



INSTITUTE OF HEALTH & FAMILY WELFARE

(Department of Health and Family Welfare, Government of West Bengal)

29, GN BLOCK, SECTOR – V, BIDHAN NAGAR, KOLKATA – 700 091.

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Memo No. IHFW/CANTEEN/14/2014/Pt.1/939

Dated, Kolkata: 07/09/2018

Notice inviting E-Tender for selection of bidders for **Running the Canteen** of Institute of Health and Family Welfare for the period from 1st November, 2018 for the year 2018-2020 and subsequent period, if any.

(Through Pre-qualification)

(Submission of Bid through NIC e-Tender Portal)

The Director, Institute of Health & Family Welfare having its office at GN-29, Sector V, Salt Lake, Kolkata-700 091 is going for E-Tender in the NIC Portal for selection of Bidder for **Running the Canteen** of Institute of Health and Family Welfare for the period from 1st November, 2018 for the year 2018-2020 and subsequent period for its extension, if required for a further period as agreed by the authority and selected bidder.

1. **General Instruction:** -

In the event of e-filling, intending bidder may download the tender documents free of cost from the website <http://www.wbtenders.gov.in> directly with the help of Digital Signature Certificate or from the Institute website www.ihfwkolkata.org and necessary earnest money payable through e-payment i.e. NEFT/RTGS or Net Banking.

2. **Submission of bids:** -

Both Technical bid and Financial bid are to be submitted concurrently duly digitally signed in the website <http://www.wbtenders.gov.in>. All papers must be submitted in English language.

3. **Time schedules for the e-tender:** -

The time schedule for obtaining the bid documents, pre-bid meetings, registration with the tendering authorities and submission of bids and other documents etc. will be as per list provided in clause 16 as given below:

4. **Eligibility for Quoting:** -

The Inviting for bid is opened to all for procurement of the above work having the requisite certificates and credentials as enlisted below.

5. **Bank solvency certificate:** -

The certificate shall be for any date within last 3 months from the date of issue of this tender. The bank Solvency must be for an amount upto a limit of minimum of Rs.1,00,000/- (One Lac).

6. **Eligibility Criteria:** -

The bidder should have ISO certificate and supplied in last 3 (three) years from the date of tender opening, at least 100% of the quoted quantity as per annexure A of the similar nature of service of each category meeting major specification parameters, which has been functioning satisfactorily, preferably, in a similar type and nature of Government office of similar size in India.

7. **Submission of the tenders:** -

The tender is to be submitted in a two bid system on line:

Technical proposal:

(a) Statutory cover containing the following documents.

(i) **COVER- A**
"BID A"

A	Certificate of Registration
B	Signed NIT & Application in the prescribed format given in Annexure B

(ii) **COVER - B**
"(BID A)" (SINGLE FILE MULTIPLE PAGE SCANNED)

Essential requirements of the Tendering Firm for participation shall contain all papers related to the essential requirements of the Tenderer for participation in the tender viz.

A	I.T Returns submitted for the financial year 2014-15, 2015-16, 2016-17
B	S. Tax / VAT/GST Returns for the year 2014-15, 2015-16, 2016-17 as applicable.

(b) **Non-statutory/My Space Containing the following documents: -**

Sl. No.	Category	Sub-category description
A	Certificates	PAN Card of the authorized signatory
		Professional Tax registration certificates
		ESI registration certificate
		EPF registration certificates
		Service TAX registration certificates & Pollution Certificate.
B	Company details	Trade License,Enlistment,Food License, Fire License
		List of available equipment and tools
		Bank Solvency Certificate.
C	Credential	Credential certificate of achieving similar nature of service at least in two financial years during the last three financial year by deploying minimum 100% of the quoted quantity with Minimum turnover of Rs.1 Lac in similar nature of work.
		As per eligibility criteria
D	Financial Info	1. P/ L & Balance sheet 2014-2015 F. Y
		2. P/ L & Balance sheet 2015-2016 F. Y
		3. P/ L & Balance sheet 2016-2017 F. Y

Technical qualification criteria are essential and must be met to be qualified in next step (Financial Bid), otherwise financial bid will not be opened and the bid should be treated as "Non-Responsive"

Financial Cover: BID B

- The folder as "Financial bid" shall contain
- Rates are to be quoted in Indian currency both in figures and in words;
 - Rate quoted by the tenderer should be inclusive of all taxes and charges along with all other foreseeable incidental ones. The accepted rate shall be valid throughout the period.
 - If any problem arises in the Server generated comparative chart at the time of financial bid opening a comparative chart will make manually if required.

