

**Bid Documents Including Terms and Conditions of  
e-Quotation**



**For outsourcing of  
Canteen-Service at the  
Office of the Principal,  
Tamralipto Govt. Medical College and Hospital  
P. O. Tamluk, Dist-Purba Midnapur**

**Department of Health and Family Welfare  
Government of West Bengal  
Swasthya Bhawan, GN 29, Sector-V,  
Salt Lake, Kolkata 700 091**

**Bid documents including terms and conditions  
For outsourcing of Canteen Service**

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Bid documents including Terms and Conditions for Outsourcing of Canteen- Services for TGMCH.

Section-I: Notice Inviting Quotation(Nle-Q):



Office of the Principal  
Tamralipto Govt. Medical College & Hospital  
Tamluk, Dist- Purba Medinipur, Pin- 721636  
Email : [principal.tamraliptogmch@gmail.com](mailto:principal.tamraliptogmch@gmail.com)



Memo No/ TGMCH /508/2022-23

Dt. 20/10/2022

### Notice Inviting e-Quotation for Canteen service

Principal, Tamralipto Govt. Medical College & Hospital, Tamluk, Purba Midnapur invites Bid through E-Quotation in Two Bids System (Technical & Financial Bid) from the bonafied agencies for "Canteen service at Tamralipto Govt. Medical College & Hospital" for 1 (one) year, renewable at the end of each year on satisfactory performance of the bidder. The 1(one) year contract period shall commence from the date of notification of award of contract for this tender.

For Details and Downloading the tender, interested parties may please visit website: <https://wbtenders.gov.in> (organization- Health & Family Welfare Department). For any further assistance, please visit to the o/o the Principal, Tamralipto Govt. Medical College & Hospital, Tamluk, Purba Midnapur.

The Tender Committee reserves the right for cancellation, adding, reducing or deferring the tender in total or in partial without assigning any reason thereof.

In the event of e-Filling, intending bidder may download the tender document from the website: <https://wbtenders.gov.in> directly with the help of Digital Signature Certificate & earnest money to be submitted either by Net Banking (any listed bank) through ICICI Bank Payment Gateway or through RTGS/NEFT (e-treasury).

**The documents submitted by the bidders should be indexed .**

Earnest Money: Amount of ₹. 10,000/- (Ten thousand) only of Earnest Money is to be submitted online in favour of the Principal, Tamralipto Govt. Medical College and Hospital. At the time of uploading the tender / quotation, the intending bidder should select the tender to bid and initiate payment of pre-defined EMD for that tender by selecting from either of the following payment modes:

- Net banking (any of the banks listed in the ICICI Bank Payment gateway) in case of payment through ICICI Bank Payment Gateway.
- RTGS/NEFT in case of offline payment through bank account in any Bank with his / her tender / quotation as per Memorandum No. 3975-F(Y) dated: - 28.07.2016 of Secretary to the Government of West Bengal, Finance Department. The L1 bidder shall make the Formal Agreement and deposit rest Security money after getting the Letter of Acceptance (LOA) issued by the Tender Inviting Authority. Failure to this within the time period as to be prescribed in the Letter of Acceptance (LOA) for the purpose, may be construed as an attempt to disturb the tendering process and will be dealt with accordingly in a legal manner as deemed fit including blacklisting the bidder.

Refund of EMD: The EMD of the unsuccessful bidder shall be automatically refunded through online process. The refund of EMDs will be paid to the bidders to the account from which the EMD transaction got initiated by the bidder. Accordingly, for internet banking transactions, the EMD will be refunded back to the internet banking account from which the bidder initiated the transaction. If the bidder has made EMD payment through RTGS/NEFT mode, the refund will go back to the account from which the RTGS/NEFT transaction got initiated.

#### HELP DESK:

For any queries or issues on EMD payments made through internet banking or payment gateway, RTGS/NEFT mode or any Refunds Contact Helpdesk: 03340267513/ 03340267512.



### Time & Schedules for the e-Quotation: -

The time and schedule for obtaining the bid documents, pre-bid with the tendering authorities, the submission of bids and other time-information will be as per the list given below-

Sl. No.	Particulars	Details
a.	Date & Time of Publishing NIQ & Tender Documents	20/10/2022.
b.	Tender Documents Sale / Download Start Date & Time	22/10/2022 at 06.00 P.M.
c.	Bid Submission / Upload Start Date & Time	22/10/2022 at 06.00 P.M.
d.	Pre Bid Meeting	Nil(Interested parties may contact this office for further information).
e.	Tender Documents Sale / Download End Date & Time	07/11/2022 at 11.00 A.M.
f.	Bid Submission End Date & Time	07/11/2022 at 11.00 A.M.
h.	Date of opening of Technical Proposals	09/11/2022 at 11.00 A.M.
i.	Date of opening of Financial Proposals	Will be declared later on.

