

**West Bengal Tourism Development Corporation Limited**  
**(A Government of West Bengal Undertaking)**  
Fax: 033-2359-8292  
**DG Block, Sector- II, Salt Lake City, Kolkata-700091**  
e\_mail : visitwestbengal@yahoo.co.in

Memo.No. 830 /WBTDC/[WBTDC-11016\(15\)/1/2018-GM\(WBTDC\)-WBTDC-Part\(1\)](#) Dated:- 15.09.2023

**Notice Inviting e-Quotation No. 05 /WBTDC OF 2023-24(Operations)**

e- Quotation is invited by West Bengal Tourism Development Corporation Limited from the reputed bonafide and experienced Caterers for supplying Food and Beverage items on board tourism vessels belonging to WBTDC Ltd. The caterer should be financially sound having sufficient experience in execution of the following works.

List of Schemes:

Sl. No	Name of the work	Earnest Money (Rs.)	Period of Validity
1.	Catering for Sunderbans Package Tours 2023-2024	50000.00	1 year

1. In the event of e-filling, intending bidder may download the tender documents from the website <http://wbtenders.gov.in> directly with the help of Digital Signature Certificate. Necessary Earnest Money has to be deposited by the bidder through the following payment mode as per Memorandum of Finance Department vide No. 3975- F (Y) dated 28<sup>th</sup> July, 2016.
  - i. Net banking (any of the banks listed in the ICICI Bank Payment gateway) in case of payment through ICICI bank payment gateway.
2. Both **Technical Bid** and **Financial Bid** are to be submitted concurrently duly digitally signed in the website <http://wbtenders.gov.in>
3. Tender documents may be downloaded from website and submission of Technical Bid and Financial Bid will be done as per Time Schedule stated in the tender document
4. The **FINANCIAL OFFER (Part II)** of the prospective tenderer will be considered only if the **TECHNICAL BID DOCUMENTATION (Part I)** of the tenderer is found qualified. Three lowest bidders (L1, L2, L3) will then appear for **FOOD TESTING AT UDAYACHAL TOURIST LODGE (Part II A)**, to be evaluated by the 'Tender Evaluation Committee' with equal weight age on Part II & II A, formed by the Managing Director, WBTDC Ltd. Final result will be based on equal The decision of the 'Tender Evaluation Committee' will be final and absolute in this respect. The list of Qualified Bidder will be displayed in the website.
5. **Eligibility criteria for participation in the tender.**  
Credentials of similar jobs (i.e. completion certificate), Caterers with annual turnover of Rs25 lakhs or more per year for the last three years are eligible to apply along with documentary evidence along with Food license, GST, IT clearance or any other applicable certifications  
[\[Non-statutory documents\]](#)

6. **No mobilisation advance and secured advance will be allowed.**

7. Date and Time Schedule:

Sl. No.	Particulars	Date & Time
1	Date of uploading of N.I.Q. Documents (online) (Publishing Date)	18.09.2023- 10.30 Hrs
2	Documents download/sell start date (Online)	18.09.2023- 11.00 Hrs
3	Documents download/sell end date (Online)	03.10.2023- 14.00 Hrs
4	Bid submission start date (On line)	18.09.2023- 14.00 Hrs
5	Bid Submission closing (On line)	03.10.2023- 14.00 Hrs
6	Bid opening date for Technical Proposals (Online)	06.10.2023- 15.00 Hrs
7	Bid opening date for Financial Proposals (Online)	To be informed later
8	Food test at Udayachal Tourist Lodge	11.10.2023

9. The Bidder, at his own responsibility and risk is encouraged to visit and examine the site of works and its surroundings and obtain all information that may be necessary for preparing the Bid and entering into a contract for the work as mentioned in the Notice Inviting Tender, before submitting offer with full satisfaction, the cost of visiting the site shall be at his own expense.
10. The intending Bidders shall clearly understand that whatever may be the outcome of the present invitation of Bids, no cost of Bidding shall be reimbursable by the WBTDC. The Managing Director, WBTDC Ltd. reserves the right to accept or reject any offer without assigning any reason whatsoever and is not liable for any cost that might have been incurred by any Tenderer at the stage of Bidding.
11. Prospective applicants are advised to note carefully the minimum qualification criteria as mentioned in 'Instructions to Bidders' stated in Section - 'A' before tendering the bids.
12. **Conditional/Incomplete tender will not be accepted under any circumstances.**
13. **The intending tenderers are required to quote the rate *online*.**
14. The Managing Director of W.B.T.D.C Ltd. reserves the right to cancel the N.I.Q. at any stage before issuance of letter of acceptance due to unavoidable circumstances and no claim in this respect will be entertained.
15. **The Management of WBTDC would have the right to reject a quotation if it is not satisfied with the Cost-break-up of the menu (Annexure II).**
16. **Selection of caterer would be based on a food quality test to be undertaken at Udayachal Tourist Lodge (Expenses to be borne by the Caterer). L1 would be selected among qualified bidders of Technical Bid scrutiny & Food Test (on the basis of Financial Bid).**
17. If there be any objection regarding prequalifying the Agency that should be lodged to the Chairman of Tender Evaluation Committee within 2 (two) days from the date of publication of list of qualified agencies and beyond that time schedule no objection will be entertained by the Tender Evaluation Committee. Before issuance of the WORK ORDER, the tender inviting authority may verify the credential and other documents of the lowest tenderer if found necessary. After verification if it is found that the documents submitted by the lowest tenderer is either manufactured or false in that case work order will not be issued in favour of the said Tenderer under any circumstances.
18. If any discrepancy arises between two similar clauses on different notification, the clause as stated in later notification will supersede former one in following sequence:
  - I. N.I.Q.
  - II. Special Terms & Conditions
  - III. Technical Bid
  - IV. Financial Bid (BOQ)

