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BHUTAN NATIONAL BANK LIMITED

REQUEST FOR PROPOSAL (RFP)

FOR

OPERATING A CAFÉ AT CORPORATE HQ BUILDING OF

BNBL, THIMPHU

TENDER NO. BNBL/HRA&PO/TH-15/2019/197,

DATED: 23.01.2019





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NOTICE INVITING TENDER

Bhutan National Bank Ltd., HO Thimphu, is pleased to invite sealed bids from eligible Bhutanese firms and/or individuals for operating a Café at the corporate HQ building of Bhutan National Bank, Thimphu according to the following time frame:

Tender Calling Date	23.01.2019
Tender Closing Date	07.02.2019. 4:00 PM
Tender submission date	08.02.2019. 11:00 AM
Date & Time of Tender opening	08.02.2019. 11:30 AM (tentative)
Tender Document fee	Nu. 500/- (Non-Refundable)
Name of the work	Operating a café at the corporate HQ building, of BNBL, Thimphu.
Bill of Quantity	Refer- Annexure 3
EMD / Bid Security	Nu. 50,000.00
Note:	Tender documents can be purchased from Procurement Section of Bhutan National Bank, HO, Thimphu on all working days from 9:00 AM to 4:00 PM (Except Saturdays till 1:00 PM). The tender documents can also be downloaded from BNBL website: www.bnb.bt . However, the bidder should deposit the tender fee on or before submission of the tender.





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SECTION 1: INTRODUCTION

1.1 Background:

BNBL Corporate HQ building, Thimphu will soon be completed and its HQ is expected to move to the new premise by the end of February. The building has a well-designed space for café for the benefit of its employees and for official purpose.

There will be about 150 (one hundred & fifty) employees at the Headquarters. It is assumed that most of these employees will avail of the café facilities, including lunch, tea and snacks. Besides, the café will also cater to official meetings and board meetings. With the establishment of the Café, BNBL will not allow outside restaurants and caterers to cater lunch, tea and snacks at the HQ of the Bank. The café shall also cater meals, tea and snacks whenever outside agencies hire and use its meeting hall(s).

BNBL would like to request for proposal from interested and qualified individuals/restaurants/hotels within the country to operate the Café.

1.2 Scope of work

1.2.1 Rent and Facilities

- a) Rent and electricity will be provided free of cost.
- b) Together with space, BNBL will provide furniture at the café.
- c) It shall be the operator's responsibility to arrange for cooking gas, machines, tools, pots and pans, crockery and cutlery needed at the Café
- d) It shall also be the operator's responsibility to purchase/arrange all kitchen equipment/appliances and utensils.
- e) The café shall have a proper coffee brewing machine.

1.2.2 Menu and Dishes

- f) The café shall be run as an up-market restaurant, equivalent to a three-star restaurant or cafe.
- g) The café will serve not only Bhutanese dishes, but also Indian, Continental, Chinese and western cuisine.
- h) The café shall be able to prepare pastries, cakes and other dessert items.





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- i) The café shall not serve alcohol. However, the operator may be asked by the management to serve alcohol during official dinners and engagements.

1.2.3 Manpower

- a) The Operator shall deploy adequate resources and manpower to provide food and services at the following levels:
- Board/banquet level service
 - Executive level service
 - Mid-level (staff) service
 - Conference level service (more than 300 heads)
- b) The manpower deployed at the Café shall be in proper dress code (dressed in neat and tidy uniform). They shall be courteous, well mannered and attentive.

1.2.4 Access and Security

- a) The Café shall run from morning to evening based on a time agreed mutually between the operator and BNBL.
- b) Except when required and requested by BNBL, the café shall not organize any party or dinners at the café.
- c) The Operator shall arrange to issue identity cards to all his/her staff, through security desk of BNBL, which shall be produced for inspection as when required by BNBL and/ or suitably displayed.
- d) The service provider shall not employ the services of any sub contractor directly or indirectly for the purpose of operating the Café pursuant to this contract.

1.2.5 Price

- a) Price of the dishes and items shall be set at lower than comparable price rates at standard café/restaurant in town.
- b) BNBL is not able to nor shall it guarantee any minimum volume of business for the Café.
- c) The café shall be liable to pay taxes as per the laws of the land.
- d) The operator shall publish a menu card with agreed rates and shall not sell any item at a rate higher than the agreed rates in the contract. **Operator shall ensure MRP of items NOT specified in the menu.**





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1.2.6 Cleanliness and hygiene

- a) The dishes and items available at the café shall be fresh, clean and of high quality.
- b) The Operator shall ensure that every day after operation, the pantry/café hall and all the crockery and cutlery are tidied up kept in order before closing for the day.
- c) The Operator shall ensure proper disposal of waste and garbage.
- d) The Operator shall ensure all outlets/ducts provided in the kitchen are not blocked and/or damaged.
- e) The operator shall display **NO SMOKING SIGN** in the Café.
- f) The Café Management Committee instituted (CMC) by BNBL shall monitor the quality (cleanliness & hygiene) of food on regular basis.

