

Expression of Interest (Eoi)

for

Empanelment of agency (ies) for providing catering services on call basis and rate contract basis with Dr. Syama Prasad Mookerjee National Institute of Water and Sanitation, Kolkata, West Bengal

IMPORTANT DATES

Name of work	Empanelment of agency (ies) for providing catering services on call basis and rate contract basis with Dr. Syama Prasad Mookerjee National Institute of Water and Sanitation, Kolkata, West Bengal.
Date of issue	12.12.2023
End date & time of submission	18.12.2023 at 5.30 PM
Date & time of opening of EOI	19.12.2023 at 9.30 AM
Duration of Empanelment	Initially six months from the date of empanelment which is extendable to another one year based on review of satisfactory performance & services by the agency and as per requirement of the institute.
For Quires	Queries, if any, may be sent in email: ncdwsq-ddws@gov.in

Dr. Syama Prasad Mookerjee National Institute of Water and Sanitation
(Department of Drinking Water and Sanitation, Ministry of Jal Shakti, Government of India)
Diamond Harbor Road, Joka
Kolkata- 700 104


Expression of Interest

1. Dr. Syama Prasad Mookerjee National Institute of Water and Sanitation (SPM-NIWAS) is set at Joka, Kolkata under the aegis of Department of Drinking Water and Sanitation, Ministry of Jal Shakti, Government of India. The Institute organizes various training and capacity building programmes at national level for public health engineers and water supply professionals at regular intervals. The participant level during the programmes ranges from minimum 20 to 150 plus based on the nature of trainings/ workshops/ conferences. The Institute also planned to host international trainings/ conferences/ seminars in due course of time. The duration of programmes ranges from minimum one day to maximum five days.
2. The Institute on behalf of Director & Head of the Institute invites expression of interest for sealed rate quotations under two bid system i.e. (i) Technical Bid and (ii) Financial Bid in two separate sub-envelopes contained in single main envelope from experienced, registered and licensed caterers to empanel them for providing catering services on call basis and rate contract basis with Dr. Syama Prasad Mookerjee National Institute of Water and Sanitation, Kolkata, West Bengal.

Main Envelope	Sub-envelopes	Contents
Offer for empanelment of agency (ies) for providing catering services on call basis and rate contract basis with SPM-NIWAS, Kolkata	Envelope A	Technical Bid
	Envelope B	Financial Bid

The financial Bids shall be opened for those bidders only, which qualify technically and also on the basis of the physical verification report of the caterer by the officers of the Institute. If the facilities not found suitable the financial bid will not be considered.

3. The Tender document may be downloaded from website <https://jalshakti-ddws.gov.in>.
4. The sealed tender super-scribed as "offer for empanelment of agency (ies) for providing catering services on call basis and rate contract basis with SPM-NIWAS, Kolkata" should be submitted to Administrative Officer, Dr. Syama Prasad Mukherjee National Institute of Water and Sanitation, D.H. Road, P.O. Pailanhat, Joka, Kolkata- 700 104 on or before 18.12.2023 latest by 5.30 PM on any working day. Tenders received after the above mentioned date and time shall not be accepted.
5. The Director, SPM-NIWAS reserves the right to accept or reject any offer, or empanel more than one caterer, if required without assigning any reasons thereof, and to amend the terms and conditions before award of the contract.


(Dr. Anil Kumar)
Administrative Officer

2. Scope of work and terms & conditions

- a) The caterer agency will serve meal/ tea/ snacks/ drinking water etc. during various meetings, trainings/ workshops/ conferences of the Institute and should have high quality buffet related items, chairs, tables with table cloth, gloves, apron, vessels tandoor, refrigerator, filled-in cooking gas commercial cylinders, oven, crockery and cutlery, tissue papers and allied items to serve not less than 150 persons at a time. Successful bidders will also provide packed food/ snacks/ refreshment as and when requested by the Institute during normal office days, in such case pick up facility will be provided by the institute.
- b) The Institute will provide space, electricity and water free of cost for catering services to the successful bidders.
- c) The Institute will host trainings programmes every month, however, the catering services will be on call basis as and when required and payment will be made accordingly.
- d) The caterer should have in-house professionally trained and experienced chefs and allied staff, preferably with certificate/ diploma/ degree in hotel management/ catering/ food and beverages & allied services with sufficient experience in serving the VVIPs, top administrative and managerial level guests.
- e) Tea/ lunch/ dinner shall be served in buffet system generally. However, in special cases, the services may be required to serve inside the guest rooms/meeting halls/ conference rooms as working tea/ high tea/ lunch /dinner etc.
- f) The caterer shall provide sufficient number of waiters in proper neat and clean uniform to serve to guests. Caterer has to deploy his/ her own workforce to cater the entire service. No manpower shall be provided by SPM-NIWAS in this regard.
- g) The quality of the meal & material shall be of high class. It should not cause any health problem to the guests. Use of plastic bags/ glasses/ bottles is banned within the campus of the institute. The caterer will use high quality glass bottles/ vessels/ glasses for services.
- h) The minimum no. of persons shall be taken as 20 and the rates shall be same for a gathering of 20 persons. However, the caterer is expected to serve guests below 20 also.
- i) The institute reserves the right to empanel more than one caterer, if required on similar rates as offered by L1 bidder. In such cases, the work will be allotted to successful contracting agencies on rotational basis. The Director, SPM-NIWAS reserve the right to terminate the contract of any agency without assigning any reasons, in case of breach of the bid terms and conditions or fails to provide the services or if the services are not found satisfactory by the Institute.
- j) The caterer must have a valid "FSSAI License" and experience of at least 3 years in catering services in central government department/ institutions/ PSUs/ reputed private establishment (i.e. having turnover of around 50 crore and above).
- k) The rates should be quoted separately for breakfast, high tea, refreshment, packed food, snacks, lunch and dinners (veg. & non-veg.) as per the standard menu as mentioned in the **Schedule 'C'**. Taxes will be extra and will be paid as per actuals.

