



E-TENDER DOCUMENT

FOR

CATERING SERVICES



Government of West Bengal

Department of Health & Family Welfare

OFFICE OF THE SUPERINTENDENT

M R Bangur Hospital & M R Bangur Super Speciality Hospital

241 & 247 Desh Pran Sasmal Road, Tollygunge, Kolkata - 700033

www.mrbangurhospital.gov.org, Email: supdt_mrbh@wbhealth.gov.in, districthospitalspg@gmail.com



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Department of Health & Family Welfare
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M R Bangur Hospital & M R Bangur Super Speciality Hospital
241 & 249 Desh Pran Sashmal Road, Tollygunge, Kolkata - 700033
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Memo No. : MRBH/ 3057

Date: 09.07.24

Notice Inviting E-tender

The Superintendent of M.R. Bangur District Hospital, 241, DPS Road, Kolkata-33 invites e-Tender from the interested bonafide caterer engaged in food catering business for supply of food for different meeting, training or other purposes at M R Bangur Hospital and M R Bangur Super Speciality Hospital and to upload relevant documents in the form of .pdf files to <https://wbtenders.gov.in> within the specified time schedule mentioned hereunder for the following work. Queries in the matter, if any, may please be emailed to districthospitalspg@gmail.com after the publication of this notice.

The contract will be initially for a period of two year. However, the contract may be extended subsequently, on mutual consent, and on same terms and conditions for a period of not more than six months at a time (upto a maximum of two years) on review of quality of performance, depending upon the requirements and administrative conveniences of the office. Approximate Tender Value is Rs 05 Lakhs.

SECTION - I

- i. **The tender documents can be downloaded from the website of <https://wbtenders.gov.in> or www.mrbangurhospital.org**
- ii. **The intending and eligible bidders may submit the tenders online at <https://wbtenders.gov.in> in two bids systems {i.e. (i) Technical Bid and (ii) Financial Bid} in the prescribed proforma. **Tenders are to be submitted online** only using the e-procurement portal <https://wbtenders.gov.in>**
- iii. **The Bidders who have not enrolled/registered in e-procurement portal should enroll/register before participating through the website <https://wbtenders.gov.in>. The portal enrolment is free of cost.**

- iv. The applicant has to deposit Earnest Money (EMD) of Rs. **10000/- (Rupees Ten Thousand only/-)** through online. As this e-tender is related with a work contract, **registered SSI units / MSME (having Udyog Aadhar)** participating in Govt. Tenders, are not eligible for exemptions from payment of earnest money and security deposit (EM&SD).
- v. The Tender Inviting Authority (TIA) reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or to reject any or all tenders without giving any notice or assigning any reason. The decision of the Superintendent, M R Bangur Hospital in this regard shall be final and binding on all.
- vi. The Bidder is expected to examine all instructions, forms, specifications, terms and conditions in the Bid Documents. Failure to furnish all information and documents required as per the Bid Documents or submission of bids not substantially responsive to the Bid Documents in every respect will be at the Bidder's risk and shall result in rejection of the bid.

vii. Tender Schedule :

Date of uploading e-NIT	09.07.2024, 03.00pm
Online documents download start date	10.07.2024, 10.00am
Pre- bid meeting to be held at the 9 th Floor Conference Room, MRBSSH	12.07.2024, 02.00pm
Online bid submission start date	14.07.2024, 10.00am
Online bid submission closing date and time	21.07.2024, 06.55pm
Online bid opening date for Technical Proposals	23.07.2024, 03.00pm
Date of online uploading list for Technically Qualified Bidders	Will be notified later
Date of Online opening of financial proposal	Will be notified later

SECTION - II

GENERAL TERMS AND CONDITIONS

1. Earnest Money Deposit (EMD):

- a) Earnest Money of **Rs. 10000/- (Rupees Ten Thousand only)** shall be paid online. Earnest Money in any other form will not be accepted.
- b) Tenderer shall not be permitted to withdraw his offer or modify the terms and conditions thereof. In case the tenderer fails to observe and comply with the stipulations made herein or backs out after quoting the

rates the aforesaid amount of earnest money will be forfeited.

