Clearly label cutlery stations so that guests know where to find the cutlery they need.
14. Dustbins in different areas
15. Electric equipment like Power extension cord etc.
16. New Food items can be added or remove with prior notice.

Penalty Clause

1. Late delivery penalty: If the catering vendor fails to deliver the food and services at the agreed-upon time (deduction of upto 10% to 50%).
2. Quality penalty: If the quality of the food and services provided by the catering vendor does not meet the agreed-upon standards(serve of unhygienic food.
3. Safety penalty: If the catering vendor fails to follow proper safety protocols or poses a safety risk to the guests.(deduction of upto 10% to 100%).
4. Cutlery penalty: if the catering vendor uses low-grade cutlery.(deduction of upto 10% to 50%).

The Catering services are required in the following locations:

- Kaushal Bhawan, New Delhi
- Delhi NCR
- Rest of India as per requirement.

Letter Head of the Firm

Declaration

Date:.....

To whomsoever it may concern

I/We hereby solemnly take oath that I/We am/are authorized signatory and hereby declare that I / Our firm/ Agency/ Institute/Company/Organization do not face any sanction or any pending disciplinary action from any authority against our myself/ firm / Company /Organization or partners."

Further, it is also certified that our firm has not been blacklisted by any government or any other donor/partner organization.

In case of any further changes which effect of this declaration at a later date; we would inform NSDC accordingly.

Authorized signatory
(with seal)

Annexure-III

DEFINITIONS:

1. C1 India Private Limited: Service provider to provide the e-Tendering Software and facilitate the process of e-tendering on Application Service Provider (ASP) model.
2. NSDC e-Procurement Portal: An e-tendering portal of National Skill Development Corporation ("NSDC") introduced for the process of e-tendering which can be accessed on <https://nsdc.eproc.in>.

Pre-requisites:

- a) It is mandatory for all the bidders to have Class-III Digital Signature Certificate (With Both DSC Components, i.e. Signing & Encryption) from any of the licensed Certifying Agency under CCA, Ministry of Electronics and Information Technology, Government of India to participate in e-tendering portal of NSDC. Bidders can see the list of licensed CA's from the link www.cca.gov.in
- b) C1 India Pvt. Ltd. also facilitate Class III Digital Signature Certificate (With Both DSC Components, i.e. Signing & Encryption) to the bidders. Bidder may contact C1 India Pvt. Ltd. at mobile no. +91-7291981138 for DSC related queries or can email at vikas.kumar@c1india.com.
- c) To participate in the online bidding, it is mandatory for the Applicants to get themselves registered with the NSDC e-Tendering Portal (<https://nsdc.eproc.in>)
- d) System Requirement/ Registration Manuals/ Bid Submission Manuals are available at the NSDC eTendering Portal (<https://nsdc.eproc.in>)
- e) For helpdesk, please contact Help Desk Nos. +91-124-4302033 / 36 / 37
- f) Participant are requested to email their issues to helpdesk at nsdcsupport@c1india.com. This will help serving the participant better
- g) The amendments/ clarifications to the tender, if any, will be posted on the NSDC eTendering Portal (<https://nsdc.eproc.in>)
- h) The Bidder may modify or withdraw their bid after submission prior to the Bid Due Date. No Bid shall be modified or withdrawn by the Bidder after the Bid Due Date and Time.

It is highly recommended that the bidders should not wait till the last date of bid submission to avoid complications like internet connectivity issue, network problems, system crash down, power failure, browser compatibility issue, system compatibility issue, improper digital signature certificate problem etc. In view of this context, neither M/s National Skill Development Corporation nor M/s. C1 India Pvt. Ltd will be responsible for such eventualities.