

INVITATION OF BID (EXPRESSION OF INTEREST)

FOR

CATERING SERVICES FOR

“RUNNING OF CANTEEN & KITCHEN”

AT

**The Institute of Co-Operative Management for
Agriculture & Rural Development
(ICMARD - Training Institute of The WBSCARD Bank Ltd.)**

Block-14/2, C.I.T Scheme-VIII (M), Ultadanga, Kolkata-700067
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CATERING SERVICES FOR RUNNING OF CANTEEN & KITCHEN AT ICMARD
14/2 C.I.T Scheme VIII(M), Ultadanga, Kolkata-700067

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Expression of Interest for short listing of Catering Service Providers for Running of Canteen & Kitchen at ICMARD -Training Institute of The WBSCARD Bank Ltd. located at 14/2 C.I.T Scheme - VIII (M), Ultadanga, Kolkata-700067

SECTION - I

1.1 The West Bengal State Co-operative Agriculture & Rural Development Bank Ltd. (The WBSCARD Bank Ltd.) invites EOI from experienced, resourceful and reputed Catering Service Providers including Self-Help Groups (SHGs) for running one Canteen at the First Floor of the ICMARD Building.

1.2 Schedule of activities and events: -

Sl. No.	Particulars / Activity	Date & Time	Remarks
01.	Date of uploading of EOI through Online (Publishing Date)	27.11.2025 4.00 P.M	Will be made available in the wbenders.gov.in
02.	Date for commencement of Downloading the Tender Documents etc. through Online	27.11.2025 5.00 P.M	
03.	Date for commencement of Submission of Bid (i.e. Technical Bid and Financial Bid) through Online	27.11.2025 5.00 P.M	
04.	Date of Closing of Submission/Uploading of Bid (i.e. Technical Bid and Financial Bid) through Online	26.12.2025 3.00 P.M	
05.	Last date for uploading documents through Online	Same as above	
06.	Date and Place for Opening of Technical Bids/Proposals through Online with Preliminary Result based on Technical Bid Opening (TBO) Sheet	30.12.2025 11.00 A.M	Will be notified to all the Bidders through e-Mail & SMS through auto generations in the system
07.	Date of uploading of the Final List of the Technically Qualified Bidders as per TBO Sheet	To be suitably decided by the Tender Committee of The WBSCARD Bank Ltd.	
08.	Date of Opening of Financial Bids based on FBO (i.e. Financial Bids Opening) Sheet	-DO-	
09.	Uploading of CSQR (i.e. Comparative Statement of Quoted Rates) and Uploading of Final FBE Sheet (i.e. Final Bid Evaluation Sheet)	-DO-	
10.	Uploading of Award of Contract - AOC (i.e. Work Order)	-DO-	

1.3 Bidders must furnish full data and information as required in this Bid document. Based on the evaluation of the proposal submitted by the Bidders, one of the Bidders will be selected.

1.4 Award of the Bid is at the sole discretion of The WBSCARD Bank Ltd. Proposal of the successful Bidder would form the basis for future negotiations and lead to signing of a Contract Agreement.

1.5 The intending Bidders must visit the site and should have full knowledge of the facilities and infrastructure of the building/surroundings from where the successful Bidder is required to operate. Prior to the site visit, the Bidder shall fix up an appointment with The WBSCARD Bank Ltd. in any working day of the Bank.



1.6 ELIGIBILITY CRITERIA: -

1. Bidder should be a professional with minimum 3 years' experience in providing in-house catering of different types of cuisines (i.e. Bengali Veg, Non-Veg, South Indian, Chinese, etc.) to Training Institutions, Banks, Corporate Sector, etc.
2. Bidder should have satisfactory performance on similar job/services (i.e., in-house catering services) successfully completed in Training Institutions, Banks, Financial Institutions, Corporate Sector in Public/Private Sector, Guest Houses, Hotels during 3 years (i.e. 2022-23, 2023-24 & 2024-25) and should be either of the following: -
 - i) Three similar completed jobs/ services costing not less than Rs. 20 Lakh each or
 - ii) Two similar completed jobs/ services costing not less than Rs. 30 Lakh each or
 - iii) One similar completed jobs/ services costing not less than Rs. 60 Lakh
3. Bidder should furnish along with Technical Bid (Part-A), names and addresses of the clients along with details regarding nature, amount and period of the contracts in the prescribed formats given in **Annexure-II** and that should be supported with Certificates of the clients regarding the quality and duration of service rendered during the last three years.
4. Track record of Bidder should be clean and should not have any involvement in illegal activities or financial frauds. There should not have any litigation/allegation with the Police/Court/Regulatory Authorities against the Bidder. The Bidder must not have been prosecuted or suffered any Penalty for violation of any Statutory Laws by any Authority. The Bidder must not have been suspended / delisted / blacklisted by any organization on any grounds. The Bidder should not have any rescinded/abandoned contract awarded by any of his clients before the expiry of prescribed period of contract. The Bidder shall give details of all disputes he/she had with his/her clients and furnish the status of arbitration, if any.
5. The Bidder should preferably be based at Kolkata or have a representative establishment at greater Kolkata.
6. Bidder should have Trade License, Food License and applicable Registrations with Statutory Authorities such as Regional Labour Commissioner (Central), ESI, PF, PAN, GST, etc. The copies of Certificates of Registration should be enclosed.
7. The Bidders should submit documentary evidences in support of the above eligibility criteria.

1.7 GENERAL TERMS AND CONDITIONS

1. The tenure of the Contract will be for 3 years. Initially, the **Contract shall be awarded for 1 year with a scope of extension for another two years**, if services/performance of the Selected Bidder are found satisfactory. No claim for revision of rate will be entertained during the first two years.
2. If the performance of the Bidder is found to be unsatisfactory for any reasons, whatsoever, in any organization, then The WBSCARD Bank Ltd. reserves the right to reject the Bids submitted by such Bidders.
3. The WBSCARD Bank Ltd. will have option to terminate the Contract, after giving notice of one month expressing its intention to terminate the Contract, if the Selected Bidder commits breach of any of the conditions of the Contract and fails to render the services to the satisfaction of The WBSCARD Bank Ltd.
4. The Offer of Contract issued to the successful Bidder would need to be accepted within 7 days from the date of issue of the Offer. Failure to accept the Offer within this period, will result in forfeiture of the EMD and would entitle the Bank to issue the Offer of Contract to the next Lowest Bidder.
5. The intending Bidders will have to make Earnest Money Deposit (EMD) of Rs.10,000/- (Rupees Ten Thousand) only at the time of participation in the EOI. While, the Earnest Money Deposit (EMD) of the unsuccessful Bidders will be refunded automatically as and when the Award of Contract is uploaded in the GoWB Portal, the Earnest Money Deposit (EMD) of the successful Bidder would be converted into Security Deposit on issuance of the Work Order to it.
6. Further, the successful Bidder will be required to deposit a further sum of Rs.1,00,000/- (Rupees one lakh) only within 7 days from the date of acceptance/confirmation of offer towards Security Deposit for due performance of the Contract. The total Security Deposit of Rs.1,10,000/- shall be refunded on expiry/termination of the Contract. The Security



Deposit would accrue no interest and would be refunded to the Bidder on expiry of the term of the Agreement after adjusting the dues of the Bank, if any.

