Office of the Resident Commissioner  
Government of West Bengal  
A/2, State Emporia Buildings, Baba Kharak Singh Marg, New Delhi-110 001

Notice Inviting Expression of Interest

Expressions of Interest are hereby invited from intending reputed and bona-fide agencies for provision of Catering Services at Banga Bhawan, 3, Hailey Road, New Delhi – 110 001 and West Bengal Guest House, 2, Pandit Uma Shankar Dixit Marg, Chanakyapuri, New Delhi – 110 021. The selected participant will be liable to run the Canteen Facilities at both the above mentioned guest houses as per Government Norms and according to the Terms & Conditions in the form of MoU which will be executed at a later stage, for a period of three years from the date of execution of the MoU/Contract Bond. The said contract will remain renewable at the end of three years from such date upon satisfactory performance, to be considered by the office of the Resident Commissioner, Government of West Bengal, subject to maximum period of 5 years. The terms & conditions are attached at Annexure –A.

The interested participants are to state clearly in writing the amount that they would be prepared to pay per month as rent to the Government of West Bengal, and in this context are to note that the minimum offer to be considered is Rs. 1,00,000/- as monthly rent and offers equal to or higher than such amount shall only be considered. Bids lower than the amount rejected ab initio.

Interested participants are to further note that over and above the aforesaid monthly rent, a further amount equal to 15% of the gross sales at commercial establishment for a given month will remain payable to the Government of West Bengal by the selected Contractor.

The offered amount of rent will remain the only criteria for final selection.

The commercial establishment/restaurant would cater to non-boarders and boarders alike at same floor space which would be indicative of segregated commercial space and boarder space, but such commercial activity would be allowed only at the Banga Bhawan, 3, Hailey Road, New Delhi - 110001.

Last Date of Receipt of Technical Bid: 12.10.2017 till 3:00 PM.
Financial Bid to be submitted on 18.10.2017 by 2:00 PM
Financial Bid to be opened on 18.10.2017 at 3:00 PM

Minimum eligibility conditions:

i) Total turnover of at least Rs. 1 crore per annum in catering/ restaurant business for the last five financial years,
ii) Five years’ experience in a similar service providing capacity
iii) Minimum number of staff who can be readily deployed: 25 (total for both establishment/Guest Houses.)
iv) The participants must possess experience of serving Bengali cuisine in a catering service, hotel or restaurant and submit a certification to prove specialty in authentic Bengali cuisine from those served in the last 3 years.
v) The participant must have a multicity presence. One of the restaurant/commercial establishment should have its presence in West Bengal.

General terms & Conditions:

i) The dining area will be available for both the residents as well as non-residents of both Guest Houses.
ii) A tariff differential shall have to be maintained between the residents and non-residents, with the tariff for residents of Banga Bhawan being determined by the Government of West Bengal.
iii) Only restricted parking facility will be available with entry from Gate no. 2 of Banga Bhawan, 3, Hailey Road, New Delhi for which valet services would have to be provided by the participant.
iv) Pest control and management will solely be the responsibility of the selected participant.

Signature of Bidder

-1-
An amount of Rs. 1,00,000/- by account payee cheque/demand draft from nationalized Bank in the name of “The Resident Commissioner, Government of West Bengal” will have to be deposited as Earnest Money along with the technical bid. In case of non-selection, the EMD will be refunded. The selected participant will have to furnish deposit of Rs. 3,00,000/- as security money in the form of demand draft from the Nationalized Bank within 7 days from the date of receipt of Letter of Intent/Provisional Work Order. In the case of the selected participant, the EMD will be treated as part of the security deposit.

Interested candidates should fill up the pro-forma enclosed herewith, attach relevant documents and submit the Expression of Interest stipulated timeframe given in the notice, the last date of submission of Technical bid i.e. 12.10.2017 at the Office of the Resident Commissioner, Government of West Bengal, A/2 State Emporia Buildings, Baba Kharak Singh Marg, New Delhi-110 001, Tele: 011-2334 4269.

