

5/1/2022

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 & 249 Desh Pran Sashmal Road, Tollygunge, Kolkata - 700033
www.mrbangurhospital.gov.in Email: suptd_mrbh@wbhealth.gov.in, districthospitalspg@gmail.com

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Memo No. MRBH/1109

Date: 18/07/2019

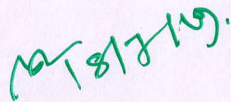
TENDER NOTICE
FOR
CATERING SERVICES

M R BANGUR HOSPITAL invites sealed tenders under **two-bid** system from reputed and experienced agencies for providing Catering Services at the above address.

The interested agencies are required to submit the technical and financial bid separately. The bids in Sealed Cover-I containing "Technical Bid" and Sealed Cover-II containing "Financial Bid" should be placed in a third sealed cover superscribed "Tender for Catering Services" and should reach **M R Bangur Hospital on or before 26.07.2019 at 02.00pm**. The technical bids shall be opened on the same day at 03.00pm at M R Bangur Hospital.

The tender document containing eligibility criterion, scope of work, terms & conditions and draft agreement can be downloaded from mrbangurhospital.gov.in.

Any future clarification and/or corrigendum(s) shall be communicated through tender section.


Superintendent
M R Bangur Hospital, Kolkata

TENDER DOCUMENT

QUOTATION FOR PROVIDING CATERING SERVICES TO M R BANGUR HOSPITAL, TOLLYGUNGE, KOLKATA TECHNICAL BID

(In separate sealed Cover-I superscribed as **Technical Bid**)

| | |
|---|--|
| 1. Name & Address of the Tenderer Organization/ Agency with phone number, e-mail etc | |
| 2. Name and designation of contact person with telephone/mobile number etc | |
| 3. Experience in the work of providing in catering Services. Particulars of experience (Attach certificates, testimonials). This shall cover the details of works of similar nature, approximate magnitude and duration carried out and/or on hand for last 3 years along with a certificate from the agency where the job was carried out. | |
| 5. Are you covered by the labour Legislations, such as, ESI, EPF, Gratuity Act etc. | |
| 6. Please give EPF No: | |
| ESI Code : | |
| Gratuity Act Registration No. | |
| 7. Are you governed by minimum wages rules of the Govt. of WB, if yes please give details | |
| 8. Please attach copy of last return of Income Tax | |
| 9. PAN Number (Please attach a copy) | |
| 10. GST Number (Please attach a copy) | |
| 11. Trade License Number (Please attach a copy) | |
| 12. Acceptance of terms & conditions attached (Yes/No). Please sign each page of terms and conditions as token of acceptance and submit as part of tender document. | |
| 13. Please submit an undertaking that no case is pending with the police against the Proprietor/firm/partner or the Company (Agency). Indicate any convictions in the past against the Company/firm/partner. | |

Declaration by the Tenderer :

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

- Encls: 1. Terms & Conditions (each page must be signed and sealed)
2. Financial Bid.

Signature of Tenderer with seal)

Name:

Seal:

Address :

Phone No (O) :

FINANCIAL BID
(In sealed Cover-II super scribed "Financial Bid")

CATERING SERVICES

Rates for Food Items:- Rates to be given with applicable taxes.

| Sl. No. | Items (as per details given in Menu*) | Rate. # | Remarks | Total |
|---------|--|---------|---------|-------|
| 1. | Morning Milk Tea/ Black Tea/Coffee, Biscuit | | | |
| 2. | Breakfast (Bread Omlet/ Puri Sabji / Chowmin/ Paratha Sabji/ Ruti Sabji) | | | |
| 3. | Mid Session Tea/ Coffee | | | |
| 4. | Evening Tea/Coffee with Biscuits | | | |
| 5. | Lunch (Veg) Rice, Dal, 1 Sabji, 1 Paneer item, Chutney, Papad | | | |
| 6. | Lunch (Non Veg) Rice, Dal, 1 Sabji, 1 Fish or Chicken item, Chutney, Papad | | | |
| 7 | Dinner (Veg) Rice/Ruti/Paratha, Dal (if rice) 1 Sabji, 1 Sweet | | | |
| 8 | Dinner (Non Veg) Rice/Ruti/Paratha, Dal (if rice), Egg Tarka/Egg Curry, 1 Sweet | | | |
| | Total | | | |

1) The rates shall include the cost of manpower (including trained chef and catering staff), materials including tea kit, canteen services, fuel, cooking equipment, utensils, and crockery etc. No other charges will be paid. Exclusive manpower shall be deployed for catering operations. No manpower from housekeeping shall be diverted to catering.

