



Request for Proposal

For

“BUDGET CANTEEN” AT 4, CAMAC STREET, KOLKATA – 700 016

RFP REFERENCE NO: Per/158/04/I/C

Proposal Issue Date : 29/05/2026

Last Submission Date: 15/06/2026

West Bengal Industrial Development Corporation Ltd.

(A Government of West Bengal Undertaking)

Protiti, 23 Abanindranath Tagore Sarani

Kolkata – 700017, West Bengal

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Disclaimer

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- 2. The purpose of this RFP document is to provide the Bidder(s) with information to assist the formulation of their Proposals. This RFP document does not purport to contain all the information each Bidder may require. This RFP document may not be appropriate for all persons, and it is not possible for WBID/ IC&E Department, its employees or advisors to consider the business/investment objectives, financial situation and particular needs of each Bidder who reads or uses this RFP document. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and where necessary obtain independent advice from appropriate sources of WBID/ IC&E Department, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document.*
- 3. WBIDC/IC&E Department reserves the right to reject the process of tender or update, amend or supplement any of the information in this RFP document as and when necessary as may be decided at its discretion.*

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SECTION: I
LIST OF IMPORTANT DATES OF BIDS

1. *Name of work* : **TO RUN “BUDGET CANTEEN” SITUATED AT 4, CAMAC STREET, KOLKATA – 700 016**
2. *Date of issue of Notice Inviting Bid* : **29 /06/2026**
3. *Time and Date of Pre-Bid Meeting* : **04/06/2026 at 15-00 hrs.**
4. *Venue of Pre-Bid Meeting* : **OFFICE OF WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LIMITED (WBIDCL), 23, Abanindranath Tagore Sarani (Camac Street), Kolkata-700 017.**
5. *Bid submission start date* : **05/06/2026 at Time: 12-00 hours (as per server clock).**
6. *Bid Submission closing* : **15/06/2026 at Time: 16-00 hours (as per server clock).**
7. *Time and Date for opening Technical Bid/Bids* : **16/06/2026 at Time: 12-00 hours**
8. *Date of uploading list for Technically Qualified Bidder* : **Will be notified later.**
9. *Date of uploading the final list of Technically Qualified Bidder after disposal of appeals, if any.* : **Will be notified later.**
10. *Date for opening of Financial Proposal* : **Will be notified later.**
11. *Bid validity period.* : **60 (Sixty) Days from the last date of bid submission**

SECTION: II

Press Notice

**WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LIMITED
'PROTIT1' 23, Abanindranath Thakur Sarani (Came Street), Kolkata - 700 017**

Tenders invited from agencies capable of providing the facility of: "Budget Canteen at 4, Camac Street, Kolkata 700 016". Download details from WBIDC website at www.wbidc.com.

For further related query, interested bidders may contact at:-
033 2255 3886 / 033 22553727.

By Order - Managing Director

SECTION: III
INTRODUCTION TO BIDDERS

- 1.1** On behalf of IC&E Department, Managing director, West Bengal Industrial Development Corporation Ltd., invites bids following the Tendering procedure from bona fide, experienced & reputed vendors of good financial standing, for running the '**Budget Canteen**' situated at **4, Camac Street Kolkata-700016**.
- 1.2** To participate in the bidding process, the Bidder should have at least **one (1) year of relevant prior experience** in Canteen/ Catering management services at any Restaurant/ Hotel etc., which have minimum footfall of fifty (50) customers per day.
- 1.3** The contract is being offered **for an initial period of two (2) years**, w.e.f. the date of signing the Contract Agreement, subject to satisfactory performance.
- 1.4** Bidders must furnish full data and information about it, as specified, in the Tender Document. Based on the evaluation made by WBIDC/ IC&E Department on the proposals submitted by the bidders, one bidder, from the participating bidders may be selected.
- 1.5** Award of the contract is at the sole discretion of the Competent Authority of WBIDC/ IC&E Department. Proposal of the successful bidder would form the basis for future negotiation and lead to signing of a 'Contract Agreement' to initiate setting up the Canteen at the above mentioned building.
- 1.6** The interested bidders will have to follow the Tendering procedure to participate in the bidding process. The Tender Document with all details will be available at WBIDC office.
- 1.7 About 4 Camac Street, Kolkata- 700 016:-**The 4 Camac Street building has total 9 (nine) floors and a basement. The building houses the entire IC&E Department of government of West Bengal, The directorate of Industries and a few other offices.