- l) Technical & Financial Bids shall have to be submitted in the Format as per **Schedule 'A' and Schedule 'B'** in two separate sub-envelopes respectively contained in a single envelope as mentioned above.
- m) The officers of the Institute should visit the establishment of caterers which qualify technically, to check the facilities provided by each one. On the basis of the physical verification report, the offers may be shortlisted based on the facilities available in the establishment. The financial bid of the technically qualified or shortlisted caterers will be opened only.
- n) Transportation of any activity related to the service, shall be borne by the caterer.
- o) The prospective bidders may visit the site physically for taking a view of the site and work.
- p) Conditional tenders shall be rejected out-rightly. The caterer shall not sub-contract the services of personnel sponsored by them.
- q) Either party shall be entitled to terminate the contract by giving 30 days' notice in writing to the other party.
- r) The bidders should have the compliance of all the relevant Laws, Acts and regulations as applicable from time to time. The Institute shall not be responsible for any breach of relevant laws. The Institute will also not be responsible any manpower/ workforce deployed for the work by the agency in the Institute.
- s) The Caterer shall be responsible for any damage to the SPM-NIWAS premises under the caterer occupation and to the fittings, fixtures, furniture, equipment entrusted to the contractor when such damage is in the opinion of SPM-NIWAS, caused due to negligence or carelessness or any fault on contractor's part or that of its manager or workmen or agent and the contractor shall be liable to pay to SPM-NIWAS such amount in respect of such damages may be assessed by SPM-NIWAS officials.
- t) The successful bidders shall have to deposit security deposit of Rs. 01 lakh only in the form of bank guarantee in favor of Director, SPM-NIWAS which shall only be released after completion of the contract. No interest will be paid on security deposit. The security amount shall be forfeited if the caterer refuses to supply the order of catering without any genuine reason or without prior notice.
- u) The payment of bills by the Institute will be made to the contracting agency (ies) on reimbursement basis within 15 days after successful completion of the work as per terms and conditions of the tender document and submission of the proper tax invoice. No advance payment would be made by SPM-NIWAS, Kolkata.

3. Eligibility criteria for bidders: -

The caterers should have the following qualifications:-

- a) Registration of ownership/ proprietorship/ company/ agency.
- b) Registration for GST & PAN No.
- c) Registration and license of FSSAI.
- d) Experience and performance certificate of at least last 03 years for satisfactory and successfully arranging outdoor or indoor catering services in central government

- department/ institutions/ PSUs of the Government/ reputed private establishment (i.e. having turnover of around 50 crore and above).
- e) Average annual turnover of Rs. 20 Lakhs in last three financial years (2022-23, 2021-22 & 2020-21) certified by a CAG empanelled CA.
 - f) Income tax return for the last three financial years (2022-23, 2021-22 & 2020-21).
 - g) Manpower (at least one) holding certificate/ diploma/ degree in hotel management/ catering/ food and beverages & allied services from recognized university/ institution with sufficient experience.
 - h) Self-certified declaration to the effect that the bidder is not blacklisted in letter head of the agency.
 - i) Declaration regarding acceptance of all terms and conditions towards services as mentioned in the tender document

4. Arbitration

Dispute if any arising out of the contract, shall be settled by mutual discussion alternatively by legal recourse under jurisdiction of Kolkata only.