Section 2: BIDDING TERMS & CONDITIONS

- 2.1 Bidder shall be an eligible Bhutanese firm registered in Bhutan.
- 2.2 Valid Trade license with Valid Tax Clearance Certificate including BAFRA certificate to operate a restaurant/Café shall be enclosed.
- 2.3 All price rates for the enclosed menu shall quote in Ngultrum inclusive of all taxes and service charges and should valid for one year. The bidder is required to quote all the items reflected in the BOQ. Failure to quote for single item of the BOQ will lead to rejection of bid.
- 2.4 The Operator shall be entirely responsible for all taxes, duties and other such levies imposed on the Café.
- 2.5 The bid should be valid for a minimum of 3 (three) months from the date of submission.
- 2.6 The bidder should not have been black-listed by any of its clients during the last three years. (The bidder shall give self declaration to this effect on letterhead of the bidder that they have not been black-listed by of its clients as on date of submission of the tender).
- 2.7 BNB reserves right to cancel and reject the tender without explanation.





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- 2.8 BNB reserves rights to issue any amendment on Tender documents at any time prior to 5 (five) calendar days before the last date of submission. Such amendment will be notified to those bidders who have purchased the tender documents in writing or by standard electronic means to the bidders.
- 2.9 Likewise, Bidder may request for bid clarification from the employer (Bank) and the bank will send written copies of the response (including an explanation of the query but without identifying the source of inquiry) to all bidders. Should the Employer (Bank) deem it necessary to amend the Bid document as a result of a clarification, it shall do so after following the due procedure.
- 2.10 The bidder should have at least 1 (one) year of experience of running/operating a high-end restaurant/café. The bidder shall submit very clear documentary evidences in this regard.
- 2.11 The initial period of contract will be for a period of One year. The period of contract shall be extended by another one year based on the acceptable performance.
- 2.12 The bidder shall commence the operation within **Fifteen days** from the date of issuance of the work order.
- 2.13 The café shall be subject to inspection and approval of BAFRA and other relevant agencies.
- 2.14 The entire document submitted should bear official seal and must be signed by the authorized signatory of the firm.
- 2.15 The bid document must be filled neatly and clearly, incomplete or conditional tenders will not be entertained. Overwriting if any should be duly signed by the authorized signatory (s).
- 2.16 Power of Attorney should be submitted if an authorized representative is appointed.





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- 2.17 The price rate (s) should be submitted in the prescribed forms provided by the Bank.
- 2.18 EMD of **Nu. 50,000.00** With validity for at least 3 (three) months should be enclosed in the form of Draft/Cash warrant/Bank Guarantee in favour of **"Bhutan National Bank Ltd., Thimphu"**.
- 2.19 The operator should open an account with BNBL in the name of Café.
- 2.20 The bid without the Bid security (EMD) or Bid security which do not comply with above terms will be disqualified or considered non responsive.
- 2.21 Bid Security (EMD) of "Successful bidder" will be returned after receiving Performance security.
- 2.22 The bid security (EMD) will be forfeited:
- If the bidder (s) withdraws its bid during the period of bid validity; or
 - If the bidder (s) does not accept the arithmetical corrections of its bid price, or
 - In case of the successful bidder (s), if the bidder fails-
 - To sign the contract agreement within the prescribed time; or
 - To furnish the performance security within the prescribed time.
- 2.23 All notices or other communications to the bidder (s) must be delivered personally or through email to the address mentioned and the bidder (s) should acknowledge the receipt of the notices/communications by return mail within 3 (three) calendar days period.
- 2.24 Bidder (s) should fill up and submit the Bid Submission form and Bidder Identification Form along with the tender documents.
- 2.25 Tender will be accepted only from those who have purchased the Tender Documents.





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2.26 The sealed bids should be submitted in one sealed envelope marked as "Original" on 8th February 2019 on or before 11:00 AM addressed to the followings:

***Bhutan National Bank Limited
Head Office,
Thimphu***

Attention: The Procurement Officer, HRA Department, Thimphu

2.27 Negotiation for both Technical and Financial bids will be held only if absolutely needed and decided by the Employer (Bank) as essential. Such negotiations will be held at the date, time and address intimated to the qualified and selected bidder (s). Representatives conducting negotiations on behalf of the Bidder must have written authority to negotiate and conclude a contract.