IC&E Department of Government of West Bengal and West Bengal Industrial Development Corporation Ltd. has decided to let out Canteen space measuring approximately 1200 sq. ft. at the

ground floor for setting up a canteen inside the 4, Camac Street building premises at Silpa Sadan. The Canteen is fully equipped with all the necessary furniture and fixtures. The detailed state of the space is described below:

Area	Double light fittings	Single light fittings	Exhaust Fan	Ceiling Fan	5/16 Amp socket	5 Amp socket
Canteen Area	6	4	0	9	0	2
Kitchen area	4	0	1	2	1	1

The operator will not be allowed to use any extra electrical equipment without prior approval from WBIDC / IC&E Department in writing.

1.8 Civil/ Plumbing The internal wall has been painted with distemper paint; there are 3 washbasins in running conditions. The kitchen area also has a running sink. The whole area is furnished with chairs/tables for a capacity of 80 people along with a cash counter. The operator should be liable to take care of each of the above mentioned assets and bear the maintenance cost or the same as and when required.

1.9 Site Visit:- It is essential that the bidders visit the site and examine the Project and all its facilities and infrastructure and take full responsibility and directly obtain all necessary information for preparing the bid and entering into the contract. The cost of any such visit shall be borne entirely by the bidder and no claim in the regard shall be entertained by IC&E Department / WBIDC.

A bidder shall be deemed to have full knowledge of the facilities and infrastructure in the building/surroundings that the successful bidder is required to operate from.

Prior to the site visit, the bidder shall fix up an appointment with WBIDC/ IC&E Departmentsite representative, who will be available at the following phone no. : 033-22553886 between 10.00 a.m. to 1.00 p.m. &3.00 p.m. to 5.00 p.m. from Monday to Friday, except holidays.

If the bidder or any of their personnel or agents face any problem regarding entering the site, the bidder may contact WBIDC/ IC&E Department who may subsequently arrange the visit as per their own time schedule.

The bidder or their authorized representative(s) will indemnify IC&E Department / WBIDC and their officers from and against all liability direct/ indirect arising out of the bidding process.

1.10 Efficiency, promptness, quality service, good behaviour and politeness of the Vendor and his staff are the essence of the contract. The selected Vendor is required to supervise the operations at all working hours and its manager or supervisor shall personally supervise operations in the premises.

1.11 The Vendor shall engage and deploy fully trained and adequately experienced Catering Staff and arrange to provide training for them as and when required and as per the direction of WBIDC/ IC&E Department.

1.12 The vendor will be allotted with parking facility for two cars only at the parking place of the said premise, for transporting food stuff and other requirement.

1.13 All the catering staff of the Vendor deployed for work shall be medically fit. They should be free from all infectious diseases. The Vendor shall ensure that all its employees deployed to work are medically examined once in six months and obtain fitness certificates.

Vendor shall issue proper Identity Card to its employees deployed to render the work at the WBIDC/ IC&E Department's premises, as mentioned above.

1.14 The Vendor shall provide uniforms to all their staffs engaged by them and deployed to render service. Each and every staff of the vendor deployed to render service should have police verification certificate.

1.15 The vendor's personnel deployed to render the service shall not indulge their guests/outside in the WBIDC/ IC&E Department premises, and shall not loiter in the WBIDC/ IC&E Department premises and shall not normally move out of their specified area of operation.

1.16 The Security Deposit will be forfeited in case of breach of any agreed service/ contract.

1.17 The Vendors shall make necessary arrangements for regular and proper collection and disposal of

waste generated in the kitchen/canteen area on day to day basis.

1.18 Polythene bags/Plastic cups shall not be used in the WBIDC/ IC&E Department premises. Plastic containers/polythene pouches in which milk products or any other eatables are generally sold will be disposed of as quickly as possible on day to day basis.

1.19 Pre-bid Conference :- Interested bidders may attend the pre bid meeting on 04/06/2026 at 3.00 p.m. at the office of WBIDC at Protiti, 23 Abanindranath Tagore Sarani, 2nd floor, Kolkata 700 017 .

It is suggested that all the interested bidders should participate in the Pre Bid meeting. The purpose of the meeting will be to clarify issues/ queries related to this document and pertaining to the contract.

Outcomes of the Pre-Bid meeting (including queries raised by the vendors and responses given by the Competent Authority of WBIDC/ IC&E Department) will be furnished to the ‘Tender Details’ at the NIC website.

1.20 Submission of Bid:- The last date of bid submission is 15/06/2026 by 4.00 p.m.

WBIDC/ IC&E Department may at its sole discretion extend the deadline for submission of bids, till any time prior to 3 days of the deadline of bid submission, by issuing an amendment, which will be available in the NIC website. In case of amendment of bid document, IC&E Department/ WBIDC may, at their own discretion, extend the bidding period, only under exceptional circumstances. IC&E Department/ WBIDC will not entertain any request from any bidder to extend the bidding period.