8. Evaluation of the tenders

- During the tender evaluation process, the "Bid A" will be opened first. Those Tenderer who have qualified the essential and other requirements will be identified and only their "Bid B" i.e. financial bid will be opened. The "Bid B" i.e. financial bid of those Tenderer failing to meet the technical and other requirements of participating in the tender will not be opened and rejected. If found suitable in the Context of above pre-qualification etc. the Tenderer quoting the lowest rate will be considered as .successful
- Withdraw of tender or any revision thereof after deadline of submission of the tender by the Tenderer will not be allowed EMD of the Tenderer will be liable to forfeiture upon
 - withdrawal by any tenderer at any stage subsequent to the opening of tender
 - failure/refusal to enter into agreement for providing service at accepted rate and terms and conditions within specified time

The tendering authority reserves the right to withdraw the tender at any stage. In such contingency the selection it already made in favour of the tenderer shall be treated as cancelled.Security deposit will be

liable to forfeiture without prejudice to any other action in the event of failure/refusal to provide the service at the contracted rate and terms and conditions

09. INFORMATION & PARTICULARS :-

(i) Total financial transaction amounting to Rs. 2,50,000/- (aprox.) per annum for supply of Lunch, Tea, etc. to this institute with the caterer.

(ii) Facilities available for running the Canteen: -

- A large size hall with furniture, provision for electric and water supply round the clock.
- Refrigerator, Aqua-guard with Cooler-cum-Purifier have to be arranged and maintained at the own cost of the caterer.
- Electrical fittings with tube lights and ceiling fans (Electric consumption charges has to be re-imbursed).
- Provision for night stay (for one or two workers) may be arranged within canteen premises.

Available infrastructure of Canteen and kitchen at the ground floor of the main hostel block of the Institute must be inspected during office hours before submitting tender application for the purpose.

10. Minimum staff required: -

One (1) Supervisor, one (1) Cashier and adequate number of canteen workers / servers (depending on work load) for preparation of hygienic food, viz. bed tea, breakfast, lunch, dinner, tea and snacks etc. also for serving the same at dining hall and in other institute blocks.

11. Rules & Regulations: -

- i) Working hour of the Canteen is normally from 6 A.M. to 10 P.M.
- ii) The employees / workers of the canteen should have basic knowledge & practice in health & personal hygiene, cleanliness etc. The behaviour of the canteen employees should be respectful and polite and they should not have any addiction.
- iii) There should be an uniform for all categories of staff with photo identity card.
- iv) Priority in serving food should be given to the staff of the Institute & participants of training programme. During training / seminar / workshop essential services of supply of food, tea, biscuits to the Admin. Building of the IHFW will have to be rendered.
- v) Outsiders may be entertained beyond schedule Tiffin, lunch, dinner hour of the Institute. Consumption of food shall be strictly made inside the dining hall.
- vi) No alcoholic beverage is allowed inside the canteen premises.
- vii) There should be arrangement to make available by the Canteen enterprises for special type of crockery set for serving tea, coffee, snacks and other food during the high-power seminars, workshops etc. involving high level officials and dignitaries.
- viii) Canteen will have to keep open the canteen services during holidays and Sundays as per requirement.
- ix) Canteen will have to ensure the availability of services beyond office hours.

12. Terms & Conditions: -

- A. Foods / Drinks should be supplied at a subsidised rate in lieu of other infrastructural facilities.

- B. Should have sufficient experience & capability for running of an office canteen of any Govt. / Semi Govt. / Autonomous body. Copies of Trade license / all other relevant certificates should be submitted along with the application.
- C. Considerable amount of rental charge is to be paid i.e. Rs. 25.00 per sq. ft. for occupancy / use of the space measuring 749.83 sq. ft. say 750 sq. ft. as detailed below: -

<i>Sl. No.</i>	<i>Particulars</i>	<i>Area (Sq. Ft.)</i>	<i>Remarks</i>
1.	Dining Hall	553.83	Chargeable
2.	Cooking Store	205.38	Free use
3.	Store	89.38	Free use
4.	Inside passage (Kitchen)	95.94	Common use
5.	Kitchen	196.00	Chargeable
6.	Bathroom	39.06	Common use
7.	Open covered space	35.00	Common use
	Total Area:	1214.59	
	Less: Common use and free use:	464.76	
	Total Chargeable area:	749.83	
		R.O. 750.00	

Considering the fact that the canteen caterer would generally be a small enterprise requiring subsidization, the Institute has exempted payment of rent on the items of the spaces at Sl. No. 2, 3, 4, 6 & 7.

