



Government of West Bengal  
Office of the Superintendent  
Habra State General Hospital, Habra, North 24 Parganas

**Notice Inviting Tender for Running of Canteens for Habra SGH, Staffs & Bonafied patients, patients relatives and visitors etc.**

No.-HAB/SGH/2285

Dated:- 17/10/22

(Through Pre-Qualification)

(Submission of Bid through NIC e-Tender Portal of North 24 PGS)

Superintendent, Habra S.G. Hospital, Habra, North 24 PGS invites Bids through Tender in Two Bids System (Technical & Financial Bid) for "**Running of Canteens for Habra SGH, Staffs & Bonafied Visitors and others at Hospital campus**". For Details and Downloading the tender, interested parties may please visit website: <https://wbtenders.gov.in> (organization- Health & Family Welfare Department, WB and [www.north24pgs.gov.in](http://www.north24pgs.gov.in). For any further assistance, please visit o/o the Superintendent of Habra SGH, North 24 PGS.

**1. General Instructions:-**

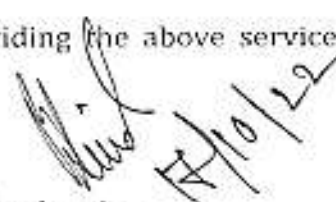
In the event of E- filling, intending Bidder may download the Tender Documents free of Cost from the website: <https://wbtenders.gov.in> and [www.north24pgs.gov.in](http://www.north24pgs.gov.in) with the help of Digital Signature Certificate or from the Health & Family Welfare Department's Website [www.Wbhealth.gov.in](http://www.Wbhealth.gov.in) & 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 memorandum no. 3975-F(Y), Date-28.07.2017) issued from any nationalized bank in the form of **ONLINE PAYMENT/NEFT** and also to be documented through e-filling.

**2. Submission of Bids:-**

Both Technical Bid & Financial Bid are to be submitted concurrently duly digitally signed by the company personnel only (having **Authorization from the company movement**) in the website <https://wbtenders.gov.in>. All papers must be submitted in English Language with Page Marking.

**3. Time & Schedules for the E-Tender:-**The time and schedule for obtaining the Bid Documents, Pre Bid Meetings, and Registration with the tendering Authorities, The Submission of bids and other Documents Etc. will be as per the list provided in clause, as given below.

**4. Eligibility for Quoting:-**The invitation for bid is open to all for providing the above service having the requisite certificates and credentials as enlisted below.

  
Superintendent  
Habra S. G. Hospital  
Habra, North 24 Parganas

## SUBMISSION OF TENDERS:

The tender is to be submitted in two bid system.

Technical Proposal:

### 'BID A': Technical Documents

Statutory Cover, containing the following documents :( **SINGLE FILE, MULTIPLE PAGES SCANNED**)

A	EMD: Rs.10, 000/- (Ten Thousand) as earnest Money in favour of Habra State General Hospital, Rogi kalyan Samiti for the whole Tender. Or EMD exemption NSIC Certificate/SSI (MSME) Acknowledgement must be submitted. Deposition of Earnest Money: Net Banking (any of the banks listed in the ICICI Bank Gateway) in case of payment through ICICI bank payment gateway. RTGS/NEFT in case of offline payment through bank account of any bank.
B	Check list in the prescribed format.
C	Application in the prescribed format given in Annexure I

### OTHER-STATUTORY CONTAINING THE FOLLOWING DOCUMENTS:-

a) Company Specific Technical Documents:- (SINGLE FILE MULTIPLE PAGE SCANNED)

Sl.No.	Category	SubCategory	Sub Category Description
A.	Certificates	A1.Certificates	<b>PAN card of the Bidder</b>  Food Safety License from Dept. Of Health & FW (Food safety) if applicable GST Registration certificate (if applicable)
B.	COMPANY DETAILS	B1.COMPANY DETAILS 1	Trade License , if any Income Tax Return for the F.Y. 2021-2022 (if applicable) Food License from competent authority GST Registration no. as applicable. ( for Premises of Habra SGH canteen)
C.	CREDENTIAL	C1: CREDENTIAL1	Having experience is supply of food & Tiffin, at least 1(one) year and have satisfactory supply order if any.

### 'BID B': Financial Cover:-BOQ

The folder as "Financial Bid" shall contain: Base rate per Accounting Unit exclusive/GST tax to be quoted.

