

**Small Industries Development Bank of India
New Delhi**

Request for Proposal (RfP)

For

Selection of Meal Voucher Service Provider

Tender No. : 5/APV/NDO/2015-16 Dated October 26, 2015

**SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA
Videocon Tower, Ground Floor, E-1, Rani Jhansi Road,
Jhandewalan Extension, New Delhi-110 055**

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**Selection of Meal Voucher service provider for providing Meal Vouchers
for SIDBI New Delhi Office- Pre qualification**

SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA (SIDBI) invites applications in the prescribed format from Meal Voucher service providers (MVSPs) for providing monthly Meal Vouchers for staff members/officers at its office at Videocon Tower, Ground Floor, E-1, Rani Jhansi Road, Jhandewalan Extension, New Delhi-110 055

A. Scope of work

1. To provide Monthly Meal Vouchers for about 70-90 staff and officers.
2. The Meal Voucher Service Provider will be selected through this tender for a period of **two** years. However, SIDBI reserves the right to extend or shorten the period of engagement as per its requirement.
3. The estimated cost of meal vouchers required will be Rs.25.00 lakh (Rupees Twenty five lakh only) per annum. This may increase or decrease, depending upon the staff/officer's strength, on the basis of which actual payment will be made.

B. Minimum pre-qualification criteria:-

(a) The MVSP should preferably be a corporate entity and should have been in operation / existence for the last 5 years.

(b) The MVSP should have been supplying Meal Vouchers to the institutions like RBI/SBI/IDBI/NABARD/SEBI/ Public Sector Banks, other Government/Public Sector Undertakings/Organisations and should be empanelled with/should have served not less than 3 institutions as stated above, and the same to be certified by above stated Institutions as per format given in **Annexure-III**.

(c) The MVSP should be an income-tax assessee having filed its Income-tax return at least for the last three financial years ending March 2015.

(d) The MVSP should have minimum annual turnover of INR 100 crore during any two of the last three financial years ending March 2015 & should have been in profit in any one of the last three financial years ending March 2015.

(e) The MVSP should not have been black-listed by any Public Sector Bank, RBI or IBA or any other Government agencies during last 5 years.

(f) The MVSP must have valid Authorisation under Payment and Settlement Systems Act from Reserve Bank of India. (copy to be enclosed)

C. Instructions to Bidders

Purpose	Selection of "Meal Voucher Service Provider " for providing Meal Vouchers
Clarifications.	Clarifications, if any, may be asked in writing/through e-mail not later than November 02, 2015 by 1600 hrs on mail id.'pksaxena@sidbi.in' or 'renusharma@sidbi.in'.
Bid Submission Start Date	November 03, 2015 from 0930 hrs onwards.
Last Date of Submission of Bids.	November 16, 2015 by 1300 hrs
Bid Validity	03 months from the date of submission of bids. i.e. till February 15, 2016.
Address for submission of Bids	THE DEPUTY GENERAL MANAGER ADMINISTRATION & PREMISES VERTICAL, SIDBI, Videocon Tower, Ground Floor, E-1, Rani Jhansi Road, Jhandewalan Extension, New Delhi-110 055.
No. Of Envelopes (Non window, sealed)	02 (Two), Non-window sealed 1 st . Envelope: (Superscribing "OFFER FOR MEAL VOUCHER SERVICE PROVIDER , Tender No. 5 /APV/NDO/2015-16 Dated: October 26, 2015 - Technical Bid") containing: 1. Forwarding letter as per format given in Annexure I. 2. Technical Bid details as per format given in Annexure II. 3. The minimum three certificates from the Institutions where the Meal voucher service provider is empanelled/is serving as per format given in Annexure-III. 4. Bank Mandate Form as per format given in Annexure-IV. 5. Notification as per format given in Annexure-V. 6. Copy of each page of above stated complete tender document to be duly signed by the authorized signatory. 7. Attested copies of documents/supporting documents as mentioned in tender document. 2 nd Envelope: (Superscribing "OFFER FOR MEAL VOUCHER SERVICE PROVIDER Tender No. 5/APV/NDO/2015-16 Dated October 26, 2015 - Financial Bid ") containing price bid as per format given in Annexure VI.
Date of opening of Technical Bids	November 16, 2015 by at 1630 hrs.
Date and time of opening of Financial Bids	Financial bids would be opened at a later date which would be notified only to the short listed Meal voucher service provider s qualifying technical bid.

