



Government of West Bengal
Department of Health & Family Welfare
OFFICE OF THE SUPERINTENDENT

M R Bangur Hospital & M R Bangur Super Speciality Hospital

241 & 249 Desh Pran Sashmal Road, Tollygunge, Kolkata 700033

www.mrbangurhospital.org Email: districthospitalspg@gmail.com Toll Free No. 18001205548

Memo No: MRBH / 4205

Date : 7/12/24

Notice Inviting Expression of Interest (EOI) for Setting Up and Operating a Staff Canteen at M.R. Bangur Hospital and a Satellite Unit at M.R. Bangur Super Speciality Hospital.

Subject: Invitation for Expression of Interest (EOI) for Establishing and Operating a Staff Canteen at M.R. Bangur Hospital and Satellite Unit at M.R. Bangur Super Speciality Hospital

Superintendent M.R. Bangur Hospital, located at 241 Deshpran Sasmal Road, Tollygunge, Kolkata - 700 033, invites Expressions of Interest (EOI) from reputable and experienced persons/agencies/MSME units/Self help group for the establishment and operation of a staff canteen with full cooking facilities at M.R. Bangur Hospital and a satellite canteen unit on the 9th floor of M.R. Bangur Super Speciality Hospital. This notice details the requirements and terms for submitting an EOI.

Time & Schedule of EOI:

Sl.No.	Particulars	Date & Time
1	Date of publication of EOI Notice	07.12.2024
2	Pre Bid Meeting Date	10.12.2024, 01.00pm
3	EOI Document Submission Start Date	12.12.2024, 10.00am
4	EOI Document Submission End Date	26.12.2024, 04.00pm
5	EOI Opening Date	27.12.2024, 01.00pm
6	Date of publishing name of selected bidder	Will be notified later

The EOI is to be submitted in two bid system. Envelope 1 + Envelope 2= Envelope 3 (Super scribed Memo no., date and subject of the EOI.) and submitted in the drop box kept at the office of the Superintendent (9th Floor M. R. Bangur Super Speciality Hospital Administrative Building).

1. Scope of Work

1.1 Main Canteen:

Location: M.R. Bangur Hospital premises.

Requirements: Establish and manage a fully operational canteen with comprehensive cooking facilities and a variety of meal options for hospital staff and visitors as per list attached herewith.

1.2 Satellite Unit:

Location: 9th floor of M.R. Bangur Super Speciality Hospital.

Restrictions: No flammable cooking is allowed at this location. The use of non-flammable methods (e.g., hot beverages, precooked meals) is required.


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2. Financial Arrangements

2.1 Cost to Staff:

Responsibility: Staff will pay for their own meals etc. There will be no financial burden on the M.R. Bangur Hospital Authority.

2.2 Agency Responsibilities:

Rent: The selected agency will pay a fixed rent for the provided space.

Utilities: The agency will pay their consumed electricity bills.

3. Agreement Terms

3.1 Duration:

The initial agreement will be for a period of three (03) years, with an option for extension based on mutual consent.

3.2 Timings: 8 am to 8 pm.

3.3 Food Pricing:

Pricing: Rates for food will be prefixed in collaboration with the hospital authority (as per list attached herewith).

Price Hike: There will be no price increase within the first year of operation. Any price adjustments thereafter will require prior approval from the hospital authority.

4. Eligibility Criteria

4.1 Experience:

The agency must demonstrate a proven track record in operating similar canteen services, preferably within a hospital or government/ semi government/ local body institutional environment.

4.2 Compliance:

The agency must adhere to all applicable health, safety, and hygiene regulations and obtain the necessary permits as per government rules.

4.3 Financial Capacity:

The agency must show financial stability and the ability to cover rent, utilities, and other operational costs.

5. Submission Requirements

5.1 Documents to be submitted:

Proposal: Detailed proposal including scope of work, operational plan, menu options, and financial plan.

Credentials: GST Registration, PAN Card, Trade License, FSSAI Certificate.

Experience: Proof of previous experience in similar operations.

Staff Details: List of employees to be deployed, including their roles and qualifications.

Compliance Documents: EPF and ESI registration documents.

5.2 Submission Instructions:

Format: Proposals must be submitted in hard copy.

Sealed Envelope: Submit in a sealed envelope clearly marked "EOI for Canteen Services."