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Section 3: TENDER EVALUATION PROCEDURE

The tender evaluation will be done based on the lowest quoted rates and fulfillment of the following pre-qualification criteria:

3.1 Pre-qualification criteria:

Sl.#	Description	Status
1.	Bid Submission Form. (Annexure 1)	Mandatory
2.	Bidder Identification Form. (Annexure 2)	Mandatory
3.	Bid Security (EMD) Nu.50,000/- with validity for at least 3 (three) months in form of Draft/Cash warrant/Bank Guarantee and in favour of Bhutan National Bank Ltd., Thimphu.	Mandatory
4.	Valid Trade license.	Mandatory
5.	Valid Tax Clearance Certificate or provisional certificate.	Mandatory
6.	Valid BAFRA certificate.	Mandatory
7.	Proof of minimum 1 (one) year experience of running/Operating a high-end restaurant/café. Documentary evidence required.	Mandatory
8.	Bidder should provide self declaration letter in their firm's letter head to declare that they have not been black-listed by any other clients during the last 3 (three) years.	Mandatory
9.	Entire Tender documents should bear official seal & signed by the Proprietor or Authorized Representative (Power of Attorney for Authorized Representative).	Mandatory





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Note: Verifiable documentary proofs for all above requirements are mandatory. Tender will be rejected if the bidder fails to submit the verifiable proofs against the mandatory.

Section 4: PERFORMANCE SECURITY:

- 4.1 The Operator shall be required to furnish sum of **Nu.250,000/-** (Ngultrum two hundred fifty thousand) only in lump sum as Security deposit within 7 (seven) calendar days after awarding the work.
- 4.2 If the successful bidder fails to provide the performance security within 7 (seven) calendar days of the issue of the work awarding letter, the bid will be considered as invalid and the particular work will be given to second lowest bidder.
- 4.3 The validity of Performance Security should be initially for 1 (One) year. However, Performance security in form of Draft & Cash warrant which is valid for 6 (six) months, the bidder should undertake to renew the Draft/Cash warrant for another additional period of up to 6 (six) months before the expiry of the Security.
- 4.4 The Performance security shall be discharged with or without deductions (as applicable) to the supplier upon completion of performance obligations as described in the contract terms.





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Section 5: SERVICE DELIVERY PENALTY CLAUSE:

5.1. The Purchaser (BNBL) may, by written notice, terminate the contract agreement or forfeit the performance security in whole at any time for its convenience:

- a. If the operator fails to perform any obligation (s) under the contract agreement, or
- b. If the operator does not take any remedial action within a period of 7 (seven) calendar days after receipt of a notice of default from the purchaser specifying the nature of the default (s), or
- c. If the operator, in the judgment of the purchaser, has engaged in any corrupt or fraudulent practices in competing for or in executing the tasks under this contract terms & conditions, or
- d. If the operator fails to deliver the services required for a particular activity, and
- e. In the event of poor quality of food & services, the purchaser shall issue a letter to the operator to improve their services. However, if there is no improvement in services during the mentioned duration in the letter, the purchaser shall terminate the contract or forfeit the performance security whichever is applicable at its own discretion.





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Annexure 1: Bid Submission Form

Date: [DD/MM/YY]

To: BHUTAN NATIONAL BANK
PROCUREMENT DIVISION
HEAD OFFICE, POST BOX 439
THIMPHU

Dear Sir,

The undersigned, having read the Tender documents of Bhutan National Bank Ltd., Thimphu vide ref.# **BNBL/HRA-PO/TH-15/2019/197, dated 22.01.2019**, hereby offers to provide the consulting services, in accordance with any specifications stated and subject to the terms and conditions set out or specified in the document.

I/We agree to abide by this Bid for a period of 3 (Three) months from the date fixed for Bid opening in the Tender documents, and the Bid shall remain binding upon us and may be accepted at any time before the expiration of that period.

If our Bid is accepted, we undertake to initiate the consulting services specified in the Tender documents within the time frame that will be stipulated in the work orders and to comply with all the provisions of the Contract.

I/We certify that all information furnished by our firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your company/organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Best regards

* Signature and stamp of
the Bidder:

* Name:





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* Title:	
* Name of Company:	
* Telephone:	
* Email:	

Footnote: /* Compulsory field

Annexure 2: Bidder Identification Form

1. Organizational Information	
* Company Name:	
* Address:	
* Telephone/Mobile:	
* Email address:	
* Date of establishment:	
* Legal Representative: Name/Surname/Position (if any)	
* Current Licenses, if any, and permits (with dates, numbers and expiration dates)	
2. Expertise of Staff	
*Total number of staff:	
*Number of staff involved in similar assignment:	
3. Contact details of persons that BNB may contact for requests for clarification during Bid evaluation	
* Name/Surname:	
* Telephone/Mobile:	





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* Email address:	
Be advised that this person must be available during the two weeks following the Bid opening date.	
* Signature and stamp of the Bidder:	
* Name & Title:	
* Name of Company:	
* Telephone/Mobile:	
* Email address:	

Footnote: /* Compulsory field

ANNEXURE 3: BILL OF QUANTITY (BOQ)

Note: All the bidders are advised to compulsorily quote all the items of the lot as the evaluation will be done on Single lot. Only the total amount of the lot will be considered for the evaluation and any bidder failing to quote any Item of the lot will lead to rejection of bid of that lot.

SI No	Individual Menu	Unit Price (BTN)
	MULTI CUISINE MENU	
1	Ema datshi	
2	Kewa datshi	
4	Shamu datshi	
5	Shakam datshi	
6	Shakam paa	
7	Shukam datshi	
8	Shakam shukam datshi	
9	Phaksha paa	
10	Sikam paa	





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11	Sikam curry	
12	Yaksha shakam	
13	Kangchung(bone) curry	
14	Goep paa	
15	Juma paa	
16	Jasha maru	
17	Mutton curry	
18	Hoentay	
19	Jaju	
20	khagtem	
21	Khur-lee	
22	Puta	
23	Veg champa	
24	Non vge champa	
25	Paneer butter masala	
26	Dhal makhani	
27	Yellow dhal fry	
28	Palak paneer	
29	Chicken curry	
30	Fish curry	
31	Mastard Fish curry	
32	Grilled fish	
33	Chicken steak	
34	Egg curry	
35	Poach	
36	Omelet	
37	Boiled egg	
38	Scrambled egg	
39	Rice thukpa	
40	Veg bathub	
41	Non veg Bathub	
	NAAN AND ROTI	
1	Plain naan	
2	Butter naan	
3	Garlic naan	





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4	Roti	
5	Paratha	
6	Chapati	
SNACKS		
1	Papad masala	
2	Cheese chilly tossed	
3	Veg pokara	
4	Peanut masala	
5	French fries	
6	Crispy hot potato	
7	Golden fired baby corn	
8	Sandwich cheese	
9	Sandwich veg	
10	Sandwich non-veg	
11	Veg burger	
12	Non-veg burger	
13	beef chilli	
14	Chicken chilli	
15	Veg rolls	
16	Non veg rolls	
17	Chicken drums stick	
18	Fish fingers	
19	Alu chop	
20	Momo cheese	
21	Momo-veg	
22	Momo -non veg	
23	Cake with suja/tea	
24	Veg shamdrey with suja/tea	
25	Non veg shamdrey with suja/tea	
26	Dresi with suja/Tea	
27	Biscuit and plain zaw with milk tea/coffee	
28	Zaw magay with milk tea/coffee	
29	Sep with milk tea/coffee	
30	Samosa with milk tea/coffee	
SALAD		





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1	Fresh Green Salad	
2	Caesar salad	
3	Hogay salad	
4	Aloo chaat salad	
5	Russian Salad	
6	Green Chicken Salad	
7	Waldrof salad	
8	Fruit salad	
	RICE	
1	Plain rice	
2	Red rice	
3	Kharang	
4	Steam Rice	
5	Zeera rice	
6	Veg birayini	
7	Non Veg Biryani	
8	Noodles	
9	Pasta	
10	Veg chowmine	
11	Non Veg Chowmine	
	DESSERT	
1	Plain Fresh fruits	
2	Fresh fruits with curd	
3	Ice cream	
4	Rasgola	
5	Apple Pie	
6	Lemon Tart	
7	Cake	
	BREAD	
1	Naan	
2	Butter toast	
3	Chapati	
4	Plain Paratha	
5	Alu Paratha	
6	Roti	





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7	Butter Naan	
	BEVERAGE COLD	
1	Lassi	
2	Fresh Lime Soda	
3	Fresh Lime water	
4	Milk Shake	
5	Banana Shake	
6	Milk Tea	
7	Milk Coffee	
8	Plain Tea	
9	Black Coffee	
10	Suja	
11	Green Tea	
12	Masala Chai	
13	Ice Tea	
14	Ice Coffee	
15	Hot Chocolate	
	Total (1)	

Lump sum Menu		
SINo	MENU-1	Lump sum Price(BTN)
1	Rice-white	
2	Rice-Red	
3	3 item veg	
4	3 item non veg	
5	Noodle/Naan/Putu	
6	Dal/jaju	
7	Eazey	
8	Salad	
9	Curd	
10	Desert	
MENU - 2		
1	Rice-white	





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2	Rice-Red	
3	2 item veg	
4	2 item non veg	
5	Noodle/Naan/Putu	
6	Dal/jaju	
7	Eazey	
8	Curd	
9	Salad	
10	Desert	
MENU - 3		
1	Rice	
2	1 item veg	
3	1 item non veg	
4	Dal/jaju	
5	Eazey	
MENU - 4		
1	Rice	
2	1 item veg	
3	1 item non veg	
4	Eazey	
5	Suja/Ngaja	
	Total (2)	

Total = Total (1) + Total (2)

= BTN.....

(in words.....)