- v. Qualification criteria.
19. The tender inviting and Accepting Authority through a “Tender Evaluation Committee” will determine the eligibility of each bidder. The bidders shall have to meet all the minimum criteria regarding:
1. Financial Capacity
  2. Technical Capability comprising of personnel & equipment capability
  3. Experience / Credential
20. The eligibility of a bidder will be ascertained on the basis of the document(s) in support of the minimum criteria as mentioned above and the declaration executed through prescribed affidavit in non-judicial stamp paper of appropriate value duly notarized. If any document submitted by a bidder is either manufactured or false, in such cases the eligibility of the bidder / tenderer will be rejected at any stage without any prejudice.
21. Escalation of Price on any ground and consequent cost overrun shall not be entertained under any circumstances. Rates should be quoted accordingly.
22. **No price preference and other concession will be allowed.**
23. “Where an individual person holds a digital certificate in his own name duly issued to him against the company or the firm of which he happens to be a director or partner, such individual person shall, while uploading any tender for and on behalf of such company or firm, invariably upload a copy of registered power of attorney showing clear authorization in his favour, by the rest of the directors of such company or the partners of such firm, to upload such tender.  
The power of attorney shall have to be registered in accordance with the provisions of the **Registration Act, 1908.**”

Sd/-  
Managing Director  
West Bengal Tourism Development Corporation Limited

## **SECTION - A**

### **INSTRUCTION TO BIDDERS**

#### **General guidance for e-Tendering:**

Instructions / Guidelines for electronic submission of the tenders have been annexed for assisting the caterers to participate in e-Tendering.

i. **Registration of Caterer:**

Any caterer willing to take part in the process of e-Tendering will have to be enrolled & registered with the Government e-Procurement System, through logging on to <http://wbtenders.gov.in>. The caterer is to click on the link for e-Tendering site as given on the web portal.

ii. **Digital Signature certificate (DSC):**

Each caterer is required to obtain a Class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders from the approved service provider of the National Informatics Centre (NIC) on payment of requisite amount. Details are available at the Web Site stated in Clause A.1 above. DSC is given as a USB e-Token.

iii. **The caterer can search & download N.I.Q. & Tender Document(s) electronically from computer once he logs on to the website mentioned in Clause A.1 using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.**

iv. **Participation in more than one work:**

A prospective bidder shall be allowed to participate in the job either in the capacity of individual or as a partner of a firm. If found to have applied severally in a single job all his applications will be rejected for that job.

v. **Submission of Quotations:**

Quotations are to be submitted through online to the website stated in Clause A.1. in two folders at a time for each work, one in Technical Proposal & the other is Financial Proposal before the prescribed date & time using the Digital Signature Certificate (DSC). The documents are to be uploaded virus scanned copy duly Digitally Signed. The documents will get encrypted (transformed into non readable formats).

#### **Technical Proposal:**

The Technical proposal should contain scanned copies of the following in two covers (folders).

**(a). Statutory Cover Containing the following documents:**

i. **Prequalification Application (Sec-B, Form - I)**

- ii. Demand Draft / Bankers Cheque towards Earnest Money (EMD) as prescribed in the NIQ against each of the serial of work in favour of West Bengal Tourism Development Corporation Limited.

**(b). Non-statutory Cover Containing the following documents:**

- i. Professional Tax (P.T.) deposit receipt challan for the financial year 2022-23, Pan Card, IT, for the Assessment year 2022-23, GST Registration no.
- ii. Registration Certificate under Company Act. (If any).
- iii. Registered Deed of partnership Firm / Article of Association & Memorandum.
- iv. Power of Attorney (For Partnership Firm / Private Limited Company, if any).
- v. Statutory audit report or Tax Audited Report in 3 CD/ 3 CA form along with Balance Sheet & Profit & Loss A/c. for the last 3 (*three*) years (year just preceding the current Financial Year will be considered as year - I)
- vi. Financial Statement

The prospective bidders shall have satisfactorily completed as a **prime agency** during a minimum of last 3 (*three*) years from the date of issue of this Notice with preferably at least one work of similar nature under authority of State / Central Government, State / Central Government undertaking / Statutory Bodies Constituted under the Statute of the Central / State Government at least in the magnitude of 40% (*Fortypercent*) of the amount put to tender.