Intending participants should note that mere fulfillment of minimum qualifying criterion and/or quoting the highest amount payable as monthly rent does not entitle a participant to be selected, and final selection will be at the sole discretion of this office and this office reserves the right to declare a candidate disqualified at any stage of process. Any canvassing or any other mode of resorting to untoward means, if detected, will automatically lead to disqualification of a candidate with the forfeiture of funds deposited.

The intending bidders have to submit technical bids in prescribed format along with the necessary attested documents in a sealed cover ‘A’ superscripted as “TECHNICAL BID FOR PROVIDING CATERING SERVICES TO BANGA BHAWAN & STATE VVIP GUEST HOUSE, NEW DELHI” and it shall contain the technical specifications as in Appendix–I along with the EMD-Rs 1,00,000 / (Rupees one lakh only), in the form of Demand Draft/Bankers’ Cheque in favour of the Resident Commissioner, Government of West Bengal,. (Technical bid without EMD shall be summarily rejected.)

After verification of technical bid the eligible bidders will be issued ‘Eligibility Certificate’ from Office of the Resident Commissioner. The eligible bidders shall have to collect the ‘Eligibility Certificate’ from the Office of the Resident Commissioner within (16.10.2017)(date inclusive). The eligible bidders have to submit the Financial Bid (in prescribed format) with the ‘Eligibility Certificate’ in Sealed cover “B” superscripted as “FINANCIAL BID FOR PROVIDING CATERING SERVICES TO BANGA BHAWAN & STATE VVIP GUEST HOUSE, NEW DELHI” and shall contain the rates quoted by the Contractor and it shall be as in the form enclosed and Pro-forma for financial bid. Financial Bid will not be accepted if eligibility certificate not attached.

Sealed Covers shall be dropped in the Tender Box kept for this purpose at the 1st floor Office of the Resident Commissioner, A/2, State Emporia Buildings, Baba Kharak Singh Marg, New Delhi – 110 001 and shall be addressed to the Principal Resident Commissioner, Government of West Bengal, A/2, State Emporia Buildings, Baba Kharak Singh Marg, New Delhi-110 001. No bids shall be taken into consideration which are received by the Principal Resident Commissioner after the expiry of the due date and time. It shall be the responsibility of the contractor to ensure timely deposit/ submission of their bids, the Principal Resident Commissioner shall not be held responsible for any such delays resulting in rejection of such bids summarily.

The tender document and other details submitted by the participating contractor should mention all the details in the Index and all pages should be numbered and signed with office seal.

A tender drop box will be kept at the Reception area of 1st floor of this office, A/2, State Emporia Buildings, Baba Kharak Singh Marg, New Delhi – 110 001 and it will be available till 3.00 p.m on 12.10.2017.

For further details/clarification intending participants may contact on 011-2334 4269/ 2374 2695, email id:- info@rcwb.in, ddi@rcwb.in, lowb@rcwb.in and aebpwd@gov.in , Address:- A/2, State Emporia Buildings, Baba Kharak Singh Marg, New Delhi-110001, visit our office website: www.rcwb.in/rcwb.

Principal Resident Commissioner
Government of West Bengal
New Delhi

Signature of Bidder
ANNEXURE – A

Duration

1.1 The period of contract shall be for a period of three years from the date of commencement of service as per Work Order. The Competent Authority may revoke the contract if the contractor fails to abide by any of the terms and conditions of the license or acts in a manner prejudicial to the interest of both the Guest Houses or Government of West Bengal or the common public. Before revoking the contract, the Government shall give the contractor an opportunity to be heard. However, the decision of the Competent Authority in this regard shall be final. The performance of the Contractor shall be evaluated every 6 months.

1.2 The Government or the contractor may terminate the contract after giving 3 months notice. The Government may forfeit the security deposit tendered by him in case the contractor fails to give such notice or gives inadequate notice to the Government.

