NEW SEAFARERS' HOSTEL-CUM-CLUB (NSHCC)
(Seafarers Welfare Society, Haldia)
RANICHAK, HALDIA, PURBA MEDINIPUR, WEST BENGAL – 721604

CANTEEN/ BAR TENDER DOCUMENT- FIXED REVENUE MODEL

(Seafarers Welfare Society, Haldia)
RANICHAK, HALDIA, PURBA MEDINIPUR, WEST BENGAL – 721604

Particular	Details
Tender Number	SWS/TENDER/SERVICES/2026/01
Tender Form Cost	Rs. 500/- (non-refundable)
Earnest Money Deposit (EMD)	Rs. 1,80,000/-
Bid System	Two-Bid System – Technical Bid and Financial Bid
Catering Manpower	05 Dedicated Catering Personnel (1 Skilled Head Cook, 1 Semi-Skilled Assistant Cook, and 3 Unskilled Stewards/Helpers)
Minimum Canteen Premises Rent	Rs. 20,000/- per month, excluding applicable taxes, if any
Minimum Canteen Licence Fee	Rs. 80,000/- per month, excluding applicable taxes, if any
Last Date of Submission	08/12/2026
Technical Bid Opening	10/12/2026
Financial Bid Opening	16/12/2026
Contract Period	36 months + possible extension of up to 12 months
Performance Security	Performance Security = 5% × [Total 36-month Canteen Premises Rent + Total 36-month Canteen Licence Fee quoted by the successful bidder.]

FOR PROVIDING CANTEEN-CUM-BAR SERVICES
Contract Period: 36 Months, extendable by up to 12 months at the sole discretion of NSHCC

Issued by: Secretary, New Seafarers' Hostel-cum-Club, Ranichak, Haldia

NEW SEAFARERS' HOSTEL-CUM-CLUB (NSHCC)
(Seafarers Welfare Society, Haldia)
RANICHAK, HALDIA, PURBA MEDINIPUR, WEST BENGAL – 721604

PART I – GENERAL TENDER INFORMATION:

1. Introduction and Invitation:

- New Seafarers' Hostel-cum-Club (NSHCC) is a non-profit institution dedicated to the welfare of seafarers. It operates a seafarers' boarding facility and provides accommodation and welfare-related services for maritime professionals.
- Sealed bids are invited under the Two-Bid System comprising Cover-I (Technical Bid) and Cover-II (Financial Bid) for Canteen-cum-Bar Services at NSHCC, Ranichak, Haldia.
- The bidder must satisfy the eligibility, technical, financial and statutory requirements applicable to Canteen-cum-Bar Services.
- The initial Contract period shall be 36 (Thirty-Six) months. Based on satisfactory performance and at the sole discretion of NSHCC, the Contract may be extended for a further period of up to 12 (Twelve) months on the same or such revised terms and conditions as may be decided by NSHCC.
- The registered office of the bidder shall be within the city of Kolkata, Howrah, Purba Medinipur and Paschim Medinipur of West Bengal.
- The Service Provider shall provide the manpower, services, materials, consumables, equipment and other inputs specifically assigned to it under this Tender. The Service Provider shall maintain the required standards of quality, hygiene, discipline, safety and service to the satisfaction of NSHCC.
- The Canteen-cum-Bar component shall operate on a Fixed Revenue Model. Under this model, the successful Service Provider shall operate the Canteen-cum-Bar and shall be entitled to collect and retain the revenue generated from the sale of food, beverages and liquor, subject to the approved food rates, applicable statutory requirements, licences and permissions, and the terms and conditions of this Tender. Nonetheless, the arrangement does not create any lease, tenancy, easement or transferable/possessory interest in favour of the contractor. In consideration of the right to operate the Canteen-cum-Bar and use the designated premises, the Service Provider shall pay to the Haldia Seafarers Welfare Society a fixed premises rent of Rs. 20,000/- per month and a licence fee of not less than Rs. 80,000/- per month, or such higher licence fee as may be quoted and accepted under the Tender.
- The Service Provider shall bear the wages, statutory obligations and other employment-related costs of the Catering Personnel and shall bear the operating expenses specifically assigned to it under this Tender, including food/raw materials, LPG, consumables and applicable recurring licence/renewal charges. The Service Provider shall accordingly bear the commercial risk associated with the operation of the Canteen-cum-Bar and NSHCC shall not guarantee any minimum turnover, sales volume or profit.
- Except for the payments, facilities, materials, equipment or other obligations expressly specified in this Tender as being provided or borne by NSHCC/Society, all obligations and costs assigned to the Service Provider shall remain the responsibility of the Service Provider.
- The detailed scope of services, manpower requirements, financial conditions, approved food rates, statutory obligations, performance standards, penalties and other terms and conditions are specified in the subsequent sections and Annexures of this Tender and shall form an integral part of the Contract.

2. Definitions and Consistent Terminology:

Term	Meaning
NSHCC	New Seafarers' Hostel-cum-Club, Ranichak, Haldia.
NSHCC Committee	The competent authority constituted by Seafarers Welfare

	Society, Haldia for administration and supervision of the Club.
Service Provider / Contractor	The single successful bidder to whom the consolidated contract is awarded.
Residents/Boarders	Persons duly admitted/boarded at NSHCC in accordance with applicable admission rules.
Seafarers	Eligible seafarers using NSHCC facilities and services.
Customers/Users	Residents, employees, seafarers and other authorised persons using the canteen/catering services.
Catering Personnel	Dedicated personnel deployed exclusively for catering duties.