1.21 Late Bids:- Any bid received by WBIDC after the scheduled bid submission date, will not be accepted by WBIDC for opening.

1.22 Fees Payable:- The following fees are payable at various stages of the bidding process:

- i. Earnest Money Deposit of Rs. 2000/- (Rupees Two thousand only) shall be paid by all bidders while submitting the bid. This amount should be paid vide Demand Draft/Pay Order drawn on any scheduled bank in Kolkata in the name of ‘West Bengal Industrial Development Corporation’, payable at Kolkata and should be valid for a period of 90 days from the date of its issuance. Bid submitted without EMD should not be considered.

This deposit will be refunded to the bidders by WBIDC/ IC&E Department, as promptly as possible.

Security Deposit- A security deposit of Rs. 2,00,000/- shall be paid in case of successful bidder. This shall be maintained by WBIDC as an Interest Free Security Deposit and will be refunded only after completion of the Contract Period successfully. Deduction from the Security Deposit is applicable in case of any damage occurred to the canteen furniture, fitting etc., as per rate fixed by WBIDC. The Security Deposit may be forfeited in case of non-abidance of any terms and conditions, as put by WBIDC/ IC&E Department in this Tender Document.

ii. **Bid preparation cost**:-The bidders shall bear all the costs (inclusive of cost of data collection, preliminary survey, advisory cost or any other related cost) incurred by them pertaining to participation in the tender process. IC&E Department/ WBIDC will not under any circumstances compensate the bidder for any such expenses.

1.23 Settlement of disputes

For any dispute arising during the bidding process, the decision of IC&E Department/ WBIDC shall be final and be binding both parties.

1.24 Clarifications:- IC&E Department/ WBIDC may call for clarifications regarding certain aspects of the bids received. Such clarifications should be provided by the vendors in writing within the time specified by WBIDC and would be considered as a part of the bid.

1.25 Law applicable:- Indian law, as and where applicable in this tendering process, should be followed. No cases should be entertained beyond the jurisdiction of Kolkata.

1.26 Right to Accept/ Reject Bid:- IC&E department/ WBIDC reserves the right to accept or reject any or all bids received by it, without assigning any reason therefore, and thereby will not be liable to incur any liability of such rejected bidders.

IC&E department/ WBIDC shall reject the bid where a prospective bidder or anyone on behalf of such bidder, directly or indirectly, offers any illegal means or ways to IC&E department/ WBIDC with a view to secure the bid or makes any false or misleading statement to influence IC&E

department/ WBIDC in any way in the process of evaluation, clarifications, examination or comparison of bids.

The bids shall be considered invalid and non-responsive for one or more of the following reasons, though this list is not exhaustive.

- i. The bidder has not submitted the Tender Purchase Cost, as per schedule.
- ii. Non submission of any payment / document as stipulated in this tender document

1.27 Indemnification:-The bidder or their authorized representative(s) will indemnify IC&E Department / WBIDC and their officers from and against all liability direct/ indirect arising out of the bidding process.

1.28 Period of Contract

- i. The contract shall be initially for a fixed period of two(2) years w.e.f. signing of the contract agreement by both the parties, provided there service is considered as satisfactory by WBIDC/ IC&E Department. The contract may be renewed after 2 years and further negotiation may be done with the canteen operator or alternatively, a fresh tendering process may be followed.
- ii. The contract shall be in force for the period stipulated in the contract, and on the expiry thereof, it will be deemed to have been terminated automatically unless otherwise intimated in writing. Further, the Vendor will not have any right either to demand any fresh contract for another term or to continue the same.
- iii. Notwithstanding anything contained in other clauses of the tender document, the contract will automatically be terminated.

1.29 Penalty Clause:-If the Contractor neglects and fails to fulfil his contractual obligation due to reasons attributable to him the same should be considered as breach of contract on the part of the Contractor. Under such cases, WBIDC/ IC&E Department would have full right to terminate the contract with imposition of penalty & forfeiture of Security Deposit. The quantum of penalty will be determined by WBIDC/ IC&E Department. Regarding determination of penal amount, the decision of WBIDC/ IC&E Department will be treated as final and binding.

1.30 Inspection & Testing by the WBIDC/ IC&E Department: WBIDC/ IC&E Department shall be entitled to inspect and / or test by itself or through any of its representative or an independent agency, any materials stored therein in the premises of the canteen or at related areas.

If any material, item or component intended to be used for the work is found to be unsatisfactory (in which matter the decision of WBIDC/ IC&E Department or his authorised representative shall be final) the Vendor shall not use such material, and shall keep WBIDC/ IC&E Department indemnified from and against any claim of infection, poisoning or illness arising from any bad, stale or defective food or material provided by the Vendor.

1.31 Services for special occasion:-If at any time during the existence of the contract WBIDC/ IC&E Department desires to utilise the services of the Vendor for any special occasion or otherwise, the Vendor will arrange the same at the rate to be mutually agreed upon (provided the items are outside the rates of items already included in the tender).

Similarly, in case WBIDC/ IC&E Department desires to include any new items in the contract for food the same will be negotiated with the Vendor.

1.32 Sub-contracting

The Vendor shall not assign, sub-contract or sub-let the whole or any part of the contract in any manner. In case of an unavoidable circumstance, the vendor shall be able to do it with approval of WBIDC/ IC&E Department. However the job shall be sublet only to the party approved by WBIDC/ IC&E Department.

1.33 Validity of Bids

The bid shall remain valid and open for acceptance for a period of 60 days after the due date of closing of bid submission.

In exceptional circumstances, prior to the expiry of the original bid validity period, Managing Director, IC&E department/ WBIDC may request the bidder for extension in the validity period. The request and responses thereto shall be made in writing or by fax, followed by written confirmation.

No bidder shall be allowed to withdraw the bid during the interval between the deadline for submission of bid and the expiry of the period of validity of bids specified in the bid documents or as extended

further. Withdrawal of bid, in any form, whatsoever during this interval shall entail forfeitures of the EMD without any notice/ chance of explanation to the bidder.

1.34 Financial Bid:- Bidders are required to accept and follow the subsidized food rates as mentioned further in 'Bid Format' Chapter.

1.35 Selection of Vendor:-Both the Technical bid and financial bid shall be considered for evaluation of bid and henceforth selection of vendor.If all participating bidder accepts the prescribed financial rates, the evaluation shall be made on the basis of Technical Bid.

1.36 Bid Format & Contents:- The bid to be submitted by the bidder should consist of the following components in the sequence given below:

▪ **Earnest Money Deposit**

Earnest Money Deposit of Rs. 2000/- (Rupees Two thousand only) shall be paid by all bidders while submitting the bid. This amount should be paid vide Demand Draft drawn on any scheduled bank in Kolkata in the name of 'West Bengal Industrial Development Corporation', payable at Kolkata and should be valid for a period of 90 days from the date of its issuance.

▪ **Technical Bid**

Should have all the relevant information which forms part of the technical bid.**The information provided in the technical bid will be used for understanding and assessing/evaluating the quality of solution being proposed by the bidder. Technical score for the bidder will depend on the information provided herein.** This information should include items such as:

- a. Comprehensive operational plan designed and proposed by the bidder for WBIDC/ IC&E Department to deliver canteen services.
- b. Complete details related to manpower that will be deployed (number, ranks, experience, reporting structure, qualification, etc.)
- c. Documents and descriptions pertaining to extent and quality of experience in providing Canteen / Restaurant management services, list of premier/large clients with distribution of

size of contracts in operation or completed, client satisfaction certificates, organizational process of inducting and training the manpower, hygiene enforcement processes and methods

d. Indication of the brands of various materials that will be used for food and beverages etc.

All the above information should be organized in logically structured form and submitted as technical bid with an index. Bidder is free to add any information that, as per their consideration, can help in better technical assessment of them.

The Technical Bid submitted should be supported by necessary documents wherever required. Contact address and name of the contact person, duly authorized to clarify, negotiate and finalize the bid (with telephone no, mobile no, email id and fax no) should be provided.

- **Price bid:-** There is no separate price to quote for this tender. The Price Bid/Financial Bid implies accepting the Subsidized Food price mentioned below. This food price is applicable for all employees of WBIDC/ IC&E Department employees.
- The vendor however may cater outside people, for which it can fix rate as per their discretion.

Sl. No	Meal Detail	Items	Min. Qty.	Approved Rate
1	Tea	Tea in standard Indian cup size with two biscuits/ without biscuits	60 ml/ cup	Rs. 5.00/ 3.00
2	Tea with Tea bag	Tea bags with two biscuits/ without biscuits	100 ml/ cup	Rs. 6.00/ 4.00
3	Coffee	Coffee with two biscuits/ without biscuits	100 ml/ cup	Rs. 7.00/ 6.00
4	Vegetarian Meal	a. Rice	400 gm	Rs. 25
		b. Dal (Mug/ musur/ chana/ arohar/ aroharchana masala dal etc.	100 ml.	
		c. Bhaja (Alu, potol, begun etc.)	2 pcs of standard size	
		d. One veg curry (Alu Dum, alupotol, mixed veg. paneer curry etc.	100 gms.	

		e. Curd	100 gms.	
5	Egg Meal	a +b+c+d+e items of vegetarian meal	As specified above	Rs. 35
		Egg curry	1 pc.	
6	Fish Meal	a +b+c+d+e items of vegetarian meal	As specified above	Rs. 40
		Fish curry (Different standard Fish)	1 pcs. (75gm.)	
7	Chicken Meal	a +b+c+d+e items of vegetarian meal	As specified above	Rs. 45
		Chicken Curry	3 pcs (125 gm)	
8	Mutton Meal	a +b+c+d+e items of vegetarian meal	As specified above	Rs. 60
		Mutton curry	3 pcs (125 gm)	
9	Extra	Rice	1 bowl	Rs. 5
		Chutney	1 bowl	Rs. 5
		Papad	1 plate	Rs. 5

Apart from the above mentioned items below is the list of snacks items with approved price rate, which the vendor need to follow:

Sl. No.	Items	Qty.	Approved Rate (in Rs.)
1	Samosa	1 pc	5.00
2	Veg Chop	1 pc.	5.00
3	Veg. Fried Rice	1 plate (80 gm)	25.00
4	Egg Fried Rice	1 plate (80 gm)	35.00
5	Chicken Fried rice	1 plate (80 gm)	45.00
6	Egg roll (Single Egg)	1 pc.	25.00
7	Chicken roll	1 pc.	35.00
8	Veg roll	1 pc.	25.00
9	Veg Chowmein(Full)	1 plate	25.00
10	Egg Chowmein (Full)	1 plate	35.00
11	Chicken Chowmein (Full)	1 plate	40.00

Others:-

Sl. No.	Items	Qty.	Approved Rate (inRs.)
1	Roti	1 pc	2.00

2	Veg Curry	1 plate	15.00
3	Egg Curry	1 plate (one egg)	20.00
4	Chicken Curry	1 plate 3 pcs (125 gm)	30.00
5	Mutton Curry	1 plate 3 pcs (125 gm)	50.00
6	Luchi with dal	4 pcs.	20.00
7	Bread with butter/ jam/jelly	4 pcs.	15.00
8	Boiled egg	1 pc	7.00
9	Omlette (Single)	1 pc	7.00
10	Omlette (Double)	1 pc	14.00
11	Puri with sabji	4 pcs	20.00
12	Sliced bread with Aloo Dum	2 pcs.	15.00
13	Sliced bread with Chicken Curry	2 pcs.	35.00

The bidder henceforth should specify that they abide by the rates specified hereby against each food item and such food items should be made available during all suitable time.

Operating hour of the Budget canteen is 10 a.m. to 6 p.m. The aforesaid foods shall be available during this time.

1.37 Modification of Bids

Till the closing date and time of bid submission the bidder can modify or make corrections to it.

1.38 Initialling of Bid

Each page shall be initialled by the bidder (Authorized Signatory). Any correction in the bid must be initialled by the Authorized Signatory.

1.39 Forfeiture of EMD

The EMD shall be forfeited if the bidder withdraws their Bid during the period of 'Bid Validity'

1.40 Currency of Bid

All amounts in the bid should be expressed in Indian Rupee.

1.41 Additional Information

The bidder may add any further information that he/ she considers relevant for the evaluation of the bid.

1.42 Notification of Award

Prior to the expiry of the period of bid validity or subsequent extension, WBIDC/ IC&E Department will issue a Letter of Intent (LOI) to the successful bidder in writing.

1.43 Refund of EMD

1.43.1 Invalid & Non responsive Bidder

The EMD will be forfeited .

1.43.2 Valid Bidder

The EMD of the valid bidders shall be returned as promptly as possible, by WBIDC/ IC&E Department.

1.44 Submission of Document:- The RFP document is to be submitted through in two folders at a time, one is Technical Proposal & the other is Financial Proposal before the prescribed date and time using the Digital Signature (DSC). The virus scanned copies of the documents are to be uploaded after duly digitally signed. The documents will get encrypted.

1.45 Part I Submission: Technical Proposal :

The Technical Proposal should contain scanned copies of the following in two cover folders:

a. Statutory Cover containing the following digitally signed documents :

- 1. RFP Document
- 2. Earnest Money Deposit proof
- 3. Appendix A

b. Non Statutory cover containing the following digitally signed documents :

Sl. No.	Category Name	Sub category Description	Details
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1.	Certificate	Certificate	<p>(i) The current income-tax return copy/ (ii) Last Service Tax Certificate; (iii) Firm Registration Certificate (iv) An affidavit that the information furnished with the bid documents is correct in all respects; (v) Food License (vi) PAN Card Xerox copy</p>
2.	Credential	Credential	<p>a. Details of Bidder and details of Staffs as per Appendix B b. Details of Work Experience with all supporting Documents</p>
3.	Financial Information	P/L & Balance Sheet P/L & Balance Sheet P/L & Balance Sheet	of Last 3 years
4.	Stamp paper	Power of Attorney	Need to furnish on Stamp paper of relevant value as per Appendix C. (Original in hardcopy to be produced before signing of Agreement, if selected)
		Joint Venture Agreement	Need to furnished on Stamp paper of relevant value in case of Joint Venture [not more than two members] Clearly mentioning the Intent of its lead member and roles and Responsibilities of Parties./ MOA or Partnership deed copy [in case of partnership firm] (Original in hardcopy to be produced before signing of Agreement, if selected)

1.46 Part II Submission: Financial Proposal :

The Financial Proposal contains the following documents:

(i) Priced bill of quantities (filled in BOQ).

Note:

1. The Financial Proposal is inclusive of all out pocket expenses incurred by the bidder towards travel, documentation and communication.
2. The Financial Proposal shall not include Service Tax, which shall be payable extra by WBIDC at then prevailing rates.
3. In case of difference in amount quoted in figures and words, the lower value would be considered for evaluation.
4. **Submission of Statutory and Non Statutory covers are compulsory for acceptance of the bid.**

1.47 WBIDC shall not be liable for any mistake or error or neglect by the Bidder in respect of the above.

SECTION IV
EVALUATION

2.0 Essential technical requirement

- i.** The bidder must be a company incorporated under the Companies Act or a partnership firm registered under the Partnership Act/ LPA Act having registration with valid registration number and Registered under the Employees Provident Funds Misc. Provisions Act, 1952, Employees State Insurance Act, having valid respective operational registration numbers

- ii.** There should not be any legal proceeding(s) and / or Industrial dispute(s) related to claiming of wages or any other payment related matters, initiated by any present or previous employee of the bidder / any partner of the bidder (if the bidder is a partnership firm). This will have to be supported by an appropriate Declaration in the form of an Affidavit which if found false, would not only lead to criminal prosecution but may also lead to termination of the contract and award of the work to another vendor at the bidders risk and cost.

- iii.** Notwithstanding anything stated in the tender document, WBIDC/ IC&E Department reserves the right to assess the bidder’s capability and capacity to perform the contract, should the circumstances warrant such an assessment in the overall interest of WBIDC/ IC&E Department and the decision of WBIDC/ IC&E Department in this regard shall be final and binding. Technical evaluation will be carried out as mentioned further in the section named as ‘Bid Evaluation System’.

2.1 Technical bid and price bid together will be used to choose “techno-commercially” fittest bidder. Technical Bid will be assessed for 50 marks and Price Bid will be assessed for 50 marks.

2.2 Bid Opening Procedure

Firstly the Technical Bid should be opened. If Technical Bid does not fit the criteria as specified in this document, the Price Bid of the respective vendor shall not be opened.

Information regarding the examination, clarification, evaluation and comparison of bids, and recommendations for the award of the contract shall not be disclosed to the bidders or any other personnel officially connected with such process until the award to the successful bidder has been announced. Any effort by the bidder to influence the IC&E department/ WBIDC regarding the processing and selection of vendor shall result in rejection of the bid of such bidder.

2.3 Technical bid score, out of 50 (of 5 marks each) will be arrived based on the following parameters/attributes/dimensions:

- i. Extent and Quality of Experience in providing/managing canteen services
- ii. Size of current business (turnover)
- iii. Extent of national presence
- iv. Client site visit
- v. Brands of materials (food/beverages, cleaners etc.) proposed
- vi. Reporting and Review Systems proposed
- vii. Client list, retention record and size/distribution of contracts completed/under execution
- viii. Client satisfaction certificates/ Quality Control Certificates/ ISO Certificates etc.
- ix. Number of employees on the role
- x. Manpower/ employees on to be deployed (number, rank, experience, qualification etc.) and Commitment of the top management

Bidders getting less than score of 20 in the technical bid will not be considered for the price bid.

2.4 Price bid score, out of 50, will be arrived upon accepting the food rates mentioned above under **Subsidized food price** section by the bidders.

Appendix

Appendix A

Covering Letter

(On the Letterhead of the Bidder)

Date:

To:

Ref: To run Budget Canteen at 4, Camac Street, Kolkata:- 700 016

Dear Sir,

Being duly authorized to represent and act on behalf of (hereinafter referred to as “the Bidder”), and having reviewed and fully understood all of the Proposal requirements and information provided and collected, the undersigned hereby submits the Proposal on behalf of _____ (Name of Bidder) for the captioned Project with the details as per the requirements of the RFP, for your evaluation. We confirm that our Proposal is valid for a period of 90 days from _____ (insert Proposal Due Date).

