



GOVERNMENT OF WEST BENGAL  
OFFICE OF THE PRINCIPAL  
NORTH BENGAL MEDICAL COLLEGE  
SUSHRUTANAGAR, DARJEELING 734012

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No. Med/B-4/Tender/Office/ 2559 /NBMC/2025 Dated, Sushrutanagar, the 22<sup>nd</sup> August, 2025

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**Notice inviting E-Tender**

E-tender Quotation are hereby invited from authorized person/agency /Co-operative Society/ bonafide vendors/, only who possess valid Food license issued by FSSAI. For "Sale & Supply through Rental Canteen of ready or cooked food, other food proprietary, edible items, beverage, and package drinking water for hospital stall's, visitors and students" at the Intern Hostel of the North Bengal Medical College, The Notice inviting authority is the Principal, North Bengal Medical College, on behalf of Government of West Bengal and Department of Health & F. W. to select H1 Bidder this E-Tender is published hereby.

**BID SUBMISSION**

**For Technical Bid**

Folder 1

Declaration of participation in the tender accepting all terms & Condition in accordance to the NIT.

- 1) Online EMD/ document satisfy the exemption of EMD status
- \* The bidder will have to select the particular tender and arrange payment of the required EMD amount of ₹ 3,000/- (Three thousand) only by selecting from either of the following payment modes:-
  - a) Payment through netbanking (any enlisted bank) through ICICI Bank Payment Gateway
  - b) Payment through RTGS/NEFT

Folder2

- I. Self-attested photo copies of the following valid documents are required to upload:
- II. Bidder Details (in one page)
- III. Valid Food License issued by FSSAI
- IV. Valid Trade license (related trade)
- V. Pan Card & P Tax Challan 2024-2025
- VI. GISTN & Last GST Challan 2024-2025
- VII. No litigation no conviction affidavit/self-declaration.
- VIII. Income Tax Return for last 3 years (2022-2023,2023-2024,2024-2025)
- IX. Partnership deed/ company registration document (if Pvt Ltd)
- X. Power of attorney (for partnership firm/Pvt.Ltd company)
- XI. Certificate from Chartered Firm about Annual Turnover (Last three years)

Please do not upload unnecessary documents, only upload above said document in synchronized way TIA preserves the right to consider Shortfall of document(s) or as per E\_tender regulation. Participating bidders are requested not to request TIA any kind, so as to re-instate their short fall of documents anyhow.

### **For financial Bid**

(To be opened after successful surpassing of technical bids)

BOQ in E-tender web page

NAME OF THE WORK	MINIMUM RATE FIXED BY THE COLLEGE AUTHORITY	RATE QUOTED BY THE AGENCY
<b>CONTRACT OF RENTAL CANTEEN SERVICES AT INTERN HOSTEL OF NORTH BENGAL MEDICAL COLLEGE.</b> Price of Contracted Service Monthly Basis so calculated each year.	Rs.10000.00/Month (Rupees Ten Thousand only per month)	Rs. ....(Per Month)+ inclusive of all taxes of the Bidder's Rate amount.

No Postal or by hand submission of tender will be entertained receive will be allowed.

In case of non-availability of sufficient number of bidders for any particular service, the authority reserves the right to employ any one from successful bidders of other canteen.

The North Bengal Medical College will have the right to forfeit this security deposit in case of any violation/deviation from the agreement made between the two parties. The tender committee reserves the right to cancel the tender at any point of time without prior intimation. Any legal dispute in this respect will be limited within the jurisdiction of the Siliguri Sub-Division Court, Siliguri.

The selected bidder will pay a fixed monthly rent (as decided by appropriate Govt. Authority) to the hospital for the utilization of the premises.

Sale Price of other items out of the below list will be determined after discussion between North Bengal Medical College authority and selected vendor before agreement and award of contract.