#### TERMS AND CONDITIONS OF THE TENDER

1) Minimum Eligibility Criteria:

- Only those firms/agencies (having Trade License such type of Business) & who have experience in such type of job of at least 1 (one) year and have satisfactory supply of order in Govt. Institute (Mainly) **will be preferable**. Agencies/Supplier should have Food Safety License from Department of Health.

2) Bidder will be required to deposit Rs. 10,000/- (Rupees Ten thousand) only as EMD (Earnest Money Deposit).

- The successful tenderer (s) will have to deposit security Money Rs.30000/- in the form of Pay Order/Bank Draft in favour of " Habra S.G. Hospital, RKS". The Earnest money will be forfeited if the tenderer(s) fail to deposit the security Money Deposit within 7 (Seven) days of acceptance of the Offer Letter.

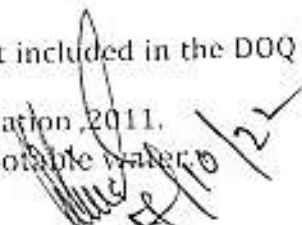
- The unsuccessful Tenderer(s) will receive their earnest money back in time. The earnest money will be refunded after the deposit of full amount of security Money of successful Tenderer(s).

  
Habra S.G. Hospital  
North 24 Parganas

- c) The Earnest money will be forfeited if the tenderer (s) withdraws the tender after opening of bids.
- d) EMD exemption is allowed for those having SSI (MEME) Part II or NSIC certificate.
- 3) Documents required for Technical Bids are mentioned in specimen Form of Technical Bid.
- 4) Above rate can't be accepted.
- 5) **The selected bidder will also have to pay the rent of the canteen on monthly basis and after providing continuous six months satisfactory performance by the selected bidder such rent will increase by ten percentages (10%) every year. If continuous six months satisfactory performance is not obtained from the selected bidder, the Superintendent shall have the power to terminate such bidder without assigning the reason.**
- 6) Bidders will have to present original requisite documents in support of uploaded documents for verification, if asked for.
- 7) The Tender is valid only for the mention canteen only under the control of Superintendent, Habra SG Hospital.
- 8) The Earnest Money may be kept in custody of the authority as a part of Security Deposit of the successful bidder(S) and will be released after expiry of the tender period if bidder expresses in written.
- 9) Earnest Money will be refunded to the unsuccessful bidder through online mode or in written request on production photocopy of demand draft. No interest will be payable on the EMD.
- 10) In case it is found that two or more bidders have quoted same price, the lowest bidder will be decided by draw of lots.
- 11) Any Co-operative without having proper permission (from Competent Authority for such job) of concerned business will not be entitled to get exemption of EMD security deposit and/or any rate preference.
- 12) All terms and conditions as mentioned above will have to be accepted by the Tenderer (s).
- 13) Timelines for downloading and submission of E-Tender along with other datelines has been noted below.
- 14) E-Tender should be addressed to the Superintendent of Habra SG Hospital, Bidders may download tender enquiry documents from the website [www.north24pgs.gov.in](http://www.north24pgs.gov.in) and [www.wbhealth.gov.in](http://www.wbhealth.gov.in)
- 15) Any subsequent notice regarding this tender shall be uploaded in above website only or the interested parties may contact to the office of the undersigned for more details.
- 16) Financial Bids are attached here with (BOQ).
- 17) 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.
- 18) If rate of any item infraction then it will be nearest rounded figure, that is .5 or above calculated to next rupee and below .5 will be ignored.
- 19) Self help Group registered before 31/03/2022 is preferable.

#### Other Terms & Condition for FOOD & Hygiene as per FSSAI & sch-IV

- 1) The utensils & other furniture should be good condition.
- 2) The Food should be hygienic & fresh as per specification and socially acceptable.
- 3) Timely supply of cooked food.
- 4) Quality should be maintained otherwise supplier will be rejected as per the standards.
- 5) Rate including all charges including servicing or packaging charges.
- 6) Refusal of supply and poor quality of food, mis-behavior of supplier, etc happens then the contract will be cancelled for further supply.
- 7) Mineral water, Ice Cream, cold drinks or any other items which are not included in the DOQ may be procured as per market price.
- 8) Oil cooked only two(02) times & then discard as per FSSAI Rule & Regulation 2011.
- 9) Fruits, vegetables & others food item washed before cooked with potable water.
- 10) No adulterant to be used.
- 11) Fly catcher to be installed with well exhaust system.