- c) The tenders without Earnest Money Deposit will be summarily rejected.
- d) No claim shall lie against the Government/ Department in respect of erosion in the value or interest on the amount of earnest money deposit or security deposit.

2. **Period of validity of Bid:** Bid shall be valid for 90 days after the date of opening of bids.

3. **Period of Contract/Duration:** The contract will be initially for a period of two year. However, the contract may be extended subsequently, on mutual consent, and on same terms and conditions for a period of not more than six months at a time (upto a maximum of two years) on review of performance, depending upon the requirements and administrative conveniences of the office.

4. **Preparation and Submission of Tender:**

The tenders have been invited under **two bid systems i.e. Technical Bid and Financial Bid.**

The necessary documents should be uploaded in the wbtenders.gov.in portal as per the guidelines mentioned in the portal.

Below are the documents to be up loaded by bidder at the time of submitting bid online.

Technical bid (The list of the documents to be uploaded)

- i. Bid Form/Tender form and Declarations/Letters (Annexure - I)
- ii. Registration of firm/company.
- iii. Credential certificate issued by Central/State Government/Public Sector companies for one year or more during the last five years for similar works.
- iv. PAN card of firm/company/individual.
- v. IT return filed for the last 3 financial years.
- vi. Goods Service Tax (GST) registration certificate.
- vii. FSSAI Registration Certificate.
- viii. Trade License.

Financial bid

The quotation should be filled in the financial bid document downloaded from portal (BOQ.xls sheet) and the same should be uploaded.

5. Technical/Qualifying Bid:

- a) The Technical bid should be submitted online as mentioned above.
- b) All documents asked must be uploaded as part of Technical/Qualifying bid.

6. Financial Bid:

- a) The Financial Bid should be submitted online as mentioned above. The Financial Bids of those bidders who are found qualified, will be opened on a specified date and time.
- b) The rates quoted shall be firm and final for the entire period of contract.
- c) Terms of payment as stated in the Tender Document shall be final.
- d) At the time of payment of bills, the income tax and other taxes, if any, shall be deducted at source as per Government rules and guidelines as may be prevailing at the time of payment.

7. Personal Hygiene:

The Agency shall ensure that staff deployed in catering services is free from any infection or communicable diseases and arrange their regular Health checkups. The staff should trim their nails regularly and wear caps & gloves at the work place. Smoking, eating or chewing of tobacco/zarda/gutka / drinking liquor etc, spitting is strictly prohibited.

8. Quality Maintenance:

- a) The eatables served by the Agency to the employees shall be completely hygienic, free from any sort of adulteration or foreign ingredients etc. Dishes containing any foreign ingredient shall not be served. The packaging materials must have to be of food grade.

- b) Non-vegetarian dishes shall be made from fresh and good quality chicken or Fish; and shall be purchased from standard authorized shop.

The pieces of non-vegetarian items shall not be too small or too big. Unnecessary shreds and small bone pieces shall be removed. The non-vegetarian items shall be washed and marinated properly before cooking.

- c) All vegetables used shall be fresh and shall not be rotten. The Agency shall be responsible for their hygiene and safety. All the items being used shall be stored properly and used before the expiry. Maintain hygienic conditions in cooking/pantry area & dining/serving areas.

9. Penalties:

Any kind of deviation in standard of food quality, packaging quality and delay in delivery of food will attract penalty. The manner of penalty will be usually in monetary mode.

- a) Any complaint regarding food quality or quantity for an item or the entire menu can cause penalty of upto 10% of the entire work value.
- b) Penalty will be charged upto 10% in case of poor packaging material and spilling, leaking or mixing of foods in a single cases or more depending upon the
- c) For delay of more than 30 minutes in serving food will be penalized by deduction of amount of all the plates of that serve time.

