



**Kerala Institute for Entrepreneurship Development (KIED)**

Department of Industries & Commerce  
Government of Kerala

KIED, Rockwell Road, HMT Colony, PO,  
Kalamassery, Kochi, Kerala 683503

**REQUEST FOR PROPOSAL (RFP)**

Selection of Catering Service Agency

**Tender Reference : KIED/03/2023-AC**

**Tender ID : KIED/OFT/2024/002**

<b>Key Events</b>	<b>Timelines for completion</b>
Mode of bid submission	Offline
Type of proposal required	Least Cost Selection
Date of issue of Tender	29-11-2024
Bid Submission start date	29-11-2024
Bid Submission end date	11-12-2024, 3.00 PM
Technical bid opening date	11-12-2024, 04.30 PM
Tender Processing fee	Rs. 797/- (including taxes)
EMD	Rs. 4,500/-

## Selection of Catering Service Agency

Evaluation of the proposals	Detailed in the RFP document
Contact Person – KIED for Procurement Queries	Mr. Regi Assistant Manager (Projects) <a href="mailto:am.projects@kied.in">am.projects@kied.in</a> Cell No: 9846099295
Address where queries/ correspondence concerning this RFP is to be sent	KIED, Rockwell Road, HMT Colony, PO, Kalamassery, Kochi, Kerala 683503, 0484 255 0322

Note:

1. The tender document is the property of KIED and is not transferable.
2. If a holiday is declared on the dates mentioned above, the bids shall be received/ opened on the next working day.
3. No queries will be entertained after the date and time mentioned in this schedule.
4. This Bid Document contains **32** Pages.

## 1. NOTICE INVITING REQUEST FOR PROPOSAL.

**Kerala Institute for Entrepreneurship Development** (hereinafter referred to as KIED) invites responses (“Proposals”) to this Request for Proposals (“RFP”) for the Selection of Catering Service Agency, for KIED, Rockwell Road, Kalamassery, Ernakulam

1.1 More details on the scope of works, terms and conditions are specified in Section 3.

1.2 Details/Documents provided for the submission of Proposal

- a. Section 1 – Invitation for Bids
- b. Section 2 – Instructions to Bidders
- c. Section 3 – Terms and conditions
- d. Section 4 – Selection Process
- e. Section 5 – Bidding forms (Technical and Financial)

**1.3 Both bids should be submitted offline to KIED Office located at Rockwell Road, HMT Colony, PO, Kalamassery, Kochi, Kerala 683503 on or before 11-12-2024, 03.00 PM.**

1.4 Submission of Proposals:

- 1.4.1 Proposals must be direct, concise, and complete. KIED will evaluate the bidder's proposal based on its clarity and the directness of its response to the requirements of the project as outlined in this RFP.
- 1.4.2 Bidders shall furnish the required information on their technical and financial proposals in the enclosed formats only. In case of any deviations in format, the tender will be liable for rejection.
- 1.4.3 Each proposal should be submitted in two parts, viz Technical Proposal and Financial Proposal as specified in this RFP.
- 1.4.4 Both technical and financial bids shall be submitted offline and in accordance to the instructions given in this tender document. Technical bid should be submitted in the format given. The financial bid offering the rates should be submitted in the financial cover which should be a separate cover. The financial bids submitted in any other format will be treated as non-responsive and not be considered for evaluation.**

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- 1.4.5 The Financial Proposal should contain the financial details in the specified format Appendix II.
- 1.4.6 At any time prior to the last date for receipt of bids, KIED may, for any reason, whether at its own initiative or in response to a clarification requested by a participating entity, modify the RFP Document by issuing a corrigendum.
- 1.4.7 The Corrigendum(s) and clarifications to the queries from all bidders will be published on <https://kied.info/>
- 1.4.8 Any such corrigendum(s) shall be deemed to be incorporated into this RFP.
- 1.4.9 In order to provide reasonable time to the participating entities for taking the corrigendum(s) into account, KIED may, at its discretion, extend the last date for the receipt of Proposals.
- 1.5 Opening and evaluation of Proposal.
- 1.5.1** Opening of Proposal: Technical proposals will be opened at KIED Office located at Rockwell Road, HMT Colony, PO, Kalamassery, Kochi, Kerala 683503, by CEO and Executive Director, Kerala Institute for Entrepreneurship Development (KIED) or his authorized representative or by a committee constituted for this purpose, on **11-12-2024, 4.30PM.**
- 1.5.2 The financial bid will not be opened until technical evaluation has been completed, results approved, and notified to all qualified bidders eligible for bid opening.
- 1.5.3 KIED will follow the Least Cost Selection (LCS) process. One agency will be selected based on technical and financial evaluation and an agreement will be signed between the selected firm and KIED for the purpose.
- 1.5.4 However, KIED holds the right to revoke the ongoing contract with the selected professional agency and call for new proposals in case of unsatisfactory performance of the selected professional agency or due to any other administrative reasons at any point of time during the contract period.

