

STANDARD REQUEST FOR QUOTATION (SRFQ)

Canteen Services, 2025



Ministry of Finance
Royal Government of Bhutan

PREFACE

One of the primary mandates and powers vested in the Ministry of Finance, as stipulated under Section 104(i) of the Public Finance (Amendment) Act of Bhutan 2012, is to issue rules, manuals, directives, instructions, or notifications to ensure an equitable, transparent, competitive, and cost-effective procurement system. In line with this mandate, the Standard Request for Quotation (SRFQ) for the Procurement of Non-Consulting Services has been drafted as an implementing document under the Procurement Rules and Regulations 2025.

The Ministry of Finance hereby adopts the SRFQ for Canteen Services 2025, as endorsed during the 9th Policy and Planning Coordination Meeting held on 12 May 2025. The revised SRFQ shall come into effect from 1st July 2025.

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Section 1: Invitation for Quotation (IFQ)

Date:

Service title:

Source of Funding:

Letter Ref:

Dear Sir/ Madam,

A. General

1. You are invited to submit a priced bid for the..... [*Title of the service*]
2. The deadline for submission of quotations is [*insert date & time*]
3. Bids must be accompanied by a Bid Securing Declaration using the Form 1.
4. The bid shall be valid for a period of [*insert validity period, normally 30 days*] from the deadline for receipt of bid. In exceptional circumstances, prior to the expiration of the bid validity period, the Procuring Agency may solicit the bidder's consent to extend the bid validity period. The request and responses shall be made in writing. The validity of Bid Securing Declaration shall be suitably extended.
5. Any non-compliance with Bid Securing Declaration terms and conditions will result in forfeiture of Bid Security amount of Nu.....[*normally 1-2% of the estimated amount*]
6. All prices shall be quoted in Ngultrum by the bidder. The quoted price shall be inclusive of all related costs including taxes, duties and other levies.
7. Clarification can be obtained from: [*insert address for information here*]
8. The Bidder(s) shall quote for ANY or ALL items under this bid. [*Specify Any or All*]

9. The Procuring Agency and Bidder shall be bound by the terms and conditions specified in the Integrity Pact.
10. Any other conditions [*list down conditions, if any*]

B. Submission and Opening of Bids

11. The Bidder shall be required to submit the following Documents as part of the bid:
 1. A duly completed and signed priced quotation as per the Schedule of Items and the Priced Quotation;
 2. A valid Trade License;
 3. BFDA Certificate;
 4. A valid Tax Clearance Certificate;
 5. Signed Bid- Securing Declaration;
 6. Technical Specification compliance of the Goods to be supplied; and
 7. Any other requirements specified in this document [*specify if relevant*]
12. The Procuring Agency shall open the quotation on the same day as bid submission closing date. Bid Opening Reports (BOR) will be generated by e-GP and will be available on the Bidder's Dashboard after the Procuring Agency closes the bid opening.

C. Evaluation of Bids

13. Offers determined to be substantially responsive meeting all eligibility criteria and the technical specifications, will be evaluated by comparison of their quoted prices.
14. Evaluation shall be carried Lot wise. The Bidder(s) shall quote for all the items under this invitation. Price quotations shall be evaluated for all the items together and a contract awarded to the firm offering the best evaluated total cost of all the items. If the price schedule shows items listed but not priced, their prices shall be assumed to be included in the price of other items.
15. The Evaluation Committee shall ensure that the bids are not abnormally high/ low or Seriously unbalanced/ Frontloaded.

