

THIMPHU TECHPARK LIMITED (TTPL)



**REQUEST FOR TECHNICAL PROPOSAL
TO OPERATE THE CANTEEN AT THE IT PARK,
BABESA, THIMPHU**

19 May 2017

1. Background

Thimphu TechPark, Bhutan's first IT Park, which currently houses seven foreign companies, a data centre and an incubation centre for entrepreneurs, currently employs around 700 Bhutanese youths. Thimphu TechPark houses a canteen on the top floor that cater to the people working at the IT Park as well as provide catering services for trainings, workshops and seminars if requested for by the organizers. The operation of this canteen would be outsourced for the next two years with effect from 1 July 2017 using the bidding process described below.

2. Two-stage bidding process

Unlike bids for the supply of goods and services which can be compared easily by their quoted prices, the bids for the operation of canteen are not easy to compare. For us, our expectation is to get the most experienced and reliable canteen operator to operate the canteen to meet the demands of international companies which sometimes remain open on weekends and holidays or till late during the weekdays.

Therefore, the management has decided to go for two-stage bidding process as follows:

1. In the first stage, the eligible bidders will submit technical proposals based on Section 4, 'Request for Technical Proposal' of this document.
2. All responsive bidders who submit technical proposals will be invited to make a presentation and answer questions from the tender committee. The date and time will be informed later in advance.
3. The tender committee would then shortlist the bidders based on the proposal and the presentation.
4. Then in the second stage of the bidding process, the shortlisted bidders would be invited to submit their final 'Technical Proposal' and 'Financial Proposal' in two envelopes using the final bidding document that would be shared with the shortlisted bidders.
5. The tender committee would select the winning bidder to operate the canteen based on the final 'Technical Proposal' and 'Financial Proposal' and its decision shall be final.

3. Mode of canteen operation

TTPL would sign a contract with the selected bidder, thereafter called the 'operator', to outsource the operation of the canteen. The following are some of the conditions under which the canteen is expected to be operated:

- a. The selected operator should have the necessary license and clearances.

- b. The operator will pay a monthly rental of at least Nu. 20,000 a month to TTPL in order to help TTPL meet the maintenance and administration costs.
- c. The operator will be responsible for paying for utility charges such as electricity bills, telephone bills etc. for the canteen.
- d. The operator will be responsible for providing any additional furniture or equipment if necessary. Prospective operators are encouraged to visit the canteen and check the facility.
- e. The Canteen may be expected to remain open from 8.00 AM to 10.30 PM daily including weekends and holidays and shall only close when all companies operating from the Tech Park are not working. Besides, the canteen operator shall strive to render services to those staff who work at night on shifts.
- f. The rates proposed should be reasonable in keeping with the norms of the canteens in other offices. The big number of people working at the IT Park is expected to give rise to bigger volume of demand.
- g. The initial award of the contract for operation of canteen shall be for the period of One Year, which can be extended by one more year subject to satisfactory completion of contract and services.

4. Request for ‘Technical Proposal’

This is a request for Technical Proposal to operate the canteen at the IT Park, Babesa, based on the information given in this document.

The proposal should, at the minimum, consist of the following components:

a. Technical Proposal Form

Please fill up the Technical Proposal form given in Annex 1 and attach relevant documents like your trade license and copy of Citizenship ID Card.

b. Background

Please mention why you are interested in running the canteen and what makes you think that you would be capable of running it successfully.

c. Relevant experience

Please mention your experience in running a restaurant or a canteen. Submit documentary proof if possible.

d. Team

Who are your team members? Who are going to be the cooks? Who is the main cook? Who are the waiters? Do they have the relevant experience? Submit documentary proof wherever possible.

e. Specialties

What are you or your team good at preparing? What are going to be the main items you would have on offer? What will be the main dishes and what about the snacks?

f. Understanding your customers

Do you know the kind of people who work at the IT Park? Based on your understanding, what kind of snacks and dishes will you offer?

g. Operating hours

What will your operating hours be? Will you be able to keep the canteen open on weekends and holidays if necessary? The Canteen may be expected to remain open from 8.00 AM to 10.30 PM daily including weekends and holidays and shall only close when all companies operating from the Tech Park are not working. Besides, the canteen operator shall strive to render services to those staff who work at night on shifts. Will you be able to meet this requirement?

h. Comments on the 'Mode of Operation' and 'Bidding Process'

Do you have any comments on the items mentioned under 'Mode of Operation' or the 'Bidding Process' mentioned above?

i. Fire Safety Plan

Most of the fire accidents start from gas cylinders or electrical short circuits in the kitchen. Please mention what you would do to ensure fire safety. Will you provide your own fire extinguishers? What other precautions will you take?

j. Cleanliness

Please mention about what you would do to ensure cleanliness in the dining area, the kitchen and any storage areas.

5. Deadline for Submission of Technical Proposal

The final deadline for the submission of Technical Proposal is 5 pm on 2nd June 2017. Please submit it in a sealed envelope addressed to the Chief Executive Officer, Thimphu TechPark Ltd., Babesa, Thimphu.

For any clarifications, please call 02-350052/02-350051

All responsive bidders will be informed about the date for presentation as soon as the proposals have been reviewed by the tender committee.

(signed)

Chief Executive Officer

Thimphu TechPark Ltd.

Annex 1

TECHNICAL PROPOSAL FORM

SL No	Particulars	Details to be filled by the bidder
1	Name of bidder	
2	Citizenship ID Card No.	
3	Valid trade license No. (attach copy)	
3	Address with the telephone, Email and Names of the contact persons	
4	No. of years of relevant experience:	
5	Details of experience (e.g. names of canteens or restaurants operated including location)	
6	Names of the chef/cooks to be employed	
7	Details of experience of chef/cook to be employed	
8	Number of waiter/waitresses to be employed (Minimum required is four)	
9	Names of waitresses to be employed	
10	Present address of residence of the bidder and whether he/she would be willing to move to a location closer to the IT Park if his/her bid is successful.	