### Key Events

Sl. No	Event	Date / Details
1	Date of issue of Tender	29-11-2024
2	Bid Submission start date	29-11-2024

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3	Bid Submission end date	11-12-2024, <b>03.00PM</b>
4	Technical bid opening date	11-12-2024, <b>04.30PM</b>
5	Tender Processing Fee	Rs. 797/- (including taxes)
6	EMD	Rs. 4,500/-

*Note: The above dates of events may be changed at the discretion of KIED without assigning any reasons thereto.*

**The CEO & Executive Director  
KIED, Rockwell Road,  
HMT Colony, PO, Kalamassery,  
Kochi, Kerala 683503**

## 2. INSTRUCTION TO BIDDERS

### 2.1 Definitions

- a) **KIED** means Kerala Institute for Entrepreneurship Development (KIED), established as an autonomous body of the Government of Kerala, aimed to promote the spirit and culture of entrepreneurship among the youth of Kerala by giving them orientation in Human Resources Development and training in skill development and leadership, represented by the Chief Executive Officer and Executive Director, KIED.
- b) **Technical Committee** is a sub Committee constituted by the Chief Executive Officer and Executive Director, KIED to decide on the technical aspects of the proposal and to evaluate the same.
- c) **Finance Committee** is a sub Committee constituted by the Chief Executive Officer and Executive Director, KIED to decide on the financial aspects of the proposal and to evaluate the same.
- d) **Tender Inviting Authority** is the Chief Executive Officer and Executive Director, KIED who on behalf of KIED calls and finalizes tenders.
- e) **Blacklisting/debarring** – The event occurring by the operation of the conditions under which the Bidder will be prevented for a period of 1 to 5 years from participating in the future tenders of Tender Inviting Authority or any other State Government/Central Government/PSUs.

### 2.2 General Provisions:

The bid document can be downloaded from the website [www.kied.info](http://www.kied.info)

### 2.3 Corrupt and Fraudulent Practices

KIED requires compliance with its policy in regard to corrupt and fraudulent/prohibited practices as set forth in this proposal. In further pursuance of this policy, the selected agency shall permit KIED or its representatives to inspect the accounts, records, and other documents relating to the submission of the Proposal and execution of the contract, in case of award, and to have the records inspected by KIED.

### 2.4 Conflict of Interest

## Selection of Catering Service Agency

- 2.4.1 The agency is required to provide professional, objective, and impartial services, at all times holding KIED's interest's paramount, strictly avoiding conflicts with other assignments or its own corporate interests, and acting without any consideration for future work. The agency has an obligation to disclose to KIED any situation of actual or potential conflict that impacts its capacity to serve the best interest of KIED. Failure to disclose such situations may lead to the disqualification of the agency or the termination of its Contract and/or sanctions by the Government.
- 2.4.2 Without limitation on the generality of the foregoing, and unless stated otherwise in this RFP, the agency shall not be hired under the circumstances set forth below: -
- 2.4.2.1 Relationship with the KIED's staff: The agency (including its subsidiaries/partners) that has a close business or family relationship with a professional staff of the KIED who are directly or indirectly involved in any part of (i) the preparation of the Terms of Reference for the assignment, (ii) the selection process for the Contract, or (iii) the supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to KIED throughout the selection process and the execution of the Contract.
- 2.4.2.2 Any other types of conflicting relationships as indicated in the tender document.
- 2.4.2.3 All information supplied by the entities submitting the proposals will be treated as contractually binding on the entities, on successful award of the assignment by KIED on the basis of this RFP.
- 2.4.2.4 No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of KIED. KIED reserves the right to cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of KIED.
- 2.4.2.5 This RFP supersedes and replaces any previous public documentation and/or communications, and participating entities shall place no reliance on such communications.
- 2.5 In preparing the Proposal, agency is expected to examine the tender document in close detail. Material deficiencies in providing the information requested in the tender document may result in rejection of the Proposal.

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- 2.6 The Agency shall bear all costs associated with the preparation and submission of proposal, and KIED shall not be responsible or liable for those costs, regardless of the conduct or outcome of the selection process. KIED is not bound to accept any proposal, and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the firm.
- 2.7 The Proposal, as well as all correspondence and documents relating to the Proposal exchanged between the Agency and KIED, shall be written in English / Malayalam only. All documents produced as annexures in any Language, other than English / Malayalam, should be accompanied by certified translated copy in English / Malayalam.
- 2.8 Confidentiality: From the time the Proposals are opened to the time the Contract is awarded, the Agency should not contact any of the officials of KIED on any matter related to its Technical and/or Financial Proposal. Information relating to the evaluation of Proposals and award recommendations shall not be disclosed to the Agency who submitted the Proposals or to any other party not officially concerned with the process, until the publication of the Contract award information.
- 2.9 The Bidder shall not subcontract or outsource the whole or a part of the Services unless otherwise agreed by KIED, failing which penalty will be imposed.
- 2.10 Participating entities are not allowed to enter in Consortium, JV, or Sub-agency arrangements with other shortlisted entities.
- 2.11 Any attempt by the agency or anyone on behalf of the agency to influence improperly KIED in the evaluation of the Proposals or Contract award decisions may result in rejection of its proposal, and may be subject to the application of prevailing Government sanctions procedures.
- 2.12 Notwithstanding the above provisions, from the time of the Proposals' opening to the time of Contract award publication, if an agency intends to contact KIED on any matter related to the selection process, it should do so only in writing.
- 2.13 The proposals should be submitted in 2 separate covers in hardcopy to KIED office in accordance with the instructions given in the RFP.
- 2.14 Bidders shall furnish the required information on their technical and financial proposals in the enclosed formats only. Any deviations in format or if the proper information are not