D. Award of Work

16. The award shall be made to the Bidder who is offering the best evaluated Bid that meets all requirements set in the bidding document.
17. The Procuring Agency is not bound to accept the lowest Bid and reserves the right to accept or reject any or all the Bids. The Bidder(s) shall, however, be informed with the justified reason(s).
18. The Procuring Agency shall issue the Letter of Intent to Award to the successful Service Provider stating that the Procuring Agency has intention to accept its bids and a copy of Letter of Intent shall be sent to all other bidders who submitted the bid. Such notification shall be sent through e-GP.
19. If no bidder submits any complaint within the standstill period of 5 days for Open Tendering Method and 2 days for Limited Tendering Method, the bidder whose bid is accepted will be notified of the award of contract by issuance of 'Letter of Acceptance'.
20. The Supplier shall within seven (7) working days be required to submit a performance security of 10% of the quoted price in the form of cash warrant, demand draft or unconditional Bank Guarantee issued by a financial institution located in Bhutan, which shall be furnished upon signing the contract. Performance security shall be valid till the end of the contract period.
21. The successful Bidder will sign a contract as per the attached Form of the contract with the terms and conditions of supply.

Section 2: Price Schedule

The Procuring Agency shall list the items and unit required in this form:

Sl. No.	Description of Service	Menu Item	Specification	Unit	Rate (Nu.)	Remarks
1	<i>(To be filled by the Procuring Agency)</i>	<i>(To be filled by the Procuring Agency)</i>	<i>(To be filled by the Procuring Agency)</i>	<i>(To be filled by the Procuring Agency)</i>	<i>(To be filled Service Provider)</i>	<i>(To be filled Service Provider)</i>
2	<i>(To be filled by the Procuring Agency)</i>	<i>(To be filled by the Procuring Agency)</i>	<i>(To be filled by the Procuring Agency)</i>	<i>(To be filled by the Procuring Agency)</i>	<i>(To be filled Service Provider)</i>	<i>(To be filled Service Provider)</i>
5	<i>(To be filled by the Procuring Agency)</i>	<i>(To be filled by the Procuring Agency)</i>	<i>(To be filled by the Procuring Agency)</i>	<i>(To be filled by the Procuring Agency)</i>	<i>(To be filled Service Provider)</i>	<i>(To be filled Service Provider)</i>
	Grand Total Amount (Nu) in Figure					
Grand Total Amount (Nu) in words:						

Section 3: Bidding and Contract Forms

Form-1: Bid Securing Declaration

Form of Bid-Securing Declaration

Date:_____

We, the undersigned, declare that:

We understand that, according to your conditions, Bids must be supported by a Bid Securing Declaration.

We accept that we are required to pay the Bid Security amount specified in the terms and conditions within 5 days of your instruction and failure to do so will debar us from being eligible for Bidding in any contract with all the Government Procuring Agencies for the period prescribed in the Debarment Rules if we are in breach of our obligation(s) under the Bid conditions, because we:

- (a) have withdrawn our Bid during the period of Bid validity specified in the Bid;
or
- (b) having not accepted the correction of error; or
- (c) Having been notified of the acceptance of our Bid by the Procuring Agency during the period of Bid validity, (i) fail or refuse to furnish the performance security or (ii) fail or refuse to execute the Contract.

The Procuring Agency has the authority to immediately go to the next bidder, once the notice is served to the defaulting bidder.

Authorized Signature: _____

Name and Title of Signatory:_____

Name of Bidder:_____

Form-2: Letter of Intent

(Letterhead paper of the Procuring Agency)

(Insert date)

To: _____ *[Name and address of the Supplier].*

This is to notify you that, it is our intention to award the contract for your Bid dated _____
[Insert date] for execution of the *[Insert name of the contract]* for the Contract Price of
_____ *Insert amount in figure and words and name of currency].*

Authorized Signature: _____

Name and Title of Signatory _____

Name of Agency: _____

CC:

[Insert name and address of all other suppliers who submitted the bid]

Form- 3: Letter of Acceptance

Letter of Acceptance (LOA) of Tender/Proposal ID:

Contract No:

To

Name:.....

Address:.....

This is to notify you that your Bid dated for the supply offor the Contract Price of the equivalent of *Nu.*(*in words*) in BTN, as corrected and modified in accordance with the Instructions to Bidders is hereby accepted by our Agency.

You are hereby instructed to complete the following process within 7 working days.

- (a) confirm your acceptance of this Letter of Acceptance;
- (b) furnish the Performance Security; and
- (c) execute the signing of the contract.