1.3 Immediately, after expiry of or after termination of contract for any reasons mentioned above or termination of contract the contractor shall vacate the premises and handover possession of the premises with all movable/immovable equipments belonging to the Government to the Competent Authority, failing which he shall be liable to pay the penal amount which shall be three times of the annual rent of that of that period for the period of continued wrongful possession after expiry of the period of contract. This action would be taken without prejudice to any other action that can be taken by the Competent Authority under any prevailing laws in addition to the above action.

2. Measurement of the Canteen Premises

2.1 The area and other details of the canteen premises specified as per map attached (Annexure-B.)

2.2 The contractor before submission of tender acceptance form should have visited the premises.

3. Financial Conditions

3.1 The Contractor shall pay monthly rent of Rs. ______________ per month under the contract to the Government on or before 10th of each calendar month in advance and shall obtain valid receipt from the Government, which may be revised after 1 year as per the direction of the Competent Authority.

3.2 If the Contractor fails to pay the amount of rent or revenue sharing or any other amount due under this agreement, for a period exceeding two months, the contract may be terminated without giving any notice. However, this will be without prejudice to any other action that the Competent Authority may take for recovering the amount due. The Competent Authority is entitled to recover the interest @ 24% per annum on the outstanding amount.

4. Electricity and Water Bill

4.1 The Contractor shall pay the existing / revised / current rates of the Consumption of the Electricity and/or water to the Government as directed by the Competent Authority.

4.2 Any penalty arising from late payment / payment beyond due date / non-payment / bouncing of cheque / bouncing of other legal instruments would be charged in excess from the contractor with appropriate fines. The appropriate fines shall be decided by the Competent Authority based on the demand of the situation.

4.3 In the event of disruption of water supply on account of power failure, the contractor shall make his own arrangement for supply and storage of water in the canteen for smooth running of the canteen. The potability of water shall be checked by the contractor engaging technical experts in regular intervals. A report has to be submitted to Government in regular intervals. Non – compliance of this clause will attract penalty to the contractor. In the event of Power failure, the contractor should make his own arrangements for grinding etc., at his own cost.

4.4 The Contractor shall provide adequate facilities such as UV Lights for control of insects, flies etc.
5. **Renovation and Segregation of the Canteen Areas**

5.1 The Contractor shall segregate the dining area of the Canteen for boarders and non-boarders in consultation with or as per direction of competent Authority.

5.2 The Contractor shall renovate the restaurant space at his own expense without hampering the structure and after consultation with Competent Authority.

5.3 The Contractor shall maintain the theme of renovation of the dining area Predominately highlighting the essence of Bengali Culture and tradition.

5.4 During the period of renovation, the dining services of the boarders shall not be disrupted for any reason. If required, the Contractor shall request the Government for appropriate space at Banga Bhawan for the temporary period. The Government shall provide all necessary assistance to the Contractor in this regard.

6. **Equipments supplied**

6.1 The Contractor shall arrange all equipments for the preparation of food & delivery of services at his own cost.

6.2 The Contractor shall deploy adequate fire safety devices in the cooking and dining area for prevention of any fire hazards.

6.3 The Contractor shall not use any harmful chemicals for preservation and storage of the raw material and other items.

7. **Staff**

7.1 The Contractor shall engage his own staff for the work in the kitchen, for cooking and serving the food in the dining halls, for catering in the premises, and providing room service to the guests / staff of the Competent Authority / Visitors. The kitchen and room service staff, maximum of 25 people inclusive of both guest houses, would be allowed to sleep during night and maintain cleanliness and decorum of the Government premises.

7.2 The Contractor shall appoint two Manager with qualification of minimum 3 years Diploma in Hotel Management and must have 5 years of experience in serving Bengali food in Kitchen/Restaurants who shall supervise all staff and other activities, shall attend calls by the boarders and ensure that the calls are promptly and satisfactorily attended to. Complaints or dissatisfaction of the boarders relating to any of the service or otherwise provided by the contractor, shall be properly attended to by the manager / contractor / to ensure that the guests are fully satisfied with his explanation.