- provided properly, the tender will be liable for rejection. Tender Evaluation committee may seek clarification, if required, while evaluating the proposal.
- 2.15 The technical bid opening date, time and the address are as stated in the tender document. The Financial Proposal will be opened after the technical evaluation is completed and the results intimated to all successful bidders and upon approval from concerned authorities.
- 2.16 Technical bid will be opened by The Chief Executive Officer and Executive Director, KIED or his authorized personnel on the day mentioned in this tender document on **11-12-2024, 04.30 PM**. KIED reserves the right to withdraw this tender, if KIED determines that such action is in the best interest of the company. KIED undertakes that all the information shared by the applicant will be held in strict confidence and will not be made public unless directed by law.
- 2.17 The applicant submitting their tender would be responsible for all its expenses, costs and risks incurred towards preparation and submission of their bid, KIED shall, in no case, be responsible or liable for any such costs whatsoever, regardless of the outcome of the process.
- 2.18 **Validity of Terms of the Bid:** Each bid shall indicate that it is a ‘firm and irrevocable offer’ and shall remain valid for a period of **90 days** from the last date of submission of the Bid. Non-adherence to this requirement may be a ground for declaring the Bid as non-responsive. KIED may solicit the applicants consent to an extension of tender validity (but without the modification of the tender conditions).
- 2.19 **Arbitration and Jurisdiction:** Any difference or dispute between the Parties concerning the interpretation and/or implementation and/or application of any of the provisions of this RFP/Agreement shall be settled amicably through mutual consultation or negotiations between the Parties, without reference to any third Party. All disputes, differences or questions arising out of this RFP/Agreement including the interpretation of the terms hereinor in regard to the obligations, failure or breach of any terms thereof by either of the Party under this RFP/Agreement or of any matter whatsoever arising under this RFP/Agreement which have not been mutually settled, shall be referred to Arbitration under the provisions of the Arbitration and Conciliation Act, 1996. The Parties shall mutually appoint an Arbitrator. The place of Arbitration shall be Ernakulam and mode of Arbitration shall be online through video conference. The decisions of the arbitrator shall be final and binding. The language for Arbitration shall be English.

2.20 **Applicable law:** This RFP and any matter relating to this RFP shall be governed by and construed in accordance with the laws of India, and shall be subject to exclusive jurisdiction of the courts at Ernakulam. Any default in the terms and conditions of the document by the Agency will lead to the rejection of the work order.

2.21 **Amendment of Tender Document:** At any time prior to the deadline for submission of the tender, KIED may for any reason, modify the tender document. The amendment document shall be made applicable on the KIED website and will be notified through the website [www.kied.info](http://www.kied.info) and such amendments shall be binding on all the bidders.

### 2.22 Disqualification

KIED may at its sole discretion and at any time during the evaluation of tender, disqualify any applicant, if the applicant;

2.22.1 Submitted the tender after the response deadline;

2.22.2 Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;

2.22.3 Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures etc. in any of the projects in the preceding three years;

2.22.4 Submitted a tender that is not accompanied by required documentation or is non – responsive

2.22.5 Failed to provide clarification related thereto, when sought;

2.22.6 Was declared ineligible/blacklisted by State/UT/Central Government;

2.22.7 Tried to influence the evaluation process either directly or indirectly

2.23 Information relating to the examination, clarification, comparison and evaluation of the proposal submitted shall not be disclosed to any of the responding applicants or their representatives or to any other persons not officially concerned with such process until the evaluation process is complete. Undue use by any applicant of confidential information related to the process may result in rejection of its proposal.

### 2.24 Disclaimer

2.24.1 The information submitted in response to this tender may be subject to the public release (as per RTI norms). Applicants responding to this invitation assume the risk of public disclosure.

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- 2.24.2 This is not to be considered as a commitment by KIED to contract for services. Please be advised that KIED will not pay for any information provided as a result of this invitation and will not recognize or reimburse any cost associated with any tender submission.
- 2.24.3 This tender does not entail any commitment on the part of Government, either financial or otherwise.
- 2.24.4 KIED reserves the right to accept or reject any or all tender without incurring any obligation to inform the effected applicant/s of the reasons.
- 2.24.5 Submission of tender documents does not create any obligation on the part of KIED in terms of providing business or in any other area.
- 2.25 Performance Security Deposit: The successful bidder shall have to deposit **Rs. 13,500/-** as Security Deposit/Performance Guarantee at the time of award of contract which shall remain valid for the entire period of the engagement and no interest shall be paid upon the same. If the Contractor withdraws his services and/or fails to discharge his services up to the satisfaction of the management, the said security shall be forfeited.

### **2.26 Tender Fee and EMD payment for the Tenders**

Bidders while participating in tender published in [www.kied.info](http://www.kied.info) should pay applicable Tender Fee and EMD and should ensure the following:

- 2.26.1 Payment through DD is only allowed. The DD should be drawn in favor of “**Kerala Institute for Entrepreneurship Development**” Payable at Ernakulam from any scheduled bank.

### **2.27 Earnest Money Deposit (EMD):**

In order to ensure a maximum number of competitive tenders, an amount of **Rs. 4,500/-** has been fixed as Earnest Money Deposit (EMD).

- 2.27.1 Government Institutions/Public Sector Undertakings/MSME registered within the State are exempted from remittance of EMD subject to submission of valid documents.
- 2.27.2 None of the bidders other than those specified above are exempted from the remittance of EMD, in any case.

2.27.3 EMD of the unsuccessful bidder will be discharged / returned.

2.27.4 The successful bidder's EMD will be discharged upon the bidder signing the contract and furnishing the performance security.

2.27.5 No interest will be paid for the EMD submitted.

***The EMD will be forfeited, if a tenderer;***

2.27.6 Misrepresents facts or submitting fabricated/forged/tampered/altered/manipulated documents during verification of the tender process.

2.27.7 Withdraws its bid after the opening of bid;

2.27.8 A successful bidder, fails to sign the contract after issuance of Letter of Intent;

2.27.9 Fails to furnish performance security after issuance of Letter of Intent.

The bids will not be considered for further processing if bidders fail to comply with the clauses above.