Authorized Signature:

[Name and Designation]

Attachment: Terms and Conditions

Form-4: Performance Security

[The bank, as requested by the successful Bidder, shall fill in this form in accordance with the instructions indicated]

Date: *[insert date (as day, month, and year) of Bid submission]*

IFB No. and title: *[insert no. and title of bidding process]*

Bank's Branch or Office: *[insert complete name of Guarantor]*

Beneficiary: *[insert complete name of Procuring Agency]*

PERFORMANCE GUARANTEE No. : *[insert Performance Guarantee number]*

We have been informed that *[insert complete name of Supplier]* (hereinafter called "the Supplier") has entered into Contract No. *[insert number]* dated *[insert day and month]*, *[insert year]* with you, for the supply of *[description of Goods and related Services]* (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a Performance Guarantee is required.

At the request of the Supplier, we hereby irrevocably undertake to pay you any sum(s) not exceeding *[insert amount(s) in figures and words]* upon receipt by us of your first demand in writing declaring the Supplier to be in default under the Contract, without cavil or argument, or you needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This Guarantee shall expire no later than the *[insert number]* day of *[insert month]* *[insert year]*, and any demand for payment under it must be received by us at this office on or before that date. We agree to an extension of this Guarantee for a period as required by the Procuring Agency in response to the Procuring Agency's written request for such extension, such request to be presented to us before the expiry of the Guarantee.

[Signatures of authorized representatives of the bank and the Supplier]

Form 5: Contract Agreement

Contract Agreement

THIS CONTRACT AGREEMENT made on the [insert number] day of [insert month], [insert year], BETWEEN

1. [insert complete name of Procuring Agency], a [insert description of type of legal entity, for example, an agency of the Ministry of of the Government of Bhutan, or corporation incorporated under the laws of Bhutan] and having its principal place of business at [insert address of Procuring Agency] (hereinafter called “the Procuring Agency”), and
2. [insert name of Service Provider], a corporation incorporated under the laws of [insert: country of Service Provider] and having its principal place of business at [insert: address of Service Provider] (hereinafter called “Service Provider”).

WHEREAS the Procuring Agency invited Bids for Canteen Services, viz., [insert brief description of Service] and has accepted a Bid by the Service Provider for Canteen Services in the sum of [insert Contract Price in words and figures, expressed in the Contract currency/ies] (hereinafter called “the Contract Price”).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall constitute the Contract between the Procuring Agency and the Service Provider, and each shall be read and construed as an integral part of the Contract, viz.:
 1. This Contract Agreement;
 2. Terms and conditions of Contract;
 3. Requirements (including Schedule of Supply and Specifications);

4. The Service Provider's Bid and original Price Schedules;
 5. The Procuring Agency's Notification of Award of Contract;
 6. The form of Performance Security;
 7. *[insert here any other document(s) forming part of the Contract]*
3. This Contract shall prevail over all other Contract documents. In the event of any discrepancy or inconsistency within the Contract documents, then the documents shall prevail in the order listed above.

For and on behalf of the Procuring Agency: For and on behalf of the Service Provider:

[Name, Designation, Signature]

[Name, Designation, Signature]

In the presence of:

[Name, Designation, Signature]

[Name, Designation, Signature]

Section 4: Terms and Conditions of Contract

1. The scope of service hereinafter may only be varied with the written agreement of the Procuring Agency and no terms and conditions put forward at any time by the Service Provider shall form any part of the Contract.
2. The menu items shall be sold strictly at the approved quoted rates. The prices mutually agreed upon by the parties for the various items shall remain fixed for the entire duration of the contract, and no escalation or revision of these rates shall be permitted under any circumstances.
3. In the event the Service Provider is found to be charging in excess of the approved rates, they shall be issued an immediate notice of non-compliance, and appropriate corrective measures shall be initiated in accordance with the terms of the contract.
4. In the event that food items not included in the originally quoted menu are to be sold, the rates for such items shall be mutually agreed upon in writing by the Procuring Agency and the Service Provider prior to sale.
5. The Procuring Agency shall monitor the rates regularly.
6. The duly signed and approved menu, as authorized by the Procuring Agency, shall be prominently displayed at all times at the service location. This is to ensure transparency and adherence to the agreed pricing.
7. Food and refreshments shall be served promptly as and when required, and must be fresh, hygienically prepared, and provided in sufficient quantity to meet the needs of the occasion.
8. The Service Provider shall possess and be able to produce a valid certification issued by the Bhutan Food and Drug Authority (BFDA), as evidence of compliance with applicable food safety and hygiene standards.
9. The Service Provider shall be responsible for maintaining cleanliness and hygiene within the canteen premises, including the surrounding compound. All waste and