Submission Address: Office of the Superintendent, M.R. Bangur Hospital, [Insert Address].

Deadline: All proposals must be received by 30.09.2024. Late submissions will not be considered.


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6. Evaluation Process

6.1 Evaluation Criteria:

EOIs will be evaluated based on agency experience, financial stability, operational plan, and adherence to the terms and conditions outlined. In case of more than one proposal/application received the selection will be made on the basis of highest average annual turnover during the last 3 years in connection with the similar business.

6.2 Selection Process:

Shortlisted agencies will be invited for further discussions and negotiations before final selection.

7. Legal and Regulatory Compliance

7.1 Compliance:

The EOI process and any subsequent agreements will be governed by the applicable laws and regulations of West Bengal.

7.2 Adherence:

The selected agency must comply with all terms and condition of this EOI and relevant legal and regulatory requirements, including obtaining necessary permits and licenses.

8. Contact Information

For any queries or further information, please contact Accounts Officer, M R Bangur Hospital during working hours.

9. Miscellaneous

9.1 Right to Reject:

M.R. Bangur Hospital reserves the right to accept or reject any or all EOIs without assigning any reason.

9.2 Confidentiality:

All submitted documents will be treated as confidential and will be used solely for the purpose of evaluating the EOIs.

9.3 Amendments:

M.R. Bangur Hospital reserves the right to amend or modify the EOI terms and conditions as necessary.

10. Security Deposit

The successful bidder / tenderer will have to deposit security money Rs. 50, 000/- (Rupees Fifty Thousand) only in the form of Pay Order / Bank Draft in favour of Superintendent, M R Bangur Hospital, payable at Kolkata.

11. Other Terms & Condition for FOOD SUPPLY

11.1 The utensils & other furniture should be in good condition.

11.2 The food should be hygienic & fresh as per specifications.

11.3 Timely supply of cooked food should be ensured.

11.4 Quality should be maintained otherwise supplier will be rejected.

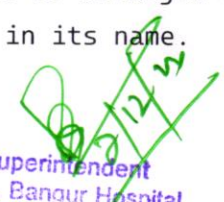
11.5 Rates which will be finalized at the time of agreement will be inclusive of all charges (Tax, servicing or packaging charges).


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- 11.6 In case of refusal of supply and poor quality of food, misbehavior of supplier, etc. the contract will be terminated.
- 11.7 Any other packaged items which are not included in the food item list may be provided as per market price.

12. General Terms & Conditions:

- 12.1 Canteen services at M R Bangur Hospital, Kolkata for Doctors, Nursing Personnel, Staff and Students at hospital Campus is purely on contractual basis.
- 12.2 Canteen shall be meant for serving refreshments, snacks, tea, meals, etc. and such other items and at such prices, as may be settled between the Contractor and the hospital authority.
- 12.3 The services of the canteen will be at the disposal of the doctors, Nursing Personnel, Staff and Students in this hospital and bona fide visitors. The users of the canteen shall be paying for the services directly to the selected vendor.
- 12.4 The canteen will run on all days including Sundays & Holidays and shall remain open during such hours as may be decided by the authority.
- 12.5 The contractor selected for canteen service will be required to maintain highest level of cleanliness standard of hygiene with regard to the persons under his employment and utensils for serving the food. The authority will provide connection for electric supply through a sub-meter to be installed by the vendor. The cost of electricity consumed shall have to be paid regularly or a monthly basis as per the bill raised by the electric sub meter reading by the WBMSCL Persons, The actual cost will be decided by the Authority.
- 12.6 Furniture (Dining Tables & chairs) will be provided by the authority single time only. Maintenance of furniture will be done by the selected vendors. All utensils to be used in Kitchen & Canteen shall be provided by the vendor.
- 12.7 Only mustard oil/ soya bean oil/ rice bran oil/ sunflower oil is permitted for cooking.
- 12.8 The canteen managing committee will pay regular visit to the canteen to supervise and check the quality & quantity of the food items served in the canteen.
- 12.9 The personnel appointed by the vendor must have proper and clean uniform and ID cards for their identification. The personnel so appointed should have the basic knowledge of personal hygiene and safe & clean methods of food handling.
- 12.10 The quality of the raw materials to be used for preparation of food in the staff canteen should be of highest standard and fresh.
- 12.11 The Fuel to be used for cooking will only be LPG and shall be arranged by the contractor. The contractor should have valid commercial connection in its name.