**2.28 Preparation, Authentication and Submission of Proposal**

2.28.1 The participating entities shall submit their responses as per the formats given in this RFP.

2.28.2 The prices shall be indicated in the Financial Proposal only.

2.28.3 All the pages of both technical and financial proposals shall be serially numbered and should be initialed by the Authorized Signatory.

2.28.4 The Proposals shall be developed in English / Malayalam language only. If any supporting documents submitted are in any language other than English / Malayalam, true and verbatim translation of the same in English / Malayalam language is to be submitted along with the proposal, duly attested by the Authorized Signatory. For purposes of interpretation of the documents, the English translation shall govern.

2.28.5 Any deficiency in the documentation may result in the rejection of the Proposal.

2.28.6 The participating entity shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by KIED to facilitate the evaluation process, and in

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negotiating a definitive contract or all such activities related to the procurement process. KIED will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.

2.28.7 KIED reserves the right to modify and amend any of the above stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitment.

2.29 The successful bidder should sign the contract agreement in stamp paper worth Rs. 500/- within 5 days from the date of intimation.

2.30 KIED – Corrupt and Fraudulent Practices

KIED follows policy of Government of Kerala for anti-corruption and fraudulent practices to maintain sound procurement principles of open competition, economy and efficiency, transparency, and fairness. KIED requires the Bidder to observe the following Government manuals (amended from time-to-time) during the selection process and in execution of such contracts.

- The Kerala Financial Code (KFC), 2008 (7th Edition, 1st Edition was in 1963),
- The Stores Purchase Manual (SPM), 2013.

### **3. SECTION 3. TERMS AND CONDITIONS**

- 3.1 The bidder should have minimum 3 years of catering experience and the kitchen should be in 20 km radius of KIED campus located at Rockwell Road, Kalamassery, Kochi.
- 3.2 The food should reach the venue 30 minutes before the scheduled time. The food must be stored in sealed containers; plastic covering not permitted.
- 3.3 The caterer is required to deploy minimum 1 person for serving the food and for cleaning (removing the plates, used tumblers, cleaning the tables, used crockery etc.) at all timings when the food is served.
- 3.4 The caterer should provide the sanitation items like soap, oil /hand wash liquids for washing the hands and tissue papers where the food is served. Replenishing of the items is the responsibility of the caterer only.
- 3.5 The caterer should provide proper and required number of cutlery/crockery items like glasses, serving bowls, plates etc. for serving the food. Replenishing of the items due to breakage/damage is the responsibility of the caterer only.
- 3.6 The Caterer should provide required dustbins and garbage covers at all the locations at food serving area and the disposal of garbage on daily basis is the responsibility of the caterer only.
- 3.7 The caterer should ensure that the team follows the uniform with shoe polished, wear the head caps and hand gloves. The caterer should present themselves with groomed well and compulsorily wearing mask.
- 3.8 Persons who prepare / serve food should maintain high degree of cleanliness and personal hygiene. They should be medically fit and suitable to cook and serve. They should be comprehensively insured by the caterer for any accidents and injuries. No REIMBURSEMENT will be made.
- 3.9 The caterer should allow KIED representatives to inspect / check the kitchen at periodical intervals.
- 3.10 The caterer should, at his own cost, get the food tested at the laboratory specified by us and furnish a report of suitability at least once in THREE months or as and when demanded by us.
- 3.11 The Technical Bid will be opened on **11-12-2024, 04.30 PM** at **KIED, Rockwell Road, HMT Colony, PO, Kalamassery, Kochi, Kerala 683503** in the presence of those

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- tenderer(s)/bidder(s) who wish to be present. No separate communication will be sent in this regard. In the event of the due date being a closed holiday or declared Holiday for State Government offices, the due date for the opening of the bids will be the following working day at the appointed date, time, and venue.
- 3.12 KIED shall have the right to assess the competencies and capabilities of the Tenderer/Bidder by going through the credentials given in the Technical/Financial bid and on the basis of such credentials, KIED may reject the candidature of the Tenderer/bidder without assigning any reason. In such case(s) the financial bid shall not be opened for that particular Tenderer/bidder. The Financial bid of only those parties who qualify in the technical scrutiny shall be opened.
  - 3.13 Non-acceptance of any of the terms and conditions as stated in the tender and non-submission of the stipulated Earnest Money Deposit (EMD) shall render the Tender invalid. Only tenderer(s) bidder(s) whose Technical / Infrastructure particulars as stated in the tender are determined to be in consonance with Institute's requirements shall be considered further in the Tender Evaluation Process.
  - 3.14 The contact details and email addresses of the Head of Organization and SPOC with respect to the tender should be provided in the matrix.
  - 3.15 In case the Bidder fails to execute the work as per the tender, or fails to deliver the satisfactory service or fails to execute the Agreement, KIED shall have the right to invoke the said Bank Guarantee and shall also forfeit the entire security deposit. No interest will be payable by KIED on the security deposit, so held. The CEO of KIED reserves the right to accept or reject any or all tenders including the lowest tender/s, without assigning any reason at its sole discretion and the decision of the CEO shall be final and binding on all concerned.
  - 3.16 KIED does not bind itself to accept the lowest or any tender or to assign any reason thereof and also reserves the right of accepting the tender in whole or in part. The part acceptance of the tender will not violate the terms and conditions of the contract and the tenderer/bidder will execute the work at the specified rates without any extra charges or compensation within the stipulated period.
  - 3.17 The whole service included in the Tender shall be facilitated by the Tenderer/Bidder and the Tenderer/Bidder shall not directly or indirectly transfer assign or sublet the contract or any part thereof or interest therein without the written consent of KIED.

