

**Request for Quotations Document
Outsourcing the Catering Services at Jasola Working Women's Hostel
(JWWH)**

Date of Issue: 10th December 2024

Due Date: 23rd December 2024 by 12 noon

**YWCA of Delhi
1, Ashoka Road, New Delhi-110 001**

Dear Sir/Madam,

Young Women's Christian Association of Delhi (YWCA of Delhi), wishes to procure the quotations for above mentioned services through a competitive bidding process. In this respect, YWCA of Delhi would like to invite your firm/ agency to submit quotations as outlined in this Document and the terms and conditions contained herein.

Request for information

Any questions concerning this invitation must be forwarded in writing by email to the Administrative Secretary at as@ywcaofdelhi.org, and its response will be circulated to all.

Due date and time for submission of the Quotations

Sealed quotations or PDF versions must be submitted latest by the date and time specified above on YWCA of Delhi, Ashoka Road New Delhi or at quotations@ywcaofdelhi.org. Quotations received after the stipulated date and time will be invalidated. The envelop shall indicate the bidder's name and address. *It should also specify on the top*

"Quotations for providing catering services at JWWH"

YWCA of Delhi reserves the right to accept/reject any tender or to terminate this process, without assigning any reason.

Yours sincerely,

Ms. Pragyan Mohanty
General Secretary

BACKGROUND TO THE ORGANIZATION:

The YWCA of Delhi (www.ywcaofdelhi.org) was constituted in 1912 and is affiliated with the YWCA of India and the World YWCA. YWCA of Delhi is rooted in the Christian Faith and endeavours to promote the empowerment and right of women and girls irrespective of caste, religion culture and creed. It seeks to develop a membership that is responsive to the changing needs of women & girls in a changing world. YWCA of Delhi promotes development & rights of girls, Women and children through its development Projects. The cost incurred for the projects are funded by different Govt Departments as well as from its own revenue generation programme.

Scope of Work: WHEREAS the YWCA of Delhi intends to make adequate catering service arrangements for providing quality food items including breakfast, packed lunch, lunch, evening tea & Snacks, dinner, etc for the needs of the bonafide residents and the YWCA staff for Jasola Working Women's Hostel, Jasola, New Delhi

AND WHEREAS for administrative convenience and expediency wants to engage the services of a Catering Contractor for the above said services, on annual contract basis subject to review during the year for quality assurance and statutory compliance.

Eligibility for participation in Tender:

The tenderer should have the following qualification for bidding'

- 3 years and more of experience in providing catering service to hostel, hotel or guest house.
- Bidders should have all necessary licenses/registrations for supply of man power.
- PAN Number
- Service Tax Registration
- PF/ESI registration
- FSSAI
- GST number (Active only)

Documents to be submitted in Technical Bid

- 1. Vendor's Details in the below Format:**

Name of the Firm	
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Registration No	
Year of Registration	
PAN No.	
GST Registration No	
FSSAI Registration No.	
Turn over in last 3 Years	
No. of Clientale	

2. Copy of the registration certificate of the agency for providing catering services.
3. Copy of the pan card.
4. Copy of GST registration certificate.
5. Copy of PF registration.
6. Copy of ESI registration letter.
7. Copy of FSSAI Registration Document
8. Attested Copies of balance sheet and profit and loss account for the previous three years along with copies of IT Returns.
9. Copies of documents in support of experience have to be enclosed with the bid. Originals will be called subsequently for verification.
10. Experience Certificate

Originals will be checked for verification. In case of non-availability of these numbers the bidders will have to apply for it immediately before /on award of contract.

Terms & Conditions

1. Use of Premises

- a) The YWCA of Delhi ("YWCA") hereby grants permission to the Contractor to utilize the Pantry and Dining Hall located in the JWWH, along with providing adequate space for the kitchen for the preparation and cooking of wholesome food and edibles.
- b) The YWCA shall make available toilet facilities located in the adjoining area for the exclusive use of staff employed by the Contractor.

2. Tools and Equipment

- a) The Contractor shall be solely responsible for providing all tools of the trade necessary for

operations, including but not limited to cooking gas, cutlery, utensils, and any other equipment required for carrying out catering services.

3. Staff Deployment

a) The Contractor shall deploy adequate service staff during breakfast, lunch, and dinner timings to ensure timely and efficient delivery of services as per the requirements of the YWCA.

4. Supervision

a) The Contractor shall ensure the presence of at least one supervisor at all times during operational hours to oversee the smooth functioning of operations, maintain quality control, and adhere to service standards prescribed by the YWCA.

5. Food Quality

a) The Contractor shall ensure that the quality and taste of the food served consistently meet or exceed acceptable standards as defined and agreed upon by the YWCA.

