

**BID DOCUMENTS INCLUDING
TERMS AND CONDITIONS FOR E-TENDER FOR
CANTEEN HOSPITALITY SERVICE FOR THE
COLLEGE HOSTEL CANTEEN BOYS, GIRLS AND
INTERN HOSTEL CANTEEN ATTACHED TO
MALDA MEDICAL COLLEGE & HOSPITALS,
MALDA**

FOR THE PERIOD 2019-2020



Government of West Bengal
Malda Medical College & Hospitals, Malda
Malda
E mail: msvpmlmch@gmail.com

NOTICE INVITING E-TENDER (Tender Referance No MSVP/e NIT-10/MLD/MCH FOR CANTTEN HOSPITALITY SERVICE FOR COLLEGE HOSTEL CANTEEN FOR BOYS, GIRLS AND INTERN HOSTEL ATTACHED TO MALDA MEDICAL COLLEGE MALDA FOR THE PERIOD OF 2019-2020

(Submission of Bid through NIC e-tender portal)

Memo No : 022

Date : 07/01/2019

1. The Medical Superintendent cum Vice Principal having his office at Malda Medical College & Hospitals ,Malda -732101 invited bids from competent and experienced contractors for canteen hospitality service canteen for boys girls and intern hostel to the above mentioned health facilities for the period up to 3 (three) years , renewable at end of each completed year of satisfactory service . The 1 (one) year contract period shall commence from the date of notification of award of contract to the selected bidder in the e –tender .

2. Date & Time Schedule of E-Tender :

Sl No.	Particulars	Date & Time
1.	Date of Publishing N.I.T. & Other Documents	09.01.2019 at 11.00 a.m.
2.	Documents download start date (online)	09.01.2019 at 12.00 noon
3.	Bid submission start date (online)	09.01.2018 at 12.00 noon
4.	Pre Bid Meeting (offline) at the Chamber of MSVP Office ,MMCH ,Malda	14.01.2019 at 12.00 noon
5.	Bid submission Closing date (online)	28.01.2019 at 2.00 p.m.
6.	Documents download end date (online)	28.01.2019 at 2.00 p.m.
7.	Last date of submission of Earnest Money Deposit	09.01.2019 to 28.01.2019 at 11a.m. to 3 p.m. daily (Except Sunday & Govt. Holiday)
8.	Date of Opening Technical Bids (online)	28.01.2019at 11.00 a.m.
9.	Date of Opening Financial Bids (online)	To be notified later

Bidders may download the e-tender enquiry document from the websites <https://www.wbhealth.gov.in>. Any subsequent notice regarding this e- tender shall be uploaded on these two websites only. Bidders are requested to check these two websites regularly for this purpose.

**Medical Superintendent cum vice Principal
Malda Medical College & Hospitals, Malda**

What we expect from the Service Provider:-

1. Supply purified water to students in the canteen.
2. Installation the electric sign boards/screens in the canteen ,
3. Undertake waste management measures to maintain hygiene and around food court complex which includes the maintenance of the washrooms within the canteen premises.

Performance for Technical Bid:-

1. Experience of similar work in any college /university canteen /mess /Hotel in a Govt. sector /PSUs/Educational Institute/corporate with 2 years (two years) in operation of similar works of performance certificate.
2. Bidder should have PAN card.
3. GST number
4. Food licence
5. Fire NOC
6. Minimum turnover of Rs. 10 (Ten Lack) for one year.
7. P.Tax registration certificate
8. Audited Balance sheet last 3 years.
9. Trade licence