Technical Bid

Schedule - A

S. No.	Particulars	Detail	Proof Attached (Yes/ No)	Page No.
1.	Name of the Agency with full address, Telephone No., FAX and E-mail with the registration certificate (enclose copy)			
2.	Name of Director/ Proprietor/ authorized person with full Address, phone, FAX, E-mail			
3.	FSSAI registration and license No. (enclose copy)			
4.	GSTIN (enclose copy)			
5.	Experience and performance certificate of at least last 03 years for satisfactory and successfully arranging outdoor or indoor catering services in central government department/ institutions/ PSUs/ reputed private establishment (i.e. having turnover of around 50 crore and above) of the Government (enclose copy)			
6.	Average annual turnover of Rs. 20 Lakhs in last three years (2022-23, 2021-22 & 2020-21) certified by a CAG empanelled CA (enclose original copy of summary certified by a CAG empanelled CA)			
7.	Income Tax Return for the for last three financial years i.e. 2020-21, 2021-22, 2022-23 (Certified copies duly signed by CAG empanelled CA to be enclosed)			
8.	Manpower(at least one) holding diploma/ degree in hotel management/ catering/ food and beverages & allied services from recognized university/ institution with sufficient experience (enclose brief profile)			
9.	Self-declaration to the effect that the bidder is not blacklisted (enclose copy)			
10.	Declaration regarding acceptance of all terms and conditions towards services as mentioned in the tender document (enclose copy)			

Note: The certificates attached should be self-attested wherever required.

(Signature of bidder/ authorized representative
with full name and address with agency seal)

Date:
Place:



Schedule -B

Financial Bid

S. No.	Particulars	Rates per person (INR)
1.	Breakfast (items as per menu in Schedule - C)	
2.	Lunch Veg. (items as per menu in Schedule - C)	
3.	Lunch Non-Veg. (Veg. menu as per sl.2 above plus one non-veg. dish and non-veg. soup)	
4.	Dinner Veg. (items as per menu in Schedule - C)	
5.	Dinner Non- Veg. (Veg. menu as per sl.4 above plus one non-veg. dish and non-veg. soup)	
6.	Tea / Coffee/ Cold Drink with 2 cookies.	
7.	Packed Lunch/Dinner (items as per menu in Schedule - C)	
8.	High Tea (items as per menu in Schedule - C)	
9.	Potable branded drinking water with added mineral.	
10.	Packed Snacks (items as per menu in Schedule - C)	
11.	Refreshment (items as per menu in Schedule - C)	

Note: The rates shall be for minimum of 20 persons or more.

Date & Place:

(Signature of bidder/ authorized representative with full name and address with agency seal)



Schedule - C

Details of items included in the menu

S.No.	Particular	Items Included
1	Breakfast	i. Tea / Coffee/ milk. ii. Veg. sandwich/ bread butter/ bread omelet/ dhokla/ khandavi/ bread rolls/ upma/ mashala dosa/ idli with chatney/ Poha/ boiled egg. iii. Paneer pakoda/ samosa/ kachori/ bada/ Veg cutlet. iv. Dry sweet
2	Lunch /Dinner	i. One Soup (Veg.). ii. One paneer/ mushroom dish. iii. One seasonal dry veg dish. iv. One dal. v. One raita or curd item. vi. Green Salad, papad, chatni, achar. vii. One rice item (plain steam rice or jeera rice). viii. Tava roti/ tandoori roti, Missi, nan. ix. Two items in desert (misty dohi, ice cream/ halwa/ fruit cream/ rosogolla/ ras malai/ rabdi with jalebi/ faluda kulfi/ gulab jamun etc).
3	Non Veg Lunch / Dinner	The veg. menu shall remain as per sl. no.2 above and adding one non-veg. soup and one non-veg. dish (preferably fish/chicken item) shall be added as per requirements.
4	Veg Packed Lunch/ Dinner	i. Four tava roti. ii. Rice 150 gms. iii. One dal. iv. One paneer/mushroom dish. v. One seasonal veg dish. vi. Green salad, papad, chatni, achar vii. One Sweet piece (Kaju burfi/ misty dohi/ gulab jamun/ dal halwa)
5	Non-veg Packed Lunch /Dinner	The veg. menu shall remain as per sl. no.4 above except item at sr. no. (iv) or (v) and adding one non-veg. dish (preferably fish/chicken item) in place of this item.
6	High Tea	i. Tea, coffee, cold Drink (canes/bottles), fruit juices. ii. Veg. sandwich / cocktail pizza / bread rolls/ Paneer pakoda/ samosa / matar kachori/ dhokla /khandvi. iii. Roasted badam/ kaju. iv. Rasmalai / rosogolla/ gulab jamun/ pastry. v. Cookies & potato wafers.
7	Packed Snacks	i. Cutlet(02 pieces)/Veg sandwich(02 pieces) ii. Roasted dry fruits(20 gms). iii. Veg pakora(01 plate)/samosha(01)/kachori(01) iv. Dry sweet(01) v. Sauce sachet.
8	Refreshment	i. Kachori/samosha/cutlet. ii. Veg sandwich/egg roll/paneer roll. iii. Sweets, (iv) Juice (100ml), (v) Sauce sachet.

Note: Quality of rice should be standard basmati rice & flour should be branded multigrain and all cooking material shall be of high quality and branded.