7.3 The Employees / staff members appointed by the Contractor shall also follow the instructions given from time to time by the Competent Authority and other responsible officer duly authorized.

7.4 The Contractor shall provide suitable uniforms for the personnel at his own cost. The Contractor shall on his own responsibility appoint all the necessary staff and employees who should be proficient in running the canteen. The Competent Authority shall have no responsibility or obligation, legal or otherwise in respect to the affairs of such employees, including their appointment, conduct, discipline termination, wages, terms & conditions of work etc. which is the sole obligation of the Contractor.

7.5 The Contractor shall follow all statutes, rules and regulations that are applicable for such employment and employees. He will alone be liable for action under these rules and regulations. He shall expressly indemnify the Government of West Bengal and the Competent Authority of any such action.

Signature of Bidder
7.6 The Contractor shall ensure that the staff employed by him exhibits a disciplined conduct and the 
staff is neatly dressed and is well groomed, presentable and is polite to the guests at all times. The 
Contractor shall furnish fitness certificate issued by the authorized medical attendant of the 
Government of West Bengal every six months and at the beginning of the employment in case of new 
employee / staff and shall also get verified their personal details from the police authorities. Any lost 
and found belongings of the guests / staff of the Competent Authority / visitors shall be promptly 
handed over by the staff of the Contractor to the officers of the Competent Authority.

7.7 The Contractor shall arrange to supply proper identity cards and badges for the staff employed by 
him. Smoking or consumption of alcoholic beverages in the canteen premises and the premises of 
Banga Bhawan is strictly prohibited and staff of the contractor shall follow the prohibition order.

7.8 In case of any complaint of misbehaviour or improper conduct on the part of the employees / staff, 
the contractor shall immediately take action against such employees at the instance of the Competent 
Authority.

7.9 The Contractor is responsible for upkeep of the premises given to him and shall maintain the hygiene, 
including the kitchen, bathrooms, washing places and other adjoining areas enclosed and used by him 
and his staff.

7.10 The Contractor shall arrange to properly dispose off the waste and garbage generated in and 
incidental to the operations of the canteen. He shall also ensure that gratings are fixed in washing 
areas / sinks and water enters the sewer lines. Any blockage to the sewer lines has to be rectified by 
the Contractor at his own cost.

8. Catering

8.1 The Contractor shall primarily provide Bengali food and shall have the liberty to promote the Bengali 
delicacies.

8.2 The Contractor shall maintain separate dining areas for the boarders and non-boarders in consultation 
or as per direction of competent authority.

8.3 The contractor shall provide food to the boarders at the offered price and this price cannot be changed 
or altered without prior notice and approval of the Competent Authority.

8.4 The Contractor shall have the liberty to provide to food to non-boarders at tariff determined by him.

8.5 The boarders shall have the liberty to choose between the fixed buffet/set menus and ala carte. The 
boarders shall pay the price of the al carte as decided by the Contractor.

8.6 The Contractor shall collect payment for the food served to the boarders.

8.7 The Contractor shall keep record of the food costs of the boarders in appropriate registers/digital 
mode.

8.8 The rates / quantity / quality of the choice menu dishes shall be decided in consultation and with 
approval of the Competent Authority / as per ornamentation of the contract document.

8.9 The Contractor shall ensure that the items served to the boarders are of high quality as per norms, 
hygienically prepared using good quality of raw materials and having good nutritional value. Any 
discomfort / illness / indisposition caused by the consumption of food item shall be viewed strictly 
and the Competent Authority may terminate the contract without giving any notice to the contractor.

Signature of Bidder
The contractor alone shall be held responsible for any such discomfort / illness / indisposition caused to the boarders.

8.10 The Contractor shall not serve alcoholic beverages either in the restaurant or in the rooms or at any place within the premises of the guesthouse. The Contractor is allowed to serve only non-alcoholic beverages or minerals water to the guests.

8.11 The Competent Authority reserves the right to inspect and supervise the day to day operation of the Contractor, including the inspection of the canteen premises, to ensure maintenance of high quality standards.