3. Scope of the Contract:

- Canteen-cum-Bar Services comprising preparation and supply of food, refreshments, cooking, serving, cleaning of canteen facilities, liquor service subject to valid licensing, and related obligations as detailed in Part II.
- Deployment of 05 dedicated Catering Personnel for cooking, preparation, serving, utensil cleaning and other catering-related duties.
- Ensure uninterrupted catering services by arranging suitable replacement personnel during leave, weekly offs, holidays or other authorised absence.
- Procure and provide all required raw materials, food ingredients, LPG, consumables, crockery, cutlery and cooking utensils required for the operation of the canteen, unless otherwise specified by NSHCC.
- Maintain the kitchen, dining area and surrounding canteen premises in a clean, hygienic and pest-free condition.
- The Service Provider shall comply with all statutory, safety, labour, hygiene, food-safety, fire-safety and licensing requirements applicable to the services.

4. Tender Schedule:

Particular	Details
Tender Number	SWS/TENDER/SERVICES/2026/01
Tender Form Cost	Rs. 500/-
EMD	Rs. 1,80,000/-
Last Date of Submission	08/12/2026
Technical Bid Opening	10/12/2026
Financial Bid Opening	16/12/2026
Place of Submission/Opening	Mercantile Marine Department, Haldia, Chiranjibpur, Opp. BSNL Office, Haldia, East Medinipur, W.B. – 721604

Contract Period	36 months + possible extension of up to 12 months

For any clarification, bidders may contact 7447814781 / 9363987588 or email sic-mmdhaldia@gov.in / Office-mmdhaldia@gov.in.

5. Site Visit:

- Bidders are advised to visit the NSHCC premises and surroundings during working hours before submission of the Tender, acquaint themselves with the operational system, accommodation areas, canteen premises, site conditions and other circumstances which may affect the performance of the Contract. All costs of the site visit shall be borne by the bidder.
- It shall be presumed that the bidder has acquainted itself with the site and operational conditions before submission of the Tender. No claim arising solely from alleged ignorance of site conditions shall ordinarily be entertained after award.

6. Two-Bid System and Submission of Bids:

- The Tender shall be submitted under a Two-Bid System: Cover-I – Technical Bid and Cover-II – Financial Bid.
  I. Cover-I shall contain the EMD and all technical/eligibility documents and shall not contain prices
  II. Cover-II shall contain only the Financial Bid in the prescribed formats.
- Both covers shall be placed in one sealed outer cover superscribed with the Tender reference and bidder's details.
- The bidder shall sign and stamp/authenticate the prescribed Tender documents and all pages where required by their authorized signatory.
- Any conditional offer in the Financial Bid may be liable to rejection.
- The bidder shall quote carefully. In case of discrepancy between figures and words, the amount/rate written in words shall prevail. NSHCC may, at its discretion, resolve an apparent arithmetic or clerical error in accordance with the Tender conditions.

7. Earnest Money Deposit (EMD):

- EMD shall be Rs. 1,80,000/- (Rupees One Lakh Eighty Thousand only), in favour of "Haldia Seafarers Welfare Society", payable at Haldia, in the form prescribed in the Tender Notice.
- MSME/MSE bidders may claim EMD exemption only where such exemption is applicable to the services tendered and supported by valid documentary proof showing the relevant registration and applicability. NSHCC may verify the claim.
- EMD shall be liable to forfeiture if the bidder withdraws the bid during the validity period, makes an unacceptable modification, fails to commence the work after award within the stipulated period, or fails to furnish the required Performance Security within the prescribed time, without prejudice to other rights/remedies of NSHCC.
- No interest shall be payable on the EMD. The EMD of unsuccessful bidders shall be returned after completion of the tender process in accordance with NSHCC procedure. For the successful bidder, the EMD may be adjusted towards the Performance Security.

8. Performance Security:

- The successful bidder shall, within 7 (seven) working days from the date of Notification/Letter of Award, furnish an interest-free Performance Security equivalent to 5% of the aggregate value i.e., (Performance Security = 5% ×

[Total 36-month Canteen Premises Rent + Total 36-month Canteen Licence Fee quoted by the successful bidder) in favour of "Haldia Seafarers Welfare Society", in the form of an acceptable Bank Guarantee.

- Performance Security may be adjusted to the EMD paid and the balance amount shall be furnished within the stipulated period.
- The Bank Guarantee shall remain valid for 60 days beyond the date of completion of all contractual obligations. In case of delay in furnishing the Performance Security and NSHCC, at its discretion, permits continuation/award, interest at 0.25% per week or part thereof may be charged for the period of delay. No interest shall be payable by NSHCC on the Performance Security.
- The Performance Security may be appropriated/forfeited, wholly or partly, towards compensation for losses or damages caused by failure, negligence, default, breach or unsatisfactory performance of the Service Provider, without prejudice to any other contractual or legal remedy available to NSHCC.
- Subject to satisfactory completion of all contractual obligations and settlement of all dues, the Performance Security shall be released within 60 days from completion of the Service Provider's performance obligations.
- For avoidance of doubt, the Performance Security is a security for performance and shall not be construed as limiting the Service Provider's liability for losses, penalties, statutory dues or other obligations under the Contract.

9. General Statutory and Labour Obligations:

- The Service Provider shall comply with all applicable laws, rules, regulations, notifications and statutory requirements in force from time to time, including applicable labour, social-security, tax, food-safety, fire-safety, licensing and environmental requirements.
- The Service Provider shall comply with applicable minimum wages and statutory contributions and shall maintain proper wage/statutory payment records.
- Monthly bills shall be accompanied by such wage/payment records, statutory remittance proof (EPFO, ESIC etc.) and other documents as NSHCC may require within 10th of every month.
- Any revision in statutory wages/charges applicable to the manpower component shall be dealt with in accordance with the Tender and applicable Government instructions; direct tax liabilities of the Service Provider shall remain its responsibility.
- The Service Provider shall be responsible for the welfare, leave, holidays, working hours, safety and statutory entitlements of its personnel.
- The personnel shall remain employees of the Service Provider. Nothing contained in this Contract shall be construed as creating an employer-employee relationship between NSHCC and the personnel deployed by the Service Provider.
- The Service Provider shall indemnify NSHCC against claims, penalties, damages, compensation or liabilities arising from non-compliance with applicable labour/statutory requirements attributable to the Service Provider.