10. Subletting of Work:

The firm shall not assign or sublet the work or any part of it to any other person or party without having first obtained permission in writing from the competent authority, which the authority will be at liberty to refuse if he thinks fit.

11. Terms of payment:

- a) No payment shall be made in advance nor any loan from any bank or financial institution shall be recommended on the basis of the order of award of work.
- b) The contractor shall submit the monthly bill in the first week of following

month in respect of previous month (in case of monthly payments) along with copy log book duly signed by appropriate authority for sanction of the amount of bill and passing the bill for payment.

- c) All payments shall be made by RTGS/NEFT using PFMS.
- d) The competent authority shall be at liberty to withhold any of the payments in full or in part subject to recovery of penalties mentioned in this tender.
- e) The term "payment" mentioned in this para includes all types of payment due to the contractor arising on account of this contract excluding Earnest Money and Security Deposit governed by the separate clauses of the contract.

12. Termination of Contract:

Termination for defaults: The TIA, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Agency, Moreover, the contract may be terminated on mutual consent by giving one- month notice in advance, terminate the contract in whole or in part:

- a) If the Agency fails to deliver any work within the time periods specified in the contract, or any extension thereof granted by the authority;
- b) If the Agency becomes bankrupt or otherwise insolvent.
- c) If the Agency, found in fraudulent practices against the hospital.
- d) And any of its acts spoil to the integrity of the hospital, by any means.

13. Agreement:

After payment of Security Deposit of Rs 40000/- ,the successful bidder will have to enter an agreement on non-judicial stamp paper of Rs.50/- initially for a period of two year, further extendable subject to clause 3. Cost of execution of agreement shall be borne by the contractor. Final work order shall be issued only after execution of the agreement by the successful contractor. Apart from other things, all clauses of this tender document shall form the integral part of the agreement.

SECTION - III

(TENDER SPECIFIC TERMS & CONDITIONS)

1 Eligibility:

Documentary evidence for the under mentioned items should be submitted along with the bid:

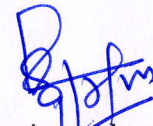
1. Bidder should be a professional with a minimum of 1 year's experience in providing in-house catering (i.e., Veg, Non-Veg, South Indian, North Indian, Chinese, Continental, etc.) to government, semi-government or institutions, banks, corporate sector, etc.
2. Minimum annual turnover of bidder should be Rs. 05 lakhs during last three financial years supported by documentary proof/audited or CA certified statement of accounts.
3. The bidder should not have rescinded/abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract. The bidder shall give details of all disputes he/she had with his/her clients and furnish the status of arbitration, if any.
4. Bidder should have applicable registrations with statutory authorities such as Regional Labour Commissioner (Central), ESI, PF, PAN, TIN, VAT, CST, Service Tax, etc. The copies of certificates of registration should be enclosed.

- i The bidder have registration for Goods Service Tax (GST).

2 Special conditions of contracts:

3 Payment terms:

Payment will be made by way of RTGS/NEFT/IMPS using PFMS against the submission of monthly bills (in triplicate) with Log Book duly signed by the designated user(s). The monthly bill shall be paid only after tax deduction at source (TDS) as applicable from time to time.



Superintendent
(M R Bangur Hospital, Kolkata)

Memo No. MRBH/.....3057/1(9)

Date: 09-07-24

Copy forwarded for information to:

1. The Director of Health Services, Govt. of West Bengal, Swasthya Bhawan, Kolkata – 91
2. The Mission Director, NHM, Govt. of West Bengal, Swasthya Bhawan, Kolkata – 91
3. The District Magistrate, South 24 Parganas.
4. The CMOH, South 24 Parganas.
5. All Members of Tender Selection Committee, MRBH.
6. The IT Cell, Swasthya Bhawan, Kolkata – 700091 with the request to publish the NIT in departmental website.
7. The DEO, MRBH is directed to publish the NIT in the hospital website.
8. Office Notice Board, MRBH,
9. Office copy