1. The Tender should be addressed to Principal, Tamralipto Govt. Medical College & Hospital. Tender documents will be available at [www.wbhealth.gov.in](http://www.wbhealth.gov.in), [www.wbtenders.gov.in](http://www.wbtenders.gov.in) and [www.tgmch.ac.in](http://www.tgmch.ac.in). Any subsequent notice regarding this tender shall be uploaded on the website only.
2. In the event of any of the above-mentioned dates being declared as a holiday, the same work will be assumed to be held on the next working day at the appointed time.
3. Only qualified technical bid will be considered for opening of financial bid.
4. For detailed query, if any, intending bidders are requested to contact with office on any working day at anytime during office hours.
5. The selected bidder will also be eligible for work order of any subsequent additional canteen-services to this office-jurisdiction.

Principal PRINCIPAL

Tamralipto Govt. Medical College & Hospital  
Tamluk, Purba Medinipur

Date ....20/10/2022

Memo No / TGMCH ..508/2022-23

Copy forwarded for information to :-

1. The District Magistrate, Purba Midnapur.
2. The S.D.O., Tamluk.
3. The E.O., Tamluk Municipality.
4. The C.M.O.H., Purba Midnapur.  
(with a request to display on notice board for wide circulation)
5. The Nodal Officer, Health & Family Welfare Department, Swasthya Bhawan, for publication in daily news papers.
6. The BDO, Naikuri, Tamluk, for Display in Notice Board.
7. The Post Master, Tamluk for Display in Notice Board.
8. The In-charge, I.T. Cell, Swasthya Bhawan, Kolkata. (with a request to publish on the Departmental Website Of [www.wbhealth.gov.in](http://www.wbhealth.gov.in)).
9. DEO, to display in website ,TGMCH.
10. Notice Board, TGMCH&H.

Principal PRINCIPAL

Tamralipto Govt. Medical College & Hospital  
Tamluk, Purba Medinipur



## Section-II: General Instructions: -

In the event of E- filling, intending Bidder may download the Tender Documents free of Cost from the website <https://wbtenders.gov.in> with the help of Digital Signature Certificate or from the Health & Family Welfare Department's Website [www.wbhealth.gov.in](http://www.wbhealth.gov.in) or from our web-site [www.tgmch.ac.in](http://www.tgmch.ac.in) & necessary Earnest Money to be submitted for participation in the tender through online mode (as per guideline laid down in the Finance Department, Govt. of West Bengal under Memorandum No 3975F(Y), Date-28.07.2016) from any Nationalized Bank in the form of online payment/NEFT and also to be documented through e-filling.

## Section-III: Means of Submission: -

Both Technical Bid & Financial Bid are to be submitted concurrently duly digitally signed by the agencies (having authorization of proper registration certificate) in the website <https://wbtenders.gov.in>. All papers must be submitted in English language with Page Marking.

## Section-IV: Eligibility for Quoting: -

The invitation for bid will be limited to those who are qualified in all respect as sought for in this tender-documents (Specially Section-VII, carefully read check-list)

## Section-V: Security Deposit

- a. 5% (including EMD) of the total value of order, amounting to Rs. 50,000/- (EMD-Rs.10,000/-+ SD-Rs.40,000/-) initially for 1 year shall be deposited by the successful bidder as security deposit as to be instructed with letter of acceptance.
- b. The security deposit will be refunded on the end of the contract period and its extensions thereof provided the work done by the successful bidder has been satisfactory and no complaints are pending. Otherwise, any damage caused by the bidder or dues to be recovered from this. It may be retained up to 90 days.
- c. No interest will be gained on the security deposit.
- d. The security deposit will be forfeited
  - i. on the unsatisfactory performance of the successful bidder.
  - ii. if the contracted work in part or whole has been sub contracted, outsourced, sublet to any other person, organization or entity who/which is not under the direct employment/control of the successful bidder.
  - iii. In case the premises of the canteen and other concerned areas are not vacated in proper condition (as was taken at the start of the contract period) at the end of the contract period.
  - iv. If it is discovered on a later date that fraudulent means have been observed to attain bid successfully. This includes supplying false documents/certificates, supplying false information, wilfully suppressing facts, manipulating the tender process by forming cartels, preventing fair competition by restricting participation by others, causing disturbances during the tender opening process and likewise activities.