7. The Contract Order shall automatically become null & void and EMD will stand forfeited on the Contracting Firm/ Agency failing to deposit the amount as above. However, The WBSCARD Bank Ltd. reserves the right to revive the Contract Order, if circumstances warrant. On payment of the Security Deposit, the Contracting Firm / Agency (i.e., successful/selected Bidder) will be required to enter into an Agreement/Contract with The WBSCARD Bank Ltd. on Stamp Paper of appropriate value in the form to be approved by The WBSCARD Bank Ltd. containing inter-alia all the terms and conditions of the contract.
8. If the successful Bidder fails, in course of the contract period, to comply with any of the terms and conditions of the Agreement/Contract, the Security Deposit may be forfeited in full or in part as would be decided by the Competent Authority.
9. The Selected Bidder shall provide Catering Services as specified in "Scope of Work and Specific Conditions for Catering". (attached herewith in detail)
10. The Catering Services for the Trainees/Non-Trainees/Participants of any other Program have to be provided on all days during the contract period (Trainee means whoever attending the Training Program of the ICMARD, Non-Trainee means who are invited externally to handle the sessions or Staff of The WBSCARD Bank Ltd. or Guests of ICMARD & The WBSCARD Bank Ltd.). Tea, Snacks and Lunch services should also be provided to the Members of the Staff/ Guest of the Institute on daily basis. In addition, Breakfast / Dinner and snacks also shall be provided to Staff, if required. Failure to provide the service shall attract payment of Penalty. The amount of Penalty would be decided by the ICMARD Authority on each occasion and that shall be final.
11. Usually, the Training Programs are conducted throughout the year, but the number of Participants may vary from time to time and The WBSCARD Bank Ltd. does not guarantee any Minimum Number of Participants. A situation could arise where no Training is conducted during a particular month. Notwithstanding this, the Selected Bidder's Catering Services have to be made available throughout the year without any break. Under all circumstances, Selected Bidder should be bound to follow protocols & SOPs issued by Government from time to time.
12. The Selected Bidder should depute adequate numbers of competent and well-trained Staff for Cooking, Cleaning, Dining and Room Services.
13. The Selected Bidder should ensure that all his/her employees shall wear proper Uniform and ID Cards of his/her Agency, during the business hours of all days.
14. The Selected Bidder should ensure proper maintenance of hygiene and cleanliness during cooking and supply of foods including wearing Head Gear/ Masks / Gloves etc. during cooking and service hours.
15. Minimum number of staff, preferably including expert Chef, should be maintained at any point of time to manage the activities of the Canteen satisfactorily. The Selected Bidder should have full control over such employees and shall give necessary guidance and direction to carry out the jobs assigned to them by him/her. The Catering Staff is to be identified separately and not allotted sundry duties elsewhere in the premises.
16. The Selected Bidder would be responsible for day-to-day grocery supply and maintenance of Crockery and Utensils as per requirement.
17. The Inventory of all Crockery and Utensils would be maintained by the Selected Bidder. The WBSCARD Bank Ltd. / ICMARD authority would not be responsible for any damage or deformation or loss of such items in any regard.
18. No escalation in rates on any account will be allowed during the Contract Period. Also, no subsidy will be given over the quoted rates.
19. Bills for Catering Services are to be raised by the Selected Bidder on a fortnightly basis / monthly basis and the same shall be settled within one month from the date of submission of the Bills, provided the same are in order. **No Advance shall be paid thereagainst under any circumstances.** However, applicable Taxes will be deducted while settlement of the Bill. **Each Bill should be submitted with documents containing details of Menu and number of**



Participants/Guests/Trainees/Guest Faculty etc. of each Programme, duly signed by the authorized official of the Selected Bidder and countersigned by the Official of the concerned Organization/Party.

20. The Selected Bidder should ensure compliance with the norms of Municipal Corporation and other Regulatory Authorities relating to preparation and sale of food stuffs, beverages and refreshment and shall obtain the necessary Licenses and Permits at his/her own cost.
21. In case of any labour problems related to the workmen/staff of the Selected Bidder, the same has to be settled at the Selected Bidder's end only.
22. The Selected Bidder should maintain the Registers for his employees viz., Master Roll, Register of Wages, Provident Fund, ESI, Register of Fines, Register of Deductions for Damage or Loss, Register of Overtime, Wage Slips etc. as required by Labour Laws.
23. It will be the Selected Bidder's responsibility to ensure that the obligations under the terms of this contract are duly performed and observed.
24. The Management of the Institute will arrange for a maximum 05 [Five] workmen of the Selected Bidder, accommodation at the Institute in the Kitchen premises for early hour duties such as fetching Milk, serving of Bed Tea/Coffee etc. Moreover, free accommodation will be provided at the Institute for the cooks & servicemen of the Selected Bidder for preparation & supply of food materials. Their presence, however, should not cause any disturbance to normal functioning of the ICMARD or to any Guests of the ICMARD.
25. The Selected Bidder or his staff should not use the premises, properties, fixtures, fittings, etc. of ICMARD for any purpose other than those exclusively provided in the contract. It will remain open to Officials of The WBSCARD Bank Ltd. to inspect the Hostel and Kitchen at any point of time.
26. The Selected Bidder shall be responsible for taking adequate care of all equipment, Utensils, etc. of The WBSCARD Bank Ltd. Necessary electricity and wholesome water will be supplied by The WBSCARD Bank Ltd. free of cost. The Management of The WBSCARD Bank Ltd. would provide at free of cost necessary Dining Chairs, Tables and other Furniture and electrical & other equipment like heavy duty kitchen equipment, Toaster, Refrigerator, Gas Oven, Tea/Coffee Machine, Water Cooler, Water purifier, Water filter etc. for the Dining Hall in good and running condition.
27. The Selected Bidder shall have to bear necessary charges for cleaning, repair, maintenance of the aforesaid items with prior approval of the Principal, ICMARD and it should be brought to the notice of ICMARD for such repair & maintenance work from time to time. If any repair of the equipment is to be made on account of mishandling/negligence of the workmen, except normal wear and tear, the said items will be repaired by the Selected Bidder at his/her/its own cost. Repair/maintenance of the Refrigerator, Gas Oven, Tea/ Coffee Machine, Water Cooler & Water Purifier only is to be borne by The WBSCARD Bank Ltd. by way of AMC from time to time and hence, it is owner's obligation.
28. ICMARD would take Feedbacks from the Guests/ Trainees/ Participants of the Programs regularly about the maintenance of the Canteen, Quality of the food and other arrangements. The Selected Bidder would be liable to upgrade/ modify the arrangements as per the Feedbacks as and when advised by the authority of ICMARD.
29. The Selected Bidder or his authorized representative has to attend Review Meeting every month or as and when required, for discussion, evaluation of performance of the contract, and compliance to statutory issues, etc. with the ICMARD Authority.
30. In the event of any damage caused to the movable or immovable property of the ICMARD or its client's or to the property of the employees of The WBSCARD Bank Ltd., The WBSCARD Bank Ltd. reserves the right to compute the damage in terms of money and to deduct the money from the Bill of the Selected Bidder or from the amount payable to the Selected Bidder by the Institute and the remaining amount, if any, by way of civil damages.
31. The Selected Bidder neither should use the Trademark and /or Trade Name of The WBSCARD Bank Ltd. or Letterhead of ICMARD/The WBSCARD Bank Ltd. nor should hold himself/herself as an Agent of The WBSCARD Bank Ltd. or ICMARD, the relationship between the Selected Bidder and The WBSCARD Bank Ltd. being a Principal-to-Principal basis.

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32. The Selected Bidder should not use The WBSCARD Bank Ltd.'s address on his Letterhead/Stationery for purposes of Registration with any Government/Local Body or any other organization or person and no tenancy shall be created by the presence of his workmen/employee on ICMARD's premises.
33. To ensure effective implementation of this contract, Principal, ICMARD shall issue instructions to the Selected Bidder from time to time and such instructions shall be deemed to be a part and parcel of this contract and shall be binding on the Selected Bidder. In all matters relating to or incidental to this contract, if there arises any doubt or dispute or disagreement, the decision of the Management of The WBSCARD Bank Ltd. shall be final and binding on the Selected Bidder.