8.12 The Contractor shall prominently exhibit the schedule of prices of food items in the canteen premises in English and Bengali languages and shall also make available in the guest rooms and the dining hall, the laminated menu cards giving particulars of the food items served and their rates. The contractor shall also keep a Remarks book/Visitors Book for their complaints, suggestions, and remarks if any.

9. **Maintenance**

9.1 The Contractor should make his own arrangements for supply of water for his operations in case of shortage of the water supply to Banga Bhawan.

9.2 The Contractor alone shall be responsible for the collection of dues from the guests/staff of Competent Authority/visitors to whom he provides his services. If necessary, he may coordinate with the reception desk for getting details of check in, check out timings, any other contact details of the guests/staff of the Competent Authority/visitors. The default in payment if any, shall be his on responsibility. The Competent Authority may not be able to assist him in any way in recovering the dues.

10. **Penalty Provision**

The Contractor shall be liable for penalty as finalised by competent authority per instance in cases such as the following:

10.1 Inappropriate behaviour of the Contractor/Staff.

10.2 Inappropriate quality/quantity of food items.

10.3 Inappropriate use of Competent Authority’s property and premises.

10.4 Inappropriate service standards by the staff of the Contractor or stoppage of services.

10.5 Not maintaining hygiene, cleanliness (except for reason beyond the control of Contractor like natural disasters etc.)

11. **General**

11.1 The Contractor shall obtain prescribed license and permission from authorities such as MCD/NDMC, Commercial Tax Authority, Income Tax Authority, Labour Authorities, etc. The Contractor shall pay all the taxes in respect of services offered under the contract. The Competent Authority is not liable to pay any of the taxes or dues concerning the services offered under the contract or to maintain prescribed registers/digital mode under the Central State and Local Statutory payment to the respective authorities.

-6-

Signature of Bidder
11.2 The Contractor shall before commencing any activity, procure the necessary licenses under the Local laws, for running the canteen and catering services before and shall abide by all the laws relating to the services offered and the Contractor shall also produce before the Competent Authority the documentary proof showing compliance of the relevant laws whenever called upon to do so by the Competent Authority.

11.3 If the Contractor commits breach of any of the above conditions or becomes insolvent or he is found guilty of any offence punishable under the law of the Land or fails to perform the work entrusted to him satisfactorily, the Competent Authority shall be at liberty to terminate the contract. This action would be without prejudice to any other action that can be taken under any other law in force at that time.

11.4 After the expiry of the contract period or after termination of the contract or after withdrawing the contract by either party as contained in this agreement as the case may be, the Contractor shall clear all his dues payable towards the tax, wages to the employees and other agencies, etc & shall produce to the Competent Authority valid proof of the same from the concerned Authority. On satisfaction of the payment of the said dues, the Competent Authority shall release the security deposit. The Competent Authority is entitled to adjust the amount due if any, before releasing the security deposit.

11.5 The Competent Authority may at his discretion impose any additional conditions and delete the existing conditions as may be necessary and may call for any relevant information, give necessary directions to the Contractor in the interest of the Government of West Bengal and the guest utilizing the services under the contract.

11.6 The Competent Authority reserves its right to amend any of the conditions mentioned above. It also reserves it rights to add any of the conditions in the interest of public and in the interest of Government of West Bengal. The right is also reserved subject to the subsequent rules, regulations, enactments and notifications by and policy made by the Government of West Bengal.

11.7 Either party to this deed may terminate this contract/agreement by giving at least 3 months notice, without assigning any reason in writing to the other party of its intentions so to terminate the contract.

11.8 The Contractor shall not hand over the possession of premises or he shall not reassign this contract or sub-lease the premises to any third party during the period of contract.

11.9 The Contractor will abide with all the terms and conditions.

11.10 The Contractor shall ensure that the non-boarders should not trespass or encroach or transgress or interfere in the area of Banga Bhawan meant for the boarders, officials and staff.

12. Facilities for the Contractor

12.1 The Government would provide separate rooms as per the situations and requirements for accommodating the equipments and twenty five personnel (inclusive of guest houses) of the Contractor.

