



राष्ट्रीय मानव अधिकार आयोग

**National Human Rights Commission**

मानव अधिकार भवन, ब्लॉक - C, आई एन ए, नई दिल्ली - ११००२३ भारत

Manav Adhikar Bhawan, Block – C, INA, New Delhi 110023 INDIA

Fax : 91-011-24651329

E-mail : [nhrnga@nic.in](mailto:nhrnga@nic.in)

Website : [www.nhrc.nic.in](http://www.nhrc.nic.in)

No. G-36016/6/2021-GA

**Dated: 06 Aug, 2025**

**Last Date For Submission of Tender is 13<sup>th</sup> August, 2025 upto 5:00 PM**

### **NOTICE INVITING TENDER**

**Subject:** Notice Inviting Tender (NIT) for Award of Contract for Canteen Catering Facility at National Human Rights Commission – Reg.

The National Human Rights Commission (hereinafter referred to as “the Commission”) invites sealed quotations for award of contract for providing canteen catering services at its premises located at Manav Adhikar Bhawan, G.P.O. Complex, INA, New Delhi.

The Commission intends to evaluate the bids using the Quality-Cum-Cost Based Selection (QCBS) methodology. The detailed procedure and guidance for QCBS is attached as **Annexure-I**.

#### **1. TENDER DETAILS**

(i) Interested bidders may submit their bids/quotations in a **two-bid system** (Technical Bid and Financial Bid), sealed in an envelope superscribed in bold letters as: **“Quotation for Canteen Catering Facility in the National Human Rights Commission”**, and addressed to:

**The Under Secretary (GA)**

National Human Rights Commission,

Manav Adhikar Bhawan, Block-C,

G.P.O. Complex, INA, New Delhi – 110023.

The sealed bids must be dropped in the **Tender Box** placed at the Reception/CR Section of the Commission’s premises no later than **13.08.2025**, in accordance with the instructions outlined in this tender notice.

( i i ) The **list of required items** (Catering Menu) is enclosed as **Annexure-II - Proforma for Financial Bid**. However, the Commission reserves the right to add or delete any item(s), as per requirement. Bidders must confirm in their quotation that the terms and conditions outlined in this notice are fully acceptable to them.

(iii) Bidders are expected to thoroughly examine all instructions, formats, and terms and conditions mentioned in the tender documents. Failure to submit complete and accurate information as required may lead to disqualification.

#### **2. BIDS**

##### **2.1 TECHNICAL BID**

The following documents (duly signed and stamped) are required to be submitted in the technical bid envelope:

**(i) Declaration** – Duly filled and signed declaration form (**Annexure-III**) by the authorized signatory of the bidding firm.

**(ii) Registration Certificate** – Copy of the firm's registration under the Companies Act, 2013 / Indian Partnership Act, 1932 / MSME / Udyam, or any other appropriate authority.

**(iii) Experience & List of Clients** – Documentary evidence showing at least **2 years of experience** (within the last 8 years) in running canteen/providing catering services to Government/Semi-Government/PSUs/Autonomous Bodies. Include copies of work orders, bills, satisfactory completion certificates, or proof of payment.

**Note:** Clearly mention the years of experience and attach all relevant proof.

**(iv) Turnover** – The bidder should have an average annual turnover of **Rs. 25 Lakhs** during **FY 2021-22, 2022-23, and 2023-24**. Submit Income Tax Returns and Turnover Certificates attested by a Chartered Accountant for these years.

**(v) Undertaking Regarding Blacklisting** – Declaration stating that the firm has **not been blacklisted** by any Government/Semi-Government/PSU/Autonomous organization (**Annexure-IV**).

**(vi) GST and PAN** – Copies of valid **GST registration** and **PAN card**.

**(vii) Bid Security Declaration** – As per **Annexure-V**, in lieu of Bid Security/EMD.

**(viii) Strength of the Firm** – Clearly state the number of manpower employed, with supporting documents.

**(ix) Valid Licenses** – Copy of valid **FSSAI license** and other relevant trade licenses.

**(x) Compliance** – Declaration of compliance with applicable labour laws, EPF/ESI provisions, and minimum wage requirements.

**(xi) Acceptance of Terms and Conditions** – The bidder is required to sign **Annexure-VI**.

## 2.2 FINANCIAL BID

The financial bid shall include:

**(i) Quoted Rates** – Bidders must quote rates for **all items** listed in the **Annexure-II – Proforma for Financial Bid** in both **figures and words to qualify**. In case of any discrepancy, the rates mentioned in words shall prevail.