### **THE RATE CHART CLEARLY BE DISPLAYED AND MUST BE VISIBLE TO THE CUSTOMER**

SL No	Name of the products	Rate fixed
1.	Tea, 50 ml-	Rs.5/-
2.	Coffee, 50 ml-	Rs.10/-
3.	Packaged Drinking Water	- not more than MRP



4.	Soft Drinks	- not more than MRP
5.	Bread Toast with butter/Jam (2pcs)-	Rs.20/-
6.	Bread Egg Toast (2pcs)-	Rs.30/-
7.	Alu Porota (2pcs.with achar)	Rs.40/-
8.	Chhola Baturey (2pcs)	Rs.40/-
9.	Puri Sabji (4pcs puri with sufficient sabji -	Rs.30/-
10.	Plain Maggi	Rs.20/-
11.	Egg Maggi	Rs.30/-
12.	Veg plate Rice 1plate with (Dal +Sabji+Papad+Chatni)	Rs.50/-
13.	Extra Rice + dal Sabji each time	Rs.10/-
14..	Egg plate Rice 1plate with (Dal +Sabji+Papad+Chatni)+1 Egg curry	Rs.60/-
15.	Extra one Egg Curry	Rs.15/-
16.	Fish plate Rice 1plate with (Dal +Sabji+Papad+Chatni)+ Fish 1pc measuring 75 gms-	Rs70/-
17.	Chicken plate Rice 1plate with (Dal +Sabji+Papad+Chatni)+2,cs medium sized chicken siece	Rs.90/-
18.	Mutton plate Rice 1plate with (Dal+Sabji+Papad+Chatni) +2pcs Medium sized Mutton piece.	Rs.120/-
19.	Singara(samosha)/chop/Pcs	Rs.10/-
20.	Fish Fry/Pcs	Rs.40/-
21.	All other package food/confectionaries	Not above more than Printed MRP

Cost of customized food will be fixed as per Market Rate

### **TERMS AND CONDITIONS:**

Nature of services: Canteen Services from 6am to 10pm in tendered price at the Intern Hotel of the North Bengal Medical College.

Period of contract: Three years from the date of acceptance but with either party can terminate the contract by giving two months notice in writing. The North Bengal Medical College reserve the right to terminate the contract within 48 hours notice if the contractor misuses the facilities / premises and even without specifying any reason

### **Obtainment of Work order:**

- 1) The successful Bidder will have to deposit a Security Deposit of **three month of Rental value** in the form of Bank guarantee in favor of Accounts Officer, North Bengal Medical College, payable at Siliguri within 7 days from the issue of letter of AOC. Failure in Depositing Security deposit, contract will be cancelled. No interest is payable on the amount of Security deposit.
- 2) The successful bidder, before receiving the work order of the tender work, must have to pay the total aggregated amount, for the succeeding 12 months, starting from the date of work order issued, of highest selected rate for the tender work along with all taxes. Hence the Agreement paper will be prepared. On the 11th month of the scheduled year, if tender work compete satisfactorily the agency has to pay the accumulated amount of next succeeding 1 year, as calculated in the previous year, at once, then the contract renewal of Agreement will be accorded and afresh work order will be issued. Once this receiving of the Amount through RTGS/NEFT by the College Authority, for any reason/litigation evolves either side, will not be reverting back to the depositor, in any condition.