12.3 The Government shall provide earmarked space for parking of vehicles of non-boarders inside Gate No. 2 of Banga Bhawan. It shall be the duty of the Contractor to manage, ensure safety & security of the parking space and parking vehicles.

12.4 The Government shall provide accommodation to the higher officials of the contractor at Banga Bhawan. The Contractor shall have to intimate Government one day prior of any such visits. No earmarked room at Banga Bhawan shall be provided to the Contractor free of cost.

Signature of Bidder
### Appendix – 1: Formats for Technical Bid

CATERING SERVICES AT BANGA BHAWAN, 3, HAILEY ROAD, NEW DELHI AND WEST BENGAL STATE GUEST HOUSE, 2, PANDIT UMA SHANKAR DIXIT MARG, CHANAKYPUR, NEW DELHI – 110 021

TECHNICAL PROPOSAL

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Description</th>
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<tbody>
<tr>
<td>1</td>
<td>Tenderer Firm’s Name &amp; Address</td>
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<tr>
<td>2</td>
<td>Name, Telephone No, Mobile no, email of authorized contact person</td>
</tr>
<tr>
<td>3</td>
<td>Date of Registration and Registration Details</td>
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<tr>
<td>4</td>
<td>Firm’s Details (Proprietorship, Partnership, Company, Corporate Body)</td>
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<td>5</td>
<td>GST Regn. No.</td>
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<td>PF Regn No</td>
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<td>7</td>
<td>ESI Regn No</td>
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<tr>
<td>8</td>
<td>Whether ISO certified. YES/NO. (attach certificate)</td>
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<tr>
<td>9</td>
<td>Details of present work place (Multi city presence to be indicated)</td>
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<tr>
<td>10</td>
<td>EMD Amount Rs.1,00,000/- (demand Draft/Account Payee cheque details)</td>
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<td>11</td>
<td>PAN No</td>
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<tr>
<td>12</td>
<td>Experience Certificate of serving Bengal Cuisine.</td>
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<tr>
<td>13</td>
<td>List of Supervisor/Workers along with their qualification to be deployed for work (Certificate to be attached)</td>
</tr>
<tr>
<td>14</td>
<td>List of equipment &amp; machines available to be used for work</td>
</tr>
<tr>
<td>15</td>
<td>Complete Concept proposal</td>
</tr>
<tr>
<td>16</td>
<td>Turnover of last five years</td>
</tr>
<tr>
<td>17</td>
<td>Declaration Clause: I/we hereby agree to the terms &amp; conditions of the tender, and as an acceptance my signature is appended below</td>
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</table>

**Authorized Signatory**

[Signature]

-8-
Pro-forma I
Tender Acceptance Form
To be submitted along with Technical Bid.

To,
The Resident Commissioner,
Government of West Bengal,
A/2, State Emporia Building,
Baba Kharak Singh Marg,
New Delhi – 110001

Sub: Catering Services at Banga Bhawan, 3, Hailey Raod, New Delhi – 110001 and West Bengal Guest House, 2, Pandit Uma Shankar Dixit Marg, Chanakyapuri, New Delhi – 110 021

Dear Sir,

We have visited the above premises and buildings and have completely acquainted ourselves with the relevant facilities to provide catering services as envisaged in this tender.

We fully understand that non-compliance of the above shall not be accepted as an excuse for performance below the expected level of standards.

Having examined the conditions of the buildings, their surroundings, the nature of occupants, working hours, local conditions, etc, relating to the description in the tender document hereunder set out and having completed the assessment of the SOW specified in the said tender document and having acquired the requisite information relating thereto as affecting the RFP Documents, I/We hereby offer to undertake the job specified in the said tender document for the duration specified in the said tender document as they may be applicable.

I/We guarantee that the contents of the RFP documents will be kept confidential within our Organization and text of the said documents shall remain the property of Government of West Bengal, and that the said documents are to be used only for the purpose of response to this tender only.