**(ii) Final Price** – The bidder must quote the **final, all-inclusive price**.

**(iii) Financial Evaluation Method:** In order to ensure fair and balanced financial evaluation, the quoted menu items have been divided into two parts: **Part A** and **Part B**. Part A comprises items that are likely to be consumed more frequently, while Part B includes items of comparatively lesser consumption. To prevent the possibility of disproportionately higher rates for frequently consumed items (Part A) and lower rates for lesser consumed items (Part B), a weighted average method will be adopted. Accordingly, **60%** weightage shall be given to the total of **Part A** and **40%** to the total of **Part B** to arrive at a combined weighted quote for each bidder.

The bidder with the lowest number quote (L-1) will be assigned a financial score of 100. Financial scores of other bidders will be calculated using the formula:

Financial **Score** = **(L-1 Quote / Respective Bidder's Quote) × 100**.

Thereafter, the final evaluation will be carried out as per the Quality-cum-Cost Based Selection (QCBS) method, in which 30% weightage is assigned to the technical score and 70% weightage to the financial score. The final QCBS score will be calculated using the formula:

**Final Score = (Technical Score × 0.30) + (Financial Score × 0.70).**

The bidder securing the highest final score (H-1) after applying the above QCBS method shall be considered for award of contract, subject to fulfilment of all other terms and conditions of the tender. An illustration of the financial evaluation and QCBS scoring is given below for better understanding of the bidders.

### Illustration for Financial Evaluation & QCBS Score Calculation

#### Step-by-Step Illustration

Bidder	Technical Score (T)	Part A Quote	Part B Quote	Weighted Quote = (60%A + 40%B)
B1	94	₹750	₹300	$(750 \times 0.6) + (300 \times 0.4) = ₹570$
B2	83	₹825	₹290	$(825 \times 0.6) + (290 \times 0.4) = ₹611$
B3	75	₹900	₹350	$(900 \times 0.6) + (350 \times 0.4) = ₹680$
B4	77	₹1005	₹280	$(1005 \times 0.6) + (280 \times 0.4) = ₹715$
B5	77	₹955	₹410	$(955 \times 0.6) + (410 \times 0.4) = ₹737$

L-1 (lowest weighted quote) = ₹570 by Bidder B1

Financial Score Calculation (Normalized to L-1):

Financial Score (F) = (L-1 Price / Bidder Price) × 100

Bidder	Weighted Quote	Financial Score (F)
B1	₹570	$(570/570) \times 100 = 100$
B2	₹611	$(570/611) \times 100 \approx 93.29$
B3	₹680	$(570/680) \times 100 \approx 83.82$
B4	₹715	$(570/715) \times 100 \approx 79.72$
B5	₹737	$(570/737) \times 100 \approx 77.35$

Final QCBS Score Calculation:

QCBS Score = (Technical Score × 0.30) + (Financial Score × 0.70)

Bidder	Technical Score (T)	Financial Score (F)	Final QCBS Score
B1	94	100	$(94 \times 0.3) + (100 \times 0.7) = \mathbf{98.2}$
B2	83	93.29	$(83 \times 0.3) + (93.29 \times 0.7) \approx 90.90$
B3	75	83.82	$(75 \times 0.3) + (83.82 \times 0.7) \approx 81.17$
B4	77	79.72	$(77 \times 0.3) + (79.72 \times 0.7) \approx 78.90$
B5	77	77.35	$(77 \times 0.3) + (77.35 \times 0.7) \approx 77.25$

Result:

- The highest QCBS score (H-1) is obtained by **Bidder B1 (98.2)**.
- Hence, Bidder B1 will be selected as the successful bidder.

## 2.3 GENERAL INSTRUCTIONS

(i) The Technical Bid and Financial Bid should be placed in separate sealed envelopes, clearly marked, and both should be placed in a larger envelope superscribed: "Quotation for Canteen Catering Facility in the National Human Rights Commission".

(ii) Technical bids will be opened first and evaluated by the designated Committee. Only technically qualified bids will be considered for financial evaluation.

(iii) Bids received after the due date/time shall not be accepted.

(iv) Incomplete or non-compliant bids are liable to be rejected. The Commission, however, **reserves the right to accept or reject any or all bids without assigning any reason.**

## 3. SCOPE OF WORK:

Work Scope covered in this document shall generally be as detailed herein below. However, contractor shall be responsible to complete the work in all respects and in doing so provide/supply all facilities which may not be covered below but nevertheless are required to complete the work envisaged with the exception of only such items as have been specifically excluded from contractor's scope.