## Terms and Conditions:

- 1) The tendering authority will provide the building and space to establish a canteen with scope of toilet and hand washing basin and water supply infrastructure, against which the North Bengal Medical College will collect the rent as per bid price, on monthly basis. The contractor solely responsible to provide all labour, technical staff, supervisor, management, materials, food stuff, equipment (oven, fridge, mixer-grinders etc.), work tools (utensils, cutlery etc.), transportation, consumables, and all other incidental / items required and necessary to provide, deliver and perform the canteen services.
  - 2) All the canteen staff working for the Contractor should be of good health and not suffering from any communicable diseases. Employees with contagious diseases and skin diseases shall not be allowed to work in the Canteen. The list of employees to be posted is to be got approved by the hospital authority. All Contractors' staff involved in the production and service of meals will be in full uniform during their duty hours.
  - 3) The accepted bidder will not make any changes or alteration in the premises under his occupation without prior permission of the hospital authorities. Only he/she will be liable to compulsory white washing of his/her own cost of the inner core before to start his/her term.
  - 4) Successful Bidder is liable to accommodation and instrumentation of sitting and dining table and any other facility to serve the food product and beverages lawfully. Display of food product, pricelist, cleaning of floor, garbage disposal, keeping hygiene, dispense of hand washing material to the customers, window display of statutory warning or IEC, for all the above work. No expense will be provided from this end.
  - 5) Separate Electric consumer (Business/domestic) meter/vetted by the WBSEDCL must be installed for the entire canteen and cost of expenditure of Electric exclusively will be paid from the end of the Successful bidder. Any adverse yielded in this clause with WBSEDCL will be an instrument to terminate the tender as a whole. The photocopy of electric bill submission to WBSEDCL will have to be deposited at the concerned office of the Principal, NBMC every month.
- > Hand Washing facility and its instrument ,Disposal of Garbage ,drainage system of post function water and spill provided by the selected bidder will be examine time to time by the team comprised of any representative or any other official deployed by the Principal, NBMC, time wise or individually and if found any adverse will be reported to the Principal, NBMC. His authority will decide to terminate the whole tender, at any point of time in the tender period, in a while without issuing any prior notice.
  - > For routine checking process of the quality of the food and service the FSO has the power vested for Sample Collection and lab accreditation.
  - > The activity amidst FSSA 2006 will be complied in a legitimated process. in the time of vis-a vis with the canteen and the department of food safety, the Authority of the Principal, NBMC will act by the side of Government. No liabilities will be taken into granted if any tried to establish by the accepted bidder.
  - > Furthermore if any adultery or adverse or activity voiding FSSA 2006, found regarding customer service not only the bidder will be terminated with no words but also the bidder will be at the verge of penalty & punishment as per existing rule FSSA2006 Chapter -IX. If any litigation evolved in the field of service, substandard food, food poisoning, with the customer and falls under Jurisdiction of Consumer protection Forum, the bidder himself/herself solely will be punishable or payable penalties. No obligation even in a pin point measured liabilities will be bored by the authority of the Principal, NBMC, i.e. tender floating side.
  - > Health, Safety & Environment: Use of Coal/ tar/ wood / kerosene & other Fumed emitting substance is strictly banned.
  - > The Contractor will uphold the industry norm in maintaining health, safety and environment during the course of providing various services.



- > The successful organization will be required to: Provide Canteen Services — 3 meals a day (Breakfast, Lunch & Dinner) + morning and afternoon tea/ coffee / snacks as per rates approved by North Bengal Medical College authority from time to time.
- > The provision of canteen services should be flexible, food should be of high quality, healthy and safe. It should be affordable at competitive market rates. Only contractors who demonstrate that they have both the ability and the desire to provide this high standard will be appointed.
- > The prices set forth in this section should include the cost of all mobilization and demobilization of all personnel, materials, consumables, and all other items required to commence catering and any other associated services / operation, the obtaining of all permissions, insurances and performance security, if applicable.
  - The contractor will be responsible for providing the resident students 3 meals a day (breakfast, lunch and dinner) + morning and afternoon tea / coffee and light snacks at a fixed pre determined price and menu composition. Contractor will bear the cost of LPG required to prepare the meals.
  - The Contractor will install a separate meter for the canteen. And pay the payment of electricity bill as per the meter installed for the Canteen. A NOC for the separate meter may be issued from the hospital authority after receiving the request. The photocopy of electric bill submission to WBSEDCL will have to be deposited at the concerned office of the Principal, NBMC every month.
  - The Contractor will not make any changes or alteration in the premises under his occupation without prior permission of the hospital authorities.
  - Any deviation from the menu list will have to be brought to the notice of the hospital authority and obtain sanction at least 24 hours prior to the service.
  - The Contractor will ensure that all sizes and weights of menu items are adhered to as specified in the sample menu, which is an integral part of the agreement.

#### **General Rules:**

- North Bengal Medical College authorized representative reserves the right to enter inside the kitchen at will, to inspect all food items, raw or cooked, and items found sub-standard should be destroyed by the contractor in the presence of the Representative.
- North Bengal Medical College authorized representative will have the right to weigh and check the quantity of portion for all items and if found below the specified weight, appropriate penalty will be imposed.
- All food items, raw, cooked or pre-packed, should be received by the kitchen only during the daytime. Before serving any, one of the Canteen supervisor / representatives must ensure the quality of the food, Expiry Date Etc.
- All pre-packed items like, Biscuits, soft drinks in tetra packs, chocolates etc., should have manufacturing and expiry date and should have sufficient usage time.
- Periodical food and safety training should be provided to all staff and records pertaining to the training activities should be maintained at the Canteen and should be produced for inspection on demand.
- All staff should wear clean and properly laundered uniforms and proper personal hygiene should be maintained.
- Preparation / handling of raw food should be segregated from preparation / handling of cooked and processed food.
- Periodical customer satisfaction survey should be conducted and a minimum of 90% satisfaction should be achieved.