**Section-VI: Bidder's Undertaking:** The bidder should provide an undertaking that "the proprietor/ promoter/ director of the organisation, its employee, partner or representative are not convicted by a court of law following prosecution for offence involving moral turpitude in relation to business dealings including malpractices such as bribery, corruption, fraud, substitution of bids, interpolation, misrepresentation, evasion, or habitual default in payment of tax levied by law; etc. Also, the firm does not employ a person who has been dismissed or removed on account of corruption."

(The Bidder shall also disclose all instances of its past performance during last 3 (three) years, if any, while any adverse action against it may have been taken by any government/ PSU/ Local Body etc.)

## Section-VII: SUBMISSION OF e-QUATATION/TENDERS:

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 upload 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 and Non-statutory cover.
2. Financial proposal: containing Bill of Quantities.



Technical proposal: statutory cover.

Statutory cover shall contain the following documents.

- a) Application to participate in tender as per tender Application Form(signature and stamp must)
- b) Proof for deposition of Earnest Money /if exempted, proof of supporting paper.
- c) Notice Inviting e-Quotation: all pages to be signed and stamped.

Technical proposal: Non-Statutory cover.

Click the check boxes beside the necessary documents in my documents list and then click the tap "submit Non-Statutory documents" to send the selected documents to Non-Statutory folder.

Next click the tap "click to Encrypt and upload" and then click the "Technical" Folder to upload the Technical Documents using: (a) multiple scan (b) Original Scan Copy (c) scan resolution should be within 250.

### Non-Statutory cover will contain following documents:

Sl. No.	Category Name	Description	Detail(s)
A	Certificate (s)	Certificate (s)	<ol style="list-style-type: none"><li>i. Income Tax PAN with last 02 years' IT Return (at least for 2020-21)</li><li>ii. P. Tax Registration.</li><li>iii. GST Registration.</li><li>i. Trade License.</li><li>iv. Food Safety License(FSSAI).</li></ol>
B	Company Detail(s)	Company/agency Detail(s)	<ol style="list-style-type: none"><li>ii. Certificate of Incorporation, where applicable.</li><li>iii. Power of Attorney, If required.</li><li>iv. Bidder's Address, Email ID and Mobile Number.</li></ol>
C	Credential	Credential-1, Credential-2 and so on.	Having past experience in supply of food and/or Tiffin, at least 1(one) year and have satisfactory supply order in any Govt./ Govt. undertaking Institute / Private Institute. Minimum value of Rs.1,00,000/- (Rupees One Lakh only) turn over in a year, will be eligible.
D	Documents	Documents	<ol style="list-style-type: none"><li>i. Audited Balance sheet and profit &amp; Loss A/C for last two years (at least for 2020-21).</li><li>ii. CA certified Statement towards profit making organization for the last two Financial years (2020-2021 &amp; 2021-2022)</li><li>iii. Name, address of banker, account number.</li><li>iv. Bank solvency certificate(minimum of Rs. Five lakh) to be issued from the date of floating tender to bid submission end date and time and to be addressed to our office by the bank.</li><li>v. The bidder's undertaking as sought for.</li></ol>



### Financial Proposal : Bill of Quantities

The financial proposal (cover) or price quoted should be uploaded online through the Bid of Quantities (BOQs). The bidder shall quote the price online in the space marked for quoting price in the BOQ. Only downloaded copies of the BOQs are to be uploaded, virus scanned & digitally signed by the bidder. Our estimated rate-chart for scheduled items is as follows-

SL. No	Particulars of Food Items/Per Unit price rate	Scheduled/Estimated Rate(in Rs.)	Remarks, if any.
<b>Breakfast and Snacks</b>			
1.	Quarter lb. Bread with Butter	20	
2.	Boiled Egg	10	
3.	Egg. Omelette	15	
4.	Puri(4 pc.) with Sabji	30	
5.	Puri per pc.	5	
6.	Roti(4 pc.) with Sabji	30	
7.	Roti per pc.	5	
8.	Veg Chowmin Full plate	35	
9.	Veg Chowmin Half plate	25	
10.	Egg Chowmin Full plate	45	
11.	Egg Chowmin Half plate	35	
12.	Egg Roll	25	
13.	Standard size Biscuit	2	
<b>Drinks</b>			
14.	Liquor Tea	5	
15.	Milk Tea	10	
16.	Coffee	20	
<b>Lunch/Dinner</b>			
17.	Veg. Meal (rice-150 gm, dal-100 ml, one type sabji, one bhaja, chatni/achar, papad)	50	
18.	Veg. Meal with paneer	60	
19.	Veg Meal with Egg.	60	
20.	Chicken Meal( all veg items plus 2 chicken pc of standard size)	100	
21.	Fish meal(all veg items plus fish of 1 pc of standard size)	70	
22.	Mutton Meal(all veg items plus 2 mutton pc of standard size)	150	