Financial bid :-

1. The financial comparative of bidder will be made on the basis of core food item through rate quote for all the items of financial bid mandatory the operator would be expected to serve in the canteen on all working days. Additional food items may be added to the menu with the prior permission from the college. This will not be considered for the comparative statement. Any shortfall in the quality as in the core menu will lead to withdrawal of permission to operate and termination of the canteen hospitality service agreement.
2. Hospital service and operation of Canteen / Cafeteria including indoor and outdoor Hospitality service as & when required.
3. Hospitality arrangements, to order, like Tea/ Coffee/ Snacks/ lunch(Packed) Catering to all the Office (i.e. on all the floors) of the College and also provide the service and Buffet lunch/ Dinner/ Tea for various Academic and Cultural Activities, festivals, Seminars, Symposiums, Conferences, Training programs Press Conference, Statutory Bodies Meeting , Annual Day Convocation , Teachers Day, any other function. In addition to this arrangement are also required for examination and admission/ counselling etc. As informed by the university from time to time.
4. The service providers are advised to visit the canteen before participating.

Quantity & Hygiene to be provided by the contractor:- The contractor shall procedure all food and other items to be sold in the canteen of good quality to the satisfaction of the canteen mess committee constituted by Institute.

TERMS AND CONDITIONS

1. TENURE :- The tenure of the contract will be negotiable with a minimum period for one year to start the terms and conditions.

2. Licence fee and other charges:- The licences shall obtain a certificate from the competent authority for running the canteen/mess/hotel.

Accommodation as mention above will be provided for the canteen use. The service provider will pay the following charges to the college.

a. Rent of Rs-30000/-(quarterly) for each serial.

b. Electricity charges –actual basis as per meter reading.

c. Security amount (refundable) –Rs-50000/- (Rupes fifty thousand only) for each serial

d. The service provider shall be responsible for the payment of GST on eatables if applicable to the GST department. He should provide a duplicate copy of the GST receipt to the College.

3.Service :- a. The service provider will be required to provided to provide service in the canteen premises and also the service would be free of any charges.

b. materials used for cooking purpose tea, coffee , spices food stuffs vegetable etc should be of good quality and before expiry date. In case of violation strict legal action will be taken.

c. The service provider will take all necessary precaution against fire hazards and fire NOC lice to be preferable.

d. The rate list band menu as approved by the college should be displayed clearly daily.

e. The canteen committee of the college has the right to have surprise visit to check the quality of food services cleanliness of the canteen and report to the principal. Feedback from the students, staff and faculty will be studied and accordingly the canteen committee will advise the service provider.

f. Cakes ice-cream etc not mentioned in the tender notice to be sold not more than MRP.

4 Timings :-

a. The canteen will function on all seven days of the week except gazetted Holidays.

b. It will be function from 8AM to 11PM and may change per additional requirements

Timing could be flexible but with prior permission from the college authority.

c. The canteen would provide skeleton service on Sunday and holidays permission from the principal.

5 Hygiene and cleanliness:-

a. The service provider will have to make arrangement for cleanness of canteen and its surroundings including sewerage to the satisfaction of the college. The service provider shall also be responsible for the safe and hygienic disposal of the canteen waste. The garbage bins should be covered always and away from the eating place.

b. The service provider shall arrange the items i.e crockery ,utensils, boilers, juice machine cooking gas cylinders cooking stove etc and maintained the said items and proper and hygienic conditions.

c. The service provider has to ensure the cleanliness of the dress worn by the employee during the time of servicing in the canteen as well as in rooms/staff rooms they should wear photo I-card and should carry clean duster with them always.

- d. Latest equipment has been provided in canteen kitchen & pantry service providers at their own cost shall maintain these in good running condition. In case of any damaged causes to equipment, furniture, fitting & fixture, then it shall be got replaced at service providers cost.

6. Canteen Employees:-

- a. The service provider shall be subject to the regulation of labour law of Govt. of West Bengal.
- b. The service provider shall be under the discipline of the college and follow the instructions issued from time to time. The service provider shall in no case disturb the working of the college. The employees would remain decent and courteous. Any of these employees including in any act of indiscipline, Misbehaviour or violent act(s) or abets others in doing so. And if it is prima facie proved then service provider shall remove the employee concerned from the premises immediately on receipt of verbal or written communication from the authorities of the college.
- c. Proper Police verification of person deputed by service provider shall be got done.
- d. All rules & Regulation is legal requirement for employment of labour and obtaining licence for running of college canteen is responsibility of service provider.
- e. Any Dispute /litigation is subject to Malda jurisdiction.