9A. Wages of Deployed Personnel

- The Service Provider shall be solely responsible for payment of wages and all statutory benefits to its Catering Personnel and shall comply with all applicable labour laws, including minimum wages, EPF, ESI and other statutory requirements. NSHCC shall have no liability or responsibility for any violation, claim, demand, penalty or liability arising from the Service Provider's employment of its personnel
- Any statutory revision resulting in an increase in the applicable minimum wages during the Contract period shall automatically apply, and the Service Provider shall be responsible for payment of the revised statutory wages in accordance with applicable Government orders/laws.
- The Service Provider shall submit monthly proof of payment of salary/wages to each deployed personnel, along with attendance records and applicable statutory remittance records, to NSHCC for verification. Failure to pay the

applicable statutory minimum wages shall constitute a breach of the Contract and may attract recovery, penalty and other contractual action.

10. Commencement, Contract, Non-Assignment and Subcontracting:

- The successful bidder shall execute the Agreement with NSHCC in the prescribed format on non-judicial stamp paper/e-stamp paper of the appropriate value, as applicable under the prevailing stamp laws of the State of West Bengal. The cost of stamp paper/e-stamp duty, registration charges, if any, and all other expenses incidental to the execution of the Agreement shall be borne entirely by the Service Provider. The Agreement shall be executed within the period specified by NSHCC after issuance of the Letter of Award.
- The successful bidder shall commence services within one week of acceptance of the Award of Contract, or within such other period as specified by NSHCC. Failure may render the award liable to cancellation and EMD forfeiture.
- The successful bidder shall execute the formal Agreement in the prescribed form when called upon. Until execution, the Tender together with the written acceptance/Letter of Award shall constitute a binding contract to the extent legally permissible.
- The Service Provider shall not assign, transfer, sublet or subcontract the Contract or any part thereof without prior written approval of NSHCC. Subcontracting without approval shall constitute a material breach.
- All costs, charges, stamp duty and expenses connected with execution and completion of the Agreement shall be borne by the Service Provider.

11. Personnel Conduct, Verification and Replacement:

- All personnel shall be medically fit and free from contagious/communicable diseases.
- Personnel shall be disciplined, sincere, energetic, courteous, sober and of good conduct.
- The personnel deployed by the Service Provider shall not have any criminal record or pending criminal case involving offences of a serious nature, fraud, theft, violence, moral turpitude or any offence relevant to the duties to be performed. Police/antecedent verification of all personnel shall be completed before deployment and the verification report shall be submitted to NSHCC. If any adverse antecedent is subsequently noticed, the Service Provider shall immediately inform NSHCC and, if directed by NSHCC, withdraw and replace such personnel within 24 hours.
- No person below 18 years shall be deployed.
- Identity cards shall be issued and worn by all personnel.
- NSHCC may require replacement of any personnel for misconduct, incompetence, indiscipline, security concerns, medical unfitness or unsatisfactory performance. The Service Provider shall deploy a suitable replacement within 24 hours of receiving such instruction from NSHCC. In exceptional circumstances where replacement within 24 hours is not practicable, the Service Provider shall obtain prior written approval from NSHCC for an extended period.

12. Medical Examination:

- A medical fitness certificate for every deployed personnel shall be furnished before deployment. Medical examination/fitness verification shall be repeated at least once a year and upon extension of the Contract, if any. Personnel found medically unfit or suffering from a communicable disease shall not be deployed until fit for duty.

13. Insurance, Accident, Injury, Death and Indemnity:

- The Service Provider shall be solely responsible for accidents, injury, death, damage, medical evacuation, treatment, compensation or ex-gratia obligations relating to its personnel or arising from its acts/omissions in the course of the services. Serious/fatal accidents shall be immediately reported to NSHCC and the concerned authorities.

- The Service Provider shall arrange emergency evacuation and treatment of injured personnel and shall bear applicable expenses. The Service Provider shall indemnify and keep NSHCC indemnified against claims, losses, damages, penalties, proceedings and expenses arising from the acts/omissions, negligence, misconduct, theft, fraud or breach of its personnel.
- No claim shall be entertained from outsourced personnel merely because they are unable to perform duties due to adverse weather conditions.

14. NSHCC's Rights:

- NSHCC reserves the right to accept or reject any tender, reject all tenders, annul/cancel the tendering process at any stage before award, or seek clarification/additional documents, without thereby incurring liability to bidders, subject to applicable procurement rules and the terms of this Tender.
- NSHCC may require notarized copies or original documents for verification and may seek additional evidence to substantiate eligibility declarations.



PART II – CANTEEN-CUM-BAR SERVICES:

15. Canteen-cum-Bar Scope:

- The Service Provider shall operate the NSHCC canteen for the preparation and supply of hygienic breakfast, lunch, dinner, tea/snacks, refreshments, and other approved food items, and shall provide liquor service within the premises, subject to obtaining and maintaining all required statutory licences and permissions.
- Canteen services shall be available to Residents/Boarders and Employees of NSHCC. Canteen and liquor services may also be availed of by other authorised persons, subject to access/admission rules decided by NSHCC. Non-resident seafarers may be served after verification of CDC/INDOS or other relevant documents, and the prescribed log shall be maintained.
- The canteen shall operate on all days, including Sundays and holidays, during hours decided by the NSHCC Committee.