  
Superintendent  
Habra S. G. Hospital

Date and Time schedule of Tender:

Sl.No	Particulars	Date & time
1	NIT& Other documents publish online	17/10/2022
2	Online documents download start date, Date of publishing	17/10/2022
3	Online Document download end date	31/10/2022 at 1.00 p.m
4	Online Bid submission start date	17/10/2022
5	Online bid Submission end date	31/10/2022 at 1.00 p.m.
6	Online Bid opening date for Technical proposals	31/10/2022 at 2.00 p.m.
7	Last date on sample submission in sealed (Item Wise) cover in a Master cover for technically qualified.	31/10/2022 at 1.00 p.m.
8	Date of online opening of Financial Proposal	31/10/2022 at 2.00 p.m.

  
 Superintendent  
 Habra Sub Hospital  
 Habra, North 24 Parganas  
 District of West Bengal  
 Habra Sub General Hospital  
 North 24 Parganas

**Annexure-I**  
**APPLICATION**  
**FORMAT**

[To be furnished in the Company's official letter pad with full address and contact no etc.,  
other wise it will be treated as cancelled

To,  
Superintendent  
Habra SG Hospital  
North 24 Parganas

Sub:-E-Tender for "Running of Canteens for Habra SGH, Staffs & Bonafied Visitors, patients and patients relatives at Hospital campus". FOR THE YEAR 2022-2023, under the control of THE SUPERINTENDENT, HABRA SG HOSPITAL

Ref:-

Having examined the Pre-qualification & other documents published in the N.I.T, I/we hereby submit all the necessary information and relevant documents for evaluation:

1. That the application is made by me/us on behalf of..... in The capacity ..... duty authorized to submit for offer. The authorization Letter from the Company is attached in Annexure II.
2. We accept the terms and conditions as laid down in the NIT mentioned above and declare that we shall abide by it for thought the tender period.
3. We are offering rate for the following item/items with manufacturing capacity and assured supply to the Superintendent, Habra SG Hospital, Habra, North 24 PGS.
4. In the event of being selected, I will make the supply within the stipulated period excepting the condition which is beyond our control.
5. We understand that:
  - (a) Tender Selection Committee can amend the scope & value of the contract bid under this project.
  - (b) Tender Selection Committee reserves the right or rejects any application without assigning any reason.

Date:

Signature of applicant including title and Capacity in which application in made.

Contact No.  
Tele  
Mobile:-

### CHECK LIST

(All points are to be filled up no places are to be kept vacant. For statutory clearances/registration not applicable mention NOT APPLICABLE instead of keeping blank.)

1.Nameofthework	"Running of Canteens for Habra SGH, Staffs& Bonafied Visitors at Hospital campus	
2. TenderNoticeNo		
3 Online document down load ended		
4.Name of the institution tendered for		
5 DD No. For Earnest Money with Date and Drawn at.		
6Are you exempted from EMD(y/N)		
7.Name of the bidder in block letter		
8.Full address	E.Mail:	
	Telephone No/Mobile No :	
	Fax:-	
Local address, if any		
9.Legal entity of the bidder\whether Firm/Society/Company/other entity		
10RegistrationNo Authority with whom registered.		
11.LicenseNo.....		
12Name&addressofthe Banker of the bidders.		
13.a)PANNo/TANNo.		
14GSTRegistrationNo		
15.1(one)years of experience In supplying of food and tiffin.	Yes	No
16.BlackListed by any Govt. Authority/ Govt. undertaking At any time. If yes, provide details	Yes	No
17.Has the firm or principal employees convicted in or have pending in any court any Vigilance matter.	Yes	No

18. Any litigation against the Firm or its proprietors or its principals? If yes, provide details	Yes <span style="float: right;">No</span>
19. Any other relevant Information wish to submit	
I have gone through the eligibility criteria for participating in the tender and certify that all the conditions have been fulfilled.	
I have read the General & Special Terms & Conditions, including the penal provision, as given in the tender documents as per tender notice quoted above. I have accepted them and agree to abide them. I have also read the Memorandum of agreement and do agree to abide by it if declared successful in my bid.	