Superintendent
(M R Bangur Hospital, Kolkata

Annexure-I

Proforma for TECHNICAL BID

GENERAL

- I. Name of Tendering Company/ Firm / Agency/Individual : _____
- II. Nature of the concern : _____ (i.e. Sole proprietor or partnership firm or a company under Company Act 1956)
- III. Full Address of Office of the Company/ Firm / Agency/Individual: _____

- a. Telephone/Mobile No:
b. E-Mail Address :
- IV. PAN / GIR No. of the Company/ Firm / Agency/Individual : _____ (Attach attested copy)
- V. Photocopy of income tax returns for latest year: _____ (Attach attested copy)
- VI. Goods Service Tax (GST) Registration No. : _____ (Attach attested copy).
- VII. The Company / Firm / Agency should have at least one year of experience in providing services of supplying Catering Service to Central/State Govt. organization/PSUs etc. (Attach the attested or original copies of relevant experienced documents)
- VIII. Whether each page of tender and its annexure have been signed and stamped: _____ (Yes/No)

I/We hereby declare that the information furnished above is true and correct.

Place :

Signature of Bidder/Authorized Signatory
with seal of the firm

Date :

Name of the Bidder _____

Annexure-II

FINANCIAL BID

- i The Tenderer shall be required to download BOQ sheet of this tender from government tender portal and quote only service charges in figures which are highlighted in light blue color and the same is to be uploaded.
- i Conditional bid shall not be considered and will be rejected outright.**

I/We have read and understood the tender for supply of catering service vide No. and other documents issued by you, we hereby quote the rates (inclusive of all taxes & duties **with Goods Service Tax (GST)** as under for supply of registered commercial vehicles on hire basis as detailed below:

Signature of Bidder with
seals

ANNEXURE - A**(Breakfast, Lunch & Dinner for CCU Training) Price Ceiling Rs 250/- Incl. GST****SCHEDULE OF ITEM TO BE SERVED****I. Breakfast**

S. No.	Food Menu	Remarks
1.	Bread, Butter, Omelet	Breakfast Set Menu (Option - A)
2.	Poori with Aloo curry,	Breakfast Set Menu (Option - B)
3.	Tea/coffee	Any one item

II. Lunch

S. No.	Food Menu	Remarks
1.	Plain Rice, Alu/Brinjal/ Bhindi Fry, Dal Seasonal Veg Curry, Fish Curry, Chutney	Lunch Set Menu (Option - A)
2.	Plain Rice, Alu/Brinjal/ Bhindi Fry, Dal Seasonal Veg Curry, Chicken Curry, Chutney	Lunch Set Menu (Option - B)
2.	Veg Fried Rice, Chilli Chicken	Lunch Set Menu (Option - C)

III. Dinner

S. No.	Food Menu	Remarks
1.	Tawa Roti / Paratha (3 pcs) Mixed Vegetable/Dal Fry/ Egg Tarka Mixed Pickle (Common)	Any one item

ANNEXURE – B**(For Other Meeting, Training, Gathering, Visit etc Purpose)**

Sl No.	Food Menu		
01.	High Tea Menu Freshly Baked Chicken Croissant Tea Cake Chocolate Cookie with choco chips Coffee/ Milk Tea/Green Tea/ Herbal Tea		
02.	Grilled Vegetable Club Sandwich		
03.	Grilled Chicken Club Sandwich		
04.	Egg Roll (Double)		
05.	Chicken Roll		
06.	Paneer Roll		
07.	Chicken Biryani		
08.	Mutton Biryani		
09.	Chicken Chaap		
10.	Mutton Kosha		
11.	Fried Rice & Chili Chicken		
12.	Plain Rice, Alu/Brinjal/ Bhindi Fry, Dal Seasonal Veg Curry, Fish Curry, Chutney		
13.	Plain Rice, Alu/Brinjal/ Bhindi Fry, Dal Seasonal Veg Curry, Chicken Curry, Chutney		
14.	Plain Rice, Alu/Brinjal/ Bhindi Fry, Dal Seasonal Veg Curry, Mutton Kosha, Chutney		