- D. Tenderers are specially directed to submit the quotations stating cost of different items as well as their quantity for breakfast / lunch / dinner (Both North Indian / South Indian / Bengali special / Chinese) etc.
- E. The entire area both inside & outside the canteen premises should be kept neat and clean and canteen garbage is to be removed regularly at their own cost.
- F. The selected party is to abide by terms & conditions of the agreement strictly to be executed by the canteen enterprise with the Institute authority.
- G. The agreement is liable to termination in case of non-fulfilment of the terms of agreement by either side with a notice of one month.
- H. A security deposit for an amount of Rs. 20,000.00 (Rupees Twenty Thousand) only in the name of "Institute of Health & Family Welfare, Kolkata" shall be deposited at the time of agreement.
- I. Monthly electric consumption charges for running the canteen as per sub-meter reading shall have to be re-imbursed within seven days from the date of receiving of the Electric Bill by the canteen enterprise to the Institute.
- J. Selection will be made for one year only subject to renewal, if performances are found satisfactory. Criteria of good performance will be judged on the basis of client satisfaction which may be obtained through the feedback from the trainee participants and staff of the Institute.
- K. The decision of the Director, IHFW regarding acceptance / rejection or otherwise either in part or full shall be final. IHFW may think of re-advertising if none found suitable.
- L. All responsibility for payment to the persons employed by the Canteen enterprise would be their liability and in no case the Institute shall be responsible thereof.
- M. The Canteen would have to serve Tea / Food etc. at the office of the IHFW as per order as and when required.

13. The menu should be as follows and printed Menu chart with rates should be displayed: -

- (a) Standard bed tea with tea bags to be served with.
- (b) Breakfast from at 8 a.m. to 10 a.m.

Menu :- Luchi / Paratha, vegetable curry, dal, boiled egg, bread & butter, fruits, tea / coffee / fruit juice / pickle etc.

(c) Tea to be served at 11 – 11.30 a.m. (during training) to the trainer, trainees, staff of the institute

(d) Lunch – 1 to 2 p.m. (subject to changes as and when necessary)

Menu: - Bengali dishes, i.e. Rice, dal, bhaji, sabji, fish curry / egg curry, mutton / chicken curry, panir, chatni, dahi etc. South-Indian dishes, i.e. Dhosa, Idli, Upma, Sambar, Bada etc. and also North Indian & Chinese etc.

(e) Tiffin (evening)

Tea / coffee & biscuits

Tea / Coffee also to be served at 3 – 3.30 p.m. (during training) to the trainer, trainees, staff of the institute.

Evening snacks should be supplied as and when required during the training programmes. Soft drinks, Mineral Water, Sweets etc. would have to be supplied.

(f) Dinner – 9 to 10.00 p.m. (Hot & Fresh)

Menu :- Bengali dishes, i.e. Rice, dal, bhaji, sabji, fish curry / egg curry, mutton / chicken curry, panir, chatni, dahi etc. South-Indian dishes, i.e. Dhosa, Idli, Upma, Sambar, Bada etc. and also North Indian & Chinese etc.

14. Eligibility Criteria:-

Self-attested photocopies of valid trade license current professional tax & Income Tax Clearance Certificate, PAN Card and Receipt of deposit of earnest money of Rs. 5,000/- (Rupees Five Thousand) only should be submitted alongwith quotation, Original Certificate may have to be produced as and when required.

Credentials should be submitted alongwith quotation, Only those firms who have experience of atleast 5 years for running Canteen in Institution / Govt. Organisation will be allowed to participate in the above mentioned job / tender.

The authority shall have the right to inspect the infrastructure and quality of service rendered by the organization before entering into the agreement.

The authority reserves the right to accept or reject any quotation or a part thereof or all quotations without assigning any reason whatsoever and it is not also obligatory to accept the lowest rate.