34. Selected Bidder's Employees -

- i) The employees engaged by the Selected Bidder should be trained and experienced having good health, character, well behaved, obedient and skillful in their tasks. They should be conversant with Bengali and Hindi.
- ii) The Selected Bidder shall furnish a list of his/her employees to be deployed along with their Bio Data mentioning Address, Date of Birth, Mobile No. qualifications, experience, photos, etc. supported with self-attested copies of the Identity Proof (Adhaar Card/ Driving License/ Passport/ Vote ID etc.).
- iii) The Selected Bidder shall ensure that they observe overall cleanliness of the premises of Dining Hall & Kitchen at their own cost and are properly dressed in clean Uniform with Identity Cards during their hours of service/business. Before starting the catering services, the Selected Bidder shall submit to the management identification with photograph name & address etc. who will be staying at the Institute.
- iv) The Selected Bidder should take all precautionary measures to ensure the safety of the workmen deployed at the Canteen and The WBSCARD Bank Ltd. shall not be held responsible in case of any eventuality. Also, the Selected Bidder shall comply with the prevailing Labour Acts/ Rules, Rules regarding Provident Fund, ESI, etc.
- v) The Selected Bidder should take prior permission from the authorized Official of ICMARD before deploying any employee at the Canteen or before making any change of its employee from time to time. However, The WBSCARD Bank Ltd. reserves the right to reject any particular workmen/staff proposed to be placed /deputed at The WBSCARD Bank Ltd., without assigning any reason. The Selected Bidder shall furnish a detailed duty chart of the employees employed by him at the beginning of every month and keep informed ICMARD authority of any changes made in them from time to time. The duty chart for the month should give the specific names of the employees and respective duties they are required to attend to. Also, Selected Bidder should submit the list of employees with the changes effected if any on first day of every month.
- vi) The Selected Bidder shall remove any employee who in the opinion of The WBSCARD Bank Ltd./ICAMRD is guilty of misconduct, or is in any manner unfit or unsuitable for service. The Selected Bidder shall at all times indemnify The WBSCARD Bank Ltd. against all claims which may be made under the Workmen's Compensation Act, or Rules there under or under any Law or Rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this Agreement. The Selected Bidder shall be solely responsible for the remuneration and other dues of its employees as also for omissions / commissions done by them.
- vii) The workmen / employees engaged by the Selected Bidder shall not have any right/claim over the facilities enjoyed by The WBSCARD Bank Ltd. staff, participant, etc.
- viii) It is clearly understood that the Selected Bidder's employees shall not have any employee-employer or master-servant relationship with The WBSCARD Bank Ltd.
- ix) The Selected Bidder shall ensure that none of his personnel/employee on duty is in inebriated state or consume drugs, prohibited substances, smoke, etc., while on duty at ICMARD premises.
- x) In case, theft of any material/cash takes place from the Occupants' Room on account of the negligence on the part of the employees deployed by the Selected Bidder, the Selected Bidder would be liable for such lapse and the amount, if any, should be compensated by the Selected Bidder while settling the Bill.

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35. Failure to Exercise The WBSCARD Bank Ltd.'s rights -

Any omission on the part of The WBSCARD Bank Ltd. at any time to exercise any of its rights under the terms of the catering arrangements shall in no way impair or affect the validity of the terms and the rights of Authority of The WBSCARD Bank Ltd. to enforce its rights at any time subsequently.

36. Tenancy Rights -

Nothing herein contained shall be construed to create any tenancy in Selected Bidder's favour of the Canteen Block and premises and The WBSCARD Bank Ltd. may of its mere motion effect the termination of this catering arrangement, re-enter and retake and absolutely retain possession of the Canteen block.

37. Licenses and Registrations -

- i) The Selected Bidder should obtain the requisite License under Contract Labour Act (Regulation and Abolition Act 1970) and amended from time to time issued by the concerned Labour Department for running the establishment. The WBSCARD Bank Ltd. shall not be responsible in any way for any breach by the Selected Bidder of the Rules and Regulations governing the running of such establishments by the Selected Bidder.
- ii) The Selected Bidder should register with the competent authority and shall abide by State Labour/Government of India (Ministry of Labour) Rules and Regulations and all other Statutory Acts/Regulations and Rules relevant to this contract including Works Contract Act, Minimum Wages Act, 1950 as amended from time to time, Payment of Wages Act 1935 as amended from time to time, Provident Fund Act, ESI Act, etc. and such other Statutory Enactment, Rules and Regulations laid by the Government and Local Body in force or coming into force; which may apply to this Agreement. The Selected Bidder shall indemnify The WBSCARD Bank Ltd. against risks and damages arising out of the default on the part of Selected Bidder due to negligence or non-compliance of any of the aforesaid Rules, Regulations etc. laid down by the Government and other statutory authorities from time to time.
- iii) The Selected Bidder should comply with all requirements of Law with regard to the provision of Labour and ensure that an appropriate License from concerned Labour Department is obtained. It will be the responsibility of the Selected Bidder for furnishing necessary Statutory information / documents in proof of the above whenever called for by The WBSCARD Bank Ltd. In case of any labour problems related to the workmen staff of the Selected Bidder, the same has to be settled at the Selected Bidder's end only.

38. Disputes Resolution: -

All questions, disputes and / or difference arising under or in connection with this Agreement or in any way touching or relating to or concerning the construction, meaning or effect or the terms herein, shall be referred to the sole arbitration of The WBSCARD Bank Ltd. or to the sole arbitration of its Officer/s who is/are entrusted, in addition to other functions, of The WBSCARD Bank Ltd. by whatever designation and is/are referred to as the said Officer/s. The Selected Bidder has no objection to any such appointment to the effect that the arbitrator so appointed is The WBSCARD Bank Ltd.'s own Officer or that he was a part to the contract or that he had to deal with matters which relate to this arrangement or that in the course of this duties as such Officer/s he had expressed views on all or any of the matters in dispute or difference. The award of the arbitrator so appointed, shall be final and binding.



SECTION - II

2.0 CATERING - SCOPE OF WORK AND SPECIFIC CONDITIONS

1. **Scope of Work:** - During the contract period, the Selected Bidder shall be responsible for the following: -

- i) Extending complete catering services to the local/national participants of ICMARD (for Trainees/ Participants of all other programmes) as per Annexure - III on programme days.
- ii) Extending catering services to The WBSCARD Bank Ltd. employees and guests (non-trainee) as per Annexure - IV on all days.
- iii) Extending catering Services with Special Menu Items in any program/special occasions as required as per Annexure-V.
- iv) Providing Snacks and Tea/Coffee services to the Participants, Office Staff, Guest Faculties and Guests (Non-Trainee) during office hours at all times and outside office hours and on holidays, if so required.
- v) Providing special catering services within the premises / campus of ICMARD on special occasions as per the rates agreed upon or any rates agreed upon after mutual discussions with ICMARD authority.
- vi) ICMARD may decide to provide additional Vegetarian / Non-Vegetarian Buffet Lunch, or Dinner or High Tea during the Program days. In that case, additional charges to be levied for such special buffet (either Lunch or Dinner or High Tea) should be agreed to through mutual discussions with ICMARD authority.
- vii) A single rate should be quoted for catering services as per head per day basis for local/national participants/guests staying for an entire day. Where Participants/Guest stays for only a part of the day avails catering services, the catering charges shall be on per head per meal basis.
- viii) For the above purposes, the Selected Bidder will be permitted to use the Canteen Block consisting of main Dining Hall, Kitchen, Store Rooms attached to the Kitchen, Dormitory, the Receiving Area etc.