16. Canteen Manpower:

Category	No. of Personnel	Minimum Requirement	Dedicated Function
Catering Personnel	**05** (1 Skilled Head Cook, 1 Semi-Skilled Assistant Cook, and 3 Unskilled Stewards/Helpers)	Minimum 18 years; medically fit; good conduct; relevant prior catering/food-service experience; food hygiene knowledge.	Catering only

- Catering Personnel shall have prior catering experience.
- All personnel shall possess the requisite skills and training for their assigned duties. Where bar services are included, suitably trained and experienced bar service personnel shall also be deployed in accordance with applicable statutory requirements and licensing conditions.
- The Catering Personnel shall wear proper, clean uniforms; the cook shall wear a toque or suitable head covering. Gloves, masks, and other necessary safety consumables shall be provided by the Service Provider at no additional cost.
- The Service Provider shall arrange alternative/replacement personnel during leave, holidays, weekly offs or other authorised absence at its own cost to ensure continuous availability of stipulated manpower and uninterrupted services.
- The Service Provider shall be solely responsible for payment of wages and all statutory benefits to its Catering Personnel and shall comply with all applicable labour laws, including minimum wages, EPF, ESI and other statutory requirements. NSHCC shall have no liability or responsibility for any violation, claim, demand, penalty or liability arising from the Service Provider's employment of its personnel.

17. Canteen Premises Rent and Licence Fee:

Component	Minimum / Requirement
Canteen Premises Rent	Minimum Rs. 20,000/- per month, excluding applicable

	taxes, if any
Canteen Operating Licence Fee	Minimum Rs. 80,000/- per month, excluding applicable taxes, if any

- The rent and licence fee shall be payable to "Haldia Seafarers Welfare Society" by the 5th day of each month in the prescribed manner. Delay in payment shall attract interest at 2% per month from the 6th day of the month until payment, as provided in the Tender.
- The premises rent is a fixed contractual liability and shall be shown separately from the competitive licence fee. The bidder shall quote a licence fee not less than Rs. 80,000/- per month.
- The canteen licence fee shall be evaluated on the basis of the highest responsive licence fee above the minimum stipulated amount, subject to all technical and commercial conditions and acceptance of the approved/minimum selling prices.

18. Bar Licence and Liquor Service:

- The Service Provider shall complete all formalities for obtaining the required bar/liquor licence in the name of Seafarers Welfare Society, Haldia, which will act as the Licence Holder/Nominee. NSHCC/Committee shall provide the supporting documents required from the Society.
- The initial application/licence fee shall be borne by the Society. Monthly licence fee, renewal fee and security deposit, as applicable, shall be borne by the Service Provider. Any expenditure incurred by the Society shall be recoverable/adjustable if the failure to obtain or maintain the licence is attributable to the Service Provider, subject to applicable law.
- No liquor service shall commence unless the competent authority has approved the licensing/operational arrangement.
- The Service Provider shall comply with all applicable excise, licensing, age, service, record-keeping and other statutory requirements relating to liquor service.

19. Food Quality, Hygiene and Safety:

- Only fresh and hygienically prepared food shall be served. Stale food shall be disposed of immediately and shall not be carried over to the next service session.
- Fresh vegetables shall be used wherever vegetable curry/sabji is specified; the same vegetable shall not be repeated more than three times in a week.
- Vegetable biryani and similar items shall contain at least four vegetables such as green peas, carrots, cauliflower and beans, along with other vegetables.
- Chapati and poori shall be prepared from good-quality wheat flour only. Maida shall not be used.
- Seasonal fruits shall be good quality, free from black spots, bruises, scratches and visible damage, and shall weigh at least 150 grams where this minimum is specified.
- Fresh batter/dough shall be used for paratha, chapati, idli, dosa, uthappam and similar items.
- Except ice cream and items not required to be served hot, food shall be served warm/hot. Suitable electrically operated equipment for keeping food hot shall be arranged by the Service Provider.
- All provisions, raw materials and food ingredients shall conform to applicable FSSAI standards and statutory requirements. Packaged food shall be procured from applicable FSSAI-licensed/registered vendors and shall carry required labelling and date/batch information.
- Where any specific product is subject to BIS/ISI, AGMARK or other applicable certification/standard, the Service Provider shall comply with the applicable requirement.
- Oil remaining after deep-frying at the end of the day shall not be reused for cooking or frying.

- Only good-quality, hygienic and potable water shall be used for cooking and drinking.
- Vanaspati/hydrogenated vegetable oil and palm oil are strictly prohibited where specified in the approved food-quality schedule.
- All crockery, cutlery and cooking utensils required for service shall be provided by the Service Provider and maintained hygienically.
- LPG shall be the cooking fuel and shall be arranged by the Service Provider.
- The kitchen, dining and surrounding areas shall be kept clean and pest-free.

20. Approved Food Rates:

- The Service Provider shall obtain prior written approval of NSHCC Committee for the prices of all items served/sold. No change shall be made without prior written permission. Approved rates shall be prominently displayed through rate cards.
- The rates specified in Part VI, Annexure 3 are the NSHCC stipulated/minimum rates for the listed items. The bidder shall accept these rates for the purpose of the licence-fee evaluation and operation of the canteen. Extra servings of rice, vegetables and dal for thali shall not be charged separately where the Tender specifies that they are included.
- The Service Provider may introduce additional items with prior approval of NSHCC Committee and shall not charge above approved/MRP rates where applicable.