Name of the person having Power of Attorney to sign the Contract (Certified True Copy of the Power of Attorney shall be attached) is given below:

(Name): 
(Designation): 

Yours faithfully,

(Signature of the Catering Facilities Provider Along with Company Seal)

WITNESSES:

(1) Signature: 
Occupation: 
Address: 

(2) Signature: 
Occupation: 
Address: 

Authorized Signatory

Signature of Bidder
# Pro-forma II

**Organization Status**

To be submitted along with Technical Bid

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Registered Office and branch Office</td>
<td>Location address</td>
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<tr>
<td>Name of CEO / MD</td>
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<td>Contact e-mail, fax, tel, mobile nos.</td>
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<td>Year of registration/date of commencement of operation</td>
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<td>Registering Authority and Registration Number</td>
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<tr>
<td>Whether ISO 9001:2000 Certified (or updated version) or not</td>
<td>(Attach ISO Certification)</td>
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**Note:**

**Supporting Documents:**

1. Copy of Certificate of Incorporation
2. ISO and other Certificates
3. Memorandum & articles of association
4. Brief profile of the Company
5. Membership of relevant national and international relevant organizations
**Pro-forma III**  
**Relevant Experience**  
**Technical Bid**

Please mention all major experience details which is relevant in catering services in order of annual billing indicating its nature, annual billing etc. Also specify the work by virtue of which the organization fulfils minimum qualifying experience with annual billing of at least Rs. 1 crore (one year) per year during the last 5 (five) years.

<table>
<thead>
<tr>
<th>S.no</th>
<th>Sector</th>
<th>Name of the work</th>
<th>Client details, contact nos., etc.</th>
<th>Annual Payment (Please support with proof) (Rs)</th>
<th>Duration of the work</th>
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**Note:**
(1) All client certificates and service agreements should be provided.
Pro-forma – IV
Organization Chart and Approach & Methodology

This should contain the following:

(1) Organization chart depicting key people at various levels in the hierarchy in the company.

(2) Approach and Methodology including manpower deployment plan.

(3) Feedback, Monitoring and Quality Assurance Mechanisms.

(4) CVs of key personnel in the organization to be deployed for the work.
Pro-forma for Financial Bid (Proforma-V)

From: 

To: 
The Resident Commissioner 
Government of West Bengal 
New Delhi

Sub: Catering Services at Banga Bhawan, 3, Hailey Road, New Delhi – 110001 and West Bengal Guest House, 2, Pandit Uma Shankar Dixit Marg, Chanakyapuri, New Delhi – 110 021

Sir,

I/We herewith submit the financial offer for the Catering Services for the subject work. The monthly rent payable to the Government of West Bengal for the first year of the contract for the service under subject shall be ___________ (enter in words and figures both) per month.

I have checked/ gone through the rates for set-Thalis as per enclosed as per Proforma-VI and and I am agreeable to serve the same.

The GST shall be paid separately by us as per the prevailing rates. All the other taxes, duties, fees, cess etc. would be paid by us directly to the authorities concerned.

I/We am/are aware that the validity of this contract expires upon the completion of an three years period maximum, and subsequently renewable for 5 years, from this date and I/we am/are aware that renewal of this contract after the culmination of that three years period will remain subject to my/our satisfactory performance, as may be adjudged solely by the Office of the Resident Commissioner, Government of West Bengal, A/2 State Emporia Buildings, Baba Kharak Singh Marg, New Delhi-110 001.

Further, I/we am/are aware that if my/our performance fails to remain satisfactory, or in case that I/we default in the observance of the stipulated conditions, the Office of the Resident Commissioner, Government of West Bengal, A/2 State Emporia Buildings, Baba Kharak Singh Marg, New Delhi-110 001, reserves the right to revoke this instant contract with the notice of one month, at any time within the period of three years from this date, or at any time later in case of renewal. I/We fully understand and accept that in case of such revocation of contract, the security money shall be forfeited, and no further claim for any reason whatsoever (loss, damage etc.) will be entertained.