2. **Gas:-**

ICMARD shall provide commercial LPG Gas Connection including handing over the Permit of Cooking Gas to the Selected Bidder and the Selected Bidder shall arrange for regular supply of commercial LPG Gas Refills at his own cost. ICMARD Authority would adjust the Gas Bills from Monthly Bill of Selected Bidder. The Selected Bidder must ensure prompt and uninterrupted supply of Gas by placing order with the dealer/ICMARD authority sufficiently in advance and arrange for alternative sources when there is any shortage of supply of Gas. Charges for procurement of Gas Cylinders as necessary should be borne by the Selected Bidder.

3. **Electrical Lights and Fans: -**

The Canteen Block is fitted with various types of Kitchen Equipment, Lights, Fans, Exhaust System etc. These electrical fittings and equipment should be handled in a proper manner and should be cleaned regularly by the Selected Bidder.

4. **Damage to other Articles in the premises: -**

The Selected Bidder shall be responsible for any damage to the Canteen Block of the building under the Selected Bidder's occupation and to the Fittings, Fixtures, Furniture, Equipment entrusted to the Selected Bidder, When such damage is in the opinion of ICMARD authority, caused due to negligence or carelessness or any fault on Selected Bidder's part or that of its Manager or Workmen or Agent and the Selected Bidder shall be liable to pay to The WBSCARD Bank Ltd. such amount in respect of such damage as may be assessed by the Officials of The WBSCARD Bank Ltd. The Selected Bidder shall indemnify the Institute against any accident, damage or loss of life or property losses or any claim that the Institute might have to suffer on account of non-fulfillment of the statutory and other obligation by the Selected Bidder.



5. Crockery, Cutlery and Cooking Utensils etc.: -

- i) The Selected Bidder shall be provided with basic Crockery, Cutlery, Table Linen & Frills, Cooking Utensils and other articles that are necessary and required for providing catering services.
- ii) The Selected Bidder shall at all times keep and maintain all the articles in a clean, neat, hygienic and tidy order and condition. The Selected Bidder shall maintain inventory of the stock of items given to him.
- iii) An inventory statement giving clearly the break-up of the stock including usable items, unusable items due to normal wear and tear and breakage / missing, if any, should be submitted to ICMARD Authority by 10th of each consecutive month, which shall be checked by the authorized Official of ICMARD.
- iv) The Canteen of ICMARD would be maintained with an environment friendly approach. i.e. use of Plastic or Thermocol Bottles/ Bowls is completely banned for supplying water/ food to the Guests/ Staff.
- v) The Selected Bidder would ensure use of items such as Tea Cups/ Water Glasses made of bio-degradable substances for supply of Tea and Water for the Guests/ Trainees during tea breaks if necessary.
- vi) The breakage of Cooking Utensils should be kept to a reasonable level. If any breakage takes place on account of negligence or mishandling of the Equipment, Utensils, Crockery and Cutlery, the Selected Bidder shall have to bear the entire cost in respect of such breakage. Similarly, the cost of any items, missing shall be recovered from the Selected Bidder in full. If breakage takes place on account of normal and regular usage, 25% of the original cost of the items shall be recovered from the Selected Bidder.

6. Kitchen Equipment: -

Adequate care to be taken to keep the kitchen equipment in good condition. The list of kitchen equipment items will be provided at the time of awarding the contract. The cooking range, oven and other kitchen equipment should be cleaned on a daily basis and kept clear of any spillage of food and oil. Any repairs, if required for, should be brought to the notice of the authorized Official of The WBSCARD Bank Ltd. immediately. The Selected Bidder shall supply all necessary cooking and serving utensils at the Canteen.

7. Electricity: -

The charges for electricity consumed for Lights, Fans and other electrical appliances in the Canteen Block will be borne by The WBSCARD Bank Ltd. but proper steps should be taken by Selected Bidder to ensure that the Fans, Lights and other Electrical Appliances are used with due economy and are switched off when not required or are used only to minimum extent necessary so as to avoid wasteful consumption of electricity. ICMARD authority reserves the right/option to levy penalty on the Selected Bidder in case of wastage of electricity.

8. Water Supply: -

The water required for running the Canteen and maintaining the Canteen Block shall be supplied by The WBSCARD Bank Ltd. The Selected Bidder shall ensure utmost economy in the consumption of water and shall ensure that there is no wastage of water in the Canteen. Leaking taps should be brought to the notice of the authority of The WBSCARD Bank Ltd. well in time to repair the same. In case of water shortage/ no supply from the water board, the Selected Bidder shall co-operate with the Authority of The WBSCARD Bank Ltd. for regulated supply of Water. The Selected Bidder shall abide by such instructions, as may be imposed or as may be issued by the appropriate Government, Civic authorities and officials of the WBSCARD Bank Ltd. or any other person authorized by ICMARD authority in consumption of water. The authority of The WBSCARD Bank Ltd. reserves the right/option to levy Penalty on the Selected Bidder in case of wastage of water.

9. Maintenance of Canteen Block: -

The Selected Bidder shall keep the Canteen Block in a clean and tidy condition, shall use branded Detergent and use regular Moping to clean the Canteen Block. The Dining Tables and the Service Tables have to be maintained in a clean and neat manner. The Selected Bidder shall not permit the Canteen Block or any portion thereof to be used for

residential purposes by any of its employees. It shall be open to any authorized official of The WBSCARD Bank Ltd. to inspect the Canteen Block or any portion thereof at any time.

10. Personal Supervision: -

It will be the Selected Bidder's responsibility to ensure that the obligations under the terms of this Agreement are duly performed and observed. A competent and qualified Staff should be appointed as the Manager by the Selected Bidder whose name should be informed to ICMARD authority and who shall remain in person on the campus to manage and supervise the catering services properly. The Manager should be conversant with Hindi, and Bengali.

11. Standard of Catering: -

- i) The quality of articles of food and provisions should be of good standard as specified in Annexure-A. The officials of The WBSCARD Bank Ltd. will have authority to inspect such articles of food and provisions and will have full powers to order discontinuance of use of such articles of food and provision, which are found to be of unsatisfactory standard and on grounds of hygiene.
- ii) A high standard type of catering should be maintained at all times with due regard to quantity, quality and purity of foodstuffs. High standard of cleanliness in preparation and handling of food items, cooked and cut food servings should be maintained. The workmen handling the cooking and cutting directly should maintain a high level of personal hygiene and cleanliness. Courtesy should be observed while servicing the Guests, Guest Faculty, Participants and Staff Members.
- iii) Rating of the service should be maintained all times at "Very Good and above".
- iv) The Selected Bidder has to take steps to improve the service substantially in case 40% of the participants have rated as "below very good"/ "Average" for the food served in a programme.
- v) In case the food served by the Selected Bidder rated below "very good" by 50% of the participants, ICMARD authority shall levy Penalty Charges from the Selected Bidder. The amount of Penalty would be 1-3% of the Food Bill of the programme on each occasion and shall be final and binding on the Selected Bidder.
- vi) The Selected Bidder should ensure that the food items supplied are as per the standards of fitness prescribed by the Government authorities and if at any time any Fine is imposed by the Government authorities (e.g. by the food inspectors/ food dept.) the same should be borne by the Selected Bidder and The WBSCARD Bank Ltd. will not pay any Fine or Penalty that may arise/or that may be imposed on account of the fault of the Selected Bidder. The Selected Bidder shall be personally and solely responsible for any consequences due to food poisoning. Besides refusal of the entire payment for the sessions, during which such food poisoning occurred, The WBSCARD Bank Ltd. would initiate further stringent action, as may be deemed fit.
- vii) The standard of cleanliness of Kitchen Utensils, Crockery, Glassware, Cutlery, Linen etc. should be of very high order and any laxity in this regard will attract severe Penalties of the amount to be determined by the authority of the ICMARD/The WBSCARD Bank Ltd. The Selected Bidder should be bound by the decision of the authority of ICMARD/ The WBSCARD Bank Ltd.
- viii) Utensils, Cups, Saucers, Flasks, Crockery, etc. should be scrubbed and cleaned thoroughly with soap water and hot water.
- ix) The Caterer should ensure that the entire catering premises are kept hygienic and clean. A thorough master cleaning has to take place every weekend for all equipments, fixtures, utensils by removing the grime, grease, stains, oil etc. wiped well by clean cloth and dried.