(2). The contractor shall be responsible for operating and maintaining canteen services within the office premises of National Human Rights Commission (NHRC) (hereafter called as "Commission") i.e. at Manav Adhikar Bhawan, Block-C, GPO Complex, I.N.A, New Delhi-23, ensuring provision of quality food and beverage items to staff, visitors, guests, and other authorized personnel on a direct payment basis. The contractor shall serve items including breakfast, lunch, tea, coffee, cold drinks, snacks and other items as approved by the Commission. A dedicated Canteen Space with basis kitchen facilities will be provided by the Commission, and the contractor must maintain these areas in a clean and hygienic condition. The contractor will take required care in maintenance of provided items and any damage to these items will be on the contractor's account. The contractor shall supply all other cooking and serving equipment, utensils, crockery, and consumables at their own cost and ensure all food is prepared using fresh and good-quality ingredients, such as refined sunflower oil or other approved brands. Strict hygiene must be maintained during food preparation and handling, including sterilization of utensils after each use and avoiding bare-hand contact with food.

(3). The contractor shall prepare and serve food using their own manpower and infrastructure, and serve the items at designated areas within the premises. The staff employed must be properly attired, wear uniform, cap and name badges and follow cleanliness and hygiene protocols. The contractor shall ensure availability of all items on the approved menu at approved rates, which shall include the cost of raw materials, labor, transportation, and service and application Taxes/GST etc.

(4). The contractor will collect payments directly from non-official customers such as visitors or guests or attendees etc. The contractor must also cater special lunches/breakfast for official function/guests as per the instructions and menu decided by the Commission. Further, the contractor is responsible for the safe and hygienic disposal of food waste and garbage on daily basis, and should ensure compliance with local municipal and environmental norms.

(5). A representative of the contractor must be present throughout canteen operating hours to manage day-to-day operations and respond to any issues. The contractor must deploy adequate personnel, including experienced cooks, kitchen helpers, and servers, and provide each of them with identity cards. All deployed staff

must adhere to office discipline and shall not create disturbances within the premises. The contractor must comply with all applicable labor laws, including provisions for minimum wages, safety measures, and Workmen Compensation Policy. The Contractor will take out Insurance cover of all his employees under Workmen Compensation Policy, and their behavior must be orderly and in line with administrative rules of the Government Offices.

(6). The Contactor will be responsible to comply with the provisions of various labour legislations including all rules and regulations of different Labour Boards. The Contractor will have to submit details of their personnel to the Commission for issuance of entry pass. Only valid pass holders will be permitted to enter into the Commission's premises. All persons engaged by the contractor should have necessary photo identity cards issued by the contractor.

(7). The canteen shall operate from 9:00 AM to 6:00 PM on all working days (five days a week) and must remain functional on holidays if specifically required, without additional charges. The initial contract period shall be **Thirty Six Months**, extendable for another specified period upon satisfactory performance and mutual agreement (if approved by the Competent Authority). All legal, safety, and statutory compliance requirements shall be the sole responsibility of the contractor, who shall indemnify the Commission against any liabilities arising due to non-compliance.

#### 4. TERMS & CONDITIONS

*Terms and Conditions for Canteen Services (over and above GeM general T&C)*

The initial contract period shall be **36 months**, extendable based on satisfactory performance and mutual agreement, if approved by the Competent Authority. The first **six months** will be treated as a **probation/observation period**. If the services are found unsatisfactory or if any contractual terms are violated, the contract may be terminated immediately without assigning any reason.

**Note:** The successful bidder shall deposit an amount of **₹1,50,000/-** (One Lakh Fifty Thousand Rupees) or **3% of the bid value**, whichever is higher, as **Performance Bank Guarantee (PBG)** within **15 days** from the award of contract in favour of NHRC, payable at New Delhi. Failing this, a penalty of **10% of PBG value** or such penalty as deemed appropriate by the Commission will be imposed for up to **90 days**. Beyond 90 days, failure to submit the PBG will result in **cancellation of the contract and blacklisting** of the bidder.

##### 4.1 Quality and Quantity of Food Items and Infrastructure:

**4.1.1** All food items served shall be of good quality, fresh, and fit for human consumption.

**4.1.2** The quantity of items served shall be as per the approved menu and rate list, with no compromise in portion size.

**4.1.3** Use of expired, substandard, or adulterated materials will lead to immediate termination of the contract.

**4.1.4** Day wise available items details (Break-fast and Lunch) and rate list should be

displayed on white board with black ink at visible place.

**4.1.5** A complete items wise list for all days should also be displayed separately with approved rate.

**4.1.6** Any addition or deletion of items from the approved menu during the contract period shall be carried out only after mutual agreement on the revised rates between the contractor and the Commission.

**4.1.7** The contractor shall provide food and beverage services including breakfast, lunch, tea, coffee, snacks, and cold drinks to staff, visitors, on a direct payment basis.