7. Utilization of canteen premises:

- a. The possession of the premises will always be that of the college even when the premises would be in use of the service provider.
- b. The service provider is responsible to maintain the infrastructure facilities provided by the college such as sitting spaces fans, electrical fittings sanitary fitting water cooler etc.
- c. No employee /student/outsideers will be allowed to smoke or consume alcohol/banned or abused drugs in the canteen.

8. Termination of the contract:

a. In case of Termination of contract, service provider shall handover possession of canteen premises immediately and no claim any type of service provider shall be entertained.

b. The college reserves the right to terminate the contract at any time after getting recommendation of an independently appointed committee against any serious complaints regarding/maintenance of the canteen. The committee shall consist of at least one student and non teaching staff representative along with other members appointed by the college. The decision of the college in this regard shall be final.

c. The contract can be terminated either by the college or the service provider by giving two months of notice. However, if the service provider seeks termination of the contract in between the contract period his security deposits would be forfeited and if the college does so then the security deposit would be refunded to the service provider.

- d. In case the service provider violates the terms & conditions of the contract his contract would be cancelled without any notice.
- e. In case of any violation of the provisions of contract, The Principal in consultation with canteen committee will impose damage compensation @ Rs-500/- act of violation subject to maximum of Rs-2500/- per day of violation, If violation continuous for more than 3 days Principal or MSVP may determine the contract without any further notice.

9. Successful tender shall execute the agreement on legal stamp paper of Rs-100/- for running & operation of canteen and accepted tender along with terms & conditions shall form part of the agreement.

- a. The contract shall remain valid for a period of one year from the date of its commencement. The contract can be further extended on the same terms and conditions on yearly basis up to 4 years the rights of which is reserved by the Institution.

The extensions shall be based on the satisfactory performance of the contract . The contract once awarded can be terminated by either party after giving three months month notice. Nevertheless, Institution may terminate the contract of the Firm without any notice in case the Firm commits a breach of any of the terms of the contract.

Institutions decision that a breach has occurred will be final and shall be accepted without demur by the Firm.

- a. Contractor shall accept terms and conditions mentioned in this tender.

10. Also vendors shall use recyclable /reusable plates & cups to avoid usage of plastic.
11. Items to be sold in canteen as per approved list only.
12. The Tender will be refundable will have to pay Earnest Money Deposit which will be refundable to unsuccessful bidders.
13. The Institution shall be entitled to take over possession of the premises after expiry of out in writing to him as when it comes to the notice to enable him to correct and rectify his mistake.

I /we sign & agree

Signature of the service provider
Name address and ph/mobile no.

Submission of Bids

Bids are to be submitted online to the website <https://wbtenders.gov.in> in two folders before the prescribed date and time using Digital Signature Certificate (DSC). The documents to be uploaded should be virus scanned copies, duly digitally signed. The documents will get encrypted (transformed into non readable formats) on uploading. The two folders are:

- 1) Technical Proposal: containing Statutory Cover and Non-statutory cover
- 2) Financial Proposal: containing Bill of Quantity

Earnest Money Deposit (EMD)

Registered SSI units participating in Govt. tenders are eligible for exemptions from payment of earnest money and security deposit (EMSD) under Rules 47(A) (1) and 47(B)(7) of WBFR, vol.-I, read with Finance Dept. notification No. 10500-F Dt. 19.11.2004 and its clarification Vide memo. No. 4245-F (Y) dated 20.05.2013.