(To be made on Rs 10.00 Non-Judicial Stamp Paper)

DRAFT AGREEMENT

This agreement is made on _____ day of _____ Two Thousand Nineteen between M R BANGUR HOSPITAL, as one part, hereinafter called 'MRBH' and M/s _____, having its registered office at _____ hereinafter called the 'Agency' for providing Catering services.

WHEREAS the MRBH is desirous to engage the Agency for providing Catering Services for M R BANGUR HOSPITAL on the terms and conditions stated below:

1. The Agency shall be solely responsible for compliance to provisions of various labour, Industrial and any other laws applicable and all statutory obligations, such as, wages, allowances, compensations, EPF, Bonus, Gratuity, ESI, insurance etc relating to Catering Services personnel deployed in MRBH. The MRBH shall have no liability in this regard.
2. The Agency shall be solely responsible for any accident/medical/health related liability/compensation for the personnel deployed by it at MRBH. The MRBH shall have no liability in this regard.
3. Any violation of instruction/agreement or suppression of facts will attract cancellation of agreement without any reference or any notice period.
4. The contract can be terminated by giving two months notice on either side.
5. In case of non-compliance with the contract, the tendering authority reserves its right to:
 - a) Cancel/revoke the contract; and/or
 - b) Impose penalty upto 20% of the total annual value of contract in case repeated complaint are received about quality of Food or Behaviour.
6. The Agency shall be fully responsible for timely monthly payment of wages and any other dues to their personnel deployed in.
7. The Catering Services personnel deployed by the Agency will not claim to become the employees of MRBH and there will be no Employee and Employer relationship between the personnel engaged by the Agency and in MRBH.
8. There would be no increase in rates payable to the Agency during the contract period.

10. The Agency agrees to comply with annexed Terms and Conditions and amendments thereto from time to time.
11. Decision of authority in regard to interpretation of the Terms and Conditions and the Agreement shall be final and binding on the Agency.
12. In case of any dispute between the Agency and MRBH, MRBH shall have the right to decide. However, all matters of jurisdiction shall be at the local courts located at Kolkata.
13. Penalty, upto the entire supply value may be imposed against supply of food which is not upto the mark in respect of quality as well as quantity.

THIS AGREEMENT will take effect from _____ day of _____ Two thousand nineteen and shall be valid for one year.

IN WITNESS WHEREOF both the parties have set and subscribed their respective hands with their Seal in Kolkata in the presence of the witness:

M R BANGUR HOSPITAL

Witness: 1.
2.

AGENCY

Witness: 1.
2.

ANNEX IV

TERMS & CONDITIONS OF CONTRACT

(Annexure to Agreement)

