

Government of West Bengal
Office of the Joint Director of Tourism
M-4 Building, Hill Cart Road, Pradhan Nagar,
Siliguri-734003, Dist Darjeeling

Memo No. RTO/ 201/X(32) /2015-16

Dated: 21/07/2015

NOTICE INVITING EXPRESSION OF INTEREST

Expression of Interest in sealed covers are hereby invited for the work of **Running of Public Convenience/ Way side amenities/ Kitchen-cum-Restaurant and Snacks Bar/ Restaurant with accommodation facilities etc at the locations mentioned in the annexure** attached in terms of **as it is where it is basis** on operational contract agreement from experienced and resourceful agencies only in prescribed form available at the office of the undersigned or may be downloaded from website : www.wbtdc.gov.in or www.wbtourism.gov.in. The interested participants are requested to submit the complete quotation with copies of valid VAT Registration Certificate, copy of PAN card, Professional Tax Clearance Certificate, Income Tax Clearance Certificate, Food & Beverage License from the Appropriate Authority, Credentials in support of experience, Audited Accounts for last 2 (two) years in support of average annual turnover of Rs. 20,00,000/= (Rupees Twenty Lakh only) in the last 2 (two) financial years, in the office of the undersigned.

Salient features are as under: -

1.	Name of work	:	Running of Public Convenience/ Way side amenities/ Kitchen-cum-Restaurant and Snacks Bar/ Restaurant with accommodation facilities etc at the locations mentioned in the annexure on operational contract basis.
2.	Nature of work	:	Mentioned against each location in the annexure
3.	Period of operation	:	5 (Five) years.
4.	No. & location of place/site of operation	:	Mentioned against each location in the annexure
5.	Amount of Earnest Money to be submitted in the form of Bank Draft/Pay Order from any nationalized bank payable at Siliguri	:	Mentioned against each locations in the annexure in favour of Joint Director of Tourism, North Bengal payable at Siliguri.
6.	Minimum Eligibility Criteria	:	(A) Sole Proprietorship (B) Partnership (C) Private or Public Ltd. Co. (D) PSU or Statutory Body or Co-operative Society registered with appropriate authority having average turnover of Rs. 20,00,000/=(Twenty Lakhs only) in similar business during last 2 (two) financial years. (E) Having experience in the sphere of Hotel , Catering, tourism related establishments, specially having ownership of such type of establishments for at least 2 (two) consecutive years during the last 3 (three) financial years. All documents to be attached as supporting documents.
7.	Evaluation and Selection Procedure	:	There would be system of the marking of the bids for evaluation thereof. 70 marks have been allotted for the technical bid. The applicants who will obtain at least 50% marks, i.e., 35 marks in the technical bid shall only be eligible for the next stage, i.e., the financial offer stage.
8.	a) Last date of submission of bid b) Time and Date of Opening of Technical bid :- d) Time and Date of Opening of financial bid	:	06 -08-2015 up to 2:00 P.M. 07 -08-2015 at 11:30 A.M. 07 -08-2015 at 3:00 P.M or at a letter date to be intimated
9.	The offer once submitted cannot be withdrawn or modified for 6 (six) months from date of opening of quotation failing which the earnest money deposited will be liable to be forfeited.		
10.	Conditional Quotation will Not be accepted.		

Terms & Conditions for Running of Public Convenience/ Way side amenities/ Kitchen-cum-Restaurant and Snacks Bar/ Restaurant with accommodation facilities etc at the locations mentioned in the annexure on operational contract basis

1. Intending agency should have working experience of similar type of work for at least 2 (two) consecutive years during the last 3 (three) financial years and should possess up-to-date valid ST/VAT, IT clearance, PT clearance and other statutory license/registration as applicable for this type of service in addition to copies of certificate showing experience.
2. One intending agency may apply for one or more locations but not more than three locations. No bid will be accepted for a part job of any component.
3. The rate of lease rent should be quoted in prescribed form given in this EOI. The rate quoted should be quoted on yearly basis in Indian Rupee and exclusive of Service Tax/VAT or other taxes etc.
4. The agencies will have to submit two envelopes i.e. Technical Bid (A) and Financial Bid (B).
5. **Technical Bid (A):** On the envelope, the name of the agency and the name of the works applied for have to be written clearly. This Packet (A) will contain amount of EMD for the respective work to be submitted in the form of Bank Draft/Pay Order from any nationalized bank, payable on Siliguri in favour of the undersigned, without which the application will be considered summarily cancelled. This envelope will also contain copies of valid VAT registration Certificate, copy of PAN card, Profession Tax clearance certificate, Trade License, Food & Beverage License, Bar license (if any) from the appropriate authority, Credentials in support of experience, Audited accounts for last 2 (two) years in support of average annual turnover from similar business in the last 2 (two) financial years.
6. **Financial Bid (B):** This envelope will contain only the financial bid mentioning clearly the yearly lease rent offered in the prescribed format for financial bid.
7. Evaluation procedure: There would be a system of marking of the application for evaluation thereof. Total 70 marks have been allotted for the Technical Qualification. Details are given hereinafter. The applicants who will obtain more than 50% marks, i.e., more than 35 marks against the Technical Qualifications submitted, shall only be eligible for the next stage, i.e., the financial bid stage. The Financial Bids of the unsuccessful applicants (who failed to obtain the required mark of more than 35 against their Technical Qualifications) will not be opened. On being successful in Technical Bid as aforesaid, Financial Bid of the successful applicants will only be opened. The maximum mark for each activity of technical bid is as under:

Subject	Max. Marks
(a) Background of the organization	10
(b) Turnover for last two years	10
(c) Experience of similar work of running during last 3 (three) years and past experience in carrying out similar work at various public places	10
(d) Planning, designing, implementation and marketing strategies	10
(e) Waste disposal process & maintenance of eco-friendly environment	10
(f) Technical and managerial capability of the organization with details of skilled manpower to be provided	20

- (i) The technical bids will be scrutinized on the basis of the eligibility criteria. The applicant(s) may remain present during the opening of the bids and may make presentations of documents and/or written submissions to an Authorized Committee of officers if explanation is called for.
- (ii) in case of similar financial offer, higher weight age in the technical bid will get preference.
- (iii) With respect to point (ii) this is also to mention that the rates offered may be further negotiated if the authority feel so and may accept or reject any offer without assigning any reason thereof.
8. All documents and papers submitted in the quotation have to be sealed and signed by a duly authorized competent official on behalf of the agency.
9. Preference will be given to the proposals received from established hotel chain having satisfactory marketing strength, sufficient manpower with professional skill required for hospitality industries. Preference may be given to registered tourism establishments.
10. Operation of the facilities may take place in the name of the successful bidder but it must also carry the name of West Bengal Tourism in all places simultaneously, which will show that the operator is managing the business as a lessee of West Bengal Tourism. The ownership of the property will be vested with the Tourism Department, Government of West Bengal under all circumstances.
11. During the contract period, West Bengal tourism may take any modification/alteration/addition/construction activity within the premises of a particular facility.
12. The undersigned reserves the right not to accept the highest rate quoted by the applicant and reject any or all the quotations without assigning any reason thereof, if felt necessary at any stage.

13. The successful applicant will have to enter into an agreement with the undersigned on non-judicial stamp paper worth Rs. 100.00 (Rupees One Hundred only) which will be related with work. The selected agency will have to deposit a sum of Rs. 1,00,000/= (Rupees One Lakh only) in the form of Bank Draft in favour of the undersigned from a nationalized bank payable at Siliguri as Security Deposit. However, the amount already deposited as EMD will be adjusted against the amount payable as security deposit. The amount so deposited will bear no interest and may be forfeited by the undersigned at its option in case of breach of any of the terms and conditions on the part of the Lessee operator. EMD of unsuccessful bidders will be returned in due course.
14. The agencies will be responsible to run the facilities with its own employees. They should run them with all necessary equipments heating, grinding etc. and serving. There is no scope of cooking in the children's park. All sorts of furniture and fixtures, apart from what are already installed including electrical installations & illuminations, are to be arranged by the agency themselves at their own cost. The allotted space should be used ensuring proper maintenance. Any addition or alteration in the allotted space is not permitted without the written consent of the undersigned. If violated, it will be considered as breach of the contract. **The undersigned will only provide the space for restaurant/snacks bar, water and electricity connection. All recurring costs for running the same, water and electricity consumption etc will have to be borne by the agency himself.**
15. The contract for running the works will be issued for 5 (five) years.
16. The facilities will remain open and functional on days and for such hours as may be notified by the authority from time to time.
17. Any Tourists visiting the site should be allowed to use the public convenience i.e. toilet facilities etc on pay & use basis without any bar or restrictions. The fees for such use is to be get approved by the authority.
18. No waste material should be allowed to decompose or disposed off inside the facilities for maintaining ecological balance and no littering will be allowed under any circumstances. The agency will be responsible for elimination of the littering and penalty will be imposed for such deviation. The undersigned reserves the right to cancel the rent agreement in such cases. No illegal activity or use of illegal materials will be allowed in the premises.
19. All stipulations as per rules and regulations of Health Department, Environment & other Departments of Government of West Bengal should be followed strictly.
20. Sufficient fire safety measures should be arranged by the agency and obtain Fire License Certificate, wherever required.
21. Necessary Sarai License etc wherever applicable should be arranged by the agency.
22. The food items should have nutritious value and may be inspected daily by the concerned authority.
23. The bar license associated with a particular facility will be allowed to be used by the successful lessee/operator but all requirements such as maintaining proper books of accounts/stock registers etc etc as per relevant rules are to be maintained by the lessee/operator and he will be solely responsible to meet up all the liabilities crop up in this regard.
24. The housekeeping materials should be of good standard and quality control should be strictly maintained.
25. The selected agency shall be bound to comply with the requisition and direction of the undersigned's authorized representative(s).
26. The agency shall ensure that staffs engaged for the purpose are well trained, polite and free from communicable diseases.
27. The staff should be well dressed in a uniform whose design shall have prior approval of the undersigned or his authorized representative(s). Each employee shall wear a photo identity card provided by the agency and approved by the undersigned.
28. The agency will be solely responsible for all payments and observance & compliance of relevant provision of laws/rules/regulations, etc., in respect of his employees and the business of running the works. The undersigned or his authorized representatives will have no liabilities whatsoever with regard to such statutory compliances and payments.
29. The agency shall maintain a suggestion and complaint book and the suggestion recorded therein should be given due consideration. Notice disclosing existence of this book will have to be displayed in English and Bengali at a prominent point within the particular location. This book must be readily available for inspection by the undersigned or his authorized officials whenever called for.
30. Consumption or sale of alcohol and tobacco or pan masala or any other intoxicant in the premises are strictly prohibited without the appropriate licenses and in the event of violation of this directive, the agreement for engagement in this respect will be liable for termination.
31. The entire arrangement should be in pollution-free manner. In case of any deviation, the contract shall also be liable to be cancelled.
32. The selected agency shall have to arrange for display conspicuously the tariff & rates of all facilities & items available for general information of the public after getting prior approval from the concerned authority.