Sl. No. (Col. 1)	Item description (Col. 2)	Quantity (Col. 4)	Units (Col. 5)	Basic Price (including tax) in figure to be entered by the bidder (Col. 13)
1	<p>No fractional figure(like Rs.100.2, Rs.105.4 etc.) will be entertained. The bidder shall quote a figure i. e. Rs.100 or Rs.105 or others. Bidder quote the rate with all taxes for all scheduled items. No additional charges, taxes etc. will be paid in later course of time. Total bid price(for all items) will be counted for finding out L-1 bidder, i.e. the bidder whose total rate-quote(for all items) is lowest will be counted as L-1 bidder, i.e. quoting of all scheduled items is mandatory. Note for all that the authority will award to single bidder only.</p> <p>Note: 1) Other food-items including special menu beyond our schedule may be sold on market price or other lower price as to be consulted with the authority on reasonable basis.</p>	1	Nos.	[Quote figure]

Upload with digital signature of authorized personnel of Bidder





### Section-VIII: TERMS AND CONDITIONS OF THE TENDER (Nle-Q)

- 1) Bidders must have FSSAI License from concerned authorities.
- 2) Bidder will be required to deposit Rs. 10,000/- (Rupees Ten thousand) only as EMD (Earnest Money Deposit).
  - a) The successful tenderer(s) will have to deposit rest security Money Rs. 40000/-  
The Earnest money will be forfeited if the tenderer(s) fails to deposit the rest security Deposit within 10 working days from the issuance of Offer Letter.
  - b) The unsuccessful Tenderer(s) will receive their earnest money back in time.
  - c) The Earnest money will be forfeited if the tenderer(s) withdraw(s) the tender after opening of bids.
- 3) Documents required for Technical Bids are mentioned in specimen Form of Technical Bid(Sec VII, pl. read).
- 4) The Fuel to be used for cooking will only be LPG and shall be arranged by the contractor. The contractor should have valid commercial permission in its name.
- 5) All utensils to be used in Kitchen & Canteen shall be provided by the agency. Only mustard oil / soya bean oil / rice bran oil / sun flower oil is permitted for cooking. 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. The quality of the raw material to be used for preparation of food in the canteen should be of highest standard and fresh. The contractor should keep the canteen complex clean. If, at any point 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. For maintaining cleanliness and hygiene required items will not be provided by college authority. Again, except scheduled items, all other varieties of foods are to be kept as per requirements of south-indian, or other regional students' demands on reasonable basis.
- 6) Normal time slot for canteen: Break fast-8.00 am to 11.00 am, Lunch-12.00 noon to 3.00 pm, Evening snacks-4.00 pm to 7.00 pm, Dinner-9.00 pm to 11.00 pm. Basic items should be always available for each time slot. Food-items will not be same for lunch and dinner. Items for lunch and dinner should be freshly prepared and without repetition of items.
- 7) The contractor 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 caused to its workmen during discharging their duty.
- 8) Canteen-accommodation is to be provided on hire-basis as per govt. norms .The contractor shall not be entitled to use the accommodation allotted by the authority for any other purpose of business other than canteen. The list of personnel deployed for food preparation, handling and serving have to be intimated to the authority from time to time.
- 9) Sub-meter is to be installed in canteen for measurement of consumption of electricity and Electric-bill is to be paid by the agency on the basis of Meter-reading and as per existing rate.
- 10) Water required for cooking ,washing utensils etc. shall be free of cost, but to use optimum level.
- 11) Provision of drinking water required for canteen is to be arranged by our side, but the overall maintenance of water purifiers and accessories are the liabilities of the successful bidder.
- 12) Contractor shall not use child-labour in canteen violating Child Labour Law.
- 13) Bidders will have to present original requisite documents in support of uploaded documents for verification, if asked for.
- 14) Validity of Tender will normally be 1 (one) year from the date of issuance of work-order, renewable at the end of each year on satisfactory performance of the bidder and the rate of the scheduled items may be reviewed thereon reasonably on the basis of price-hike. The procurement will be made in phased manner or at a time subject to requirement during validity period. Running of the canteen will be under sole supervision of our canteen-committee . The college authority will have no role to play in it.