**4.1.8** The Commission will provide a dining hall with a kitchen area inside the office building; the contractor is responsible for maintaining it in clean and hygienic condition.

**4.1.9** Basic infrastructure will be provided by the Commission. Any damage caused to these items during the contract period shall be borne by the contractor.

**4.1.10** Food must be cooked and prepared on the premises using the contractor's own labor and infrastructure, ensuring quality.

**4.1.11** All cooking equipment (other than provided), utensils, crockery, etc., must be arranged and maintained by the contractor at their own expense.

**4.1.12** Only good quality ingredients must be used. Cooking oil shall be refined sunflower oil or any approved brand; using any other oil without prior written approval will be treated as a breach of contract.

**4.1.13** The contractor shall supply food at the agreed rates, which must be inclusive of all materials, labor, transportation, and serving costs, taxes/GST etc.

**4.1.14** Payments from external consumers (e.g., visitors, guest, and attendees) shall be collected directly by the contractor.

**4.1.15** The contractor must provide lunch arrangements on occasions hosted by the Commission, as per the menu and price fixed by the Commission or other menu/item(s) as per agreed rates between the contractor and the Commission.

**4.1.16** Food must not be handled with bare hands. All utensils must be sterilized after each use, and strict precautions must be taken to prevent contamination.

**4.1.17** All canteen staff must wear clean uniforms and name badge. Those serving food

must wear cap and hand-gloves and maintain high standards of hygiene and personal cleanliness.

**4.1.18** The contractor must obtain and submit proof of a valid FSSAI license issued by the competent authority.

**4.1.19** The contractor is fully responsible for collection and disposal of all food waste and garbage generated in the canteen on daily basis, in compliance with local sanitation regulations. No waste should be thrown in open premises, corridors, or public areas.

**4.1.20** Pest control should be carried out at least once every month and records should be maintained.

**4.1.21** Only clean and unbroken crockery and utensils must be used. The canteen must maintain sufficient quantity of crockery, utensils, and glassware.

**4.1.22** Delay in service without prior notice or valid reason will invite a penalty.

**4.1.23** Delivery of food/snacks and beverages in the meeting / conference or designated rooms (on requirement from the G.A. Section only) must be facilitated by the contractor without additional charge. The respective bills may be submitted to the G.A. Section on monthly basis. It is to be noted that in case of any deficiency or quality issue, the appropriate penalty amount will be deducted from the respective bill.

**4.1.24** Delivery of food/snacks and beverage in the rooms of the Commission on request of the individual shall also be facilitated by the contractor without additional charges on direct payment basis. No bill on account of such requirement of an individual without order of G.A. Section shall be paid by the Commission.

**4.1.25** No alcohol, tobacco, or prohibited items shall be stored or served in the canteen premises.

**4.1.26** Electrical appliances used must be of good quality and safe for use.

**4.1.27** The Contractor shall strictly ensure that all the Non-Veg items are prepared, kept and served in separate utensils and area. The Cook shall be directed to take due care in this regards.

## **4.2 Manpower and Conduct Requirements**

**4.2.1** The contractor must deploy an adequate number of supervisors and staff (cooks, helpers, cleaners, servers, etc.) and must submit personnel details for identity cards and entry passes to the Commission. The contractor shall submit a police verification certificate with respect to each engaged worker. The deployed staff shall not be changed frequently.

**4.2.2** The contractor shall provide all safety equipment required for its staff. The Commission will not be responsible for non-adherence to safety norms.

**4.2.3** The contractor shall not seek or demand any kind of favour, whether monetary or otherwise, from any individual for engaging them as a canteen worker.

**4.2.4** The contractor must take insurance coverage for all employees under the Workmen's Compensation Policy.

**4.2.5** Staff deployed by the contractor must behave in an orderly and disciplined manner and must comply with the Commission's rules and conduct guidelines.

**4.2.6** It is clearly understood that the canteen workers are not employees of the Commission. The contractor shall comply with all applicable labor laws, including minimum wage, EPF, ESI, and respective labor board regulations etc. A certificate to this effect stating that all such dues such as Minimum wages, EPF, ESI, etc have been paid to the its workers along with proof of payment, shall be submitted by the contractor to the Commission with each month's bill.

**4.2.7** All staff must carry valid identity cards issued by the contractor and entry permission letter issued by the Commission. Only such ID card and entry pass holder shall be permitted to enter into the NHRC's premises.

**4.2.8** The contractor shall ensure discipline and welfare of their staff. If any person is found unsuitable or disrupts office decorum, the contractor shall immediately remove them upon request by the Commission.