We also hereby agree and undertake as under:

Notwithstanding any qualifications or conditions, whether implied or otherwise, contained in our Proposal we hereby represent and confirm that our Proposal is unconditional in all respects and we agree to the terms of the Agreement that will be proposed further, a draft of which also forms a part of the RFP document provided to us.

If negotiations are held during the period of validity of the Proposal, we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from contract negotiations.

We hereby certify and confirm that in the preparation and submission of our Proposal, we have not acted in concert or in collusion with any other Bidder or other person(s) and also not done any act, deed or thing which is or could be regarded as anti-competitive.

Yours faithfully,

For and on behalf of (Name of Bidder)

Duly signed by the Authorized Signatory of the Bidder

*(NAME, TITLE AND ADDRESS OF THE AUTHORIZED
SIGNATORY)*

Appendix B

Details of Bidder

(On the Letter Head of the Bidder, to be filled separately for both the members of Joint Venture/LLP in case Bidder is Joint Venture /LLP)

1. Details of Organization:

- (a) Name of the Bidder*
- (b) Address*
- (c) Year of Establishment*
- (d) Status of the bidder(Whether Company/Partnership Firm (registered) /Proprietary/LLP)*
- (e) Name of Directors/ Partners/Proprietor.*
- (f) Whether registered with the Registrar of Companies/Registrar of Firms. If so, mention number and date.*
- (g) Mention PAN No. of I.T and furnish copies of I.T return for last 3 years and furnish payment of updated Service Taxes and Service Tax Registration number.*
- (h) Furnish copies of audited Balance Sheet and Profit & Loss Account (Audited) for the last three years*
- (i) If the bidder is empanelled with other Govt. /Semi Govt. / Statutory Agency, if so, furnish details.*
- (j) Specify turnover in last 3 years. In Rs (Lakhs) Other relevant information*

(A separate sheet may be attached if needed)

2. Details of individual(s) who will serve as the point of contact / communication for WBIDC with the Bidder:

- (a) Name :*
- (b) Designation :*
- (c) Company/Firm/LLP/Proprietorship :*
- (d) Address :*
- (e) Telephone number :*

(f) E-mail address :

(g) Fax number :

(h) Mobile number

(A separate sheet may be attached if needed)

Appendix C

POWER OF ATTORNEY
(On Stamp paper of relevant value)

Know all men by these presents, We.....(name and address of the registered office) do hereby constitute, appoint and authorize Mr. / Ms..... (name and residential address) who is presently employed with us and holding the position of as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Proposal to “Run Budget Canteen at 4, Camac Street, Kolkata- 700 017” including signing and submission of all documents and providing information/responses to WBIDC/IC&E Department in all matters in connection with our Proposal for the said Assignment.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Dated this the Day of 2026

For

*(Name and designation of the person(s)
signing on behalf of the Bidder)*

Accepted

..... (Signature)

(Name, Title and Address of the Attorney)

Date :

Note:

- 1. To executed only if the Bidder is a Company or Partnership firm*

2. *The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure. Copy of such document should be submitted along with the power of Attorney.*

3. *Also, wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a resolution/power of attorney in favour of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.*

Appendix D

Draft Agreement with the selected vendor

Will be furnished latter

Schedule 1

Scope of Work

1. WBIDC/ IC&E Department shall let out the Canteen Space (with kitchen) measuring 1200 Sq. Ft. in the Ground floor for setting up a Canteen inside 4, Camac Street Building premises at Silpa Sadan.
2. The tenancy of the Canteen at 4, Camac Street Building shall initially be for a fixed period of two(2) years w.e.f. signing of the contract agreement by both the parties.
3. The vendor may use the space for outside food preparation.
4. Though outsiders are allowed to have food at the canteen, **the employees of the IC&E Department/ WBIDC shall be given priority to have seat and food during the lunch hour, i.e. between 1 p.m. to 3.00 p.m. They must not be kept waiting for outsiders.**
5. Security Deposit of Rs. 2, 00,000/- (Rupees Two Lacs only) shall be paid by the successful bidder. This amount should be paid vide Demand Draft/ Pay Order drawn on any scheduled bank in Kolkata, in the name of 'West Bengal Industrial Development Corporation', payable at Kolkata and should be valid for a period of 90 days from the date of its issuance.
Security Deposit submitted by the successful bidder will be refunded only after completion of the Contract Period successfully. Deduction from the Security Deposit is applicable in case of any damage occurred to the canteen space, furniture, fitting etc. provided by WBIDC, as per rate fixed by WBIDC. The Security Deposit may be forfeited in case of non-abidance of any terms and conditions, as put by WBIDC/ C& I Department in this Tender Document.
6. If the canteen Operator fails to deliver vacant and peaceful possession on expiry of the agreement period (which is of maximum three days from expiry of the contract agreement) or earlier determination, the canteen operator will be liable to pay Rs.2000/- (Rupees Two Thousand only) per day by way of Liquidation Damages to WBIDC/ IC&E Department, till the canteen space is vacated.