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- 3.18 All costs, charges, and expenses that may be incurred by the Tenderer/Bidder in connection with the preparation of his/her tender shall be borne by the bidder and KIED will not accept any liability whatsoever in this regard.
- 3.19 Time is the essence of the contract and the tenderer/Bidder is required to complete the service in all respects within the stipulated time to the satisfaction of KIED.
- 3.20 It shall be clearly understood that the rates quoted in the tender will be for complete cost of the items, as per instructions to Tenderers / Bidders, conditions of Contract and specifications and also for all such works as are necessary for the proper completion of the contract, although specific mention thereof may not have been made in the specifications or tender documents. The rates shall be firm and shall not be subject to cost escalation. The tenderers / bidders shall quote rates inclusive of all statutory levies, taxes, charges, surcharges, GST, & other taxes. No component of cost/tax shall be paid by KIED unless the same is included specifically in the price bid.
- 3.21 Termination of the Contract
- The Contract in whole or part can be terminated before the issue of Work order at the option of the KIED, if the KIED for any reason whatsoever does not require the whole or part of the items thereof as specified in the tender to be supplied out and in the said event the KIED shall give notice of the fact with reason to the Tenderer / Bidder, who shall have no claim to any payment or compensation whatsoever on account of any profit or advantage, which would have derived from the supply of the items in full, but which he did not derive in consequences the whole supply of the items not having been carried out, neither shall he have any claim on compensation / damage for the loss suffered by him by reason of termination of contract by the KIED and of any alterations having been made by the KIED in the original specification or the designs and instruction which shall involve any curtailment of the items contemplated.
- 3.22 The KIED without prejudice to any other remedy, reserves the right to terminate the Tender / Contract in whole or in part and also to blacklist a Tenderer / Bidder for a suitable period in case he fails to honour his bid / contract without sufficient grounds or found guilty for breach of condition of the tender / contract, negligence, carelessness, inefficiency, fraud, mischief and misappropriation or any other type of misconduct by such Tenderer / Bidder or by its staff.



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- 3.23 No claim for interest shall be entertained by KIED with respect to any money or balances, which may be in its hands owing to a dispute between itself and the Tenderer/bidder.
- 3.24 KIED reserves the right to accept or reject any or all the tenders/bids without assigning any reason.
- 3.25 Tenders received after the stipulated date and time shall not be admitted. KIED shall not be liable for any unforeseen delay.
- 3.26 The Bidder, in the event that his/her firm is awarded the contract, hereby undertakes to indemnify and keep the other Party unconditionally, and its connected persons, affiliates, and their respective employees and agents indemnified against all losses which it may suffer or incur arising from:
- 3.26.1 Any breach of its respective representations, covenants, undertakings, or obligations under this RFP; or
- 3.26.2 Non-fulfilment of or failure to perform any covenant, obligation, terms or undertaking contained in this RFP.
- 3.27 Eligibility / Pre-Requisites of the Bidders
- 3.27.1 All the documents submitted by the bidder in tenders should carry the signature of the authorized signatory and stamp of the organization.
- 3.27.2 It is mandatory for the bidders to furnish documentary proof linked to each of the evaluation criteria. Information provided without sufficient documentary evidence shall NOT be considered during the evaluation. It is the bidder's responsibility to submit comprehensive documentary evidence to prove, without doubt, the information submitted.
- 3.28 Prequalification Criteria
- The invitation to bid is open to all bidders who qualify the Prequalification Criteria as given below.

<b>Sl. No</b>	<b>Prequalification Criteria</b>	<b>Documents to be submitted</b>
1	The Contractors should have valid Trade License / Food License for Catering services.	Copy of certificate of trade / FSSAI licenses issued by competent authorities
2	The bidder should not be currently blacklisted by any Central/ State Govt. dept. /Public Sector Unit.	Self-declaration to be submitted in firm letter head as given in Annexure 1V

### 3.29 Technical Evaluation Criteria

The Technical Proposals shall be evaluated using the evaluation matrix provided in the table below:

Sl. No	Technical Evaluation Criteria	Supporting Document
1	The Contractor should have at least <b>3 years experience</b> in running restaurants / hotels / canteens / catering services in Govt offices / PSUs / Private Organisations.	Documents like workorder / Contract Copy to substantiate the experience.

3.30 Commencement of Work: Immediately on award of Work.

### 3.31 Scope of Work

The scope of work of the selected agency will include the following: -

3.31.1 Supply and serving of bed coffee, breakfast, snacks, lunch and dinner for trainees and officials on specified dates and time. The period of contract will be 3 months from the date of the agreement.

3.31.2 Drinking water also to be supplied along with cooked food

3.31.3 Quantity will be informed before 24 hrs of supply.

3.31.4 Any additional requirement will be communicated to the party through telephone / mail communication before the event and the selected party will be obliged to facilitate the requirements as per the demand.

3.31.5 No additional payment will be made for Transportation of materials, Labor charges or expenses of any other nature.

3.31.6 At no circumstances, the selected bidder will be allowed to cook inside KIED campus.

3.31.7 The count of students for serving the food will be provided by KIED representative on daily basis.

### 3.32 Payment Terms:

No advance payment will be made in any case and TDS will be deducted as per rules.

Payment will be made in the following schedule:

Sl. No	Phase	Billable Fee
1	Successful Completion of the training program and submission of invoices to Assistant Manager (Learning) of KIED	100% of total invoice value after statutory deductions if any

#### 4. SELECTION PROCESS

##### 4.1 Responsiveness of Bid.

The Bids submitted by Bidders shall be initially scrutinized to establish “Responsiveness”. A Bid may be deemed “Non-responsive” if it does not satisfy any of the conditions mentioned below, but not limited to;

- a. It is not received within the time and date specified.
- b. It does not include sufficient information for evaluation and
- c. It is not in the formats specified or incomplete in any respect.
- d. It is not satisfying prequalification criteria.
- e. Conditional bids will be rejected.