**4.2.9** In case of any accident or casualty involving the canteen staff or any person within the canteen premises due to negligence or operational activities, the entire responsibility shall lie with the contractor. The Commission shall not be held liable or responsible for any such incident under any circumstances.

### **4.3 Contract Duration and Timing**

**4.3.1** The canteen must be operational from 9:00 AM to 6:00 PM on all working days (Monday to Friday).

**4.3.2** Services may be required on holidays or weekends, in which case the contractor shall comply without any additional charges.

**4.3.3** The contractor must follow the holiday list of the Commission for scheduling staff deployment and service availability.

### **4.4 Contractor's Overall Responsibilities**

**4.4.1** The contractor must adhere to the approved menu and ensure timely and uninterrupted availability of food items.

**4.4.2** The contractor must post a representative or supervisor throughout the canteen's operational hours, who will be responsible for day-to-day functioning and compliance with the contract terms.

**4.4.3** The contractor must provide the adequate number of staff in the canteen and ensure availability of experienced personnel for ensuring the uninterrupted canteen services.

**4.4.4** The contractor must indemnify the Commission against any legal or financial liability arising from non-compliance with labor laws, safety regulations, or other statutory provisions.

**4.4.5** The contract is entered into on the strict condition that the contractor assumes full responsibility for all operations, staff behavior, statutory compliance, and maintenance of standards.

**4.4.6** The contractor shall ensure quarterly health check-ups of all food handlers to ensure they are free from communicable diseases, including skin and respiratory infections. Medical fitness certificates of an authorized Doctor in this regards must be submitted every quarter. Any unfit staff must be replaced immediately at the vendor's cost.

**4.4.7** The contractor shall ensure that no food item or other material is prepared, processed, or cooked in the Commission's canteen premises or using its infrastructure for supply to any other canteen, even if operated by the same contractor at another location or institution.

**4.4.8** The contractor shall maintain sufficient stock of all essential food items and supplies to avoid disruption. No use of artificial food colors or prohibited additives is allowed.

**4.4.9** Regular inspection/Surprise visits of canteen premises will be carried out by designated officer/official of Commission. Records of raw material procurement, staff attendance, and cleaning schedule should be maintained and produced when asked.

**4.4.10** A feedback/complaint box shall be kept at the main entry gate of the Canteen for the visitors.

#### **4.5 Penalty Clause**

To ensure compliance with the above terms, the following penalties shall apply for deficiencies or breaches:

**4.5.1** The contractor shall ensure timely maintenance of all kitchen equipment and other items provided by the Commission. No modification or replacement shall be undertaken without prior written permission of the Commission. In case of any damage, the contractor shall bear the full cost of repair. In case of permanent damage, the contractor shall pay a penalty equal to twice the cost of the damaged item.

**4.5.2** Unhygienic Conditions (e.g., dirty utensils, kitchen, or dining area): ₹2,000 per instance.

**4.5.3** Delay in Service or unavailability of menu items during working hours: ₹500 per instance.

**4.5.4** Use of Substandard or Expired Ingredients: ₹5,000 per instance and possible termination of contract.

**4.5.5** Improper Dress Code (e.g., staff without uniform, gloves, or apron): ₹500 per staff per day.

**4.5.6** Misbehavior or Complaint Against Staff: ₹2,000 per verified complaint.

**4.5.7** Failure to Maintain Required Stock resulting in service disruption: ₹1,000 per instance.

**4.5.8** Absence of Supervisor During Operating Hours: ₹500 per day.

**4.5.9** Non-compliance with Waste Disposal Norms: ₹2,000 per instance and report to municipal authority.

**4.5.10** Repeated Violations (3 or more in a month): May lead to termination of contract and blacklisting on GeM portal.

**4.5.11** For any other breach of conditions not specified above: As deemed fit by the Commission.

**4.5.12** The Commission reserves the right to terminate the contract at any time due to unsatisfactory service, hygiene issues, breach of any terms and conditions, or even without assigning any reason.

— **Note:** Any inquiry or clarification related to this NIT can be made from Section Officer (General Administration) (Telephone No.2466-3399) on any working day between 10:30 AM to 04:00 PM.