33. The agency will be responsible for maintaining high standards of hygiene and cleanliness in each part of the facility and for full observance of all relevant regulations of the Government/undersigned. The selected agency shall not carry out any business or activity other than the purpose for which it has been engaged for the particular component/location under any circumstances.
34. The restaurant, store space, equipment/implements, etc., including the articles kept by agency for serving of food and beverages shall remain open for inspection by the undersigned or his authorized representative(s) at any point of time.
35. No sub-agency/sub-leasing/sub-renting will be allowed under any circumstances whatsoever. The agreement shall stand cancelled on detection of such circumstances.
36. **The agency shall at the beginning of each year within first 15 (fifteen) days submit the yearly lease rent to the undersigned in advance by way of a bank draft drawn in favour of the undersigned payable at Siliguri.**
37. Quotation submitted by the quotationers through fax/by mail will not be accepted.
38. Settlement of all disputes will be guided by existing norms of Government of West Bengal and law of the land.
39. The intending bidders should visit the sites offered for on spot practical knowledge of the condition and facilities available before submission of their bid.
40. The successful agency(s) have to undergo an agreement with the authority in stamp paper of required amount within 7 (seven) days of receiving the Acceptance Letter.
41. The Agreement will be of 5 (five) years from the date of Acceptance of the Agreement by the authority. However, the same may be renewed by the authority, subject to fulfilling the terms and conditions and successful service without any complaint at the rate as will be agreed upon. Although the authority reserves the right to go for fresh "EOP" after completion of the agreement period, without assigning any cause thereof. The authority also reserves the right to terminate the contract /lease agreement on giving one months notice in this regard without assigning any reason thereof.
42. The selected agency comes into a contract with the local people for using their land for purpose of parking of vehicle coming to the park.
43. The contract may be terminated without showing any reason, if the agency fails to maintain the standard of the service and maintenance of the infrastructure.
44. The contract will be entered into with the successful bidder only after receiving approval on the matter from the Tourism Department, Govt of West Bengal, Kolkata.
45. A discount of 10% (Ten percent) on annual lease rent will be allowed for a single agency taking lease of 3 (three) facilities at a time.

Joint Director of Tourism, North Bengal
Siliguri

Memo No.

Date:

Copy forwarded for information and with the request for wide publication to :

1. The District Magistrate, Jalpaiguri
2. The District Magistrate, Alipurduar
3. The Director of Tourism, New Secretariat Building, Kolkata
4. The Managing Director, WBTDCL, Salt Lake, Kolkata
5. The Supdt of Police, Jalpaiguri
6. The Supdt of Police, Alipurduar
7. The Sub-Divisional Officer, Malbazar/Alipurduar/Jalpaiguri/Siliguri
8. The District Information and Cultural Officer, Jalpaiguri/Alipurduar
9. The Sub-Divisional Information and Cultural Officer, Siliguri
10. The Sr P.S to Principal Secretary, Tourism Department, Kolkata

Joint Director of Tourism, North Bengal
Siliguri

**LIST OF FACILITIES WITH THEIR DESCRIPTION OFFERED WITH THE EOI MEMO No.
RTO/201/X(32)/2015-16 dated 21/07/2015**

Sl. No.	Location	Decription of facility	Facilities offered	Earnest Money	Remarks
1	Tilabari	One restaurant with kitchen facility and bar license	Full	Rs.20,000/-	
2	Paschim Damdim	8 (eight) double bedded cottages with restaurant & watch tower	Full	Rs. 20,000/-	
3	Satkhaiya (Between Mal to Chalsa)	Public convenience with food court	Full	Rs. 20,000/-	
4	Indong (between Chalsa to Matelli)	Public convenience with food court	Full	Rs. 20,000/-	
5	Mangalbari	6(six) double cottages with one 8 bedded dormitory & kitchen	Full	Rs. 20,000/-	