Contact Details		ADMINISTRATION & PREMISES VERTICAL, SIDBI, Videocon Tower, Ground Floor, E-1, Rani Jhansi Road, Jhandewalan Extension, New Delhi-110 055.		
Name (S/Sh.)	Designation	Phone	Fax	E-mail
P.K. Saxena	DGM	23635426	23682461	pksaxena@sidbi.in
Renu Sharma	AGM	23635429	23682461	renusharma@sidbi.in

- Bidders are advised to study the tender document carefully. Submission of bids shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.
- At any time prior to the deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bidding Document, by amendment.
- Any amendments and clarifications to the bidder's queries, if any, will be hosted on the bank's website and that the said amendments/ clarifications will be binding on all the prospective bidders.
- In order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing their Bids, the Bank, at its discretion, may extend the deadline for the submission of Bids.
- In case of any clarification required by SIDBI to assist in the examination, evaluation and comparison of bids SIDBI may, at its discretion, ask the bidder for clarification. The response / Clarification shall be in writing and no change in the price of substance of the bid shall be sought, offered or permitted
- It would be the responsibility of the Bidder's representative (only one person per vendor) to be present at the venue of opening of Bids.
- The envelopes should clearly indicate the Name and Address of the Vendor. All pages of the bid are to be signed and numbered as *Page ---(page) of --(total pages)* and the page numbers should be running across the complete bid document and not section wise.
- The bidder shall bear all the costs associated with the preparation and submission of the bid and SIDBI will in no case be responsible or liable for those costs, regardless of the conduct or the outcome of the tendering process.
- Deviations, if any, to the terms of the Request for Proposal [RfP] should be annexed separately to the pre-qualification bid.

D. Bid validity : The period of bid validity shall be binding on the bidder, as SIDBI may complete the selection process at any stage on or before the expiry of the bid validity date . SIDBI, however, reserves the right to call for fresh quotes at any time during the period, if considered necessary.

E. Modification And/ Or Withdrawal of Bids : Bids once submitted will be treated, as final and no further correspondence in this regard will be entertained. No bidder shall be allowed to withdraw the bid. SIDBI has the right to reject any or all the bids received without assigning any reason whatsoever. SIDBI shall not be responsible for non-receipt / non delivery of the bid documents due to any reason whatsoever.

F. In the event of more than one Meal Voucher service provider qualifying for selection on the basis of technical and financial parameters as per this tender, the bank's

committee may hold intense bidding between such shortlisted bidders and will finalize the ultimate successful bidder based upon the vast acceptability of its meal coupons, number of outlets accepting its meal coupons & credit period etc. offered by it. The Bank's Committee decision in this regard will be final and shall be binding upon the shortlisted bidders.

G. Important Dates:

Last date of receipt of Bids: November 16, 2015 at 1300 hrs.
Date of Opening of bids : November 16, 2015 at 1630 hrs.

H. TERMS OF PAYMENT: The payment terms of the Bank are as under:

- 1. Payment to Meal Voucher Service Provider shall be made on monthly basis on actual requirement of meal vouchers depending upon the staff /officer strength of the particular month. The Meal voucher service provider shall raise the Proforma Invoices/ invoices to this effect.*
- 2. All the payments will be made by SIDBI New Delhi office, electronically through RTGS/ NEFT. All the Meal Voucher Service Providers should submit duly filled-in & signed [by authorized signatory and Meal voucher service provider 's banker] Bank Mandate Form as per format prescribed in Annexure IV*
- 3. TDS applicable, if any, will be deducted while releasing the payment.*

I. RESOLUTION OF DISPUTES:

- It will be the Bank's endeavor to resolve amicably any disputes or differences that may arise between the Bank and the Meal voucher service provider from misconstruing the meaning and operation of the RFP and the breach that may result.
- In case of Dispute or difference arising between the Bank and the Meal voucher service provider relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The Arbitrators shall be chosen by mutual discussion between the Bank and the Meal voucher service provider OR in case of disagreement each party may appoint an arbitrator and such arbitrators may appoint an Umpire before entering on the reference. The decision of the Umpire shall be final.
- The Meal voucher service provider shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the matter is of such nature that the work cannot possibly be continued until the decision of the Arbitrator or the umpire, as the case may be, is obtained.

- Arbitration proceedings shall be held at New Delhi, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English;
- Notwithstanding anything contained above, in case of dispute, claim & legal action arising out of the contract, the parties shall be subject to the jurisdiction of courts at New Delhi, India only.
- Any notice given by one party to the other pursuant to this Contract shall be sent to the other party in writing or by fax and confirmed in writing to the other party's specified address. The same has to be acknowledged by the receiver in writing.
- A notice shall be effective when delivered or on the notice's effective date, whichever is later.

Any dispute between the Meal voucher service provider and the Bank, which cannot be settled by negotiation may be resolved exclusively by arbitration and such dispute may be submitted by either party to arbitration within 30 days of the failure of negotiations. Arbitration shall be held in New Delhi, India and conducted in accordance with the provision of Arbitration and Conciliation Act 1996 or any statutory modification or re-enactment thereof. The arbitration proceedings shall be conducted in the English language. Subject to the above, the courts of law at New Delhi alone shall have the jurisdiction in respect of all matters connected with the Contract. The arbitration award shall be final and binding. The Meal voucher service provider shall not be entitled to suspend the provision of the catering services, pending resolution of any disputes and shall continue to render the catering services in accordance with the provisions of the contract notwithstanding the existence of any dispute between the Meal voucher service provider and the Bank or the subsistence of any arbitration or other proceedings. The contract shall be governed by and construed in accordance with the laws of India and the Courts in New Delhi shall have the exclusive jurisdiction to try any suit, proceedings in connection therewith / in that behalf.

I. How to apply

The Application form will comprise of two parts (Technical Bid and Financial Bid). Application form should be submitted in the prescribed format, in one sealed envelope containing two separate sealed envelopes, along with attested copies of the documents as stated in the application form.

The Bank would follow a two bid system wherein the financial bid of only those agencies which fulfill the prequalification criteria, shall be opened. Accepting the application by the Bank would not guarantee the award of contract.

The Bank reserves the right to accept or reject any or all applications without assigning any reason whatsoever.

Completed application form along with the requisite documents shall be submitted **in one sealed envelope containing two sealed envelopes** (Technical Bid and Financial Bid), on or before **November 16, 2015 at 1300 hrs**, clearly indicating "OFFER FOR MEAL VOUCHER SERVICE PROVIDER , Tender No. 5 /APV/NDO/2015-16 Dated: October 26, 2015 -Technical Bid" and "OFFER FOR MEAL VOUCHER SERVICE PROVIDER , Tender No. 5 /APV/NDO/2015-16 Dated: October 26, 2015-Financial Bid" on top of the respective envelopes and should be addressed to:-

The Deputy General Manager, Administration & Premises Vertical, Small Industries Development Bank of India, Videocon Tower, Ground Floor, E-1, Rani Jhansi Road, Jhandewalan Extension, New Delhi-110 055

Note: 1. The tender document can be downloaded from SIDBI website i.e. www.sidbi.in & <http://eprocure.gov.in/> or can be obtained from the office of DGM, APV, Small Industries Development Bank of India (SIDBI), Videocon Tower, Ground Floor, E-1 Rani Jhansi Road, Jhandewalan Extension, New Delhi-110 055 between 9.30 am to 5:00 pm on working days (Monday to Friday) Contact Telephone: 011-23635426 .

2. Canvassing is prohibited and would lead to disqualification

Forwarding Letter

(To be submitted on the letter head of the " Meal voucher service provider")

To:

The Dy. General Manager
Administration & Premises Vertical
SIDBI
Videocon Tower, Gr Floor, E-1,
Rani Jhansi Road, Jhandewalan Extn,
New Delhi-110 055

Dear Sir,

Your Tender No. 5/APV/NDO/2015-16 October 26, 2015

This is with reference to your above mentioned tender for Selection of "Meal voucher service provider " for providing Meal Vouchers in the Banks premises at Videocon Tower, Jhandewalan Extn, New Delhi. Having examined the tender document, we hereby submit our proposal along with the necessary documents.

Date:...../...../2015

Authorised Signatory:

Name:

Designation:

Phone:

Email:

**Application for Selection of Meal voucher service provider [MVSP]
for providing Meal Vouchers -Technical Bid**

(on Company's letter head)

1. Name of the Meal voucher service provider	
2. Nature of Meal voucher service provider (Ltd., Co., Partnership etc.)	
3.a) Year of Establishment b) in operation / existence of the Meal voucher service provider	
4. Registration No. if any / Trade License/Authorisation No. (Attach photocopy)	
5. Registered Office Address	
6. Address for communication	
7. Name and Telephone No of the contact person (landline, Mobile No and email id, if any)	
8. Name of Director/ Proprietor/ Partners (With Address and : Telephone Nos. - Landline, Mobile No and email id.)	
9. Annual business turnover & net profits for last three years based on audited balance sheet (attach copies)	
a) 2012-2013	
b) 2013-2014	
c) 2014-2015	
10. Permanent (Income Tax) Account No. of the Meal voucher service provider .(attach copy)	
11. Details of Income Tax Returns filed during last three years (attach copies of tax returns)	
a) 2012-2013	
b) 2013-2014	
c) 2014-2015	

<p>12. Name and contact details of Clients (incl. Banks/FIs, PSUs, Public Ltd Companies) for whom Meal Vouchers are being supplied. (With photocopies of work agreements/contracts/orders for last three years alongwith the certificate given in Annexure-III.)</p>	
<p>13. Names of affiliates on your empanelled list where the Meal Vouchers are accepted (within 2 kms radius of Videocon Tower Ground Floor, E-1, Rani Jhansi Road, Jhandewalan Extension, New Delhi-110 055)</p>	
<p>14 Details of Civil Suit/ Litigation, if any, in the contracts executed during the last 3 years/ being executed.</p>	
<p>15. Whether black-listed by any Public Sector Bank, RBI or IBA or any other Government agencies during last 5 years. (Supported by documents from minimum 3 Institutions/Organisations as indicated at B(b) on Page No.2. of this tender document.</p>	
<p>16. List of supporting documents 1. 2. 3.</p>	

I/ We do hereby certify that the information as provided above is correct and are true in all respect. I/We also understand that SIDBI reserves the right to reject the application without assigning reason whatsoever.

SIGNATURE:

NAME:

ENTITY'S NAME:

SEAL:

ADDRESS:

DATE

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CERTIFICATE FORMAT
(on Institution's letter head)

This is to certify that M/s _____, is our empanelled meal voucher service provider/is serving as Meal voucher service provider (MVSP) since _____. The dealings of said MVSP with us are satisfactory.

Name & Designation of the Signatory
(Duly supported by the rubber stamp of the institution)

BANK MANDATE FORM
(To be submitted in Duplicate)

(Please fill in the information in CAPITAL LETTERS. Please TICK wherever it is applicable)

1. Name of "Meal voucher service provider " :

_____ "Meal voucher service provider " Code (if applicable):

2. Address of the "Meal voucher service provider " :

_____ City _____ Pin Code _____

E-mail id: _____

Phone No. with STD code: _____

Mobile No.: _____

Permanent Account Number _____

MSE Registration / CA Certificate _____
(if applicable)

3. Particulars of Bank account:

Beneficiary Name			
Bank Name		Branch Name	
Branch Place		Branch City	
PIN Code		Branch Code	
MICR No.			
Account type	Saving	Current	Cash Credit
Account No.	(as appearing in the Cheque book)		
(Code number appearing on the MICR cheque supplied by the bank. Please attach a cancelled cheque of your bank for ensuring accuracy of the bank name, branch name & code and Account Number)			
IFSC CODE	For RTGS transfer		For NEFT transfer

4. Date from which the mandate should be effective :

I hereby declare that the particulars given above are correct and complete. If any transaction is delayed or not effected for reasons of incomplete or incorrect information, I shall not hold SIDBI / IDBI Bank responsible. I also undertake to advise any change in the particulars of my account to facilitate updation of records for purpose of credit of amount through RBI RTGS/NEFT.

Place : _____

Date : _____

Signature of the party / Authorized Signatory

.....
.....

Certified that particulars furnished above are correct as per our records.

Bank's stamp :

Date : _____

(Signature of the Authorized Official from the bank in which the a/c is held)

N.B.: RTGS/NEFT charges if any, is to be borne by the party

^{1,2}: Note on IFSC / MICR

Indian Financial System Code (IFSC) is an alpha numeric code designed to uniquely identify the bank-branches in India. This is 11 digit code with first 4 characters representing the bank's code, the next character reserved as control character (presently 0 appears in the fifth position) and remaining 6 characters to identify the branch. The MICR code, (Magnetic Ink Character Recognition) that appears on cheques, has 9 digits to identify the bank-branch. RBI had since advised all the banks to print IFSC on cheque leaves issued to their customers. A customer may also contact his bank-branch and get the IFS Code of that branch.

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Notification

All the intending agencies/ Meal Voucher Service Provider are also requested to note the following important provisions

Preference for registered Micro and Small Enterprises (MSEs)

As per Policy of Government of India, following purchase preference shall be given to Micro and Small Enterprises (MSEs) tenderers, which are registered with District Industries Centers or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or any other body specified by Ministry of Micro, Small and Medium Enterprises.

1. The Bank shall provide the tender documents free of cost to the tenderers who are registered MSEs and such shall also be exempted from submission of earnest money deposit (EMD).
2. MSEs quoting price within the price band of L1 +15% shall also be allowed to provide a portion of requirements (services) by bringing down their price to L1 price, in a situation where L1 price from someone other than a MSEs and such MSEs shall be allowed to supply up to 20% of total tender value. In case of more than one such MSEs, the supply shall be shared proportionately.
3. The Bank has also earmarked a sub target of 4% procurement of goods/Services, out of 20% from MSEs, owned by SC/ST Entrepreneurs from MSEs.

**Application for Selection of Meal voucher service provider [MVSP]
for providing Meal Voucher - Financial Bid**

(on Company's letter head)

1.Details of Value Added Services to be provided by the MVSP.	
2.Total Price on meal voucher, to be quoted on the face value of meal vouchers of Rupees two lakh per month for the items a,b,c,d,e,f:	
2a. Face Value of Meal Vouchers	Rs.2,00,000/-
2b.Voucher Printing charges, if any.	
2c.Voucher delivery charges, if any.	
2d. Any other/service charges etc.	
2e. Discounts / freebees, provided by the MVSP	
2f.Total quoted Price (2a+2b+2c+2d-2e)*	
3. Consent for providing denominations of the Vouchers (as per requirement of SIDBI). Please indicate 'Yes' or 'No'	
4. Credit Period (Time within which the bill shall be settled by SIDBI)	

* The L-1 bidder will be decided based upon price quoted as per "2f" above. In the event of more than one Meal voucher service provider qualifying for selection on the basis of technical and financial parameters as per this tender, the bank's committee may hold intense bidding between such shortlisted bidders and will finalize the ultimate successful bidder based upon the vast acceptability of its meal coupons, number of outlets accepting its meal coupons & credit period etc. offered by it. The Bank's Committee decision in this regard will be final and shall be binding upon the successful bidders.

SIGNATURE:

NAME:

ENTITY'S NAME:

SEAL:

ADDRESS:

DATE