- Contractor will not permit his employees to work in the Canteen or enter the North Bengal Medical College premises after intoxication or while smoking. Contractor should ensure that his staffs maintain proper and adequate discipline and decorum at the hospital / canteen premises. Any violation of this will entail serious disciplinary action, under COTPA act.
- > The service will be cafeteria style of services. The contractor for canteen of the Intern Hostel will be responsible for running the canteen and providing students, junior doctors, faculty members, staff and other visitors with meals, snacks and soft drinks between 8.00 am to 9.00 pm on all working days at competitive rates.
- > The Contractor shall ensure that wholesome fresh and well prepared and tasty meals are served in a hygienic and timely manner to all residents and visitors as per the requirement.
- > The Contractor shall provide all raw materials, ingredients etc. For food preparation. Contractor shall arrange to procure and store quality materials in adequate quantity.
- The Contractor will make available a variety of freshly prepared snacks / bakery/confectionery or others items in accordance with the requirements of the canteen.
- North Bengal Medical College will provide the Contractor space and water only. No outside catering will be permitted.

**Important Dates: -**

Sl. No.	Particulars	Date
1.	Date of hoisting of documents at Departmental Website	27-08-2025
2.	Date of uploading of N.I.T. Documents (online) from this end	27-08-2025
3.	Documents download start date (Online)	27-08-2025
4.	Date of Pre-Bid Meeting with the intending bidders at the office of the Principal of North Bengal Medical College, Darjeeling	30-08-2025 at 11:00 AM
5.	Bid Submission starting (Online)	01-09-2025 at 02:00 PM
6.	Bid Submission closing (Online)	15-09-2025 at 02:00 PM
7.	Date of opening of Technical Bid (Bid A ) (Online)	17-09-2025 at 02:00 PM
8.	Date of uploading list of Technically Qualified Bidders (Bid A) (Online)	To be declared later
9.	Date of opening of Financial Bid (Bid B) (Online)	To be declared later
10.	Date of uploading of list of bidders along with the approved rate	To be declared later

This E-tender is invited after observing all the formalities as per G.O. No. 5400-F(Y) dated 25.06.2012 of the Finance Department, Audit Branch, Government of West Bengal.


  
Principal

North Bengal Medical College  
Sushrutanagar, Darjeeling

No. Med/B-4/Tender/Office/ 2559 /NBMC/2025 Dated, Sushrutanagar, the 22<sup>nd</sup> August, 2025  
Copy forwarded for information with the request to display on your office notice board for wide circulation to:

1. The Director of Medical Education, Govt. of West Bengal, Swasthya Bhawan, Kolkata – 700091.

2. The Programme Officer, NHM & Deputy Secretary to the GoWB, H&FW Department, National Health Mission.
3. The District Magistrate, Darjeeling.
4. The M.S.V.P., N.B.M.C.& Hospital.
5. The Director (Finance), National Health Mission.
6. The Financial Advisor, West Bengal State Health & Family Welfare Samity.
7. The SDO, Siliguri, Darjeeling,
8. The BDO, Matigara Block, Kadamtala, Darjeeling.
9. The HOD, Anesthesiology / Microbiology / Physiology / Urology / Dean of Students Affairs, North Bengal Medical College.
10. The Accounts Officer, NBMC.
11. The In-Charge of Central Medical Store, NBMC.
12. The In-Charge, I.T. Cell, DoH&FW, Swasthya Bhawan, Kolkata *with request to upload the NIT in the departmental website.*
13. Vertitect Technology, 542, G.T. Road, 4<sup>th</sup> Floor, Howrah *with request for uploading the NIT in the official website of NBMC.*
14. Notice Board of NBMC.

  
Principal 20/08/2025  
North Bengal Medical College  
Sushrutanagar, Darjeeling