[ Major Vishnu SP ]  
Under Secretary (GA)

**Annexure-I****QCBS Guiding Information for Bidders**

- The **weightage to both quality and cost** to ensure the selection of a service provider that offers the best value will be as under:-
  - Technical Score: 30%
  - Financial Score: 70%

**2. Eligibility Criteria:**

Bidders must ensure they meet the following **minimum eligibility criteria**:

- Experience of at least **2 years** in providing canteen or catering services to Government Ministry/ Government Departments/PSUs/Autonomous body/State Government/Semi-Government.
- Average business turnover of the bidder for the FYs 2021-22, 2022-23 and 2023-24 should be minimum Rs. **25,00,000/-** per year. Documentary evidence to be provided.
- Documentary evidence to show completion of similar catering services. (Note: The similar service executed/being executed must be for providing to the Government Ministry/ Government Departments/PSUs/Autonomous body/State Government/Semi-Government.
- The bidder should have minimum manpower of **5 persons** as on date.
- **The bidder should have an office either in Delhi or NCR.**

**3. Technical Evaluation Parameters:** *The technical proposal will be evaluated based on the following criteria. Documentary evidence must be provided for each:*

<b>S. No.</b>	<b>Criteria</b>	<b>Marks Allotment</b>	<b>Relevant Certificate Required</b>
1	As on the last date of bid submission, the bidder must be a Company registered in India under the Companies Act 1956 or a partnership registered under the Indian Partnership Act 1932 or a Limited Liability Partnership registered under the Limited Liability Partnership Act, 2008	Maximum Marks - 15 • Up to 2 years - 10 Marks • Up to 5 years - 12 Marks • Up to 10 years - 15 Marks	Copy of valid Certificate of Registration

	with their registered office in India and should have experience in the field catering/pantry.		
2	Bidder's average annual turnover during each of the 3 financial years (i.e., FY 2021-22, FY 2022-23, FY 2023-24)	Maximum Marks - 10 • Average annual turnover up to INR 25 Lakh - 6 Marks • Average annual turnover above INR 25 Lakh and up to INR 50 Lakh - 8 Marks • Average annual turnover upto INR 50 Lakh - 10 Marks	Duly signed & stamped CA / Statutory Auditor certificate showing turnover for FY 2021-22, FY 2022-23, FY 2023-24 OR Balance sheet for FY 2021-22, FY 2022-23, FY 2023-24
3	Experience of delivering / on-going similar Projects for any Government Organizations in India in the last 08 years prior to the last date of submission of the bid. Government Organization could be Government Ministry / Government Autonomous Body / Government Organization / State Government or PSUs.	Maximum Marks - 20 • Work order value of purchase order below INR 25 lakhs - 15 Mark • Work order value of purchase order above INR 25 Lakh and up to INR 50 Lakh - 18 Marks • Work order value of purchase order above INR 50 Lakh - 20	Work order and Completion Certificate OR Work Order and Phase completion Certificate.
4	Strength of the firm i.e. Overall number of resources employed by the bidder.	Maximum Marks - 10 • 5 to 10 resources: 7 Marks • 11 to 15 resources: 8 Marks • 16 to 20 resources: 9 Marks • More than 20 resources: 10 Marks	EPFO Payment Confirmation Receipt indicating number of resources should be submitted. Note: Bidder has to submit any single EPFO Payment Confirmation Receipt which is for any one of the month falling within any three of the months prior to bid submission month.
5	Tender Evaluation Committee (TEC) site visit	Maximum Marks - 45 • Cleaning of Kitchen: maximum 8 Marks • Staff Hygiene: maximum 7 Marks • Quality of Food: maximum 15 Marks • Raw Materials of Food: maximum 15 Marks	TEC will visit any of the existing sites of only those bidders who will qualify in the document part after opening of the Technical Bids.
<b>Total Marks</b>		<b>100</b>	

Only bidders securing **at least 70 marks (70%) in technical evaluation** will be considered for financial bid evaluation.

*4. Financial Evaluation:*

- Financial bids will be opened only of technically qualified bidders.
- The **lowest quoted price (L1)** will be given a financial score of **100**.
- Other financial proposals will be scored proportionately using the formula:  
$$\text{Financial Score} = (\text{L1 Price} / \text{Quoted Price}) \times 100$$

*5. Final Score Calculation:*

The **final composite score** will be calculated as:

$$\text{Final composite Score} = (\text{Technical Score} \times 0.30) + (\text{Financial Score} \times 0.70)$$

The bidder with the **highest Final Score** will be selected for award of contract.

*6. General Instructions for Bidders:*

- Bidders may be called for a **presentation or demo** of their plan/methodology.
- Site visits and interaction with key staff will be part of technical evaluation.
- Misrepresentation or submission of false information may lead to disqualification and blacklisting.