15. Contractor's Responsibility & Liability:

(i) The Canteen Contractor shall be safely responsible for the redressal of grievances / resolution of disputes relating to persons deployed.

(ii) The Canteen Contractor is responsible in providing the necessary undertaking & documentary evidence in regard of deployment of manpower.

(iii) The Canteen Contractor shall ensure that the personnel deployed are healthy to perform the assigned duty.

(iv) The Canteen Contractor shall ensure that the personnel deployed by it are disciplined & shall not engage in any sorts of activities detrimental of the dignity of the institute.

(v) If any sort of putrified of food causing health problem, either minor or major is reported for any of the canteen food, the compute onus and shall be with the vendor. The vendor shall take responsibility including financial loss etc. for the diners. Under any such case, canteen contract can be terminated by forfeiting the security deposit.

(iv) The contractor shall not change any canteen manpower frequently or without intimation to the contracting institute.

(vii) The institute reserves the rights to impose a penalty on the contractor for any serious lapses in maintaining the quality by the contractor or his staff for any adulteration etc.

N. B. :-

All the items must be served freshly prepared & no previously cooked & stored food should be supplied. Quality & Quantity must be strictly followed in the case of all supply.

15. LEGAL JURISDICTION:

The legal jurisdiction of this contract shall be restricted within judicial jurisdiction of the High Court, Kolkata.

16. Important information:

1.	Date of uploading in the website: http://www.wbtenders.gov.in	11.09.2018
2.	Date of uploading in the Institute website: http://www.ihfwkolkata.org	11.09.2018
3.	Online documents download start date	11.09.2018
4.	Date of holding pre bid meeting in the chamber of the Director, IHFW, GN 29, Sector V, Salt Lake, Kolkata - 700 091	14.09.2018 at 12 noon.
5.	Bid submission start date (online)	11.09.2018
6.	Closing date & time for submission of E-Tender (online) in the e-tender website of IHFW and NIC Portal.	24.09.2018 at 12 noon
7.	Date & time for opening of e tender (on line) in the office chamber of the Director, IHFW (both technical and financial bid	28.09.2018 at 2 pm
8.	Date of start EMD pay online through Net Banking or NEFT/ RTGS	11.09.2018

Help Desk:

- a, A help desk is formed in the office of the IHFW, Ground floor in the chamber of the Administrative Officer, IHFW.
- b. The interested parties may contact personally or through telephone vide no **033-23574531/ 033-40623009** or mail their queries in the mail address: ihfwkolkata@gmail.com


Director, IHFW, Kolkata.

Annexure B

(To be furnished in the Company's official letter pad with full address and contact no etc.)

To,
The Director,
Institute of Health & Family Welfare,
GN-29, Sector -V,
Saltlake,
Kolkata-700 091.

Sub: Notice inviting **E-Tender** for selection of bidders for **Running the Canteen** of Institute of Health and Family Welfare for the period from 1st November, 2018 for the year 2018-2020 and subsequent period, if any.

Ref: IHFW/CANTEEN/14/2014/Pt.1/939

Dated, Kolkata: 07/09/2018.

Sir,

1. Having examined the pre-qualification & other documents published in Notice Inviting Quotation, we hereby submit all the necessary information and relevant documents for evaluation.
2. That the application is made by me / us on behalf of in the capacity of duly authorized to submit the offer.
3. The authorization letter from the Company is to be attached, if required.
4. We accept the terms & condition as laid down in the NIT mentioned above and declare that we shall abide by it for throughout the tender period, if being selected.
5. We understand that: (a) The authority under IHFW, Kolkata can amend the scope & value of the contract bid under this project.
(b) The authority under IHFW, Kolkata. reserves the right to reject any application without assigning any reason.

Date: -

Signature of applicant including tittle and Capacity in which
application is made.

Contact no:

Tele:

Mobile:

e-mail address:

ANNEXURE VII

FORM OF SOLVENCY CERTIFICATE FROM A BANK.
[IN THE LETTER HEAD OF BANK]

Ref No.....

Date.....

TO WHOM IT MAY CONCERN

This is to certify that to the best of our knowledge and information that M/s..... having its registered office at (address) is/are the customer of repute of our bank and can be treated as good & financially solvent for any engagement of business up to a limit of minimum ₹ **1,00,000** (one lac).

This certificate is issued without any guarantee or responsibility on the bank or any of the officers.

Signature of the Branch Manager
Seal of the Bank