##### 4.2 Evaluation.

**4.2.1** A two-stage evaluation procedure will be adopted for evaluating the proposals for the selection of the Catering Service Agency. The financial bids shall be opened only after completing the evaluation of the technical proposal. KIED will follow the **Least Cost Selection (LCS) process**. Only one bidder will be selected.

4.2.2 The Evaluation shall be strictly based on the information and supporting documents provided by the applicants in the tender. It is the responsibility of applicants to provide all supporting documents necessary to fulfil the mandatory eligibility criteria.

4.2.3 KIED’s evaluation committee shall evaluate the Technical Proposal on the basis of their responsiveness to the Scope of Work, Terms, and Conditions, applying the evaluation criteria and sub-criteria along with the compliance to the technical specifications of the items. A Proposal shall be rejected at this stage if it does not respond to important aspects of the tender. After the evaluation is completed, KIED shall notify in the website <http://www.kied.info> those agency that have been technically qualified. The Financial Proposals shall be opened by the CEO, KIED or his authorized representative. These Financial Proposals shall be then opened, and the prices recorded.

## Selection of Catering Service Agency

- 4.2.4 Initially the bidder's responses will be reviewed for compliance with the terms and conditions mentioned across different sections of this RFP document. The bidders who fail to comply with any of the terms and conditions mentioned may be termed as non-responsive and will not be evaluated further. For those bidders who have qualified the terms and conditions and prequalification criteria, the technical evaluation will be conducted followed by the price-bid evaluation. The bidders who qualify for the minimum technical requirement will be considered for the price-bid evaluation. The price proposals will remain sealed until the technical evaluation is complete.
- 4.2.5 The bidder is deemed to have included all prices in the Financial Proposal, so neither arithmetical corrections nor price adjustments shall be made. The total price, including taxes, specified in the Financial Proposal shall be considered as the offered price. The Bidder shall quote rates inclusive of all statutory levies, taxes, charges, surcharges, GST and other taxes etc. The prices shall be FIRM throughout the period of contract. No component of cost / tax shall be paid by the KIED unless the same is included specifically in the Bid. Any alteration in the rates etc., will not be allowed on any ground, such as mistake, misunderstanding etc., after the Bid has been submitted. The Bidder shall quote rate only in Indian Rupees. The Financial bids of the technically qualified bidder will only be opened.
- 4.2.6 The financial bids are to be uploaded in the Financial Proposal form.
- 4.2.7 It is cautioned that any bidder which discloses its rates in the technical bid will be summarily rejected.

**5. BID FORMS**

**Appendix I (Part A): Cover Letter**

(To be submitted in letterhead of the applicant)

<Location, Date>

To,  
**The CEO and Executive Director,  
KIED, Rockwell Road, HMT Colony PO,  
Kalamassery, Kochi, Kerala 683503**

Sub: Selection of Catering Service Agency for KIED

Dear Sir,

We, the undersigned, offer to undertake the responsibility for the Supply and serving of food at KIED, located at Kalamassery, Kerala, with your Request for Proposal .....<Insert Tender ID>..... dated..... <insert date>..... and our Proposal.

We are hereby submitting our Proposal, which includes this Technical proposal and a separate financial proposal.

We hereby declare that all the information and statements made in this Technical proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our proposal valid for not less than 90 days from the date of bid opening, as stipulated in the RFP document.

We understand you are not bound to accept any Proposal you receive.

Yours Sincerely

Authorized Signature (in full & initials)

Name & Title of Signatory:

Address:

**Appendix I (Part B): Contact Details of Applicant**

i. Particulars of applicant:

- a. Name:
- b. Constitution:
- c. Year and Country of incorporation:
- d. Address of the office(s):
- e. Date of establishment/registration/incorporation and/ or commencement of business:

ii. Details of individual(s) who will be the authorized signatory:

- a. Name:
- b. Designation and Address:
- c. Telephone Number:
- d. E-Mail Address:
- e. Fax number

iii. Details of individual(s) who will serve as the point of contact/ communication for KIED:

- a. Name:
- b. Designation and Address:
- c. Telephone Number:
- d. E-Mail Address:
- e. Fax number

***Note: The applicant shall be required to attach Copy of its registration/incorporation documents in support of its constitution.***

Signature of authorized signatory:

Name and Title of Signatory:

Name of Firm:

Address:

**Appendix II: Financial Proposal Submission Form**

{Location, Date}

To: [Name and address of Bidder]

Dear Sir,

I/We, the undersigned, offer to undertake the Supply and serving of food at KIED located at Kalamassery, Kerala for KIED in accordance with your tender document [Insert Date] and our Technical Proposal.