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- 12.12 The vendor will be responsible for maintaining adequate number of persons engaged in cooking, distribution of food and regular disposal of waste.
- 12.13 The vendor should keep the canteen area clean. If at any point of time the Canteen & its premises are found to be unclean, the contractor shall be held responsible and action deemed fit shall be taken by the competent authority.
- 12.14 The vendor shall bear all the expenses for running the canteen and the authority shall not in any manner be liable for any damage caused on incidents like theft, burn, fire, electric shock or bear any compensation for damage or injury or injury caused its workmen during discharging their duty.
- 12.15 The vendor shall not be entitled to use the accommodation allotted by the authority for any other purpose or business other than canteen.
- 12.16 The contractor must possess the requisite valid license Issued by the competent authority for carrying out the business and shall be responsible for complying all laws pertaining to the services in question as well as those pertaining to employment of persons under him.
- 12.17 The persons with preparation and distribution of food will be required to undergo periodical medical check-ups to rule out the possibilities of communicable disease / infection diseases and anybody found suffering from such has to be kept out of engagement till he/she is fully recovered.
- 12.18 The list of personnel deployed for food preparation, handling and serving have to be intimated to the authority from time to time with the valid ID documents like Aadhaar card/Voter card / PAN card.
- 12.19 There shall be no compromise on the quality of food supplied by the vendor and if any such incidence or taste adulteration is found, action deemed fit, including forfeiture of SD money and black listing the firm, shall be taken by the Competent Authority and all the rules of Prevention of Food Adulteration Act (PFA Act) will apply.
- 12.20 The agency will be responsible for complying with payment of minimum wages (State Government) and Other Social Security benefits including prescribed number of leave/ holidays and prescribed hours of works Schedule as per Labour Laws in force from time to time to its employees deployed in the canteen and all related to Social Security (P.F., etc) in case the contractor engages manpower more than the exempted number.


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12.21 Raw materials, cooking medium, fruits, biscuits, and other eatables should be as desired.

12.22 Cooked Items, transport i.e., serving the cooked food must be hygienic. Maintaining proper cleanliness of the Utensils should get top priority. At the time of serving the food one should use hand gloves and apron.

13 Specification of the EOI :

Food items should be divided into 3 (Three) categories:

(i) Break Fast (ii) lunch, (iii) Dinner. Food items for each category will inch qualities of the materials with fixed price and quantity to be served.

14 No sound system will be allowed inside the canteen.

15 Proper display of rate chart (food) should mandatorily be made at reception or cash counter area.

16 The rate of meal of canteen (Doctors, Nursing Personnel, Staff, Students & Visitors) must be equal in all respect.


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Sl No	Category	Food Items	Rate (Approved by Hospital Authority)
1	Breakfast	<ul style="list-style-type: none"> Tea with Milk (50 ml). Coffee (50 ml). Puri Sabji/ Roti Sabji (4 pcs Puri / 3 pcs Roti with sufficient Sabji). 	Rs. 5.00 Rs. 10.00 Rs. 20.00
2	Lunch & Dinner	<ul style="list-style-type: none"> Veg Thali: Cooked Rice (200 gms), Dal (100 gms), Mixed Veg. Curry (75 gms), Plain Veg. Curry (Seasonal- 75 gms). Egg Thali: Cooked Rice (200 gms), Dal (100 gms), Mixed Veg. Curry (75 gms), Egg- 1 pc with 1 pc of Potato. Fish Thali: Cooked Rice (200 gms), Dal (100 gms), Mixed Veg. Curry (75 gms), Fish- 1 pc (75 gms) with 1 pc of Potato. Chicken Thali: Cooked Rice (200 gms), Dal (100 gms), Mixed Veg. Curry (75 gms), Chicken- 2 pcs (125 gms) with 1 pc of Potato. Mutton Thali: Cooked Rice (200 gms), Dal (100 gms), Mixed Veg. Curry (75 gms), Mutton- 2 pcs (100 gms) with 1 pc of Potato. Roti Thali: Roti (4 pcs), Sabji, Dal, Bhaja Special Egg Thali (for Training/ Guest Invitations): (Veg Fried Rice, Double Egg Curry, 2 Pcs Paratha, Seasonal Veg Curry, 1 pc Gulab Jamun) Special Chicken Thali (for Training/ Guest Invitations): (Veg Fried Rice, Chicken Curry, 2 Pcs Paratha, Seasonal Veg Curry, 1 pc Gulab Jamun) Special Mutton Thali (for Training/ Guest Invitations): (Veg Fried Rice, Mutton Curry, 2 Pcs Paratha, Seasonal Veg Curry, 1 pc Gulab Jamun) Extra Rice (100 gms) Extra Roti Chicken Biryani 	Rs. 35.00 Rs. 45.00 Rs. 60.00 Rs. 75.00 Rs. 120.00 Rs. 35.00 Rs 70.00 Rs 120.00 Rs. 160.00 Rs. 5.00 Rs. 6.00 per piece Rs. 150.00