21. Canteen Operations and Other Obligations:

- All raw materials shall be of good standard and, where required, procured from reputable sources/local market on a daily basis.
- The Service Provider shall maintain adequate catering manpower for cooking, distribution, utensil cleaning and garbage disposal within the dedicated manpower approved by NSHCC, subject to permitted increase/decrease.
- The Service Provider shall prevent damage to NSHCC fittings, fixtures, furniture and equipment. Damage attributable to the Service Provider/personnel shall be repaired/replaced at its cost.
- No single-use plastic shall be used within the premises.
- A suggestion/complaint register shall be maintained and made available for inspection.
- A sample lunch may be required to be served to designated NSHCC personnel for food tasting from Monday to Saturday.
- The canteen premises shall not be used for any business or purpose other than the authorised canteen-cum-bar service.

22. Canteen Bidder Eligibility:

- The bidder shall have an average annual financial turnover of not less than Rs. 40,00,000/- during FY 2023-24, 2024-25 and 2025-26.
- The bidder shall possess PAN and applicable GST, EPFO, ESIC, labour and FSSAI registrations/licences as applicable.
- The bidder shall not have disqualifying pending legal/criminal proceedings or prior conviction on grounds of moral turpitude/violation of law, subject to applicable law and verification.
- The bidder shall submit a self-certificate confirming payment of wages not less than applicable statutory minimum wages.
- The bidder shall provide documentary proof of relevant catering experience of deployed Catering Personnel.

23. Bidder Eligibility:

The bidder must satisfy all mandatory eligibility requirements applicable for canteen services.

1. The bidder shall be registered with the Registrar of Societies/Firms/Companies or other legally recognised registration authority, and the registered office shall be within West Bengal.

2. The bidder shall have at least three (3) years' relevant experience in catering/canteen services, supported by documentary evidence such as work orders, completion certificates, satisfactory performance certificates or other acceptable documentary proof.
3. Minimum average annual turnover of Rs. 40,00,000/- during FY 2023-24, 2024-25 and 2025-26.
4. Valid PAN, GST and applicable EPFO/ESIC/labour registrations.
5. Valid FSSAI registration/ licence for the catering activity.
6. No disqualifying blacklisting/debarment by Government/PSU/competent authority declaration.
7. The bidder shall maintain all registrations/ licences applicable to the actual manpower and business activity, with documentary proof before commencement and throughout the contract.
8. No disqualifying criminal/legal case or conviction as specified in the Tender.
9. The Service Provider is solely responsible for compliance with the Food Safety and Standards Act, 2006 and applicable FSSAI regulations, without prejudice to NSHCC's inspection rights.

24. Technical Bid – Documents to be Submitted:

- Duly completed and signed Tender document of all pages.
- Bidder profile and registration certificate.
- PAN, GST, EPFO and ESIC certificates, as applicable.
- FSSAI registration/licence.
- Labour registration/licence, where applicable.
- Audited financial statements and turnover evidence for FY 2023-24, 2024-25 and 2025-26.
- Income Tax Returns for the preceding three financial years.
- Documentary evidence of relevant experience and satisfactory performance.
- Letter of authority for signing and negotiating the Tender, where applicable.
- Any additional document requested by NSHCC to verify eligibility.

25. Bid Validity:

- The bidder shall keep the offer open for 90 days from the date of opening of the Financial Bid, or for such extended period as may be requested by NSHCC. No modification shall be made during the validity period without NSHCC's acceptance.



PART III – EVALUATION AND AWARD:

26. Technical Evaluation:

- The NSHCC/Seafarers Welfare Society Committee constituted for the purpose shall evaluate the Technical Bids. Financial Bids shall be opened only for bidders who are technically qualified for Canteen-cum-Bar Services.
- The Committee may verify documents, seek clarifications/additional evidence, inspect past performance and assess the bidder's capacity to deploy and manage the required manpower and services. Clarifications shall not be used to permit substantive alteration of the bid.

27. Financial Evaluation:

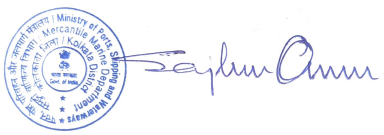
- Among technically qualified bidders, the Canteen-cum-Bar component shall be evaluated on the basis of the monthly licence fee quoted by the bidder, which shall not be less than Rs. 80,000/- per month, provided the bidder accepts the stipulated/minimum food selling prices and fulfils all other Tender requirements.
- The fixed minimum premises rent of Rs. 20,000/- per month shall be shown separately and shall not be treated as the competitive licence-fee component.
- A higher quoted licence fee shall be financially advantageous to NSHCC.
- NSHCC may reject any bid which, in its considered view, involves an **abnormally high licence fee, commercially unrealistic or unsustainable pricing, or indicates inability of the bidder to perform the contractual obligations satisfactorily**, even if such bid is mathematically favourable under the evaluation formula. The decision of NSHCC in this regard shall be final and binding, subject to applicable law.

28. Tie / Identical Combined Value:

- If two technically qualified bidders have the same Evaluated Financial Value, preference may be determined by the bidder having stronger relevant experience and turnover, as assessed from documentary evidence, subject to the Tender conditions and approval of the Competent Authority.

29. Award and Letter of Award:

- The successful bidder shall be the bidder satisfying all technical and statutory requirements and offering the most advantageous responsive Evaluated Financial Value in accordance with this Tender. The award shall be subject to approval of the competent authority of NSHCC.
- The successful bidder shall furnish Performance Security, execute the Agreement and commence services within the stipulated time. Failure may result in cancellation, EMD forfeiture and other action permitted under the Tender.