7. The Canteen operator shall not store any inflammable or obnoxious article in the canteen space excepting those as may be required for use of the canteen operation and covered by the lawful license. **Industrial Gas is to be used for the purpose of the canteen. The vendor should arrange for Industrial Gas connection and bear all cost pertaining to the same. WBIDC/ IC&E Department will not bear any cost related to it.**

8. **Cost of Electricity will be borne by the canteen operator themselves and WBIDC/ IC&E Department will not reimburse the same. To facilitate the same, a sub meter will be installed for the canteen.**

Use of electrical cooking gadgets like Heater is not allowed to be used in the Canteen. It is the responsibility of the vendor to check, that the general load of the transformer should not anyway be affected by the use of cooking gadgets.

9. The Canteen operator shall always keep the canteen space, furniture and fixtures attached to it at good and usable condition and should handle all equipment/ fittings/ fixtures etc. provided by WBIDC with due care.

The Canteen operator shall arrange for AMC/ repair for systems/ fittings/fixtures related to generator, firefighting system, and electrical equipment etc. with prior approval of the Competent Authority of WBIDC / IC&E department. The cost of such maintenance will be reimbursed by WBIDC/ IC&E Department, at actual.

However, if it's found that damage caused to any such equipment/ fixture/ fitting has arise due to mishandling/misuse/negligence of the canteen operators, WBIDC/ C& I Department will not bear the cost of it and the canteen operator will have to mitigate the same at their own cost.

10. The Canteen operator is allowed to serve foods to the outside visitors (i.e. other than employees of WBIDC & 'SilpaSadan') as per the current market price. Since 'SilpaSadan'/ WBIDC employees would have to be given priority during the lunch hours (i.e. 1.00 p.m. to 3.00 p.m.), outsiders should not be allowed to the said canteen during this duration. However, if general customers are

already in the premises, they would not be disturbed. Entry of the outsiders to be prohibited after 6.30 p.m.

No liquor would be served in the Canteen.

Regular tea with biscuits of standard quality has to be served to the offices of C& I Department and the office of the Directorate, four times a day at a rate fixed by WBIDC/ IC&E Department.

- 11.** The Canteen operator shall not do any act of nuisance or annoyance or inconvenience to the other occupiers in the building or neighbourhood. In case of any such complain received, the vendor will be liable to show cause, which may further lead to termination of the contract with immediate effect.
- 12.** Officers of the IC&E Department / WBIDC with or without workmen or others will have the right to enter upon the canteen space and inspect any area during day/ night time.
- 13.** The Canteen operator at the end of their term of contract of two (2) years should surrender the canteen space along with the furniture and fixtures and any other good provided by WBIDC/ IC&E Department in good condition in all respect.
- 14.** The successful bidder will abide by the Food Safety norms as is being prescribed by the law of land and will use all quality food materials, to safeguard the health and hygiene of the persons using the canteen facility. Quality as well as the hygiene aspect should be governed by the existing rules and orders.

If there is any complaint on the hygiene aspect or quality of food or in any area pertaining to the service, which is considered as justified by the IC&E Department / WBIDC, the contract is liable to be terminated after a hearing. Cleanliness and hygiene has to be maintained in the canteen, as per KMC guideline.

- 15.** The Canteen operator shall have the option to revise the rates of subsidized items, but not before the end of first year, with approval of the IC&E Department / WBIDC, and provided the

Consumer Price Index (CPI) for that year has been revised. The increment will be disposed of by the IC&E Department, on merit.

- 16.** The canteen operator shall be allowed to use water for urinal / toilet on common usage basis.
- 17.** The Canteen operator shall obtain all necessary licenses/ NOC and approvals including all insurance cover for running its business in the canteen at 4 Camac street building, prior to commencement of the said job.
- 18.** The canteen furniture, as specified above will be provided by the IC&E Department / WBIDC for the canteen space which would have eighty (80) sitting arrangements in the building. Canteen operator will not be allowed to construct any permanent fixtures inside the canteen space. IC&E Department will only provide its existing furniture as detailed above and no extra burden in this context should be borne by IC&E department.
- 19.** Water Purifier has to be installed by the Canteen operator for its customer.
- 20.** Between 11 p.m. to 6 a.m. not more than 4 (four) staff of the service provider would be allowed to stay in the canteen. Also, all staff engaged by the agency shall have and carry all the time, the photo identity cards with construe signature of the Authorized Signatory.