I/We am/are aware that this monthly rent may be increased per annum for the next subsequent year in case of renewal of contract beyond 3 years. This rent would thereafter be revised as deemed fit by the authorities.

I/We am/are aware that

1. Above cost has been quoted excluding all prevailing taxes and fees as may be applicable for this venture, which will be borne solely by me/us.
2. All permits/registrations/testimonials which may further be obtained for operation of this instant venture from any statutory or local body or agency will be procured solely by me/us at my/our own cost and responsibility before commencement of operation.

Yours faithfully,

Signature

Full Name
Designation

Address:
Tele Nos.: (O) (R):
Fax No.:
(Authorized Representative of the lead Bidder)

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Signature of Bidder
### PRO-FORMA-VI

<table>
<thead>
<tr>
<th>Item</th>
<th>Ceiling Price in Rs. (exclusive of GST)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veg Thali</td>
<td>85/-</td>
</tr>
<tr>
<td>Egg Thali</td>
<td>85/-</td>
</tr>
<tr>
<td>Fish Thali</td>
<td>95/-</td>
</tr>
<tr>
<td>Chicken Thali</td>
<td>110/-</td>
</tr>
<tr>
<td>Mutton Thali</td>
<td>125/-</td>
</tr>
<tr>
<td>Tea</td>
<td>8/-</td>
</tr>
<tr>
<td>Coffee</td>
<td>15/-</td>
</tr>
<tr>
<td>Breakfast (in rotation)</td>
<td>40/-</td>
</tr>
</tbody>
</table>

- a la carte could include authentic Bengali and Mughlai Cuisine (Kindly enclose rate chart for proposed a la carte).

**Veg Thali:**
Veg Thali should be served unlimited: Rice, Roti, Daal, Green Vegetable Dish (1 Nos. Seasonal), Limited: Green Vegetable Dish (1 Nos. Seasonal), Ghee, Saag, Papad, Pickle, Chutney, Salad, Sweet / Curd.

**Non-Veg Thali:**
- **Egg Thali:** Egg Thali should be served unlimited Rice, Roti, Daal, Green Vegetable Dish (1 Nos. Seasonal), Limited: Egg Dish (2 pieces of egg), Ghee, Saag, Papad, Pickle, Chutney, Salad, Sweet / curd.
- **Fish Thali:** Fish Thali should be served unlimited Rice, Roti, Daal, Green Vegetable Dish (1 Nos. Seasonal), Limited: Fish Curry (2 piece of fish, total minimum of 200 gm. dish), Ghee, Saag, Papad, Pickle, Chutney, Salad, Sweet / curd.
- **Chicken Thali:** Chicken Thali should be served unlimited Rice, Roti, Daal, Green Vegetable Dish (1 Nos. Seasonal), Limited: Chicken Curry (minimum 200 gm., 4 pieces of 50gm. each), Ghee, Saag, Papad, Pickle, Chutney, Salad, Sweet / Curd.
- **Mutton Thali:** Mutton Thali should be served unlimited Rice, Roti, Daal, Green Vegetable Dish (1 Nos. Seasonal), Limited: Mutton Curry (minimum 150 gm.), Ghee, Saag, Papad, Pickle, Chutney, Salad, Sweet / Curd.

**Bed Tea Should be served at Guest Room in the Morning at 06:30AM**
Tea / Coffee – 150 ml each cup (With Biscuit or Cookies)
Sugar cubes /Powder sugar may be served separately for Coffee/Tea.

**Breakfast (In Rotation- Inclusive of a cup of Tea/ Coffee)**
- A. Loochi Sabzi / Loochi Chhola Daal
- B. Veg Sandwich / Cheese Sandwich and fruit bowl.
- C. Paratha Aloo Dum
- D. Bread Omelette or Bread, butter and Jam (2 slice bread + 2 eggs) with Banana.
- E. Cornflakes OR Museli OR Honey Loops + Milk & a fruit should be available as an option on all days.
- F. Dosa / Idli / Vada

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Signature of Bidder