PART IV – REPRESENTATIONS, WARRANTIES AND COVENANTS:

30. Bidder's Representations and Warranties:

- The Bidder represents and warrants that it possesses the necessary skills, knowledge, experience, expertise, required capital, net worth, competent staff, systems, equipment, procedures and capability to perform the Contract.
- The Bidder shall deploy personnel who are medically fit, of good conduct, disciplined, sincere, active and energetic and meet the qualification/experience requirements.
- The execution of the Agreement shall not breach any agreement/deed entered into by the Bidder with any third party.
- The Bidder shall comply with all applicable laws and statutory requirements and shall remain responsible for all employee-related obligations.
- The Service Provider shall be solely responsible for accidents, injury, death, damage, medical treatment and related claims involving its personnel, and shall indemnify NSHCC for losses/liabilities attributable to the Service Provider.
- There shall be no employer-employee relationship between NSHCC and outsourced personnel.
- The Service Provider shall not assign, transfer, or subcontract the Contract without prior written approval.
- The Service Provider shall be responsible for loss/damage to NSHCC property attributable to its personnel.
- The Service Provider shall maintain an official email address for operational communications and shall acknowledge/respond to NSHCC communications within two hours where such a response is required.
- Communications sent to the designated official email address shall be treated as duly communicated instructions/orders subject to the Contract.

31. Bidder's Covenants:

- The Service Provider shall provide uniforms, footwear, identity cards and safety consumables at its cost.
- Identity cards shall contain name, age, photograph, permanent address and other information required by NSHCC.
- No personnel shall be deployed against whom disqualifying antecedent/disciplinary conditions exist, subject to applicable law and verification.
- Police verification shall be submitted, if required by NSHCC, before deployment.
- Medical fitness of the deployed personnel shall be assessed before employing and at least once in a year thereafter.
- Personnel shall remain at their assigned duty point during duty hours unless authorised otherwise.
- If manpower is inadequate, the Service Provider shall deploy additional/suitable personnel as directed without additional payment where the need arises from its failure to provide contracted services.
- Photography, videography or recording by outsourced personnel shall not be permitted without prior permission.
- Any grouping, strike, gherao, cessation of work or conduct adversely affecting NSHCC may result in replacement, penalty and/or termination as per the Contract.
- The Service Provider shall use hygienic potable water and maintain the areas under its scope in sanitary condition.



PART V – PENALTIES, TERMINATION AND DISPUTE RESOLUTION

32. Penalties:

Violation	Penalty / Consequence
Failure to deploy the required personnel or failure to provide a suitable replacement within 24 hours of unauthorised absence or instruction by NSHCC	₹500 per person per day until deployment is restored
Unsatisfactory cleanliness/hygiene of areas under the Service Provider's responsibility, after being instructed to rectify	₹500 per occurrence
Failure to perform assigned duties/services as specified in the Tender	₹500 per occurrence
Personnel found without prescribed uniform/ID card	₹200 per person per occurrence
Failure to maintain required food quality/hygiene or serving of stale/poor-quality food	₹2,000 per occurrence
Insect/foreign object found in prepared food	₹5,000 per occurrence
Food poisoning attributable to the Service Provider	₹25,000 per occurrence, without prejudice to further action
Unauthorised change in approved menu or food rates	₹2,000 per occurrence
Use of prohibited/unauthorised ingredients, single-use plastic or prohibited cooking fuel	₹2,000 per occurrence
Failure to maintain required medical fitness/health records of food-handling personnel	₹1,000 per occurrence
Personnel found under the influence of alcohol/intoxicated while on duty	₹1,000 per occurrence; concerned personnel shall be removed from duty immediately and replaced as directed by NSHCC
Unauthorised photography/videography or recording within NSHCC premises	₹1,000 per occurrence and appropriate disciplinary action
Damage to or loss of NSHCC property attributable to the Service Provider/personnel	Actual cost of repair/replacement, as applicable
Failure to maintain required registers, records or reports	₹500 per occurrence
Failure to comply with instructions of the NSHCC Committee relating to the contracted services	₹500 per occurrence

Multiple or repeated violations may result in additional penalty, recovery of loss/damage, replacement of personnel, forfeiture of Performance Security or termination of the Contract, depending on the nature and seriousness of the default.

33. Termination:

Either party may terminate the Contract by giving three months' prior written notice, subject to settlement of obligations up to the termination date. If the Service Provider withdraws before completion of one year, the Performance Security may be forfeited as provided in the Contract. Withdrawal without the required notice may attract forfeiture and other action.

NSHCC may terminate the Contract immediately, without being required to give such three (3) months' notice for material breach, serious misconduct, illegal activity, unauthorised subcontracting, food adulteration/serious food-safety incident, loss of statutory licence required for operation, persistent default, fraud, criminal misconduct or any other material breach warranting immediate termination. Where any breach of the Contract is capable of remedy, NSHCC shall provide the Service Provider 7 days to rectify such breach, failing which further contractual action, including termination, may be taken.

Upon termination, the Service Provider shall immediately hand over documents, data, equipment, property and records belonging to NSHCC and remove its personnel/equipment as directed. Post-termination obligations shall continue until fully discharged.

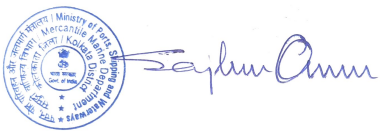
The Service Provider shall not be entitled to absorption or regularisation of its personnel in NSHCC merely by virtue of the Contract.

34. Review and Monthly Meeting:

The Contract shall be subject to periodic appraisal/review by NSHCC. A monthly review meeting between the Secretary/authorised representative of NSHCC and the authorised representative of the Service Provider shall be conducted for review and follow-up. Records of lapses and corrective actions shall be maintained. Submission/processing of bills may be linked to compliance with mandatory review/reporting requirements.

35. Dispute Resolution:

The parties shall first endeavour to resolve disputes through mutual discussion. Failing settlement, disputes may be referred to arbitration by a sole arbitrator appointed in accordance with the Arbitration and Conciliation Act, 1996 and applicable law. The arbitration shall be held at Haldia. Courts having competent territorial and subject- matter jurisdiction at Haldia or Kolkata only to the extent legally permissible, shall have jurisdiction, subject to applicable law.



PART VI – ANNEXURES AND BID FORMS

The following Annexures form an integral part of this Tender and the Contract.

Annexure	Title
ANNEXURE 1	Bidder Profile and Technical Documents
ANNEXURE 2	Canteen-cum-Bar Financial Bid
ANNEXURE 3	Canteen Food Rate Schedule (Excluding Tax)
ANNEXURE 4	Quality, Quantity and Permissible Brands
ANNEXURE 5	Tender Acceptance Letter
ANNEXURE 6	Experience Questionnaire
ANNEXURE 7	Admission Rules for NSHCC Facilities



NEW SEAFARERS' HOSTEL-CUM-CLUB (NSHCC)
(Seafarers Welfare Society, Haldia)
RANICHAK, HALDIA, PURBA MEDINIPUR, WEST BENGAL – 721604

ANNEXURE 1 – BIDDER PROFILE AND TECHNICAL DOCUMENTS

NAME OF THE FIRM (as per registration Certificate)	
COMPLETE POSTAL ADDRESS OF THE FIRM (as per registration certificate)	
COMPANY PROFILE	
1A. Legal status (Individual, Proprietary, partnership, LLP/ Private Limited Company)	
1B. Name, Designation and Tel no (s) of the person if individual /proprietary	
YEAR OF COMMENCEMENT OF BUSINESS	
STATUTORY DETAILS (Photocopy to be attached) a. Registration of Firm- b. PAN No- c. ESI Reg No (If Applicable)- d. GST Reg No (If Applicable)- e. EPF Reg No (If Applicable)- f. Food Safety Reg No (FSSAI)-	a. b. c. d. e. f.

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INCOME TAX RETURNS (Last 3 years)				
List of present & past clients, as per below format				
Format for details of present & past clients (Please submit as attachment)				
Sl No	Name of organisation with address	Name of contact person & Tel no in that firm	Date on which the contract was awarded	No. of persons deployed by your firm
Volume of business (INR) done during the year 2023-2024, 2024-25 & 2025-26				
Details of annual financial turnover for last three years				
2023-2024				
2024-2025				
2025-2026				

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ANNEXURE 2 – CANTEEN CUM BAR FINANCIAL BID

Sl. No.	Particular	Bidder's Quote
1	Canteen Premises Rent	Rs. 20,000/- per month, excluding applicable taxes, if any
2	Canteen Licence Fee	Rs. 80,000/- per month, excluding applicable taxes, if any

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ANNEXURE 3 – CANTEEN FOOD RATE SCHEDULE (EXCLUDING TAX)

Item	Unit	NSHCC Rate (INR)
BREAKFAST		
Sliced white bread toast – 4 pcs with butter/jam (10 gm)	Per plate	30.00
Poori – 4 pcs / Paratha – 2 pcs & aloo vegetable / Chana Dal (100 gm)	Per plate	30.00
Idli – 2 (150 gm), Sambar (50 ml), Chutney	Per plate	25.00
Masala Dosa – 1 (150 gm), Sambar (50 ml) & Chutney	Per plate	30.00
Vada – 1 (150 gm), Sambar (50 ml) & Chutney	Per plate	25.00
Omelette – 1 egg	Per plate	15.00
Boiled egg – 1 egg	Per plate	10.00
Veg sandwich – 2 pcs (150 gm)	Per plate	20.00
Tea with milk & sugar	100 ml	10.00
Coffee with milk & sugar	100 ml	15.00
Hot milk	150 ml	15.00
LUNCH		
Veg Thali: rice 150 gm, dal 50 gm, fried veg 100 gm, vegetable sabji 100 gm, papad	Per plate	60.00
Non-Veg Thali: rice 150 gm, 1 veg, chicken 2 pcs (120 gm) or fish 1 pc (120 gm)	Per plate	80.00
Chicken Biryani / Mutton Biryani (400 gm)	Per plate	100.00 / 180.00
Veg Biryani (400 gm)	Per plate	70.00

Plain Dahi (100 gm)	Per cup	On MRP
DINNER		
Veg Thali: Chapati 4 (200 gm), Tarka/Chana 100 gm, Veg 1 (100 gm)	Per plate	50.00
Non-Veg Thali: Chapati 4 (200 gm), Chicken 2 pcs (120 gm)/Egg Masala 2 pcs, Veg 1 (100 gm)	Per plate	70.00
Plain Dahi (100 gm)	Per cup	On MRP
Roti (50 gm)	One pc	7.00
OTHER ITEMS		
Mineral water – 1 litre	One bottle	On MRP
Mineral water – 500 ml	One bottle	On MRP
Ice cream/Lassi/Frooti/Soft drinks and similar	Per piece	On MRP
Various packed snacks	Per piece	On MRP
Various chocolates	Per piece	On MRP

NOTE: The approved food menu rates shall be subject to an automatic increase of 5% at the end of the first contract year and a further 5% at the end of the second contract year during the 36-month contract period. The revised rates shall become applicable from the commencement of the respective subsequent contract year. This escalation is intended to account for increases in food ingredient costs, statutory minimum wages and other operating expenses. The Contractor shall not be permitted to increase the approved rates beyond the stipulated escalation, and the revised rates shall be displayed prominently at the canteen before implementation.