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		<ul style="list-style-type: none"> • Mutton Biriyani • Veg Fried Rice (Half) • Veg Fried Rice (Full) • Egg Fried Rice (Half) • Egg Fried Rice (Full) • Chicken Fried Rice (Half) • Chicken Fried Rice (Full) • Mix Fried Rice (Half) • Mix Fried Rice (Full) • Miscellaneous: <ol style="list-style-type: none"> 1. Chicken Curry (Half-2 pcs) 2. Chicken Curry (Full-4 pcs) 3. Mutton Curry (Half- 2 pcs) 4. Mutton Curry (Full- 4 pcs) 5. Chilli Chicken (Half - 2pc) 6. Chilli Chicken (Full - 4 pc) 7. Chana Masala 8. Plain Tarka 9. Egg Tarka 10. Paneer Curry 11. Ghugni 12. Sabji Curry 13. Puri 14. Plain Paratha 15. Aloo Paratha 16. Boiled Egg (1 Egg) 17. Omlet (1 Egg) 18. Omlet (2 Egg) 19. Bread Omlet ($\frac{1}{4}$ lb) 	Rs. 200.00 Rs. 40.00 Rs. 60.00 Rs. 45.00 Rs. 65.00 Rs. 50.00 Rs. 80.00 Rs. 60.00 Rs. 100.00 Rs. 40.00 Rs. 80.00 Rs. 80.00 Rs. 140.00 Rs. 50.00 Rs. 80.00 Rs. 25.00 Rs. 25.00 Rs. 35.00 Rs. 60.00 Rs. 15.00 Rs. 20.00 Rs. 7.00 per piece Rs. 8.00 per piece Rs. 20.00 per piece Rs. 10.00 Rs. 12.00 Rs. 20.00 Rs. 22.00
3	Desserts	<ul style="list-style-type: none"> • Rasgulla (1 pc) • Sandesh (1 pc) • Curd (Sweet/ Normal- 100gms) 	Rs. 8.00 Rs. 8.00 Market Price (at actual)


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4	Snacks	• Bread (3 pcs)	Rs. 10.00
		• Bread Toast with Butter/ Jam (2 pcs)	Rs. 20.00
		• Egg Toast (2 pcs Bread + 1 Full Egg)	Rs. 25.00
		• Fish Fry (100 gms)	Rs. 75.00
		• Chicken Cultet	Rs. 45.00
		• Aloo Chop	Rs. 7.00
		• Dim Chop	Rs. 10.00
		• Bread Chop	Rs. 10.00
		• Beguni	Rs. 5.00
		• Peyaji	Rs. 5.00
		• Samosa	Rs. 6.00
		• Maggi (1 pkt)	Rs. 25.00
		• Maggi (2 pkt)	Rs. 40.00
		• Veg Roll	Rs. 25.00
		• Egg Roll	Rs. 30.00
		• Chicken Roll	Rs. 40.00
		• Egg Chicken Roll	Rs. 50.00
		• Double Egg Roll	Rs. 35.00
		• Double Egg Chicken Roll	Rs. 55.00
		• Veg Chowmin (Half)	Rs. 25.00
		• Veg Chwomin (Full)	Rs. 40.00
		• Egg Chowmin (Half)	Rs. 30.00
		• Egg Chowmin (Full)	Rs. 50.00
		• Chicken Chowmin (Half)	Rs. 40.00
		• Chicken Chowmin (Full)	Rs. 70.00
5	Others	• Packaged Drinking Water	Market Price (at actual)
		• Soft Drinks	Market Price (at actual)
		• Ice Cream	Market Price (at actual)
		• Cakes/ Others	Market Price (at actual)


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