**Annexure-II**

**FORMAT FOR FINANCIAL BID**  
(For quoting rates in Indian Rupees)

**Name & Address of Firm : -** \_\_\_\_\_

(With Telephone No. & Mobile No.) \_\_\_\_\_

<b>PART-A</b>			
<b>S.No</b>	<b>Menu Item Name</b>	<b>Quantity/Weight of Individual Item</b>	<b>Rate (in Rs.)</b>
1	TEA (BOILED)	150ml	
2	TEA (DIP)	150ml	
3	COFFEE	150ml	
4	SAMOSA	50g	
5	COCKTAIL SAMOSA	25g	
6	BREAD PAKODA	60g	
7	BONDA	40g	
8	DAL VADA	40g	
9	KACHODI SUBJI	2 KACHORI 40g EACH + 100g ALOO SUBJI	
10	NORMAL VEG THALI	DAL 50g + SUBJI 50g + RAITA 50g + RICE 150g + 3 CHAPATI + SALAD + ACHAR	
11	SPECIAL VEG THALI	DAL MAKHANI 50g + PANEER SUBJI 50g + RAITA 50g + PULAO 150g + 3 CHAPATI + SALAD + ACHAR + 1 SWEET	
12	DAL	150g COOKED	
13	SUBJI MIXED	150g COOKED	
14	RAITA	150g	
15	RAJMA RICE	RICE COOKED 250g + RAJMA 150g	
16	POORI SUBJI	6 POORI + ALOO SUBJI 200g	
17	IDLI SAMBHAR	2 PC IDLI 80g EACH + SAMBHAR 150g + COCONUT CHATNI	
18	VADA SAMBHAR	2 PC VADA 80g EACH + SAMBHAR 150g + COCONUT CHATNI	
19	MASALA DOSA	DOSA WITH MASALA 250g + SAMBHAR 150g + COCONUT CHATNI	
20	PLAIN DOSA	DOSA 150g + SAMBHAR 100g+ COCONUT CHATNI	
21	UTTAPAM	UTTAPAM 250g + SAMBHAR 150g + COCONUT CHATNI	
22	DAL MAKHANI	200 g	
23	VEG KOFTA	200 g	
24	MATAR PANNER	200 g	

25	MATAR MUSHROOM	200 g	
26	RAJMA	200 g	
27	ALOO SABJI	200 g	
28	CHHOLE	200 g	
29	RICE	150 g	
30	VEG RICE PULAO	150 g	
31	JIRA RICE	150 g	
32	TAVA ROTI	50 g	
33	BUTTER NAAN	160 g	
34	PLAIN NAAN	130 g	

PART-B			
S.No	Menu Item Name	Quantity/Weight of Individual Item	Rate (in Rs.)
1	URAD VADA	40g	
2	CHANA VADA	40g	
3	PANEER PAKODA	40g	
4	LADDOO (BOONDI)	40g	
5	LADDOO (COCONUT)	40g	
6	BURFI (BESAN)	35g	
7	GULAB JAMUN	40g	
8	BALUSHAHI	40g	
9	JALEBI	50g	
10	PARATHA ALOO WITH DAHI	1PARATHA 80g + 50g DAHI	
11	GRILLED SANDWICH	1 SET OF SLICE	
12	SANDWICH	2 SET OF SLICE	
13	DHOKLA	PER PIECE (50 g <sup>1</sup> )	
14	BURGER	1 BAND + ALOO TIKKI	
15	SOUP (TOMATO/MIXED)	200 ML	
16	MIX VEG RAITA	100 ML	
17	SEASONAL VEG SALAD	100 g	
18	GAJAR HALWA	100 g	
Non-Veg item			
19	EGG OMLETTE	2 EGG	
20	EGG OMLETTE	1 EGG	
21	EGG OMLETTE WITH BREAD SLICES	2 EGG WITH 2 SLICES	
22	EGG CURRY	2 EGG + 150 g GRAVY	
23	Chicken Malai Tikka (bone less)	250 g	
24	Chicken Roll	150 g	
25	Chicke Samosa	75 g	
26	Chicken Korma	250 g	
Packed items			
27	Chips	35 g	MRP
28	Namkeen	50 g	MRP

29	Biscuit	80 g	MRP
30	Juice	200 ml	MRP
31	Coconut Water	200 ml	MRP
32	Cookies Biscuit	300 g	MRP
33	Cold Drink	200 g	MRP
34	Dahi Packed	100 g	MRP
35	Mineral Water pkd	300 ml bottle pkd	MRP
36	Mineral Water pkd	500 ml bottle pkd	MRP
37	Mineral Water pkd	1 ltr bottle pkd	MRP