NEW SEAFARERS' HOSTEL-CUM-CLUB (NSHCC)
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ANNEXURE 4 – QUALITY, QUANTITY AND PERMISSIBLE BRANDS

Item	Permissible Brand / Standard
Spices/Salt	MDH, Catch, Everest, J.K. Masala, Sunrise, Tata, Annapurna, Ashirvad, Nature Fresh or equivalent
Chicken/Mutton/Fish	Only fresh, healthy and hygienic product
Ketchup/Jam	Maggi, Kissan, Heinz, DelMonte, Mapro, Druk or equivalent
Sunflower Oil	Sundrop, Emami, Saffola, Fortune, Dhara, Himani Best Choice or equivalent; hydrogenated Vanaspati oil and palm oil prohibited
Pickle	Reputed brands
Atta	Ashirvad, Pillsbury, Annapurna, Ganesh or equivalent
Papad/Soya	Reputed brand
Bread	Modern, Britannia, New Ramkrishna, Spencer's or equivalent
Dairy products including ice cream, butter/ghee	Amul, Mother Dairy, Britannia, Jharna, Morton, Kwality Walls, Metro, Govardhan or equivalent
Tea/Coffee	Brooke Bond, Lipton, Tata, Taaza, Nescafe, Sunrise, Bru or equivalent
Rice	Daily-use rice – Baskati; Basmati – Daawat or equivalent
Handwash	Branded, in push-release bottle
Non-branded items	Quality subject to acceptance by NSHCC; low-quality supplies shall be replaced on direction

NEW SEAFARERS' HOSTEL-CUM-CLUB (NSHCC)
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ANNEXURE 5 – TENDER ACCEPTANCE LETTER

To,

The Secretary

New Seafarers' Hostel-cum-Club

Ranichak, Haldia, Purba Medinipur, West Bengal – 721604

Sub: Acceptance of Terms & Conditions of Tender

- I/We have obtained/downloaded the Tender Document and read the entire terms and conditions, specifications and Annexures forming part of the Tender.
- I/We unconditionally accept all Tender conditions and corrigenda issued by NSHCC.
- I/We understand that deviation/violation may render the bid liable to rejection and/or forfeiture of EMD, without prejudice to other remedies.
- I/We undertake to comply with applicable statutory requirements and deploy personnel meeting prescribed qualification, verification and medical requirements.

Yours faithfully,

Name of Bidder: _____

Authorised Signatory: _____

Seal: _____ Date: _____

NEW SEAFARERS' HOSTEL-CUM-CLUB (NSHCC)
(Seafarers Welfare Society, Haldia)
RANICHAK, HALDIA, PURBA MEDINIPUR, WEST BENGAL – 721604

ANNEXURE 6 – EXPERIENCE QUESTIONNAIRE

Details of relevant experience in catering/canteen services completed/being performed during FY 2023-24, 2024-25 and 2025-26.

Sl. No.	Scope of Work	Client/ Organisation with Address & Contact	Contract Value	Contract Period	Remarks
1					
2					
3					

Copies of relevant work orders and satisfactory performance/completion certificates shall be attached.

ANNEXURE 7- ADMISSION RULES FOR NSHCC FACILITIES

1. Eligibility: NSHCC facilities shall primarily be provided to seafarers and persons associated with the shipping industry, including Technical Superintendents, Class Surveyors and other persons approved by the NSHCC Committee.

2. Restriction on General Public: Services shall not be provided to members of the general public without prior approval of the NSHCC Committee.

3. Identity Verification: Seafarers seeking residential accommodation shall produce valid identity proof, such as a Certificate of Competency (CoC), Continuous Discharge Certificate (CDC), seafarer identity card or any other relevant document establishing their seafaring status.

4. Compliance with Rules: All users shall comply with the rules, regulations and instructions issued by the NSHCC Committee from time to time.

5. Amendment of Rules: The NSHCC Committee reserves the right to amend, modify or introduce rules at its discretion, as considered necessary.

6. Misuse of Facilities: Any misuse of facilities, misrepresentation of identity or violation of the prescribed rules may result in denial or withdrawal of services, as decided by the competent authority.

7. Maintenance of Records: The concerned staff shall maintain appropriate records of persons availing themselves of NSHCC facilities, including identity documents and relevant approvals, wherever applicable.

8. Accommodation Charges: Accommodation charges shall be fixed at reasonable rates, keeping the interests of seafarers in mind. However, Technical Superintendents, Class Surveyors and other persons entitled to claim accommodation expenses from their employers may be issued bills for the actual accommodation charges, up to the maximum allowance admissible to them.

9. Restriction on Entry: Entry into the accommodation area shall be restricted to persons duly authorised to use the residential facilities. Unauthorised persons shall not be permitted to enter the accommodation area.

10. Restriction on Alcohol Consumption: Consumption of alcohol shall be permitted only within the designated Bar-cum-Restaurant area.

11. Prohibition of Unlawful Activities: Gambling, unlawful activities, possession of prohibited substances and any other activity contrary to applicable laws or NSHCC rules shall be strictly prohibited.

12. Responsibility for Family Safety: Boarders shall be responsible for the safety and security of their accompanying family members, including women and children. NSHCC shall not be responsible for the same.

13. Conduct and Discipline: All users shall maintain proper decorum and shall refrain from any activity that causes disturbance to other residents or disrupts the functioning of NSHCC.

14. Protection of Property: Users shall maintain the facilities, furniture, fixtures and equipment in good condition. Any damage caused due to negligence or misuse may be recovered from the person responsible, in accordance with applicable rules.

15. Cleanliness and Hygiene: Residents shall maintain cleanliness and hygiene in their rooms and common areas and comply with the instructions issued by the NSHCC authorities.

16. Restricted Areas: Entry into office areas, service rooms, kitchens and other restricted areas shall be permitted only to authorised persons.

17. Maximum Duration of Stay: Continuous lodging shall not exceed 30 days, unless an extension is approved by the Secretary of NSHCC.

18. Reporting of Unauthorised Demands: Any demand for tips, gratuities or other unauthorised benefits by personnel employed at NSHCC may be reported to the Secretary of NSHCC for appropriate action.