12. Provisions, fruits and vegetables etc.: -

- i) The Selected Bidder shall be solely and wholly responsible for the procurement of all articles of food and provisions at his own cost. The Selected Bidder shall bear complete financial responsibility for all purchases and financial commitments he may enter into for fulfilling the contract.
- ii) It shall be the responsibility of the Selected Bidder to store the materials purchased by him in a neat, tidy and hygienic manner in the space provided by ICMARD authority. Ensuring security of such material shall be the sole responsibility of the Selected Bidder.



iii) The quality of food and provisions shall be of good standard/quality & hygienic as specified in Annexure-A. The WBSCARD Bank Ltd. shall have authority to inspect such articles of food and provisions and shall have full powers to order discontinuance of use of such articles of food and provision which are found to be not meeting the standard set out in the contract and on grounds of hygiene. Suitable Refrigerator shall be provided by ICMARD authority for storing of perishables. It shall be the responsibility of the Selected Bidder to store the material in an appropriate and hygienic manner.

iv) Raw food stuffs such as Vegetable, Milk, Fish, Mutton, Chicken, Eggs, Fruit etc. should be fresh and of good quality and if found not to be fresh by the authority of ICMARD/The WBSCARD Bank Ltd., shall be rejected and the Selected Bidder should replace the same with fresh and quality products.

v) There shall be no re-chauffing i.e. leftover food of one meal shall not be served at the next meal.

vi) Reuse of burnt oil is strictly prohibited. Oil, once used will not be allowed to be reused.

13. Complaints and improvements: -

The Selected Bidder should carry out such improvements as may be necessary for ensuring satisfactory service and shall take due notice of complaints made by the participants, Guest Faculty and Staff either directly to him or through its Manager.

14. Utensils for cooking non-vegetarian food: -

The Selected Bidder should ensure that cooking vessels and other utensils used for preparing Non-Vegetarian Dishes are not used for cooking and serving Vegetarian Food. A separate cooking arrangement and use of separate Utensils etc. shall be ensured for Vegetarian and Non-Vegetarian Dishes.

15. Service Timings: -

Sl. No.	Service (Participants / Guest Faculty / Guest/ Staff)	Timings
1.	Bed Tea (to be served in the Room)	06:00 am – 07:00 am
2.	Classroom Tea – Morning	10:30 am – 11:30 am
3.	Classroom Tea – Afternoon	03.30 pm - 4.30 pm (to be served at the Tea-Break in the Service Area adjacent to Classroom/ Office)
Dining Hall Service: -		
1.	Breakfast	8:00 am – 10:00 am
2.	Lunch	12:30 Noon – 3:00 pm
3.	Snacks	4:00 pm – 5:30 pm
4.	Dinner	8:00 pm – 10:00 pm

16. The above timings could be generally observed. However, there could be exceptional circumstances warranting Catering Service before or beyond the above timing to which the Selected Bidder should provide.

17. The Selected Bidder should supply and serve wholesome and hygienic meals and snack in accordance with the menu as stated in Annexure-III, Annexure-IV and Annexure-V at the rates as agreed in the contract.

18. Normally the services are to be provided for "Sit-down Service" but however at times on instructions buffet service as per specifications are to be provided for usual practice. The service of all food items should be "UNLIMITED" as per the requirement of the participants/guests from the spread available.



19. Preparation of the Menu: -

The Menu for each day's Breakfast, Lunch, evening Snacks and Dinner for Non-Trainee participants should be drawn up with due regard to the seasonal requirements, needs and varying tastes of the participants coming to ICMARD from different parts of the country on a weekly basis in advance by the Selected Bidder or its Manager and should be approved by the authorized official of the ICMARD. The duly signed Menu should be enclosed with the Bills at the time of submitting the same for payment.

20. Participants leaving during a Programme: -

If during the progress of a programme, any participant does not take any of the services for whole day, no charge will be should by Selected Bidder for the service, provided one half day's (12 hrs.) notice for non-availability of the services is given to the Selected Bidder by the authorized official of ICMARD.

21. Programme and the day following the end of Programme: -

On the day previous to the day of commencement of a Programme and on the day following the last day of Programme even though such days, fall within the period of the gap intervening between two Programmes, Selected Bidder should at the prior instruction from ICMARD Authority, keep the Canteen open and arrange for catering service to such of the participants as are expected to be present in the hostel on such days and for such items as par taken of by them and the charges should be calculated at the rates specified for each of the item as per contract.

22. Sick Participants: -

If any Participant falls ill, he/she should be provided with special Diet up to the cost of the normal menu, as and so long as, needed by him, without any extra charge in lieu of the normal food supplied in the Canteen. The same should be served in the Room of such Participant, if so required, also without any extra charge.

23. Miscellaneous: -

i) Food should be cooked only in the Kitchen of the Canteen. Selected Bidder may bring or serve food prepared or cooked outside on special circumstances only. No outsider should be permitted inside Hostel and Canteen Block.

ii) The Selected Bidder should not be allowed to carry away any material/item out of the campus. Accommodation should not be provided by ICMARD Authority to all staff of the Selected Bidder. However, ICMARD should allow a few active workmen of the Selected Bidder to stay in the kitchen premises for early hour duties such as fetching milk, serving of Bed Tea/Coffee etc. Their presence, however, should not cause any disturbance to normal functioning of ICMARD.

iii) The Selected Bidder should co-operate with the other Selected Bidders working in the campus. One of the Cook should be available from Breakfast till completion of the Dinner. Allocation of duties/shifts etc. should be the responsibility of the Selected Bidder.

iv) The disposal of leftover foods and other garbage should have to be done on a daily basis by dumping the same in the main Garbage Bin earmarked by the Authority of ICMARD/The WBSCARD Bank Ltd. for the purpose. Disposal/transportation of waste/garbage is to be done from the main Garbage Bin to Municipal Garbage Bin located anywhere outside ICMARD Campus Area on daily basis. Leftover food should not be sold or sent out of the campus.

v) The authorized representative/s of The WBSCARD Bank Ltd. shall have the right to check the quality & quantity of the items supplied & served.

vi) For rendering efficient services to the Participant, Guest Faculty and Staff at the time of Breakfast, Lunch, Evening Snack and Dinner, the Selected Bidder shall always keep and make available sufficient number of staff, which shall preferably include Chef/Assistant Chefs, Waiters/Dining Hall Helpers, Kitchen Helpers, etc. The Selected Bidder should provide additional manpower whenever necessary to ensure providing of Quality and satisfactory Service to the Participants, Guests, Guest Faculty, Staff, etc.

vii) The Selected Bidder should prepare and serve the Breakfast/Lunch/Dinner as per Menu, in a pleasing and presentable manner. In addition, the Selected Bidder should keep and make available workmen for providing Water

and Tea to the Participants, Faculty, Guests and Office Staff during office hours at all times and outside office hours and on holidays, if so, required.

viii) Persons working in the Canteen should be provided with Apron, Gloves, Headgear, Masks, etc. by the Selected Bidder. Besides Uniform, Disposable Paper Napkins (of approved quality)/Cloth Napkins should be placed along with each Plate for Breakfast, Lunch and Dinner for Dining purpose as well as small ones while serving Soup, Tea, Coffee, Snacks etc. in consultation with ICMARD authority.

ix) The Agency shall provide catering services in the Dining Area and/or administrative building premises for the Guests for approximately the following number of training programmes/ events; -

Sl. No.	Particulars	Estimated no. of Programme per year	Average duration of Programme in days	Expected no. of Participants per Programme
1.	Training Programmes	40	4	25
2.	Meetings/ Workshops/ Seminars/ Conference	20	1-2	30
3.	Unscheduled VIP Programmes	2	1	Approx. 30
4.	High-Tea	4	1	Approx 20

Note: The above figures are indicative and may change.