Scanned copy of Original Credential Certificate as stated the N.I.Q.& Section B (Form I & II) shall have to be submitted (on line).

**THE ABOVE STATED NON-STATUTORY/TECHNICAL DOCUMENTSSHOULD BE ARRANGED IN THE FOLLOWING MANNER**

Click the check boxes beside the necessary documents in the My Document list and then click the tab “Submit Non Statutory Documents’ to send the selected documents to Non-Statutory folder.

Next Click the tab “Click to Encrypt and upload” and then click the “Technical” Folder to upload the Technical Documents.

Sl. No.	Category Name	Sub-Category Description	Detail(s)
A.	Certificate(s)	Certificate(s)	GST Registration Certificate & Acknowledgement. PAN. P Tax (Challan Latest) Latest IT Receipt.

B.	Company Detail(s)	Company Detail	Proprietorship Firm ( <i>Trade License</i> ) Partnership Firm ( <i>Partnership Deed, Trade License</i> ) Ltd. Company( <i>Incorporation Certificate, Trade License</i> ) Society ( <i>Society Registration Copy, Trade License, Audit report</i> ) Power of Attorney.
C.	Credential	Credential - 1 Credential - 2	Prescribed type of work done & completion certificate from competent authority which is applicable for eligibility in this tender.
D.	Man Power	Technical Personnel	List of Technical Staffs along with Structures & Organization ( <i>as per N.I.Q.</i> )

#### **Tender Evaluation Committee (TEC)**

1. Opening of Technical Proposal: Technical proposals will be opened by The General Manager (O), WBTDCL and his authorized representative electronically from the website using their Digital Signature Certificate (DSC).
2. Intending tenderers may remain present if they so desire.
3. Cover (folder) for Statutory Documents will be opened first and if found in order, cover (folder) for Non-Statutory Documents will be opened. If there is any deficiency in the Statutory Documents the tender will summarily be rejected.
4. Decrypted (transformed into readable formats) documents of the non-statutory cover will be downloaded & handed over to the Tender Evaluation Committee.
5. Summary list of technically qualified tenderers will be uploaded online.
6. Pursuant to scrutiny & decision of the Tender Evaluation Committee the summary list of eligible tenderers & the serial number of work for which their proposal will be considered will be uploaded in the web portals.
7. During evaluation the committee may summon of the tenderers & seek clarification / information or additional documents or original hard copy of any of the documents already submitted & if these are not produced within the stipulated time frame, their proposals will be liable for rejection.

#### **Financial Proposal**

1. The financial proposal should contain the following documents in one cover (folder) i.e. Bill of Quantities (BOQ). The caterer is to quote the rate (Presenting Above / below / at per) online through computer in the space marked for quoting rate in the BOQ.
2. Financial capacity of a bidder will be judged on the basis of working capital and available bid capacity as mentioned in the N.I.Q. to be derived from the information furnished in **FORM - I & II** (Section - B) i.e., Application for Pre-qualification & Financial Statement. In case that an Applicant's Working Capital beyond own resource is insufficient, he / they need to include with the application a letter of guarantee issued by a nationalized bank / authorize bank of **RBI** to supplement the applicant. This letter of guarantee should be addressed to the Tender Inviting / Accepting Authority and should guarantee duly specifying the name of the project that in case of contract is awarded to the Bidder, the Bidder will be provided with a revolving line of credit. Such revolving line of credit should be maintained until the works are taken over by Employer.

3. The audited Balance sheet for the last 3(*three*) years, net worth, bid capacity, etc. are to be submitted which must demonstrate the soundness of Bidder's financial position, showing long term profitability including an estimated financial projection of the next two years.
4. Only downloaded copies of the above documents are to be uploaded virus scanned & Digitally Signed by the caterer.
5. Security Deposit:  
The Earnest Money of amount Rs 50000/- (Rupees Fifty Thousand only), deposited during submission of the e-tender, will be converted as Security Deposit (10% of the total estimated bill value) for the successful bidder which will be further adjusted from the First Bill submitted and/or subsequent ones, as the case may be.
6. Penalty for suppression / distortion of facts:
  - i. If any tenderer fails to produce the original hard copies of the documents like Completion Certificates and any other documents on demand of the Tender Evaluation Committee within a specified time frame or if any deviation is detected in the hard copies from the uploaded soft copies, it may be treated as submission of false documents by the tenderer and action may be referred to the appropriate authority for prosecution as per relevant IT Act.
7. Rejection of Bid:
  - i. Employer reserves the right to accept or reject any Bid and to cancel the Bidding processes and reject all Bids at any time prior to the award of Contract without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the ground for Employer's action.
8. Selection & Award of Contract :
  - a. The final selection of Caterer will be based on both rate quoted and food quality equally. The three lowest tenderers will be required to appear for a food test before tender committee of stipulated items (2 portions) on scheduled date, to be intimated to them after opening of financial bid.
  - b. The Bidder, whose Bid has been accepted will be notified by the Tender Inviting & Accepting Authority through acceptance letter / Letter of Acceptance.
  - c. The notification of award will constitute the formation of the Contract.
  - d. The Agreement in Tender Form will incorporate all agreements between the Tender Accepting Authority and the successful bidder. All the tender documents including N.I.Q. & B.O.Q. will be the part of the contract documents. After receipt of Letter of Acceptance, the successful bidder shall have to submit requisite copies of contract documents duly purchased from the office of the WBTDC as stated in concerned N.I.Q. along with requisite cost by Cash or through Demand Draft / Pay Order issued from any nationalised bank / authorize bank of RBI in favour of "West Bengal Tourism Development Corporation Limited" for the work within time limit to be set in the letter of acceptance.