garbage shall be disposed of properly and on a regular basis, in accordance with applicable health and environmental regulations. The Service Provider shall also ensure the provision of all related sanitation services necessary to uphold a clean and safe environment.

10. The Service Provider shall strictly adhere to the timely delivery of all agreed services. Furthermore, all staff members engaged by the Service Provider shall maintain a proper and professional dress code at all times while present within the premises of the Procuring Agency.
11. The Service Provider shall ensure the deployment of an adequate number of qualified staff to efficiently deliver the contracted services, thereby maintaining the required service standards at all times.
12. The Service Provider shall not make any structural additions, alterations, or modifications to the facilities provided by the Procuring Agency without obtaining prior written approval, where applicable. Any unauthorized changes shall be deemed a breach of contract and may result in appropriate corrective action.
13. The Service Provider shall be held responsible for any damages to or loss of the Procuring Agency's property, if applicable, caused by the Service Provider's staff, operations, or activities during the course of service delivery. The Service Provider shall be liable for the full cost of repair or replacement as determined by the Procuring Agency.
14. At the conclusion of the contract or upon its termination, the Service Provider shall hand over all items and facilities as per the inventory list prepared at the time of initial handover to the Procuring Agency. In the event of any loss or damage to the facilities or property, the Service Provider shall be responsible for repairing or replacing the affected items at their own expense, if applicable, to restore the facilities to the condition they were in at the commencement of the contract.
15. Sub-letting or subcontracting of the contract or license, whether directly or indirectly, is strictly prohibited. Any violation of this provision may result in the

premature termination of the contract and/or the imposition of penalties, including the forfeiture of the Performance Security.

16. Payment of the Invoice shall be arranged by the Procuring Agency, within twenty-five (25) days upon submission of the original Invoice and TPN number, against the actual services rendered.
17. The Service Provider shall be responsible for the payment of all utility bills, including but not limited to water and electricity charges, incurred during the term of the contract. Additionally, the Service Provider shall bear responsibility for the payment of all applicable levies, taxes, including Bhutan Sales Tax (BST), and service charges, as required by law
18. The Service Provider shall be liable for the payment of the applicable Tax Deducted at Source (TDS) on all services rendered to the Procuring Agency, in accordance with the relevant tax regulations.
19. The Service Provider shall remit the monthly rental fee to the Accounts Section on or before the 5th day of each month. Failure to make the payment by this deadline shall incur a penalty, which may be levied for up to a maximum of 30 days. If payment is not made within the specified 30-day grace period, it may result in the termination of the contract.
20. The Procuring Agency may, by written notice, terminate the Contract in whole or in part at any time for its convenience:
 - a. if the Service Provider fails to perform according to the scope of services specified in the contract, or
 - b. if the Service Provider fails to perform any of the obligation(s) under the contract, or
 - c. if the Service Provider does not take any remedial action within a period of (7) seven calendar days after receipt of a notice of default from the Procuring Agency specifying the nature of the default(s), or

- d. if the Service Provider, in the judgment of the Procuring Agency, has engaged in any corrupt or fraudulent practices in competing for or in executing the tasks under this Contract.

21. If the Service Provider intends to terminate the contract before the term of expiry of the contract, the Procuring Agency should be notified in writing, at least three months in advance for necessary action as deemed appropriate by the Procuring Agency. Failure to notify as required shall result in forfeiture of performance security.

22. Any other additional requirement: