

# REQUEST FOR PROPOSAL

RFP number	<b><i>01/RED/BoBL-HO/2019-001</i></b>
Project Name	<b><i>Operation of Customer Café at TCO</i></b>
Procuring Agency	<b><i>Bank of Bhutan Limited</i></b>
Last Date of Submission	<b><i>On or before 1:00PM, 14/10/2019</i></b>



August, 2019

## NOTICE INVITING TENDER

01/RED-BoBL/2019/049

14/09/2019

Bank of Bhutan Limited (BoBL) Corporate Head Office invites sealed bids from eligible firms for the Operation of Customer Cafeteria at the new Corporate Office building at Norzin Lam for a period of 24 months.

Name of the work	Bid No	EMD (Nu.)	Bidders Cost (Nu.)
OPERATION OF CUSTOMER CAFETERIA	01/RED/BoBL-HO/2019/001	20,000	1,000

Bidding will be conducted through the National Competitive Bidding procedure. Interested and eligible bidders may obtain further information and inspect the bidding documents at the address given below:

***Head, Real Estate and Administration Division, BoBL HO, Babesa, Thimphu, Tel 02-334333***

A complete set of bidding documents in English may be purchased on submission of a copy of valid trade license to the address given above. Documents will be available for sale or downloaded from [www.bob.bt](http://www.bob.bt) till 1:00PM on 14/10/2019. Please note that the payment for the document should be made prior to submission of the bid. Bid submitted without prior payment for the cost of bidders will not be accepted. For more details please visit <http://www.bob.bt>

Bidders may visit the site anytime during office hours but with prior approval from the bank. Bids must be delivered to the address given above on or before **1:00PM on 14/10/2019** and will be opened on the same day at **2:30 PM**, at the conference hall, BoBL Head Office, Babesa, Thimphu

**For Bank of Bhutan Limited**

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# BANK OF BHUTAN LIMITED

## SECTION 1: INTRODUCTION

### 1.1 Background:

BOBL Corporate HO building, Thimphu will soon be completed and HO is expected to move to the new premise by the end of December 2019. The building has provisioned a space for café for the benefit of customers. The approximate area for lease is about **775 sqft** and is located on the ground floor and at the entrance of the main banking hall.

There will be about 400 employees working in the building. It is expected that many customers will avail the café facilities, including fast food, tea and snacks during visit to the bank.

BOBL requests for proposal from interested and qualified individuals/restaurants/hotels within the country to operate the Cafe.

### 1.2 Scope of work:

Operation of Customer Cafeteria on the ground floor measuring about 775 sqft located ideally at the entrance of the building.

#### 1.2.1 Rent and Facilities

- a) The bidder shall quote a monthly rental charge payable to Bank of Bhutan Ltd.
- b) Considering the prime location of the building, BOBL expects to fetch a good rate.
- c) The bank shall provide a space measuring about **775 sqft** on the ground floor facing Norzin Lam. The bidder may choose to inspect the site/location prior to submission of Quote.
- d) Both water and electricity tariffs/bills shall be borne by the operator. However, Bank shall try and ensure that there is **24 x 7** supply of both water and electricity. In the event of shortage of supply from the source, the operator shall make their own arrangements. Separate meters would be provided.
- e) The Café will be furnished with basic furniture's like customer chairs and tables (4 nos of 4 seaters = 16 PAX only). It shall be the responsibility of the operator to purchase/arrange all kitchen equipment/appliances, utensils and any other furnishings.
- f) All the crockeries should be china clay or equivalent. Melamine shall not be allowed.

### 1.2.2 Menu and Dishes

The Corporate head office building is contemporary building design furnished with latest and modern amenities. The proposed space is ideally located on the ground floor facing the Norzin Lam. Considering the location of the space being in the core of the city, the café is expected to maintain good ambience and serve delicious food at all times, such that it promotes the Bank's brand.

- a) The café shall serve only fast food items like sandwiches, fries, momos, burgers, rolls, roti, noodles, fried rice, chowmein, pastries, etc. Buffets shall not be allowed. The café operator wishing to serve additional items not mentioned here may do so by attaching a separate list along with this bid. However, the café committee shall review the items prior to its approval.
- b) The café shall not serve alcohol.
- c) The café shall ensure that proper hygiene is maintained at all times.

### 1.2.3 Manpower

- a) The Operator shall deploy adequate resources and manpower to provide food and services.
- b) The manpower deployed at the Café shall be in uniform dress code (dressed in neat and tidy uniform). They shall be courteous, well-mannered and attentive.

### 1.2.4 Access and Timing

- a) The Café shall strictly follow the following timings for its operation:

Sl.No	Day	Time of Operation
1	Monday to Friday	8:00AM to 7PM
2	Saturday	8:00AM to 2PM

- b) The café shall not organize any party or dinners for outsiders.
- c) The Operator shall issue identity cards to all his/her staff, through security desk of BOBL, which shall be worn at all times.
- d) The service provider shall not employ the services of any sub-contractor directly or indirectly for the purpose of operating the Café.
- e) No gambling or recreational activities would be allowed in the café.

### 1.2.5 Price

- a) Price of the dishes and items shall be at a discretion of the Café operator.
- b) BOBL shall not guarantee any volume of business for the Café.
- c) The café shall be liable for all taxes as per the laws of the Kingdom.
- d) The operator shall publish and display a menu card with rates.

### 1.2.6 Cleanliness and hygiene

- a) The dishes and items available at the café shall be fresh and clean.
- 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 café is a smoke free zone and shall display **NO SMOKING SIGN** in the Café.
- f) The Café Management Committee (CMC) instituted by BOBL 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 holding a valid trade license to operate a restaurant/café 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 The Operator shall be entirely responsible for all taxes, duties and other such levies imposed on the Café.

2.4 The bid should be valid for a minimum of 3 (three) months from the date of submission.

2.5 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)

2.6 BOBL 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.

2.7 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.

2.8 The bidder should have at least 1 (one) year of experience of running/operating a restaurant/café. The bidder shall submit very clear documentary evidences in this regard.

2.9 The initial period of contract will be for a period of **TWO years**. The period of contract shall be extended by another one year subject to excellent performance and agreement of the bank.

2.10 The bidder shall commence the operation within Thirty (30) days from the date of issuance of the work order.

2.11 The café shall be subject to inspection and approval of BAFRA and other relevant agencies.

2.12 The entire document submitted should bear official seal and must be signed by the authorized signatory of the firm.

2.13 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).

2.14 Power of Attorney should be submitted if an authorized representative is appointed.

2.15 EMD of **Nu. 20,000.00** With validity for at least 3 (three) months should be enclosed in the form of Draft/Cash warrant/Bank Guarantee in favour of “Bank of Bhutan Ltd., Thimphu”.

2.16 The bid without the Earnest Money Deposit (EMD) or Bid security which do not comply with above terms will be disqualified or considered non responsive.

2.17 The Earnest Money Deposit (EMD) of “Successful bidder” will be returned after receiving Performance security.

2.18 The bid security (EMD) will be forfeited:

- i) If the bidder (s) withdraws its bid during the period of bid validity; or
- ii) If the bidder (s) does not accept the arithmetical corrections of its bid price, or
- iii) In case of the successful bidder(s), if the bidder fails-
  - a) To sign the contract agreement within the prescribed time; or
  - b) To furnish the performance security within the prescribed time.

2.19 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.

2.20 Bidder(s) should fill up and submit the Bid Submission form and Bidder Identification Form along with the tender documents.

2.21 Tender will be accepted only from those who have purchased the Tender Documents. Tenders downloaded will have to be make the payment prior to the submission of their bids.

2.22 The sealed bids should be submitted in one sealed envelope marked as “**Original**” on **14<sup>th</sup> October 2019** on or before **1:00 PM** addressed to the followings:

**HEAD, ADM,  
CSSD, Bank of Bhutan Limited,  
Head Office, Thimphu**

2.27. Negotiation for bid 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.



## **SECTION 3: TENDER EVALUATION PROCEDURE**

The tender evaluation will be done based on the **HIGHEST QUOTED AMOUNT** and on fulfillment of the following pre-qualification criteria:

### 3.1 Pre-qualification criteria:

- i. Bid Submission Form. (Annexure 1)
- ii. Bidder Identification Form. (Annexure 2)
- iii. Bid Security (EMD) Nu. 20,000/- with validity for at least 3 (three) months in form of Draft/Cash warrant/Bank Guarantee/Bankers check and in favour of Bank of Bhutan Ltd., Thimphu.
- iv. Valid Trade license.
- v. Valid Tax Clearance Certificate or provisional certificate.
- vi. BAFRA Certificate.

3.2 Proof of minimum 1 (one) year experience of running/operating a restaurant/café. Documentary evidence required.

3.3 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

3.4 Entire Tender documents should bear official seal & signed by the Proprietor or Authorized Representative (Power of Attorney for Authorized Representative).

## **SECTION 4: PERFORMANCE SECURITY**

4.1 The winning Operator shall be required to furnish sum of **Nu. 50,000/-** (Ngultrum two hundred 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 highest bidder and the EMD forfeited.

4.3 The validity of Performance Security should be TWO years. 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.

## **SECTION 5: SERVICE DELIVERY PENALTY CLAUSE**

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

If the operator fails to perform any obligation(s) under the contract agreement, or 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 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 If the operator fails to deliver the services required for a particular activity, and

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.

## Annexure 1: Bid Submission Form

To: HEAD-ADM,  
BANK OF BHUTAN LTD,  
HEAD OFFICE, THIMPHU

Dear Sir,

The undersigned, having read the Tender documents of BANK of BHUTAN Ltd., Thimphu vide ref **01/RED/BOBL-HO/2019-001** dated 14.10.2019, hereby offers to operate customer cafeteria, in accordance with any specifications stated and subject to the terms and conditions set out or specified in the document.

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 operation of cafeteria as 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.

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:

Name of Company: Contact No:

## **Annexure 2: Bidder Identification Form**

### **1. Organizational Information**

- Company Name:
- Address:
- Contact No:
- 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 BOB may contact for requests for clarification during Bid evaluation**

- Name/Surname:
- Telephone/Mobile:
- Email address:

Signature and stamp of the Bidder:

- Name & Title:
- Name of Company:
- Telephone/Mobile:
- Email address:

### Annexure 3: BID FORM

The bidder/operator shall quote monthly rent, payable to Bank of Bhutan Ltd, which shall be deposited in our account no: \_\_\_\_\_ before 5<sup>th</sup> day of every month. Failure to deposit on time shall result in penalty charge of 24% per annum per day.

SL no.	Customer Cafeteria Area	Monthly Rental Amount	Yearly Rental Amount (for 12 months)
1	Area measuring <b>775/- sqft</b> on the ground floor facing norzin lam.		
	<b>Total</b>		

**Total yearly (12 months) rental amount in words:** \_\_\_\_\_  
\_\_\_\_\_ Only.

Signature and seal:

