EXPRESSION OF INTEREST

Expression of Interest (EOI) in a sealed cover is invited from registered, bonafide, experienced and financially sound firms/companies/caterers holding valid licenses from the statutory bodies of the Government to quote their rate separately in specified format for running of Cafeteria service at:

1. Swetmahal Cafeteria, Palace Compound, Agartala.

Details can be seen in the Tripura Tourism website [www.tripuratourism.gov.in](http://www.tripuratourism.gov.in). Interested parties/firms may drop their response to the Managing Director, Tripura Tourism Development Corporation Ltd. latest by **26. 07. 2018 upto 4:30 Pm.** The documents can be downloaded from [www.tripuratourism.gov.in](http://www.tripuratourism.gov.in)

Sd/-
Managing Director
Tripura Tourism Development Corporation Ltd.
Expression of Interest (EOI) in a sealed cover is invited from registered, bonafide, experienced and financially sound firms/companies/caterers holding a valid license from the State/Central Government for short listing of firms/companies/caterer to run TTDCL Swetmahal Cafeteria, Palace Compound, Agartala. The terms and conditions of this contract as laid down in the succeeding

1. Pre-qualification Criteria:

(1) The firm/company/canteen must have its office at Agartala.

(2) Experience - Should have at least 3 years of relevant experience of running cafeteria with standard facilities in an educational institute/R&D organization (government or semi-government organization) or private organization.

(3) The firm/company shall be financially sound.

(4) The intending firm should have a turnover of Rs.5.00 Lakh per annum or more during the last 2 (two) financial years.

(5) The firm should be registered with the appropriate authority to run a canteen and should have valid Trade License, PAN/TAN, GST Registration with appropriate authorities to run the business.

(6) Should possess EPF & ESI and other applicable Statutory Registration.

(7) The firm/company should strictly observe all the rules and regulations, Bye-laws and also directions issued from time to time by the Central and State Government, local and other authorities and should obtain necessary license including Food Safety and Standards Act, 2006, if any, required for running the Cafeteria.
3) The Contractor shall also be liable to pay any fees, taxes, etc., levied by the local and other authorities. He/she should renew the license for running the canteen from the appropriate authorities and the valid license should be exhibited in the Cafeteria premises during the entire contract period for inspection by the competent authority.

(9) The tenderer should submit their offer without any conditions /counter conditions anywhere in the tender document. Conditional tenders, if any, shall be summarily rejected.

The offer should be submitted in the format given in Appendix-II & IV. Bidders should attach necessary supporting documents (self-attested copies) as proof in respect of each of the eligibility conditions mentioned above. In order to facilitate scrutiny of the offers, the prospective bidders are requested to furnish other relevant documents in support of their credibility to participate in the tender.

2. Terms and Conditions:

(1) The intending firms should have proven track record of running Cafeteria/ Canteen and maintaining similar types of services in a large reputed institution/organization. The firm should be able and self-sufficient for:-

(i) On-site cooking and serving. (Cooking shall be only by using electric burners, oven or similar electronic equipments).

(ii) Providing ready to eat multi-cuisine food, snacks and beverages to visiting tourist.

(2) TTDCL will provide space for cooking of foods and dining. It also provides Electricity, Supply of drinking water and water for washing and cleaning of Utensils.

(3) The firm/company shall have to make the following arrangements in the Cafeteria:-

(i) Cleanliness, hygiene and sanitation to be strictly followed.

(ii) Deployment of required manpower including supervision for all the related work viz. cooking, serving, washing of utensils.

(iii) Cleaning of Cafeteria and its surroundings including disposal of waste to a designated place.

(iv) All staff members of the firm/company shall have to wear proper uniform during canteen hours.

(v) Tripura Tourism Development Corporation Ltd. (TTDCL) will have the discretion to add any other conditions to the contract not included in these documents.
**General Conditions:** The firm submitting the EOI must fulfill the following eligibility criteria.

1. Should have at least 3 years of relevant experience of running similar establishments in government or semi-government organization or private organization.

2. The intending firm should have a turnover of Rs. 5.00 Lakh per annum or more during the last 2 (two) financial years in a single contract.

3. The firm should be registered with the appropriate authority to run a cafeteria and should have valid Trade License, PAN, GST Registration from appropriate authorities to run the business.

4. Should possess EPF & ESI and other applicable Statutory Registration.

5. The Contractor should strictly observe all the rules and regulations, Bye-laws and also directions issued from time to time by the Central and State Government, local and other authorities and obtain necessary license (including Food Safety and Standards Act, 2006), if any, required, for running the canteen/guests house.

6. The Contractor shall also be liable to pay any fees, taxes, etc., levied by the local and other authorities. He/she should renew the license for running the cafeteria/guests house from the appropriate authorities and the valid license should be exhibited in the cafeteria/guest house premises during the entire contract period.

7. EOI (Format to be downloaded from TTDCL website www.tripuratourism.gov.in) should be accompanied by a nonrefundable cost of tender document of Rs.500/- (Rupees five hundred only) in the form of Demand Draft drawn in favour of "Managing Director" TTDCL payable at Agartala. In case of non-submission of the fee the EOI shall be rejected.

8. The bidder has to submit a declaration on the Firm/Company’s letter head that no amendments have been made in the tender document downloaded from TTDCL website, at the time of submission of the tender document. The documents should have a page number marking.

9. Sealed EOI in the prescribed format Appendix-II & IV for the Cafeteria, complete in all respects duly accompanied by Earnest Money Deposit (EMD) of Rs. 25,000/- (Rupees Twenty-five Thousand only) in the form of Demand Draft drawn in favour of “Managing Director” TTDCL payable at Agartala and dropped in the tender box placed in the office of the Tripura Tourism, on or before the scheduled date & time mentioned under Submission of Proposal. The bidder should write the name of the company and Tender No. at the back of the Demand Draft.
(1) Interested bidders may visit TTDCL after taking prior appointment at their own cost before submitting their EOI. Shri. Deepjyoti Datta Choudhury (9436933668) of TTDCL may be contacted in this regard.

3. Income Tax and GST: Income Tax, GST or any other statutory tax of State/Central Govt. local municipal body, if applicable, shall be paid by/recovered from the firm/company.

4. The Workers Employed by the firm/company:-

(1) The firm/company shall employ necessary workers and all of them shall be under the control of firm/company and shall discharge all obligations as employer in respect to the workers employed in the Cafeteria. For all purposes, he/she will be the employer of the canteen workers. He shall not engage any worker below the age of 18 and above 60 years.

(2) The firm/company shall maintain cordial relationship with the customers and should not give any room for complaints in the behavior of his/her Workers/employees. The firm/company shall ensure orderly/disciplined behavior of workers employed by him in the tourist lodge premises.

(3) The firm/company shall ensure that the cafeteria staff wear uniform, cap covering head & hair, hand gloves etc. while on duty. The firm/company shall provide at his cost two sets of uniform (Maroon Colour Pants and Shirts) and one pair chappals to all cafeteria workers per year within 30 days after having been awarded the cafeteria and the workers should wear uniforms during their duty time/working period. If the firm/company has a standard set of uniform, prior approval of TTDCL should be obtained.

(4) The firm/company shall discharge all obligations in respect of his workmen/women as enumerated in labour enactments like Factories Act, Industrial disputes Act, EPF Act, ESI Act, Payment of Bonus Act, Payment of Wages Act, Contract Labour (Regulation and Abolition) Act, Employee Compensation Act etc. and shall be solely responsible for compliance of all the provisions in such enactments. The persons engaged for work in the cafeteria, whether casual or otherwise, shall have no lien or claim whatsoever on the TTDCL. The firm/company shall be liable to the TTDCL for loss caused to it arising in any manner as a result of any act or omission of those engaged for work in the Cafeteria. So also the TTDCL shall not be involved in any dispute or claims that may arise between the firm/company and those engaged by him/her to work in the cafeteria and to those who are the customers in the cafeteria.
5. **Contract Period:** The contract will be initially for a period of 1(one) year and it may be extended based on satisfactory performance of the firm. The contract may be terminated with 3 (three) months’ notice in writing from either side.

6. **Quality of food items/ Beverages (Non-Alcoholic):**

(1) The ingredients used for the preparation of the various food items by the Contractor shall be unadulterated and be of good quality. The supply of food, etc., should also be in hygienic conditions.

(2) The medium of cooking and frying shall be in standard cooking oil (mustard oil/sunflower oil). Oils once used shall not be reused for any kind of cooking/frying purposes.

(3) Only Fresh Foodstuffs should be used for cooking.

(4) In case the firm/company uses curry powder of commodities like chilly, turmeric, coriander etc., all these packed items must be of ISI quality standard or Agmark brands only.

(5) Good quality of milk should only be used for making tea, coffee and buttermilk. The firm/company should sell beverages exclusively having clearances/certification from FSSAI and having compliance with ISI quality standard or equivalent of that.

(6) Within one month time, the lessee should prepare menu card/rate chart and submit to TTDCL office for accordance of approval. Approval will be accorded as per prevailing market rate.

(7) The firm/company shall be responsible for cases of adulteration in branded beverage suppliers. The firm/company shall ensure expiry items are not sold at the cafeteria.

7. **Submission of Proposal:** The proposal should be submitted in the format given in Appendix-II & IV

**Important dates of the EOI are as follows:**

<table>
<thead>
<tr>
<th>SI no</th>
<th>Particulars</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Last date of dropping of EOI in the office of TTDCL</td>
<td>26.07.2018 upto 04.30 pm</td>
</tr>
<tr>
<td>2</td>
<td>Date and time of opening of EOI at the TTDCL office, Swetmahal, Agartala</td>
<td></td>
</tr>
</tbody>
</table>

* The sealed EOI shall be opened in the presence of the bidders/their authorized representatives who choose to be present.
(1) The offer should remain valid for a minimum period of 30 days from the date of opening of tender.

(2) In the event of date being declared a closed holiday, the due date for submission of the offer and its opening will be the following working day at the appointed time.

(3) Bidders are liable to abide by all the terms and conditions of the EOI documents.

(4) **Bidders should attach necessary supporting documents** (self-attested copies) as proof in respect of each of the eligibility conditions mentioned above the following documents and information must be submitted along with the EOI. In order to facilitate scrutiny of the offers, the prospective bidders are requested to furnish other relevant documents in support of their credibility to participate in the tender:

   (i) The EOI should be submitted in a sealed cover by super scribing the envelope with EOI for running of relevant enclosures.
   
   (ii) Name of the Firm with complete Address, Phone No. including Mobile No. of the Proprietor(s).
   
   (iii) The status of the Firm; Proprietary/Partnership etc.
   
   (iv) Major Clients list with whom similar contract was executed in the last 2 (two) years along with their address and contact details.
   
   (v) PAN No, Financial Status including Income Tax Statement and Turnover for the last 2 (two) years.
   
   (vi) References of at least 2 (two) reputed Institute/Firms/Client/Companies who are familiar with the firm and have experienced the services.
   
   
   (viii) DD of Rs. 500/- (Rupees five thousand) as Fee cost of tender.
   
   (ix) DD of Rs. 25,000/- (Rupees twenty five thousand) as EMD

(5) Incomplete & conditional offer, offer received after due date and offer submitted without Processing Fee and/or EMD will be summarily rejected without assigning any reasons thereof.

(6) The TTDCL reserves the right to accept or reject any or all the EOI without assigning any reason whatsoever and his decision shall be final. The TTDCL also reserves the right to disqualify any bidder at any stage of bidding if it is found that any information provided by that Bidder is misleading, erroneous, false or incomplete.
NOTE: At any time prior to the bid due date, The TTDCL may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder during pre-bid meeting, modify the bidding documents. The amendment(s) will be notified on the TTDCL website. Prospective bidders are advised to occasionally visit the website (www.tripuratourism.gov.in) for any amendment.

8. Determination of Responsiveness & Selection of Firm:

(1) The TTDCL will scrutinize the tenders to determine whether the EOI is substantially responsive to the requirements of the TTDCL. For the purpose of clarity of this clause, a substantially responsive tender is one which inter-alia conforms to all the terms of Qualification Criteria, conditions of the tender documents without any deviation or reservation. All non-responsive EOI shall be rejected.

(2) The TTDCL may ask tenderers, individually for clarification of their tender for evaluation and comparison of tenders.

(3) Only such EOI-s, as determined to be substantially responsive to the Qualification Criteria and other requirements of the tender documents, will be shortlisted. Other non-responsive EOI-s will be rejected. The decision of the TTDCL in this regard shall be final, conclusive and binding.

(4) Final selection of the bidder will be made based on the price quoted by the firms and considering their credentials of EOI. The contract will be awarded to the successful bidder.

(5) It is not binding on the TTDCL to accept the lowest or any tender and reserves the right to accept any tender or to reject any tender or all tenders without assigning any reason whatsoever.

(6) It is made clear that the criterion for qualification of tender will not be solely the lowest tender, but will be based on proof of previous experience in running cafeteria/snacks bar/own outlets, performance, financial capability, resource availability and reputation. The decision of the TTDCL will be final in this respect.

9. Miscellaneous Conditions for the Selected firm/company:

(1) The firm/company shall deposit an amount equal to cumulative amount 3 (three) time of the quoted rate for both the cafeteria immediately after the contract is awarded to him/her as Security Deposit.
2) Deposit amount will be forfeited in case the firm/company terminates the functioning of the Cafeteria without prior information to TTDCL before 3 (three) months.

3) The firm/company shall execute an agreement in stamp paper worth Rs.100/- (Rupees one hundred) only detailing all aspects of the contract. The cost of the stamp paper shall be borne by the firm/company.

4) Consecutive non-payment of 2 month lease rent will result to cancellation of deed of agreement. In such cases the entire security money deposited by the lessee will be forfeited. If the party wants to regularize the agreement in such cases of default, the same may be allowed by TTDCL with payment of one month lease rent as fine.

5) The tenders received without EMD or after the due date are liable to be rejected.

6) The EMD of the bidders will be returned after completion of the tender process.

7) The firm/company or its appointed Manager should be available in the cafeteria.

8) The TTDCL shall have overall control over running the cafeteria and the firm/company shall follow all instructions of the TTDCL. The responsibility for procuring the provisions, foodstuffs, fuels, etc. and all other items required for running the cafeteria shall be entirely that of the firm/company.

9) The cafeteria is intended primarily to cater to the visiting tourists at Ujjayanta Palace /State Museum or its own customers.

10) It shall be the firm’s/company’s responsibility to collect all dues from its customers and the TTDCL shall have no responsibility in whatsoever manner in this regard.

11) The firm/company has to return all the items, such as furniture and fixtures, wares and utensils in the kitchen and other items in the Cafeteria at the time of expiry of tenure of his contract period, in good working condition. If any damage/loss is noticed at the time of handing over of these items and other equipments, the market value of damage/lost items will be forfeited from the security deposit.

12) The firm/company will be responsible for good quality hygienic meals, snacks, tea, coffee, etc., and proper service. The firm/company will be responsible for the conduct and behaviour of those working under him. If the TTDCL does not approve the quality of the food stuffs, the service or conduct or behaviour of firm/company and/or those working under him, or the breach of any of the terms of this contract, the firm/company will be notified in writing and the Contractor is bound to show improvement or rectify the defect noticed.
(13) No alcoholic beverages, tobacco products and other intoxicated materials of any description shall be handled, stored or served in the cafeteria under any circumstances.

(14) The decision of the TTDCL in all disputes concerning the interpretation of the terms of contract shall be final and binding on the firm/company.

(15) It shall be firm’s/company’s sole responsibility to protect his employees against accident from any cause and shall indemnify and protect TTDCL against any claims for damage for bodily injury to person or property resulting from any such accidents.

(16) The supply of food material in the cafeteria should not be interrupted due to hartal, bandh, labour strike, and strike by transport workers and the firm/company shall make necessary arrangement for the operation of cafeteria during such situations.

(17) The contract can be terminated by serving 3 months’ notice by the lessee and on the other hand TTDCL shall have the liberty to terminate the contract by serving one month notice without serving any reason. The premises, all utensils, furniture and appliances entrusted to shall be returned on the date of such termination of the Agreement, intact and in good condition.

(18) TTDCL reserves the right to alter or delete any of the terms of contract after serving one month’s notice to the firm/company.

(19) Any breach of terms and conditions shall result in the forfeiture of the equivalent security amount as may be judiciously decided by the TTDCL.

(20) Incomplete tender forms without fulfilling the instructions in any manner are liable to be rejected and will be disqualified.

(21) Name of the Cafeteria should be displayed in two locations using glow signboard back lit of 6'x3 ft (back lit) 1. In front of the Cafeteria 2. Back entry to the cafeteria.

(22) Cafeteria will be handed over to the lessee in present condition. No modification on request of the lessee will be considered.

(23) Expenses incurred on illumination will be borne by the lessee.

(24) Kitchen utensils /electrical utensils will be arranged by the lessee.

(25) In case, if the lessee does not have standard furniture design, TTDCL will have complete say in deciding the quantity and design of the furniture during arrangement.

(26) The time of opening and closing of the cafeteria shall be as per the agreement i.e 9:00 Am (morning) to 8:00 PM (Evening).
10. COST OF FOOD ITEMS: The cost of food items should be reasonable. The Menu card with respect to items of rates will be reviewed on half yearly basis and rate will be finalized after mutual consultation. In addition, quarterly review of hygiene and food condition will be taken-up by TTDCL.

11. SUB-CONTRACT: No subcontracting will be allowed. The selected firm/company shall have to execute the contract for the entire duration of contract unless it is shortened by termination.

12. INSURANCE: The firm/company shall maintain at his own cost personal accident insurance for his own staff as may be considered necessary to cover any risk arising from work and services to be performed under the Agreement. Information of the same shall be submitted by successful bidder on award of contract.

14. JURISDICTION: The enforcement of the terms of the contract as well as all the transactions entered into by the firms/companies with the TTDCL shall be deemed to have been taken place within the jurisdiction of Agartala High Court and any cause of action arising to the due performance or breach of contract by either of the parties hitherto shall be deemed to have arisen within the jurisdiction of Agartala notwithstanding the residence or place of business of the contractor.

15. ARBITRATION: Notwithstanding anything contained in any document under this contract, all disputes and claims whatsoever, arising out of this contract between the parties shall be referred to a sole Arbitrator who shall be nominated and appointed by the TTDCL and the Arbitrator's decision shall be final and binding. The place of Arbitration will be Agartala and venue will be the TTDCL office, Swetmahal, Agartala.

16. TTDCL reserves the right to accept or reject any one or all the offers without assigning any reasons.
APPENDIX-II
TECHNICAL BID

1. Name of the party / Firm:

2. Complete postal address with PIN Code of the firm:

3. Name of the proprietor or its partners:

4. Name of the contact person of the party/firm

5. Phone/FAX Nos. of the contact person

6. Mobile No. of the contact person

7. Email id of:
   i) The firm
   ii) The contact person

8. Valid Trade License No. of the firm its validity and issuing authority

9. Valid Labour License No. of the firm its validity and issuing authority

10. PAN No. of the firm

11. GST Registration No. of the firm, its validity and issuing authority

12. Valid ESI No. of the firm, its validity and issuing authority

13. Valid EPF Trade License No. of the firm, its validity and issuing authority

14. Experience in the field supported by authentic evidence and minimum turnover should be Rs. 5.0 lakhs or above per annum. (Certificate from a Chartered Accountant to this effect for the last two financial years shall be submitted).

15. Proof of solvency supported by authentic evidence

16. Client list of the firm:

17. Certificate of Income Tax clearance & Business turnover from the S.T Authorities should be furnished for the last three consecutive years

18. No. & date and bank & branch demand draft towards EMD of Rs.25,000/-

I hereby agree to abide by all the terms and conditions of the EOI mentioned in the tender documents. It is declared that no amendments have been made in the tender document downloaded from TTDCL website. The EOI documents are also duly signed by me in each page affixing company’s rubber stamp and returned along with this quotation, enclosing the requisite certificates with regard to experience etc., together with requisite processing fee and E.M.D.

Place:

Date:

Enclosures:  

1) ---------------------------------------  2) ---------------------------------------  3) ---------------------------------------

4) ---------------------------------------  5) ---------------------------------------  6) ---------------------------------------

7) ---------------------------------------  8) ---------------------------------------  9) ---------------------------------------

(Signature)  
Name of the Party and Address Official Seal
(To be submitted in Company's Letter Head)

CERTIFICATE OF ETHICAL PRACTICES

1. I/We assure the TTDCL that neither I/we nor any of my/our workers will do any act(s), which are improper/ illegal during the execution of the contract awarded to me/us.

2. Neither I/we nor anybody on my/our behalf will indulge in any corrupt activities/practices in my/our dealing with Tripura TTDCL.

3. I/We will have no conflict of interest in any of my/our work/contract at TTDCL.

4. I/We will keep the TTDCL Cafeteria and its surroundings hygienic, neat & clean and there should not be any complain from the valued users.

5. I/We will maintain the sanctity of Vegetarian food and will keep non-vegetarian food separately.

Place:

Date:

(Signature)

Name of the Party and
Address Official Seal