My/Our attached Financial Proposal is for the amount of Rupees ..... and the per piece price of each item as in the below format .....{Insert amount(s) in words and figures}..... ,

<b>DAY 1</b>	<b>MENU</b>	<b>AMOUNT (including taxes)</b>
Bed Coffee	Coffee	
Breakfast	Idli, Sambar, Chutney, Tea	
Tea Break	Neyyapaam, Tea	
Lunch	Veg Meals with Pappadam, Fish Curry, Payasam	
Tea Break	Parippuvada, Tea	
Dinner	Appam, Chicken Curry, Veg Curry	
<b>TOTAL</b>		
<b>DAY 2</b>	<b>MENU</b>	<b>AMOUNT (including taxes)</b>
Bed Coffee	Coffee	
Breakfast	Idiyappam, Veg Curry, Tea	
Tea Break	Unniyappam, Tea	
Lunch	Veg Meals with Pappadam, Chicken Curry, Payasam	
Tea Break	Ada, Tea	
Dinner	Chappathi, Chicken Roast, Veg curry	
<b>TOTAL</b>		
<b>DAY 3</b>	<b>MENU</b>	<b>AMOUNT (including taxes)</b>
Bed Coffee	Coffee	
Breakfast	Puttu, Bananna , tea	
Tea Break	Kozhikotta, tea	

Selection of Catering Service Agency

<b>Lunch</b>	Fried Rice, Chicken Curry, Veg Curry (Special), Pappadam, Ice cream	
<b>Tea Break</b>	Pazhampori, tea	
<b>Dinner</b>	Appam, Chicken Curry, Veg Curry	
<b>TOTAL</b>		
<b>DAY 4</b>	<b>MENU</b>	<b>AMOUNT (including taxes)</b>
<b>Bed Coffee</b>	Coffee	
<b>Breakfast</b>	Puttu, kadala curry, Tea	
<b>Tea Break</b>	Uzhunnuvada, Tea	
<b>Lunch</b>	Veg Meals with Pappadam, Chicken Fry, Payasam	
<b>Tea Break</b>	Undampori, Tea	
<b>Dinner</b>	Idiappam, Chicken Curry, Veg Curry	
<b>TOTAL</b>		
<b>DAY 5</b>	<b>MENU</b>	<b>AMOUNT (including taxes)</b>
<b>Bed Coffee</b>	Coffee	
<b>Breakfast</b>	Uppumavu, Veg Curry, Tea	
<b>Tea Break</b>	Pazhampori, Tea	
<b>Lunch</b>	Chicken Biryani, veg biriyani, Pappadam, Ice cream	
<b>Tea Break</b>	Parippuvada, tea	
<b>Dinner</b>	Chappathi, Veg Curry	
<b>TOTAL</b>		
<b>DAY 6</b>	<b>MENU</b>	<b>AMOUNT (including taxes)</b>
<b>Bed Coffee</b>	Coffee	
<b>Breakfast</b>	Dosa, Sambar, Chutney, Tea	
<b>Tea Break</b>	Pathiri, tea	
<b>Lunch</b>	Fried rice, Chicken Roast, Veg Curry, Ice cream	
<b>Tea Break</b>	Sukhiyan, Tea	
<b>Dinner</b>	Pathiri, Chicken curry, veg curry	
<b>TOTAL</b>		
<b>DAY 7</b>	<b>MENU</b>	<b>AMOUNT (including taxes)</b>
<b>Bed Coffee</b>	Coffee	
<b>Breakfast</b>	Appam, Veggies stew, tea	
<b>Tea Break</b>	Veg Cutlet, Tea	
<b>Lunch</b>	Veg Meals with Pappadam, Chicken Fry, Payasam	
<b>Tea Break</b>	samosa, tea	



Selection of Catering Service Agency

<b>Dinner</b>	Kanji, Payar, Papadam, Chammanthi	
<b>TOTAL</b>		
<b>DAY 8</b>	<b>MENU</b>	<b>AMOUNT (including taxes)</b>
<b>Bed Coffee</b>	Coffee	
<b>Breakfast</b>	Puttu, Kadala, tea	
<b>Tea Break</b>	Kozhikatta, tea	
<b>Lunch</b>	Veg Meals with Pappadam, Chicken Roast, Payasam	
<b>Tea Break</b>	Uzhunuvada, tea	
<b>Dinner</b>	Appam, Veg Curry	
<b>TOTAL</b>		
<b>DAY 9</b>	<b>MENU</b>	<b>AMOUNT (including taxes)</b>
<b>Bed Coffee</b>	Coffee	
<b>Breakfast</b>	Palappam, Chicken curry, veg curry, tea	
<b>Tea Break</b>	Uzhunnu vada, tea	
<b>Lunch</b>	Fried Rice, Chicken Roast, Veg Curry (Special), Fruits salad	
<b>Tea Break</b>	Parippuvada, Tea	
<b>Dinner</b>	Chappathi, Veg Curry	
<b>TOTAL</b>		
<b>DAY 10</b>	<b>MENU</b>	<b>AMOUNT (including taxes)</b>
<b>Bed Coffee</b>	Coffee	
<b>Breakfast</b>	Bread, jam, coffee	
<b>Tea Break</b>	Ada, tea	
<b>Lunch</b>	Veg Meals with Pappadam, Fish Fry, Payasam	
<b>Tea Break</b>	Sukhiyan, tea	
<b>Dinner</b>	Chappathi, chicken curry, veg curry	
<b>TOTAL</b>		
<b>DAY 11</b>	<b>MENU</b>	<b>AMOUNT (including taxes)</b>
<b>Breakfast</b>	Uppumavu, Bananna, Tea	
<b>Tea Break</b>	Kozhikatta, tea	
<b>Lunch</b>	Veg Meals, Fish fry	
<b>Tea Break</b>	Parippuvada, tea	
<b>Dinner</b>	Appam, Veg Curry	
<b>TOTAL</b>		

Selection of Catering Service Agency

DAY 12	MENU	AMOUNT (including taxes)
Breakfast	Chappathi, Veg Curry, tea	
Tea Break	Biscuit, tea	
Lunch	Veg Meals with Pappadam	
Tea Break	Uzhunnu Vada, tea	
Dinner	Idiyappam, veg curry	
<b>TOTAL</b>		

Sl. No	Description	Rate (including taxes)
1	DAY 1	Rs.
2	DAY 2	Rs.
3	DAY 3	Rs.
4	DAY 4	Rs.
5	DAY 5	Rs.
6	DAY 6	Rs.
7	DAY 7	Rs.
8	DAY 8	Rs.
9	DAY 9	Rs.
10	DAY 10	Rs.
11	DAY 11	Rs.
12	DAY 12	Rs.
Total Amount for a 12 day event : (Including Taxes) in INR		Rs.
Total Amount in Words (including Taxes) in INR :		Rs.