## SECTION - B

**FORM - I**

**PRE-QUALIFICATION APPLICATION**

**To**

The General Manager(Operations),  
West Bengal Tourism Development Corporation Limited

Ref : Tender for  
(Name of work):-

e-N.I.Q. No.:

Dear Sir,

Having examined the Statutory, Non-statutory & N.I.Q. documents, I /we hereby submit all the necessary information and relevant documents for evaluation.

The application is made by me /us on behalf  
of \_\_\_\_\_ in the \_\_\_\_\_  
capacity \_\_\_\_\_ duly  
authorized to submit the order.

The necessary evidence admissible by law in respect of authority assigned to us on behalf of the group of firms for Application and for completion of the contract documents is attached herewith.

We are interested in bidding for the work(s) given in Enclosure to this letter.

We understand that:

1. Tender Inviting & Accepting Authority / Engineer-in-Charge can amend the scope & value of the contract bid under this project.
2. Tender Inviting & Accepting Authority / Engineer-in-Charge reserve the right to reject any application without assigning any reason.

**Enclosure(s): e-Filling:-**

1. Statutory Documents.
2. Non Statutory Documents.

Date:

Signature of applicant including title and  
capacity in which application is made.



**FORM-II**

**Certificate Regarding Summary Statement of Yearly Turnover**  
**From Contractual Business**

This is to certify that the following statement is the summary of the audited Balance Sheet arrived from contractual business in favour of .....  
.....for the three consecutive years or for such periods since inception of the Firm, if it was set in less than such three year's period.

Sl No	Year	Turnover rounded up to Rs in lakhs (two digit after decimal)	Remarks
1	2022-23		
2	2021-22		
3	2020-21		
	<b>Total</b>		

Average Turnover: In Rs

1. Average Annual turnover is to be expressed in lakh of rupees, rounded up to two digits after decimal.
2. Average Annual turnover for 3 years is to be obtained by dividing the total turnover divide by 3. If the Firm was set up in less than 3 year's period, consider the total turnover for the period from inception year to the year 2022-23 and divide by the no of years.
3. In case, the firm was set up in less than 3 year's period, mention the year of inception in the 'Remarks' column.

\_\_\_\_\_  
**Signature of the Bidder with seal**

**SECTION - C**  
**Special Terms and Conditions**

**1. General:**

- i. Unless otherwise stipulated all the works are to be done as per general conditions and general specifications as mentioned in this Tender document including Annexure.
- ii. Caterer should make adequate safety arrangement against fire and other unforeseen hazards in violation of which he will be held sole responsible in case of any such instance
- iii. All the clauses of Essential Requirements laid down in Annexure I are mandatory and to be complied upon
- iv. It would be mandatory on the part of the selected caterer to execute an agreement on Non-judicial stamp paper of Rs 50/- only with WBTDC incorporating the terms & conditions as laid down by WBTDC within 07 days from the date of receiving the work order.

**2. PENAL CLAUSE:**

- A. The Tour Conducting officer (TCO)/ any officials as designated by WBTDC would be entrusted to ensure the quality and quantity as specified in the tender document and in case of violation and on the basis of the report the management may impose a penalty from 05% to 50% of the bill amount of the particular tour.
- B. If the Caterer withdraws at any point in time after being issuance of Work Order for reasons whatsoever, the Earnest Money deposit &/or Security Deposit will be forfeited as penalty.
- C. A written complaint from a bonafide tourist of that particular tour in regard to the quality/quantity would be considered as a prima facie evidence and the management of WBTDC may take penal action against the caterer.
- D. Repeated complaints by the Tourists/ officials would be considered seriously and the management of WBTDC may terminate the Caterer and also forfeit the Security deposit.
- E. Feedback forms would be provided to the TCO in regard to the quality and quantity of food served and unsatisfactory feedback from more than 25% of the tourist would attract penalty and 50% of the total catering bill amount for that tour would be deducted.
- F. The successful bidder is expected to deliver -
  - i. As per the quality standard of Food, maintaining proper hygiene, using branded and quality raw materials. The standard of food and taste should not deviate from the qualified standard presented during the Physical Sample verification.
  - ii. Service Staff to be properly dressed in clean formal service uniforms including shoes, as per industry standard (Gloves, caps/apron/coat to be used wherever applicable).
  - iii. Clean, hygienic and good quality crockery, cutlery / Packets
  - iv. Waste buckets with trash bags in sufficient numbers at the venue/s
  - v. Timely delivery of Food at scheduled venue

Failing any of the above and in case of any guest complaint found to be true, the management has the right to confiscate the Security Deposit and/or blacklist the Company for a minimum of 5(Five) years.