The amount of Earnest Money to be submitted shall be Rs: 10000/- (Ten thousand only) (Write in figures and in words)

The process may be followed as per memorandum of the Finance Department Audit Branch bearing Memo No-3975-F(Y) dated: 28th July, 2016 (GRIPS)

1. Login by bidder:

- a) A bidder desirous of taking part in a tender invited by a State Government Office/PSU/ Autonomous Body/Local Body/ PRIs, etc shall login to the e-Procurement portal of the Government of West Bengal <https://wbtenders.gov.in> using his login ID and password.
- b) He will select the tender to bid and initiate payment of pre-defined EMD / Tender Fees for that tender by selecting from either of the following payments modes:
 - i) Net banking (any of the banks listed in the ICICI Bank Payment gateway) in case of payment through ICICI Bank Payment Gateway;
 - ii) RTGS/NEFT in case of offline payment through bank account in any Bank

2. Payment procedure:

- a) Payment by Net Banking (any enlisted bank) through ICICI Bank Payment Gateway
 - i. On selection of net banking as the payment mode, the bidder will be directed to ICICI Bank Payment Gateway webpage (along with a string containing a Unique ID) where he will select the Bank through which he wants to do the transaction.
 - ii. Bidder will make the payment after entering his Unique ID and password of the bank to process the transaction.
 - iii. Bidder will receive a confirmation message regarding success/failure of the transaction.

- iv. If the transaction is successful, the amount paid by the bidder will get credited in the respective Pooling account of the State Government /PSU/Autonomous Body/Local Body/P, R.Is, etc maintained with the Focal Point Branch of ICICI Bank at R.N. Mukherjee Road, Kolkata for collection of EMD/Tender Fees.
- v. If the transaction is failure, the bidder will again try for payment by going back to the first step.

b) Payment through RTGS/NEFT

- i) On selection of RTGS/NEFT as the payment mode, the e-Procurement Portal will show a pre- filled challan having details to process RTGS/NEFT transaction.
- ii) The bidder will print the challan and use the prefilled information to make RTGS/NEFT payment using his bank account.
- iii) Once payment is made, the bidder will come back to the e- procurement portal after expiry of a reasonable time to enable the NEFT/ RTGS process to complete, in order to verify the payment made and continue the bidding process.
- iv) If verification is successful, the fund will get credited to the respective Pooling Account of the State Government / PSU/Autonomous Body/Local Body/ PRIs etc. Maintained with the focal point branch of ICICI Bank at R.N.Mukherjee Road, Kolkata for collection of EMD /Tender Fees.
- v) Hereafter, the bidder will go to e-Procurement Portal for submission of the bid .vi) But if the payment verification is unsuccessful, the amount will be returned to the bidder's account.

Refund/ Settlement Process.

- i) After opening of the bids and technical evaluation of the same by the tender inviting authority through electronic processing in the e-payment portal of the State Government, the tender inviting committee will declare the status of the bids as successful or unsuccessful which will be made available, along with the details of unsuccessful bidders, to the ICICI Bank by the e procurement portal through web services.
- ii) On receipt of the information from the e procurement portal, the bank will refund, through an automated process, the EMD of the bidders disqualified at the technical evaluation to the respective bidders' bank account from which they made payment transaction. Such refund will take place within T+2 bank working days where T will mean the date on which information on rejection of bid is uploaded to the e procurement portal by the tender inviting authority.
- iii) Once the financial bid evaluation is electronically processed in the e- procurement

portal, EMD of the technically qualified bidders other than that of L1 and L2 bidders will be refunded, through an automated process, to the respective bidder's bank account from which they made the payment transaction. Such refund will take place within T+2 bank working days where T will mean the date on which information on rejection of bid is uploaded to the e procurement portal by the tender inviting authority. However, L2 bidder should not be rejected till the LOI process is successful.

iv) If the L1 bidder accept the LOI and the same is processed electronically in the e-procurement portal, EMD of the L2 bidder will be refunded through an automated process, to his bank account from which he made the payment transaction. Such refund will take place within T+2 bank working days where T will mean the date on which information on Award of contract (AOC) to the L1 bidder is uploaded to the e-procurement portal the tender inviting authority.

v) As soon as the L1 bidder is awarded the contract (AOC), and the same is processed electronically in the e- procurement portal –

a) EMD of the L1 Bidder of the tenders of the State Government Offices will automatically get transferred from the Pooling account to the State Government Deposit Head '8443-00-103-001-07' through GRIPS along with the bank particulars of the L1 bidder.

b) EMD of the L1 bidder for the tenders of the State,/PSU/Autonomous Bodies/ Local Bodies/ PRIs etc. will automatically get transferred from the pooling account to their respective linked bank accounts along with the bank particulars of the L1 bidder.