6. Serving Equipment

a) The Contractor shall provide all required utensils, crockery, and other serving equipment necessary to maintain hygienic and professional standards for serving ready-to-eat meals.

7. Operational Efficiency

a) The Contractor shall ensure operational efficiency and address all logistical matters, including but not limited to:

- i) Systematic organization of meal pack items for seamless distribution.
- ii) Timely and systematic service of breakfast and other meals to meet service expectations.

8. Charges

a) The Contractor shall pay a monthly fee for the use of premises as per the following slab:

No. of Residents	Use of Premises Charges (INR)
Below 50	No Charges
50 to 99	25,000
100 to 149	30,000
150 to 199	40,000
200 to 250	50,000
251 to 300	60,000
301 to 350	65,000
351 to 400	70,000
401 to 450	75,000
451 and above	80,000

b) The Contractor shall additionally pay for water and electricity consumption based on actual usage, which must be settled by the 7th day of each calendar month.

9. Contract Term

a) The initial term of this contract shall be for one (1) year.

b) The contract may be renewed at the sole discretion of the Management of the YWCA for a maximum aggregate period of three (3) years.

10. Compliance with Food Safety Regulations

a) The Contractor shall strictly comply with all applicable laws, rules, and regulations, including but not limited to the Prevention of Food Adulteration Act and its rules, as amended from time to time.

11. Licensing Requirements

a) Bidders must possess all necessary licenses, registrations, and approvals required for providing catering services as per applicable laws and regulations.

12. Security Deposit

a) The successful bidder shall furnish an interest-free Security Deposit of INR 2,00,000/- (Rupees Two Lakhs only) in the form of a cheque or bank draft, payable to the YWCA of Delhi, prior to the commencement of operations under this contract.

13. Catering Requirements

The Caterer shall provide the following meals daily, adhering to the specifications detailed below. These meals must be prepared hygienically and served in a timely manner.

1. Breakfast

The breakfast menu shall include:

- Milk or Egg.
- Tea.
- Bread with Butter and Jam.
- One Indian dish, chosen from the following options (rotated daily):
 - Chole Bhature
 - Idli Sambhar
 - Salted Seviyan
 - Puri with Aloo

2. Lunch

The lunch menu shall include:

- One seasonal vegetable.
- Dal (with daily variations).
- Raita.
- Rice.
- Roti.
- Salad.

- *Note:* Packed lunches shall be made available during breakfast.

3. Tea with Snacks

The tea-time snack menu shall include:

- Tea.
- One snack item, selected from the following options (rotated daily):
 - Macaroni
 - Samosa
 - Kachori with Aloo Sabji
 - Bread Pakora
 - Papri Chaat

4. Dinner

The dinner menu shall include:

- One seasonal vegetable.
- Dal.
- Rice.
- Roti.
- Salad.

5. Non-Vegetarian Meals

- Non-vegetarian dishes shall be served three (3) times a week, as follows:
 - One day Egg.
 - One day Fish.
 - One day Chicken.
- One North-Eastern dish must be included in the dinner menu daily.

6. Sweets

- A dessert item shall be provided only during Sunday dinner, selected from the following options:
 - Ice Cream.
 - Fruit Custard.
 - Gulab Jamun.

Navratri Menu

Breakfast & Lunch

- Tea
- Milk
- Any Fruits
- Curd
- Fry Potatoes
- Cucumber Salad

Evening Snacks

- Potato Chips

Dinner

1. Kuttu ke Puri, Curd, Vrat ke Aloo
2. Sabudana Kheer, Kuttu ke Pakora, Salad, Jeera Aloo
3. Sambat Rice Khichidi, Aloo Sabzi, Curd
4. Kuttu ke Puri, Curd, Salad, Vrat ke Aloo
5. Sambat Rice Khichidi, Fry Aloo, Curd, Salad
6. Kuttu ke Puri, Jeera Aloo, Curd, Salad
7. Sabudana Kheer, Kuttu ke Pakora, Salad, Vrat ke Aloo
8. Sambat Rice Khichidi, Fry Aloo, Curd, Salad

During Ramzan, the Muslim community at YWCA of Delhi will be provided with the following:

1. **At 10 pm:** Bread with jam, one banana, and a glass of milk.
2. **Evening Tea:** The regular menu, along with lemon juice.
3. **Dinner:** The regular menu.

Please note that the festival menu will replace the normal menu, and the girls will not be served the regular menu during this time. No additional charges will apply for this arrangement.

The Caterer shall ensure that all meals are prepared with fresh ingredients, maintain consistent quality standards, and cater to the dietary requirements specified by the YWCA of Delhi. Any deviations from the prescribed menu must be approved in writing by the YWCA management.

14. QUOTE YOUR PRICES

S.No.	Category	Amount
1	Monthly Charges per person	
2	Taxes	
	Total	