**3. Approval of Sample:**

Samples of all materials those to be supplied by the caterer and to be used in the work shall have to be approved by the General Manager(Operations).Full menu should be presented for two portion (2 pax) to verify the quality & quantity of the items to be served .

**4. Water and Energy:**

The caterer shall have to arrange at his own cost the energy required for cooking.The water required for dish washing & cooking shall be supplied by WBTDCL.

**5. Amenities for Caterers:**

All materials, tools and plants and all labour (skilled and unskilled) including their housing, water supply, sanitation, light, procurement of food for staff & crews, medical aids, etc. are to be arranged by the caterer at his own cost. The cost of transport of labour, materials and all other incidental items as required for work shall also have to be borne by the Caterer without any extra claim from WBTDCL.

**6. Caterer's risk for loss or damage:**

All risk on account of railway or road carriage or carriage by boat including loss or damage of vehicles, boats, barges, materials or labour, if any, will have to be borne by the caterer without any extra claim towards department.

**7. Charges and fees payable by caterer:**

- i. The caterer shall receive all notices and pay all fees required to be given or payable to by any statute or any regulation or by-law of any local or other statutory authority which may be applicable to the works and shall keep WBTDCL free against all penalties and liabilities of every kind for breach of such statute regulation or law.
- ii. The Caterer shall indemnify WBTDCL from and against all claims, demands, suit and proceedings for or on account of infringement of any patent rights, design, trade mark of name or other protected right in respect of food supplied and catering.

**9. Realization of Departmental claims:**

Any sum of money due and payable to the caterer (including security deposit returnable to him) under this contract may be appropriated by the WBTDCL and set off against any claim of WBTDCL for the payment of sum of money arising out of this contract or under any other contract made by the caterer with the WBTDCL.

**10. Safety, Security and Protection of the Environment:**

The Caterer shall, throughout the execution and completion of the Works and the remedying of any defects therein:

1. have full regard for the safety of all persons and the Works (so far as the same are not completed or occupied by the department),

2. take all reasonable steps to protect the environment on and off the Site and to avoid damage or nuisance to persons or to property of the public or others resulting from pollution, noise or other causes arising as a consequence of his methods of operation.

**11. Commencement of work:**

The work must be taken up within the date as stipulated in the work order and completed in all respects within the period specified in Notice Inviting Tender.

**12. Timely completion of work:**

All the supply and the work must have to be completed in all respects within the time specified in Notice Inviting Tender from the date of commencement as mentioned in work order. Time for completion as specified in the tender shall be deemed to be the essence of the contract.

**13. Evaluation and comparison of Bids**

Only bids from Bidders, meeting the eligibility criteria and submitting the complete and responsive bids will be evaluated and compared.

**14. L1 will be selected among qualified bidders of Technical Bid scrutiny, Financial Bid & Food Test.**

The evaluation procedure to be adopted for the bid will be the sole discretion of the WBTDc and the WBTDc is not liable to disclose either the criteria or the evaluation report / reasoning to the bidder(s).

**1. INSTRUCTIONS TO BIDDERS**

**1.1 Bid Submission**

For the purpose of the present job, a two-stage bidding process will be followed by the WBTDc. The response to the present tender shall be submitted in two parts by the vendor,

**Part I containing compliance to the Terms and Conditions as mentioned in Technical Bid (Part I of this document)**

**Part II & II(B) containing the Financial Bid & practical presentation of cooking of the parties (L1, L2, L3) with equal weight age for Financial and food test.**

**Note:**

Part I of the Bid shall NOT contain any pricing or commercial Information at all. In the first stage of evaluation process, only Technical Bid (Part I) of the bids will be opened and evaluated by the WBTDc. Those bidders satisfying the technical requirements as determined by the WBTDc and accepting the terms and conditions of these documents shall be short-listed.

Under the second stage of evaluation process, the Financial Bid (Part II) of only those bidders, which have been short listed earlier in first stage, will be opened

In Part II(B), the short listed candidates (# lowest bidders, as per Financial Bid, i.e. Part II) will undergo a Physical Sample Verification Test at the Venue and date, decided by WBTDC, of the Menu as in Annexure II, for at least 2 pax. Fuel, Raw materials, Oven, utensils & crockery, required for preparation & serving, to be brought by the bidder. Evaluation would be for the Food Production/Quality/Taste/Presentation/hygiene/Packaging(for packet food).

### **ANNEXTURE-I**

#### **ESSENTIAL REQUIREMENTS W.R.T. CATERING FOR SUNDERBANS PACKAGE**

1. The selected tenderer should observe all regulations and guidelines as enforced by the Sunderbans Tiger Reserve authorities. Pollution norms as WBPCB and the Directorate of Forest are also to be followed strictly.
2. Maintenance of quality in food production throughout is an absolute prerequisite for the selected caterer
3. The packaged drinking water, fruit juice etc. should be well within expiry date.
4. The Menu (Annexure II) should be adhered to strictly. Weights and measures are to be maintained strictly. Deviation is liable to attract penalty
5. For food packets, 1 sachet each of Salt, pepper, Tomato sauce, Pickle and Mouth freshener/candy, bio degradable disposable spoon, fork, 2 tissue papers, 2 Nos. tooth picks to be served in each box. Each items in box to be separately packed in cling films or as suitable to avoid mixing and maintain hygiene
6. The packets used for the service of Breakfast (1<sup>st</sup> day)/Evening Snacks (Last day) need to be made of hard board and approved by WBTDC before its use, with name and logo of WBTDC on it. The boxes should be visibly marked with green dots (for Veg) and Red dots (for Non-veg) to demarcate between the two types.
7. Maintaining the time schedule as stipulated in package itinerary is strictly required
8. Basic hygiene should be maintained while guest servicing and storage
9. The utensils and cutlery, crockeries used should be at par with standard hospitality sector i.e. bone china crockery and SS cutlery, which should be spotless and not chipped or broken
10. Disposable items should be either of good quality paper (in case of paper cups) and/or of bio-degradable varieties (spoon, fork for packed box), usage of Plastic is not supported
11. The cooking medium should be with premium branded cooking oil (Fortune/Sundrop/ Emami), spices and condiments.

12. Best quality tea leaves should be used. In case of tea bags, quality Darjeeling Tea bags preferable.
13. All rice preparations are to be made from Kohinoor brand Basmati rice
14. Sweets should be procured fresh from a branded shop and raw materials and fresh supply should be of standard and good quality
15. Packaged Drinking water should be of Kinley/Bisleri/Aquafina Brand.
16. The cooks and service staff should be professionally trained, in proper uniform, neatly shaven and trimmed maintaining proper personal hygiene and guest handling etiquettes
17. Proper waste disposal including availability of adequate Waste bins with trash bags in Bus, Vessel and departure venue should be ensured. The kitchen, storage place and service place should be kept clean.
18. For each tour, the Caterer should get a certified challan signed by the TCO of the tour specifying the actual number of food takers which should be submitted along with the Bill as a supporting document.
19. Bills should be submitted on monthly basis.
20. Intimation of the number of tourists booked (veg/Non Veg) will be provided 2-3 days in advance to the caterer by the booking office and arrangements need to be made accordingly. The caterer is also required to keep in constant liaison with the booking office for any information.
21. In case of no-show on the tour, 50% of the rate will be forwarded to the caterer.
22. TCO, 's/Guide's food in the tour will be complimentary
23. Validity of the Tender is 1 year from the date of issuance of work order
24. The selected caterer will be allowed to sell cold drinks, packet snacks etc at approved rates on the vessel during cruise. List of such intended items needs to be approved including its rates from WBTDC.
25. The caterer requires to quote per head rate required for a tour including all the meals as per Annexure II, separately for 1 Nights 2 Days and 2 Nights 3 Days. Transportation of raw materials & staff, medical expenses of staff, other direct or ancillary expenses to be borne by the caterer.
26. WBTDC reserves the right to cancel/terminate the contract in case of any dispute, compromised quality, any complaint or otherwise without citing any reasons. Decision of WBTDC management will be final and binding in this regard.
27. Bidding process related queries could be addressed to WBTDC personnel stated in the tender document.
28. Inability to bid due to telephone line glitch, Internet response issues, software or hardware hangs will not be the responsibility of WBTDC. However, WBTDC shall make every effort to ensure availability of technology resources to enable continuous bidding.
29. WBTDC does not take responsibility beyond the bid event.
30. Bids once made cannot be withdrawn or modified under any circumstances.

31. WBTDCL can decide to extend, reschedule or cancel an e-tendering.
32. The bidders are advised to visit <https://www.wbtdcl.co.in> for any corrigendum etc.
33. The firm should abide by all labour laws as applicable from time to time.

#### ANNEXURE-II

##### Schedule of Catering On Board Vessels for Sunderbans Package Trips 2021-22

<b>1<sup>st</sup> Day</b>	<b>1 Night 2 Days</b>	<b>2 Nights 3 Days</b>
<b>Breakfast :</b> (In BUS)  To be provided in approved hard card board boxes with logo and name of WBTDCL	<ul style="list-style-type: none"> <li>Cheese sandwich 3 Triangles wrapped in cling film/butter paper. (Sandwich breads only)</li> <li>1 pc boiled egg. Min. wt 50 gm (Salt+Pepper Sachet)</li> <li>1 pc apple of wt 150 gm</li> <li>Sliced Fruit Cake as per sample (Rs 10/- or more, Britannia or similar brand)</li> <li>1 pc Sandesh (KC Das/Bhim Nag/or similar brand) Rs 20/- or more</li> <li>1 Cup Darjeeling Tea (150ml) in paper cup</li> <li>1ltrpackaged drinking water -(kinley/bisleri/aquafina)</li> <li>2 pcs mint or refreshing candy</li> </ul>	Same as 1 Night 2 Days
<b>Lunch :</b> (OnVESSEL)  Buffet arrangement on vessel	<ul style="list-style-type: none"> <li>Basmati Rice -125 gms</li> <li>Arhar Dal - cooked wt 100gms of creamy consistency</li> <li>Beguni Big size - 2pcs</li> <li>Mixed Seasonal veg curry(200 gm)</li> <li>Dahi Katla -2pcs wt 60 gms/pc</li> </ul> <b>OR</b> <ul style="list-style-type: none"> <li>Mattar Paneer 60 gms for Veg</li> <li>Tomato, Cucumber &amp; Onion salad with 1/4<sup>th</sup> Lemon</li> <li>Amsatta, Khejur &amp; Tomato Chutney</li> </ul>	Same as 1 Night 2 Days

	<ul style="list-style-type: none"> <li>• Masala Papad (roasted)</li> <li>• 2 pcs Rosogolla (KC Das/Bhim Nag/or similar brand) Rs 15/- or more size each</li> <li>• 1 ltr packaged drinking water (kinley/bisleri /Aquafina)</li> </ul>	
<b>Afternoon Tea Snacks :</b> (On VESSEL)	<ul style="list-style-type: none"> <li>• Fish Fry -2pc of wt 50 gms each with Tartar Sauce and Mustard Sauce</li> </ul> <b>OR</b> <ul style="list-style-type: none"> <li>• Veg. Cutlet - 2pcs wt 60 gms each with Tomato Sauce &amp; Mustard sauce.</li> <li>• Onion Pakora - 6 pcs -medium size</li> <li>• Darjeeling Tea/ Nescafe Coffee - 150 ml in paper cups</li> <li>• 1 ltr packaged drinking water kinley/ bisleri /aquafina)</li> </ul>	Same as 1 Night 2 Days
<b>Dinner</b> (On Vessel)  Buffet arrangement on vessel	<ul style="list-style-type: none"> <li>• Veg Noodle soup with Bread sticks-200ml 2 pcs standard Bread sticks</li> <li>• Veg Fried Rice - 150 gms + Chapati 4pcs</li> <li>• Mixed seasonal veg curry- 200 gms</li> <li>• Dal Butter Fry -125 gms</li> <li>• Mutton Rezala- 4pcs- 200 gms of total mutton</li> </ul> <b>OR</b> (As substitute of Mutton - 2 pcs of Katla fish curry 150 gms) <ul style="list-style-type: none"> <li>• Dhokar Dalna (150gms) + Seasonal veg bhaji for <b>VEG</b></li> <li>• Green Salad with <math>\frac{1}{4}</math> lemon</li> <li>• Cucumber &amp; Onion Raita (150gms)</li> <li>• 2 pc Kalakand Rs 15/- or more size (KC Das/ BhimNag/ or similar brand)</li> <li>• 1 ltr packaged drinking water (kinley/bisleri /aquafina)</li> </ul>	Same as 1 Night 2 Days
<b>2<sup>nd</sup> Day</b>	<b>1 Night 2 Days</b>	<b>2 Nights 3 Days</b>
<b>Bed Tea</b> (On Vessel)	Darjeeling Tea-150ml in paper cups with 2 pieces biscuits (Cream cracker of reputed brand - Britannia /Biskfarm)	Same as 1 Night 2 Days