In both the above cases, such Transfer will take place within T+1 bank working days where T will mean the date on which the award of contract (AOC) is issued.

vi) The bank will share the details of GRN No. generated on successful entry in GRIPS with the e- procurement portal for updation.

vii) Once the EMD of L bidder is transferred in the manner mentioned above ,Tender fees, if any, deposited by the bidders will be transferred electronically from the pooling account of the Government Revenue Receipt Head "0070-60-800-013-27" through GRIPS for Government Tenders and to the respective linked bank accounts for State/ PSU/Autonomous Body/Local Body/ PRIs etc. Tenders.

viii) All refunds will be made mandatorily to the bank account from which the payment of EMD and tender fees (if any) were initiated.

Table: Rate of cooked food canteen Item

Item	Highest Rate
Veg Thali Rice,Dal,Vegitable, chips,chatni(Adequete)	Rs.35.00
Fish Thali Rice,dal,vegitable,fish,chatni,chips(Adequete)	Rs.45.00
Egg Thali Rice,dal,vegitable,Egg,chatni,chips(Adequete)	Rs.40.00
Chiken Tali Rice,dal,vegitable,chicken,chips,chatni(Adequete)	Rs.50.00
Motton Thali Rice,dal,vegitable,Mutton,chips,chatni(Adequete)	Rs.60.00

TENDER APPLICATION FORM

To
The Medical Superintendent Cum Vice Principal
Malda Medical College & Hospital, Malda

Ref: Your e-tender document No. _____ dated _____

We, the undersigned have examined the above e-tender document, including amendment/corrigendum number _____, dated _____ (*if any*), the receipt of which is hereby confirmed. We now offer to supply and deliver the goods and/ or services in conformity with your above referred document for the sum, as shown in the price schedule/Bill of Quantity attached herewith and made part of this bid.

We hereby declare that all data and documents submitted by us in our bid in this e-tender are genuine and true, to the best of our knowledge and belief.

If our bid is accepted, we undertake to supply the goods and/ or perform the services as mentioned above, in accordance with the delivery schedule and terms and conditions as specified in the e-tender document, including amendment/ corrigendum if any.

We further understand that you are not bound to accept the lowest or any bid you may receive against your above-referred tender enquiry.

We confirm that we do not stand deregistered/banned/blacklisted by any Government Authorities/ Organization/ Institution/ local bodies etc in last two years.

Brief of court/legal cases pending, if any, are following:

We would authorize and request any Bank, person, Firm or Corporation to furnish pertinent information as deemed necessary and/or as requested by you to verify this statement.

(Signature with date)

(Name, designation, seal of authorised person to sign bid for and on behalf of Bidder)

SECTION IX: Price Schedule/Bill of Quantity

(Print copy of BOQ)

To be uploaded with digital signature of authorized personnel of Bidder

SECTION XII: CHECKLIST FOR BIDDERS

1. Experience of similar work in any college /university canteen /mess /Hotel in a Govt. sector /PSUs/Educational Institute/corporate with 2 years (two years) in operation of similar works of performance certificate.
2. Bidder should have PAN card.
3. GST number
4. Food licence
5. Fire NOC
6. Minimum turnover of Rs. 10 (Ten Lack) for one year.
7. P.Tax registration certificate
8. Audited Balance sheet last 3 years.
9. Trade licence

N.B. It is the responsibility of bidder to go through the e-tender document to ensure furnishing of all required documents in addition to above, if any.