Permissible Brands or consumables	
ITEMS	BRAND (FOR EXAMPLE/GUIDANCE)
Salt	Iodized salt such as Tata, Annapurna, Nature Fresh
Spices	MDH, MTR or equivalent quality brands
Ketchup	Maggi, Kissan, Heinz
Oil	Refined oil such as Sundrop, Nature Fresh, Godrej, Saffola
Pickle	Mother's or Priya or Tops
Atta	Aashirvad, Pillsbury, Nature Fresh, Rose, Shakti Bhog, Patanjali
Butter	Amul, Britannia, Mother Dairy
Bread	Harvest/Britannia make
Jam	Kissan, Nafed
Milk	Milk of Mother Dairy, Delhi Milk Scheme, Amul
Paneer	Amul/Mother Dairy/Gopala
Tea	Brooke Bond, Lipton, Tata, Red label, Tajmahal
Coffee	Nescafe, Bru
Biscuits	Britannia, Parle, Good Day, Mcvities
Ice Cream, Lassi, Curd	Mother Dairy, Amul, Kwality - all varieties
Mixtures/Chips	Haldiram/Bikaner
Mineral Water	ISI marked e.g. Kinley/Besleri/Ganga/Aqua Fina
Besan, Dal	Rajdhani, Patanjali
Rice (Basmati)	India Gate, Daawat, Lal Quila, Aeroplane.
Cold Drinks	Pepsi, Coke etc.
Juices	Real, Tropicana
Lemon Water	Hello
Sweet	Bikaner, Haldiram, Nathu, Bangla, Kaleva,
The Contractor may use any other brand of material which meets norms of Food Processing Organizations after obtaining prior written approval of the Commission	

**Annexure - III****DECLARATION**

(To be kept in Technical Bid Envelope )

M/s \_\_\_\_\_ (Name, address and Landline and Mobile No. of bidding the bidding firm/agency):-

<b>S. No.</b>	<b>Documents kept in the 'Technical Bid' envelope</b>	<b>Details/Particular</b>	<b>Page No.</b>
1	Registration/ License date of the firm	Date.....	Supporting Document placed at Page No. ....
2	Average annual turnover during FYs 2021-22, 2022-23, and 2023-24	Rs. ..../-	Supporting Document placed at Page No. ....
3	Experience in Government Organization could be Government Ministry / Government Autonomous Body / Government Organization / State Government or PSUs.: Certificate/ proof/ documents regarding at least 02 years experience in the field	Years of Experience.....	Supporting Document placed at Page No. ....
4	Maximum Work Order Value of any contract for delivering / on-going similar Projects for any Government Organizations in India in the last 08 years prior to the last date of submission of the bid. Government Organization could be Government Ministry / Government Autonomous Body / Government Organization / State Government or PSUs.	Rs...../-	Supporting Document placed at Page No. ....
5	LIST OF CLIENTS to whom service	No. of Clients.....	List of clients placed at Page No. ....

	provided/providing		
6	Strength of the firm i.e. Overall number of resources employed by the bidder.	No. of manpower.....	Supporting Document placed at Page No. ....
7	Self-certificate in respect of not being blacklisted from any Government Ministry/Department	Yes / No	Supporting Document placed at Page No. ....
8	Copy of GST registration certificate of the contractor/ agency / firm.	Yes / No	Supporting Document placed at Page No. ....
9	Copy of PAN	Yes / No	Supporting Document placed at Page No. ....
10	Bid Security Declaration (Annexure-I)	Yes / No	Supporting Document placed at Page No. ....
11	Documentary proof regarding office in Delhi	Yes / No	Supporting Document placed at Page No. ....

**Annexure-IV****“Black-listing Declaration”**

It is declared that our firm It namely.....  
has never been black-listed by any government/ Semi Govt department/PSU/Autonomous bodies.

**(To be signed by the Authorized Signatory  
of the Firm/Agency with Name and Stamp**

**Annexure-V****“Bid Security Declaration”**

(a) That I/ we have availed the benefit of waiver of EMD while submitting our offer against the subject Tender and no EMD being deposited for the said tender.

(b) That in the event we withdraw or modify our bid during the period of validity Or I/we have awarded the contract and I/we fail to sign the contract Or to submit a performance security within given time line and I/we will be suspended from being eligible for bidding / award of all future contract(s) of National Human Rights Commission for a period **of two years** from the date of committing such breach.

**(To be signed by the Authorized Signatory  
of the Firm/Agency with Name and Stamp**

**Note:-**Financial bids of only those firms will be opened who qualify in the technical bids.

**Annexure-VI****“Acceptance of Terms and Conditions”**

(i) It is hereby declared that the Terms & Conditions of the **NHRC's NIT No. G-36016/6/2021-GA Dated August, 2025** are fully acceptable to this Firm/ Agency.

**(To be signed by the Authorized Signatory  
of the Firm/Agency with Name and Stamp**