- 15) The Tender is primarily for Office-canteen, thereafter to be for Boys' and Girls' Hostel too .
- 16) The Earnest Money is to be kept in custody of the authority as a part of Security Deposit of the successful bidder(S) and will be released along with rest Security Deposit without interest after expiry of the tender period ,if bidder expresses in written. Tenure of work may be extended subject to overall satisfactory performance.
- 17) In case it is found that two or more bidders' total rate-quote is same, the lowest bidder will be decided by draw of lots.
- 18) All terms and conditions as mentioned above will have to be accepted by the Tenderer(s).
- 19) E-Tender should be addressed to the Principal, Tamralipto Govt. Medical College & Hospital.
- 20) Any subsequent notice regarding this tender shall be uploaded in concerned website only.
- 21) The authority reserves the right to accept or reject any tender in part or in full even the entire tender process at any time prior to the award of contract without assigning any reasons thereof.
- 22) Vendor is not allowed to qualify Technical Bid if he/she/agency commits any defalcations on running Canteen to other place/places within preceding one year from the publication of this Nle-Q.

.....  
P.T.O



Section-IX:



**Annexure-1**  
**APPLICATION FORMAT**

(To be furnished in the agency's official letter pad with full address and contact no etc., otherwise it will be treated as cancelled)

To  
Principal  
Tamralipto Govt. Medical College & Hospital  
Tamluk, Dist-Purba Midnapur, W.B.

Sub:- E-Quotation for "Canteen service", Under the control of the Principal, Tamralipto Govt. Medical College & Hospital.

Ref:- Your Nle-Q No..... dated.....

Sir/Madam,

Having examined the Pre-qualification & others over Tender-documents published in the N.I.e-Q, I/we hereby submit our deposition as under:

- 1) We now offer a rate as shown in the price schedule/Bill of Quantity attached herewith.
- 2) If our bid is accepted, we undertake to supply the goods and perform the services as are sought for.
- 3) We further confirm that, if our bid is accepted, we shall provide you a performance security of the required amount and sign on contract-form to the effect.
- 4) We also accordingly confirm to abide by this bid up to the aforesaid period and this bid may be accepted any time before the expiry of the aforesaid period.
- 5) We further understand that you are not bound to accept the lowest or any bid you may receive against your above-referred tender enquiry only on the basis of BOQ.
- 6) We confirm that we do not stand de-registered/banned/blacklisted by any Government Authorities /Organization/Institution etc.
- 7) Brief of court/legal case pending, if any, are following: (write down, if any, otherwise mark as 'Nil')
- 8) We would authorize and request any Bank, Person, Firm or Corporation/Municipalities, other authorities to furnish Pertinent information as deemed necessary and/or as to be instructed from your end to verify this statement.
- 9) We confirm that we have sufficient cash reserve to run the canteen-service.
- 10) We confirm that we fully agree to the terms and conditions specified in this TE-document, including amendment/corrigendum, if any.

(Signature with Date)

(Name and designation) Duly authorized to sign bid for and on behalf of Bidder

Address of the Bidder:

Mail ID:

Mob No:

Bank Details(with cancelled Cheque):



Section-X:

Annexure-2

Sl. No.	Checklist
1.	EMD or document in support of EMD exemption.
2.	Tender Application Form shall be duly filled up and signed and stamped by the agency.
3.	Published Bids documents to be signed and stamped in every 12 pages.
4.	Scanned copy of EMD, where not exempted.
5.	GST / CST registration.
6.	Income Tax PAN with IT returns for last two years(at least for 2020-21)
7.	Professional Tax registration.
8.	Certificate of Incorporation, where applicable.
9.	Trade License.
10.	Power of Attorney, if required.
11.	Performance Statement / Credential: One year of previous experience in supplying of food and/or tiffin.
12.	Audited Balance Sheet and Profit & Loss A/C for last two years(at least for 2020-21).
13.	Bank Solvency Certificate to be issued from the date of floating tender till last date of submission of bids and to be addressed by the bank to this office.
14.	Bidder's Undertaking as per Section VI.
15.	Filling up Price Schedules / Bill of Quantities (BOQ)
16.	CA certified Statement towards profit making organization for the last two Financial years (2020-2021 & 2021-2022)

N.B. It is the responsibility of bidder to go through the Tender Enquiry documents to ensure furnishing of all required documents in addition to the above.

(Signature with Date)

(Name and designation) Duly authorized to sign bid for and on behalf of Bidder