Certified that the above information is correct and true to the best of my knowledge and belief. Nothing has been concealed, false and fabricated and in case of information found incorrect later on, I the under signatory will be personally responsible for the same.

Date : \_\_\_\_\_ Full Signature of the bidder/Authorized person & Seal

## SPECIAL TERMS AND CONDITIONS FOR CANTEEN SERVICE ON CONTRACT


1. Canteens of this Habra SGH:-
  - A. Hospital premises Canteen –Supply cooked food with cooking service facility.  
The bidder should have at least 1(One) year of catering experience of serving at least 200 persons in a organization. Suitable documentary evidence to be supported along with the Expression of Interest application.
2. Canteen shall be meant for serving refreshments, snacks, tea, meals, etc. and such other items and at such prices, as may be settled between the contractor and the hospital authority.
3. The services of the canteen will be at the disposal of the staff of this hospital including doctors, other officers, nurses, etc., and bonafide visitors. The users of the canteen shall be paying for the services directly to the Interest Parties.
4. The canteen will run on all days including Sundays & Holidays and shall remain open (24\*7) during such hours as may be decided by the authority.
5. The selling price of all the food items to be sold at the subsidised rate (20% to 30% less than the local market price) which may be varied item wise and it should be under the discretion of hospital authority.
6. Only mustard oil/soya bean oil/rice bran oil/sunflower oil is permitted for cooking and oil cooked only 2 times & then discard the cooked oil.
7. The FSO will pay regular visit to the canteen to supervise and check the quality & quantity of the food items served in the canteen.
8. The personnel appointed by the Interest Parties must have proper and clean uniform for the identification. The personnel so appointed should have the basic knowledge of personal hygiene and safe & clean method so food handling. Health checks up of canteen staffs & vaccination is mandatory.
9. The quality of the raw materials to be used for preparation of food in the staff canteen should be of highest standard and fresh. Fridge/Refrigerator facility will be available. Quality of all kind of food & service will be reviewed regularly.
10. The Fuel to be used for cooking will only be LPG and shall be arranged by the contractor. The contractor should have valid commercial connection in its name.
11. Fire safety provisions to be installed at canteen.
12. The contractor will be responsible for maintaining adequate number of persons engaged in Cooking, distribution of food and disposal of garbage and left over food.
13. 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.
14. 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 or injury caused to its workmen during discharging their duty.
15. The contract or shall not be entitled to use the accommodation allotted by the authority for any other purpose or business so the than canteen.
16. The persons associated with preparation and distribution of food will be required to undergo periodical medical checkups to rule out the possibilities of communicable disease / infection diseases and any body found suffering from such has to be kept out of engagement till he / she is

*[Handwritten Signature]*  
Surintendent  
Habra SGH  
10/10/22  
Habra North & Pali



fully recovered.

17. The list of personnel deployed for food preparation, handling and serving have to be intimated to the authority from time to time.
18. There shall be no compromise on the quality of food supplied by the Interest Parties and if any such incidence or food adulteration is found, action deemed fit, including black listing the firm, shall be taken by the Competent Authority and all the FSSAI act-2006 & FSSAI rule & regulation, 2011 will apply.
19. The contractor will be responsible for such conduct of the persons engaged by him in the canteen, which will be conducive for maintaining the harmonious atmosphere in the hospital and will be responsible for any act commission & omission of such persons.
20. Use of plastic cup & carry bag will be strictly prohibited at the Hospital campus.
21. The contract, if awarded, will be initially for one year from the date of award of Contract subject to continuous satisfactory performance and on failure on this aspect, the authority reserve the right to terminate the contract. The period of one year can be extended for a further period at the discretion of the hospital authority, but not more than one year with the existing terms and conditions.
22. This Institution Campus is a "NO SMOKING and NO ALCOHOL BEVERAGE ZONE" hence sale and use of tobacco is prohibited.
23. The cost of food to be affordable to all the strata of the community.
24. The range and variety of the food items should adhere to social norms of food habit.
25. The selection of vendor will be taken upon as per E-Tender specification and additional revenue promised for payment to Government as well as authority (not applicable for Government agency).
26. Proper display of rate chart (food) in should mandatory at reception or cash counter and outside the canteen area in the local language.
27. Get food samples tested periodically.

  
17/10/22  
Superintendent  
Habra S. G. Hospital  
Habra, North 24 Parganas