\*The amounts in words will be considered if any mismatch in values.

My/Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e. before the date indicated in the Tender.

This bid should be “firm and irrevocable offer “and should be valid 90 days from date of opening of the bid.

Selection of Catering Service Agency

I/We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature {In full and initials}:

Name and Title of Signatory: \_\_\_\_\_

In the capacity of: \_

Address:

Office seal

**Appendix III: Undertaking by the Bidder**  
*(to be Submitted in firm's Letterhead)*

<Location, Date>

To,  
**The CEO and Executive Director,**  
**KIED, Rockwell Road, HMT Colony PO,**  
**Kalamassery, Kochi, Kerala 683503**

Sub: Selection of Catering Service Agency for KIED

Dear Sir/Madam,

We, the undersigned, offer to undertake that we have read the **Request for Proposal** for Selection of Catering Service Agency for KIED and have understood the scope of service. We also assure that we accept the terms and conditions of the RFP and the proposed solution and the response do not contain any deviation from the RFP terms.

We also undertake that there is no conflict of interest as specified in Clause 2.4 of Tender document.

We understand that if found conditional or deviating from any of the RFP terms, our proposal is liable to be rejected without any further clarifications.

Yours sincerely,

Signature of authorized signatory:

Name and Title of Signatory:

Name of Firm:

Address:

**Appendix IV: Non Blacklisting**

(On company letter-head)

To

**The CEO and Executive Director,  
KIED, Rockwell Road, HMT Colony PO,  
Kalamassery, Kochi, Kerala 683503**

Sir/Madam,

In response to the RFP with Tender ID .....<Insert Tender ID> ..... dated .....<Insert Date>..... for .....<Tender Title>..... I/We hereby declare that our company <name of the firm/company> is having an unblemished record and is not declared ineligible or not blacklisted for corrupt and fraudulent practices, either indefinitely or for a particular period of time by any state/Central Government/PSU/Autonomous body on the date of submission of this EoI.

It is to undertake that “No Litigation/Litigation Enquiry is pending for our firm .....<name of the firm/company>..... in any court of law” with regard to any of our past works/services.

If this declaration is found to be incorrect, then without prejudice to any other action that may be taken, the Earnest Money Deposit submitted may be forfeited in full and the application, if any, to the extent accepted may be cancelled.

Thanking You

Name of the Applicant Authorized Signatory

Seal of the Organization

**Appendix V**

**Details of Applicant.**

<b>S.No.</b>	<b>Description</b>	<b>To be filled by the Bidder</b>
1.	<b>Name &amp; Address of the Bidder</b>	
2.	<b>Name &amp; Designation of the person Signing the bid</b>	
3.	<b>Phone No./Mobile No.</b>	
4.	<b>Details of Tender Fee</b>	<b>Amount (Rupees) : Draft/Pay Order No.: Bank &amp; Branch :</b>
5.	<b>Details of EMD</b>	<b>Amount (Rupees) : Draft/Pay Order No.: Bank &amp; Branch :</b>
6.	<b>EPF Code No., if any (attach copy)</b>	
7.	<b>ESIC Code No., if any (Attach copy)</b>	
8.	<b>Details of Experience (Attach copy of certificates)</b>	
9.	<b>License from FSSAI/ Registration with Shops and Establishments Act (Attach Copies)</b>	

## Appendix VI

### Technical Compliance Submission

<b>Sl No</b>	<b>Documents</b>	<b>Technical Compliance</b>
1	Certificate of Registration / Incorporation	Submitted/Not submitted
2	Contract Copy or Work Order from Govt offices/PSUs/Private Organisations.	Submitted/Not submitted
3	<i>Appendix I (Part A): Cover Letter</i>	Submitted/Not submitted
4	<i>Appendix I (Part B): Contact Details of Applicant</i>	Submitted/Not submitted
5	<i>Appendix III : Undertaking by the Bidder</i>	Submitted/Not submitted
6	<i>Appendix IV: Non-Blacklisting Certificate</i>	Submitted/Not submitted
7	<i>Appendix V: Details of Applicant</i>	Submitted/Not submitted

Thanking You

Name of the Applicant Authorized Signatory

Seal of the Organization

**6. COMPLIANCE CHECKLIST FOR BIDDERS**

Sl No	Documents	Page Number	
		From	To
<b>Document to be enclosed with technical cover</b>			
1	Certificate of Registration / Incorporation		
2	Contract Copy or Work Order of Govt offices/PSUs/Private Organisations.		
<b>Templates</b>			
3	<i>Appendix I (Part A): Cover Letter</i>		
4	<i>Appendix I (Part B): Details of Applicant</i>		
5	<i>Appendix III: Undertaking by the Bidder</i>		
6	<i>Appendix IV: Non-Blacklisting Certificate</i>		
7	<i>Appendix V: Details of Applicant</i>		
8	<i>Appendix VI: Technical Compliance Submission</i>		
<b>Document to be enclosed with Financial cover</b>			
1	<b><i>Appendix II: Financial Proposal Submission Form</i></b>		