A. Information relating to submission of Bids

1. Tenders are invited for providing Catering services as mentioned in this document at M R BANGUR HOSPITAL located at TOLLYGUNGE, KOLKATA from the agencies that fulfil the criteria given below.
2. The period of contract under the scope of work shall be initially for a period of one year, which can be further extended by mutual agreement for a period of two years on yearly basis or less with the same terms and conditions depending on satisfactory performance of the Agency and at discretion of M R Bangur Hospital.
3. The tender document containing eligibility criterion, scope of work, terms & conditions and draft agreement can be downloaded from mrbangurhospital.gov.in.
4. The interested agencies are required to submit the technical and financial bid separately in the format enclosed. The bids in sealed Cover-I containing "Technical Bid" and sealed Cover-II containing "Financial Bid" should be placed in a third sealed cover superscribed "Tender for Catering services" to reach M R Bangur Hospital on or before **26.07.2019 at 02.00pm**. The technical bids shall be opened on the same day at 03.00pm at the office of the Superintendent, M R Bangur Hospital in presence of the bidders or their authorized representatives who choose to remain present.
5. All the pages of the tender should be signed by the owner of the firm or his Authorized signatory. In case the tenders are signed by the Authorized signatory, a copy of the power of attorney/authorization may be enclosed along with tender.
6. A copy of the terms and conditions shall be signed on each page and submitted with the technical bid as token of acceptance of terms and conditions.
7. The bid shall be valid and open for acceptance of the Competent Authority of M R Bangur Hospital for a period of 90 days from the date of opening of the tenders and no request for any variation in quoted rates and/withdrawal of tender on any ground by successful bidder shall be entertained.
8. To assist in the analysis, evaluation and computation of the bids, the hospital authority may ask bidders individually for clarification of their bids. The request for clarification and the response shall be in writing but no change in the price or substance of the bid offered shall be permitted.
In case two or more agencies are found to have quoted the same rates, the Competent authority shall decide about the agency to which the offer shall be granted based on the report on the past performance of the firm, and length of experience etc. The decision of the Competent Authority shall be final.
13. M R Bangur Hospital reserves the right to accept or reject any or all bids without assigning any reasons. It also reserves the right to reject any bid which in its opinion is non responsive or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process.
14. Financial bids of only those agencies will be opened who qualify in the Technical bids.
15. The tender document is not transferable under any circumstances.
16. Lowest Bidder will be taken on the basis of minimum of rates quoted by the bidder in Financial Bids.

17. Any changes regarding this tender will be notified through website (mrbangurhospital.gov.in)
18. All cost incurred in connection with submission of bids like preparation, submission, mailing, any personal visits for seeing the location, submitting the bids personally, subsequent processing etc shall be borne by the bidder. Hospital authority will not be responsible / liable for the same regardless of the outcome of the tendering process.

B. Eligibility criteria for Tendering

1. The Bidder may be a proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted engaged in catering services, who should have required licenses issued by Food Safety & Standard Authority of India (FSSAI) (attested copy has to be attached).
2. The tenderer should have minimum **three** year experience of providing Catering service to the Department/Ministries of the Government of India/Government of West Bengal/PSUs (copies of one work orders received from Govt. Depts./PSUs during each of the last three years should be enclosed).
3. Should have minimum turnover of Rs. 05 Lacks per year during each of the last three years (a self declaration to be enclosed).
4. Should not have been blacklisted by the Depts./Ministries of the Govt. Of India/WB Govt/PSUs.
5. There should be no case pending with the police against the Proprietor/Firm/ Partner or the Company (Agency), pending complaints, if any, shall also be included.

2 Catering Service

a) The Agency shall provide regular catering service to the guests/ participants in the M R Bangur Hospital premises as per the following Menu/courses (details as per Annexure II/Financial Bid):

1. Morning Tea / Coffee
2. Breakfast
3. Mid Session Tea (morning & afternoon)
4. Evening Tea
5. Lunch & Dinner
6. As and when required:
 - a. VIP Lunch/Dinner
 - b. High tea

- b) For any special events, menu may be different or in addition to the normal notified menu, the rates for which shall be mutually decided prior to organizing the event.
- c) The Agency shall deploy chef and adequate catering staff, trained and well experienced to ensure timely, efficient and prompt service. The Agency shall provide trained manpower services. However, sufficient manpower shall be

deployed depending upon the number of programmes/events in progress on a day to day basis.

d) The waiters/serving staff shall be well dressed, presentable, well-mannered and trained. Adequate sets of uniform shall be provided by the Agency so that they can present themselves neat and clean daily.

4 Personal Hygiene:

a) 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 etc, spitting is strictly prohibited.

5 Quality Maintenance:

a) The eatables served by the Agency to the Participants/Guests shall be completely hygienic, free from any sort of adulteration or foreign ingredients etc. Dishes containing any foreign ingredient shall not be served.

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.

d) Vegetarian and Non Vegetarian dishes shall be prepared and served separately.

e) 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.