24. **Special Events Arrangements** – ICMARD may arrange special events, sometimes at short notice, besides regular training activities in which the Agency may be required to provide additional services. Apart from the above, the Selected Bidder should be capable to arrange for supply of food articles for at least 40 heads daily as per schedule of Trainings and upto 250 heads for outside programmes as & when necessary. For Special Dishes, if any, not covered in the Annexure, the Rates will be fixed up/decided on prior mutual discussions with the Agency. No extra cost to be charged by the Selected Bidder without approval of the institute. No order for supplying food etc. to any outside party should be entertained by the Selected Bidder without prior written approval of the Management of Training Institute or of The WBSCARD Bank Ltd.

25. The participating Selected Bidders should submit a declaration in his/her Official Letter Pad that: -

I/We have read the above terms and conditions and are acceptable to me/us.

Signature of the authorized person:.....

Name of the Signatory (in Block Capital Letters): (.....)

Status of the Signatory i.e. Proprietor/Partner:

Date:.....


(Chinmoy Gupta)
Managing Director





Annexure – I

VII. Forwarding Letter

(To be submitted on Bidders' Letterhead)

No.:

Date:

To

The Managing Director,
The WBSCARD Bank Ltd.
6th Floor, ICMARD Building,
Block-14/2, C.I.T Scheme-VIII(M),
Kolkata-700 067

Dear Sir,

Sub: EOI for Catering Services in respect of running of Canteen & Kitchen at the ICMARD Building

1. This has reference to your EOI dated November 25, 2025 for catering services at ICMARD. We have examined the EOI document and thoroughly understood its nature/scope of work and terms & conditions.
2. I/we undertake to offer my/our services in conformity with scope/nature of work and the terms and conditions set out in the EOI document. I/We confirm that the Bid submitted by me/us is confirming to all the terms and conditions mentioned in the EOI document.
3. I/We are enclosing application along with required documents in the prescribed proforma as mentioned in EOI document.
4. I/We are enclosing Transaction Receipt of Rs.10,000/- evidencing deposit of EMD in favour of "The WBSCARD Bank Ltd".
5. I/We agree that our Bid would remain valid for acceptance by The WBSCARD Bank Ltd. for a period of 90 days from the date of opening of Part-A of the EOI or till the date of finalization of EOI, whichever is earlier.
6. I / We, do hereby declare that there is no case with the Police/Court/Regulatory authorities against me/us. Also,
7. I/We have not been suspended / delisted / blacklisted by any organization for any reason. I/We also certify that either our firm or any of the partners are not involved in any scam or disciplinary proceedings settled or pending adjudication.
8. I/We certify that all the information furnished by me/us is true to the best of my/our knowledge. I have no objection to The WBSCARD Bank Ltd. verifying any or all the information furnished in this document with the concerned authorities, if necessary.

Yours faithfully,

**(Signature and Name of the authorized person
of the Firm/Bidder with Office Seal)**

Name: _____



Annexure – II

VIII. Profile of the Bidder (Part-I) – Basic Information

Sl. No.	Particulars	To be filled by the Bidder
1.	Name of the Bidder / firm / organization / Company with full address	
2.	Type of firm/organization (Proprietorship/ Partnership/ Private Ltd etc. (Furnish copies of partnership / memorandum of articles of association etc.)	
3.	Name of the proprietor / partners / directors of the firm	
4.	Year of Incorporation / registration	
5.	Registered address of the firm	
6.	Name, designation, telephone nos., email of the contact person / authorized signatory	
7.	License for providing catering and Housekeeping services (Registration under shops & Estt. Act) obtained (Yes / No)	
8.	Trade License from GHMC (Yes / No)	
9.	Whether the firm has been in business of catering and housekeeping for at least 5 years (Yes / No)	
10.	Annual turnover of the firm for last 3 years (in Rs. lakh) (Furnish copies of audited balance sheets and profit & loss account statements)	a) FY 2022-23 b) FY 2023-24 c) FY 2024-25
11.	Details of Registration (Firm, Company etc) a) Registering Authority b) Date	
12.	Registration Nos. under various Statutory Acts viz. VAT, Service Tax, EPF, ESIC, Labour License (copy of Registration Certificate to be enclosed)	
13.	GSTIN	
14.	PF	
15.	ESIC	
16.	Labour License	
17.	Professional Tax	
18.	PAN (Copies of income-tax returns for last 3 years to be enclosed)	



Sl. No.	Particulars	To be filled by the Bidder
19.	Whether registered / empaneled with any of the Govt., Semi Govt., MES, Govt. Undertaking, Public Sectors etc. as Approved vendors and if so, furnish details.	
20.	Whether involved in any litigation earlier with any organization? If so, please submit the details.	
21.	Any civil suits pending in any of the works executed? If so, furnish details.	
22.	Any other information which the Bidder feels relevant.	

(Signature and Name of the authorized person of the firm/Bidder with office seal)

Name:



Profile of the Bidder (Part-II) – Experience

A) List of similar works being executed presently by the Bidder during the last 03 (Three) years: -

Name & Address of the organization for whom the work was executed along with contact persons and their telephone nos.	Nature/ Type of the work (please specify whether catering, housekeeping or both)	No. of rooms Maintained (Area in Sq. Ft. Maintained)	Maximum no. of persons catered on single day	Value of the work executed (Rs)	Duration of the Contract with commencement and expected date of completion

Note: Copies of the Certificate from competent authority should be enclosed

Signature and Name of the authorized person of the firm/Bidder with office seal)

Name:



B) List of similar works already executed/completed by the Bidder during the last 3 years

SL No.	Name & Address of the organization for whom the work was executed Along with contact persons and their telephone nos.	Nature / Type of the work (please specify whether catering, Housekeeping or both)	No. of Rooms Maintained (Area in Sq. Ft. Maintained)	Maximum no. of persons catered on single day	Value of the work executed (Rs)	Duration of the Contract with commencement and expected date of completion

Note: Copies of the performance certificate from competent authority should be enclosed

(Signature and Name of the authorized person of the firm/Bidder with office seal)

Name:



PART - B - COMMERCIAL BID FOR CATERING SERVICES

The Selected Bidder shall arrange for cooking & services of food on daily basis for any number of participants depending upon the attendance/occasion as decided by ICMARD authority from time to time.

Usually, the training programmes are conducted throughout the year, but the number of participants may vary from time to time and ICMARD does not guarantee any minimum number of participants. A situation could arise where no training is conducted during a particular month. Notwithstanding this, the Selected Bidder's catering Services shall be available throughout the year without any break.

For the above reason, ICMARD shall pay the charges to the Selected Bidder for a minimum of 15 participants for providing catering services to the trainee/ participants, if number of participants is less than 15 during the programme days. However, the same shall not be applicable for Lunch, Snacks and Tea as these are provided to Faculty and Staff of the Institute on daily basis.

The charges for catering services shall be on per head per day basis for the participants/guests staying for an entire day. Where participants/guest stays for only a part of the day or only avails catering services, the catering charges shall be on per head per meal basis.