<b>Breakfast</b> (On Vessel)  Buffet arrangement on vessel	<ul style="list-style-type: none"> <li>• Luchi 5 pcs - big size</li> <li>• Aloo Dum- 200 gms</li> <li>• Pickle - 7 gms (Kisan or similar)</li> <li>• 150 gm Fruit Custard</li> <li>• Haldiram Kesar laddu- 1pc Rs 15/- or more , Each</li> <li>• Darjeeling Tea - 150 ml in paper cups</li> <li>• 1 ltr packaged drinking water (ISI) kinley/bisleri/aquafina</li> </ul>	<ul style="list-style-type: none"> <li>• Aloo Paratha -2 pcs</li> <li>• Aloo Dum</li> <li>• 1 pc Orange/Apple of wt 150 gm</li> <li>• Gulab Jamun- 1 pc Rs 15/- or more (KC Das/Tewari/ Sharmas)</li> <li>• 1 ltr Packaged Drinking Water(ISI)kinley/bisleri /aquafina</li> </ul>
<b>Lunch :</b> (OnVESSEL)  Buffet arrangement on vessel	<ul style="list-style-type: none"> <li>• Basmati rice- 150 gms</li> <li>• Masur Dal 50 gms</li> <li>• Batter fried Pumpkin/Aloo bhaji- 100 gms</li> <li>• Veg Navratan Korma- 200 gms</li> <li>• Chicken Kasha-200 gms</li> </ul> <p><b>OR</b></p> <p>Roasted Phul Kofi/Doi Patal (150gms)- for <b>VEG</b></p> <ul style="list-style-type: none"> <li>• Tomato, Cucumber &amp; Onion salad with <math>\frac{1}{4}</math>th Lemon</li> <li>• Tomato + Alubukhara + Kismis Chutney</li> <li>• Papad (roasted) - 1 pc</li> <li>• Gulab Jamun- 2 pc Rs 15/- or more each (KC Das/Tewari/Sharmas or similar brands)</li> <li>• Sour Curd (Mother Dairy) 100 ml</li> <li>• 1 ltr packaged drinking water) kinley/bisleri /aquafina</li> </ul>	<p>Same as 1 Night 2 Days</p> <p>(Only Bhetki Kalia to be served instead of Chicken Kasha)</p>
<b>Afternoon Tea Snacks :</b> (In Bus) for 1N 2D  (OnVESSEL) for 2N 3D	<ul style="list-style-type: none"> <li>• Chocolate cake- 1pc Rs 10 /- or more (Mio A more or Britannia as per sample)</li> <li>• Wafer Chips - 20gm (Lays/Uncle Chips plain salted)</li> <li>• Real Orange Juice - 200 ml Tetra pack</li> <li>• Chloromint or refreshing Candy - 2pcs</li> <li>• 1 ltr packaged drinking water kinley/bisleri/ aquafina</li> </ul>	<ul style="list-style-type: none"> <li>• Chicken pakora - 6pcs</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>• Spicy Cheese Balls -6 pc for VEG with Tomato &amp; Mustard Sauce</li> <li>• Finger Chips -70 gms</li> <li>• Fruit cake - 1 pc (50 gm Mio Amore or Britannia)</li> <li>• Darjeeling Tea- 150 ml/ Nescafe 125ml</li> <li>• 1 ltr packaged drinking water (ISI) kinley/bisleri /aquafina</li> </ul>
<b>Dinner :</b> (OnVESSEL)  Buffet arrangement	<p style="text-align: center;"><b>NA</b></p>	<ul style="list-style-type: none"> <li>• Veg Pulao + Chapati - 4pcs</li> <li>• Moong - Masur dal- 50 gms</li> <li>• Beguni- 2 pcs (Medium size)</li> <li>• Seasonal veg Curry- 200 gms</li> </ul>

on vessel		<ul style="list-style-type: none"> <li>Mutton stew- 160 gms mutton (As substitute of Mutton) Katla Fish curry (2pcs of 150 gms )</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>Veg. Stew with soya nuggets for VEG</li> <li>Green salad</li> <li>Papaya/Pineapple chutney</li> <li>Roasted Papad</li> <li>Kalakand - 2 pc Rs 15/-or more (KCDas/Sharma/Tewari)</li> <li>1 ltr Packaged Drinking Water (ISI) kinley/bisleri/aquafina</li> </ul>
<b>3rd Day</b>	<b>1 Night 2 Days</b>	<b>2 Nights 3 Days</b>
<b>Bed Tea</b> (On Vessel)		Darjeeling Tea-150ml in paper cups with 2 pieces biscuits (Cream cracker of reputed brand - Britannia /Biskfarm)
<b>Breakfast</b> (On Vessel)  Buffet arrangement on vessel		<ul style="list-style-type: none"> <li>Luchi 5 pcs - big size</li> <li>Aloo Dum- 200 gms</li> <li>Pickle - 7gms (Kisan or similar)</li> <li>150 gm Fruit Custard</li> <li>Haldiram Kesar Laddu- 1pc Rs 15/- or more Each</li> <li>Darjeeling Tea - 150 ml in paper cups</li> <li>1 ltr packaged drinking water (ISI) kinley/bisleri/aquafina</li> </ul>
<b>Lunch :</b> (OnVESSEL)  Buffet arrangement on vessel		<ul style="list-style-type: none"> <li>Basmati Rice -125 gms</li> <li>Masur dal - wt 100gms of creamy consistency</li> <li>Aloo/Parval/Bhindi Bhaji</li> <li>Mixed Seasonal veg curry (200 gm)</li> <li>Chicken Curry-03 pcs wt 150 gms/pc</li> <li>Or</li> <li>Paneer Capsicum 60 gms for Veg</li> <li>Tomato, Cucumber &amp; Onion</li> </ul>

		salad with $\frac{1}{4}$ Lemon. • Amsatta, Khejur & Tomato Chutney • Masala Papad (roasted) • Sour Curd-Mother Dairy 100 ml • 2 pcs Nalen Gurur Sandesh (KC Das/Bhim Nag/ Chittaranjan or similar) Rs 15/- or more size each. • 1 ltr Packaged Drinking Water (ISI) kinley/bisleri / aquafina (for both Veg & Non Veg option)
<b>Afternoon Tea Snacks :</b> (In Bus)		• Chocolate cake- 1pc Rs 12 /-( Mio Amore or Britannia as per sample) • Wafer Chips - 20gm (Lays/ Uncle Chips plain salted) • Real Orange Juice - 200 ml Tetra pack • Chloromint or refreshing Candy - 2pcs • 1 ltr packaged drinking water kinley/bisleri/aquafina

**Instructions:**

1. Rates should be quoted on per head basis for : (A) Sundarban Tour 1 night and 2 days& (B) Sundarban Tour 2 nights and 3 days
2. Rates should be exclusive of all taxes, duties, charges, levies etc.

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Date:

Place:

Signature with Company Seal