The Bidder shall quote the rates for each item separately as under. Details of items are given in **Annexure-III, Annexure-IV and Annexure-V.**



ANNEXURE - III

II. SCHEDULE OF ITEMS TO BE SERVED FOR THE STATE/NATIONAL TRAINEES/ PARTICIPANTS WITH QUOTATION

Sl. No.	Description of Items	Time of service	Details of Service of food-stuff	Quotation of Package Rates in Rs.
1.	Bed Tea/Coffee to be supplied in respective Hostel Rooms and Guest House	6 am to 7.00 am	Large cup per head (with/without sugar) as per the choice indicated by guest (with biscuits)	
2.	Breakfast (Breakfast is to be served in Buffet mode)	8.00 am to 10.00 am	Compulsory Items- Egg - Boiled / Omlette Toast with Butter/ Jam with (White/brown sliced) breads, Corn flakes with Milk and Sugar Idly, Vada with Chutney and Sambar Banana Sweet papaya Sweets Tea Coffee Juice Additional item- (any one) Aloo Paratha, Pickle or Poori with Aloo/ Veg curry or Plain Paratha with curry or Masala Dosa with chutney & sambar or Rawa Upma or Poha	
3.	Break time Tea	11.30 am to 11.45 am	Tea/ Coffee with biscuits	



4.	Lunch (Item is subject to availability)	12.30 pm to 3.00 pm	Vegetable Soup & Salad Plain Rice/ Chapattis/Tandoori Roti/Nun/ Poori Dal, Fry, Mixed Vegetable, Any one item i) Fish Kalia (not less than 100gm)/ Fish Curry/ Special Fish Item as may be decided. ii) Mutton Curry (not less than 100gm) iii) Chicken Curry (not less than 100gm) Curd Chutney & Papad Dessert-Vanila Ice-cream/sweets	
5.	Break time Tea	3.30 pm to 3.45 pm	Tea/ Coffee with biscuits	
6.	Evening snacks/Tiffin with Tea/Coffee (One Veg. and One Non Veg. item is to be served as alternative with chutney/sauce and cake)	4.00 pm to 5.30 pm	Tea/Coffee Snacks- Veg.- (any one) 1. Samosa/ Veg Chop 2. Veg Sandwich with sauce/ chutney 3. Poha/ Dhokla with chutney Non Veg.- (any one) 1. Chicken Patties 2. Fish Pakora 3. Chicken Pakora 4. Chicken Chop/ Egg Chop 5. Fish Finger with sauce/ chutney Sweets/Cake-	
7.	Dinner	8 pm to 10 pm	Vegetable Soup & Salad Plain Rice/ Chapattis Dal, Fry, Vegetable Curry, Fish Curry (not less than 100gm)/ Chicken Curry (not less than 100gm) Chutney & Sweet	



8.	High Tea	As required for V.I.P. Guests	Pastry/Plum Cakes/Kaju Barfi Potato Chips – 15 gms Kaju Fry – 15 gms Any one of the following items:- 1.Fish Fry/ Fish Finger 2. Fish Kabiraji with Mustard Sauce and Ketchup 3. Samosa/Kachori 4. Masala Tea/ Coffee/Milk	
Sub-Total				



ANNEXURE - IV

III. SCHEDULE OF ITEMS TO BE SERVED FOR GUEST/NON-TRAINEE AS WORKING LUNCH/TIFFIN/DINEER WITH QUOTATION

Sl. No.	Items for service	Quotation of Meal Rate in Rs.
1.	Veg. Meal- Plain Rice or Chapattis, Salad, Dal, Fry, Veg. curry/Mixed Veg. Chutney, Papad, Curd/Sweet	
2.	Egg Meal- Plain Rice or Chapattis, Salad, Dal, Fry, Veg. curry, Egg Curry, Chutney, Papad, Curd/Sweet	
3.	Fish Meal- Plain Rice or Chapattis, Salad, Dal, Fry, Veg. curry, Fish Curry (not less than 100 gm), Chutney, Papad, Curd/Sweet	
4.	Chicken Meal- Plain Rice or Chapattis, Salad, Dal, Fry, Veg. curry, Chicken Curry (not less than 150 gm), Chutney, Papad, Curd/Sweet	
5.	Mutton Meal- Plain Rice or Chapattis, Salad, Dal, Fry, Veg. curry, Mutton Curry (not less than 100 gm), Chutney, Papad, Curd/Sweet	
6.	Special Items- Basmati Rice, Boiled Dehradun Rice, Onion Zira Rice, Veg. Pulao, Veg. Fried rice, Sona Mug Dal with peas & coconut, Egg Curry, Veg. Malaikofta, Mixed Vegetable, Mocha Ghanta, Paneer Pasand, Chilli Panner, Chicken Dhania, Chicken Rezala, Chicken Bharta, Boneless Chilli chicken, Prawn Malai Curry, Chicken Biryani, Mutton Biryani, Dahi	Separate rate item-wise to be quoted as Annexure- V
7.	Tiffin- (Any one set of items as per availability)	Package Rates
	Egg- Boiled /Omlette etc. with Butter Toast/Jam with 4 (White/brown sliced) breads, One sweet and one cup Tea & one banana	
	Aloo Paratha, Pickle with One sweet and One cup Tea & one banana	
	Poori – 6 nos. with Aloo/Veg. curry One sweet and One cup Tea & One banana	
	Plain Paratha (2 Nos.) with curry with One sweet and One cup Tea & One banana	
	Idly, Vada or Masala Dosa with chutney & Sambar, and one cup Tea	
	Poha with One sweet and One cup Tea & One banana	
Sub-Total: -		

Note: Applicable Taxes, if any for the above may please be indicated separately.

I/We accept to all the Terms & Conditions, Specifications, and Guidelines as indicated in the Tender Document including the penalty clause.

(Signature and Name of the authorized person of the firm/Bidder with office seal)

Name:



Annexure- V

III. RATES FOR ADDITIONAL ITEMS/ LA-CARTE MENU

Quote the rates for the following additional items to be served during Special Dinner/Lunch/ Special Requisites by outside customers etc. occasionally as extra in addition to regular lunch/dinner. You may add additional items as per requirement.

Sl. No.	Item	Price Rate (Rs.)
Rice/Roti Item:-		
1.	Plain Rice	
2.	Dehradun Rice	
3.	Fried Rice	
4.	Lemon Rice	
5.	Mixed Fried Rice	
6.	Zeera Rice	
7.	Veg Pulao	
8.	Chicken Biryani	
9.	Mutton Biryani	
10.	Khichuri	
11.	Veg Biryani	
12.	Plain Roti	
13.	Tandoori Roti	
14.	Plain Paratha	
15.	Aloo Paratha	
Dal and Curry:-		
16.	Mug Dal	
17.	Munsur Dal	
18.	Arhar Dal	
19.	Mixed Dal	
20.	Sona Mug Dal with Peas and Coconut	
21.	Sambar Dal	
22.	Mixed Veg Curry	
23.	Alu Patol Curry	
24.	Alu Posto	
25.	Dahi Begun	
26.	Sukto	
27.	Mocha Ghanta	
Veg. Fry and Veg. Items:-		
28.	Paneer Pasand	
29.	Palak Panner	
30.	Matar Paneer	
31.	Channa Masala	
32.	Chilli Paneer	
33.	Kofta Curry	
34.	Lau Ghanta	
35.	Potato Fry	
36.	Beguni	
37.	Veg. Cutlet	



Sl. No.	Item	Price Rate (Rs.)
38.	Veg. Chop	
39.	Veg. Pakora	
40.	Cauliflower Fry / Roasted	
Fish Items:-		
41.	Fish Fry (original Vetki)	
42.	Fish Fry (normal)	
43.	Parsey Fry	
44.	Topse Fry	
45.	Pomfreight Fish	
46.	Butter Fry (Vetki)	
47.	Fish Finger (6 pcs)	
48.	Chilli Fish	
49.	Dahi Fish	
50.	(Katla) Fish Kalia	
51.	Prawn Curry	
52.	Prawn Malai Curry	
53.	Fish Curry (Bata/Tangra/Pabda)	
54.	Hilsha (100 gm) [Weight of the Fish should be ≥ 1 Kg.]	
55.	Hilsa Faturi [Weight of the Fish should be ≥ 1 Kg.]	
56.	Hilsa Sorse [Weight of the Fish should be ≥ 1 Kg.]	
57.	Bhapa Hilsa	
58.	Bhapa Bhetki	
Chicken & Mutton Items:-		
59.	Chicken Curry (4 pcs)	
60.	Chicken Kasha(1 leg piece)	
61.	Chilli Chicken (100 gm)	
62.	Dhania Chicken (100 gm)	
63.	Egg Curry (2 pcs)	
64.	Mutton Curry (3 pcs)	
65.	Mutton Kasha (2 pieces)	
66.	Boneless Chilli Chicken	
67.	Chicken Chowmin (Hakka)	
68.	Egg Chowmin (Hakka)	
69.	Mixed Chowmin (Hakka)	
70.	Mutton Chop	
71.	Chicken Cutlet	
Soup & Dessert Items:-		
72.	Raita	
73.	Mango Chutney with papad	
74.	Tomato, Khejur, Amsatta Chutney	
75.	Dhaniapata Chutney with papad	
76.	Pineapple Chutney	
77.	Green Salad with Onion	



Sl. No.	Item	Price Rate (Rs.)
78.	Sweet (Sandesh-1 No.)	
79.	Rosogolla (1 No.)	
80.	Rasso Malai (100 gm)	
81.	Sweet Curd (100 gm)	
82.	Sour Curd (100 gm)	
83.	Ice cream (Vanila/Chocololate/Pesta)	
84.	Mineral Water (Branded-1 Ltr)	
Sharbat & Juices:-		
85.	Aam Pora Sharbat	
86.	Mango Juice	
87.	Lassi	
88.	Mango Lassi	
Sub-Total of all Additional Items:-		

Description	Price in INR
Sub-total of Annexure-III	
Sub-total of Annexure-IV	
Sub-total of Annexure-V	
GRAND TOTAL	

The Rates quoted shall be written both in words as well as in figures.

ICMARD shall pay applicable Service Tax and GST to the Selected Bidder on the above rates.

Note: Rates quoted for Additional Items (Annexure-IV) shall not be considered for evaluation of Price Bid.

Signature and Name of the authorized person of the firm/Bidder with office seal)

Name:



Appendix I

PROFORMA FOR HYGIENE AUDIT

(I)	Quality testing at receiving point (where the raw food/consumable is received/ procured)			
	1	FIFO principle is applied (first in - first out)	Yes	No
(II)	Food Preparation			
	2	Food indexing- the menus are being decided to ensure food variety	Yes	No
(III)	Food Safety			
	3	Is the food prepared properly under hygienic conditions	Yes	No
	4	Are the prepared items covered properly	Yes	No
	5	Proper cleaning of the utensils	Yes	No
(IV)	Kitchen/Pantry Hygiene			
	6	Floors are hygienically clean	Yes	No
	7	Walls are dust /damp free	Yes	No
	8	Furniture is regularly cleaned	Yes	No
	9	Washing area provides hygienic environment	Yes	No
	10	Cooking counter is adequately clean	Yes	No
(V)	Condition of Equipment in Food Preparation			
	11	Work worthy	Yes	No
	12	Clean	Yes	No
	13	Safe to handle	Yes	No
(VI)	Food Handler's Health			
	14	Health check up done or not	Yes	No
	15	Nail are cut clean and healthy	Yes	No
	16	Head gears/caps are worn	Yes	No
	17	Gloves are worn	Yes	No
	18	Smoking, eating or chewing of tobacco, zarda, gutka etc spitting, are strictly prohibited – Prohibition observed or not	Yes	No
(VII)	Hygiene of Eating Place			
	19	Floor is hygienically clean	Yes	No
	20	Walls are dust/damp free	Yes	No
	21	Furniture is regularly cleaned	Yes	No
(VIII)	Food Quality			
	22	Palatability is tasted by the Company's Representative	Yes	No
(IX)	General			
	23	Exhaust System is working	Yes	No
	24	Garbage disposal is done regularly	Yes	No
	25	Drainages system is functioning	Yes	No
	26	Washing area provides hygienic environment	Yes	No
	27	Service counter(s) are adequately clean	Yes	No

Remarks: Satisfactory/Not satisfactory

Name and Signature of Agency

Date:.....



Appendix-II

CHECKLIST FORM- CAFETERIA

Sl. No.	Issue	Observation		Remarks
		Yes	No	
1.	Raw material received are branded ones and stored properly			
2.	Food prepared properly and stored properly under Hygienic conditions			
3.	Prepared items covered properly			
4.	Utensils are properly cleaned			
6.	Floors are hygienically cleaned			
7.	Kitchen staff are in uniform			
8.	Service Boys are in uniform and wearing gloves and caps			
9.	Potable Drinking water arrangements neatly done			
10.	Utensil washing area is properly maintained			
11.	Dining hall and Tables in cafeteria properly cleaned and dressed up			
12.	All items as per Menu provided			
13.	Serving tables covered with white cloth with colored frills			
14.	All items in orderly manner and are in a presentable manner			
15.	Fingernails trimmed and clean			
16.	Bathing daily			
17.	Storage area/ fridge is clean			
18.	Exhaust system is working			
19.	Garbage disposal done regularly			
20.	Drainage system is functioning			
21.	Flies present in Kitchen and Dining Area			
22.	Fly Catcher working satisfactorily			
23.	Insect or Spider web seen in Kitchen and Dining Area			
24.	Any Other Observation			

Overall Maintenance of Cafeteria:

Satisfactory/Not satisfactory

Name and Signature of Agency



ANNEXURE - VI
QUALITY OF THE MATERIALS TO BE USED

Sl. No.	Item	Quality
1.	RICE	Baskathi/Minikit ,Basmati (Branded) etc.
2.	DALS	Tur/Urad/Moong - Good Quality
3.	PULSES	Masoor No.1 Kabuli Chana No.1 Fresh Green Peas
4.	OIL	Refined Ground / Sunflower / Rice Bran/ Mastard Oil- Saffola/ Dhara / Fortune/ Sundrop/ Equivalent Brand
5.	ATTA	Wheat fresh Atta Pilsbury, Annapurna, Farm Fresh, Ashirvad
6.	PAPAD	Lijjat / Ambika/ DNV
7.	BREAD	Modern / Britannia / Spencer
8.	BUTTER	Amul / Britannia
9.	JAM	Kissan / Sil
10.	SAUCE	Kissan / Maggi
11.	MILK	Pasteurised Whole Milk- Amul/Metro/Mother Dairy
12.	TEA	Tea- Tata Tea Gold/ Premium, Red label, Tajmahal Tea bags - Tajmahal / Lipton / Redlabel/ Tetley
13.	COFFEE	Nescafe, Bru
14.	BISCUITS	Britannia/ Bisk farm brand
15.	NAMKEEN	Haldiram, Mukhorochak
16.	FRUITS(*)	Banana, Papaya, Grapes, Mango, Chickoo, Orange, Apple, Water Melon, Pomegranate, Custard Apple, Cucumber, Pineapple
17.	ICE-CREAM	Amul / Kwality walls / Vadilal / Metro - Cup size
18.	CORN FLAKES	Kellogs/ Heritage /Horlicks
19.	MASALA	Tata/ Everest/ MDH/ JK/ Ashirvad/ Sunrise or any other popular brand

