



# WEST BENGAL LIVESTOCK DEVELOPMENT CORPORATION LIMITED

(A Govt. Of West Bengal Undertaking)

LB-2, Sector-III, Salt Lake City, Kolkata – 700 106

Tele: (033)-2335 5298 : E-mail: [info@wbldc.in](mailto:info@wbldc.in)

Website: [www.wbldc.in](http://www.wbldc.in) Toll Free No. **18001208243**

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Notification No. *WBARD/WDLDC/EOI-611e/2023-24*

Dated. *04/12/2023*

## Expression of Interest (EOI)

*For*

**ENGAGEMENT OF AGENCY FOR QUICK SERVICE RESTAURANT (QSR)  
MANAGEMENT SERVICE FOR Haringhata® MEAT UNDER WEST BENGAL LIVESTOCK  
DEVELOPMENT CORPORATION LIMITED, LB-2, SECTOR-III, SALT LAKE CITY,  
KOLKATA-7000106**

The Managing Director, West Bengal Livestock Development Corporation Ltd., LB-2, Sector-III, Salt Lake City, Kolkata-700106 invites online bids (as per the prescribed format) from Interested & Eligible Individuals/Company/Firms/LLP/Proprietorship Concerns preferably having experience in similar nature of work for “**Engagement of agency for Quick Service Restaurant (QSR) management service for Haringhata® meat under West Bengal Livestock Development Corporation Limited, LB-2, Sector-III, Salt Lake City, Kolkata-7000106**” . Selected Agency will be entitled to use their own Capital Infrastructure and logistics against the given sets of terms & conditions. Intending Agency may submit their offer in the prescribed format (BOQ) *from 04.12.2023: 06 :55 P.M up to 18.12. 2023 : 11.30 A.M* . The details sets of documents of EOI including application form can be availed on or after *04.12.2023 : 06.55 P.M.*

Any addition / deletion /modification and correspondence related to the EOI document will be posted on the website [www.wbtenders.gov.in](http://www.wbtenders.gov.in) as well as Corporation’s website ([www.wbldc.in/tenders](http://www.wbldc.in/tenders)).

  
(Dr. Gouri Shankar Koner)  
Managing Director  
W.B.L.D.C. Ltd.



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Dated. *04/12/2023*

## **Schedule for Submission of EOI**

<b>S.No.</b>	<b>Event</b>	<b>Date</b>
1.	<i>Date of publishing the EOI on the Corporation's website and in newspapers</i>	<b>04.12.2023: 06.55 PM</b>
2.	<i>Date of download of application form and related documents for EOI</i>	<b>04.12.2023: 06.55 PM</b>
3.	<i>Last date for submission of queries by the prospective Agency for pre-bid meeting</i>	<b>12.012.2023: 11.30 AM</b>
4.	<i>Date of holding pre-bid meeting at HQ ( Compulsory)</i>	<b>12.12.2023 at 2.00 PM</b>
5.	<i>Last date for issue of addendum/corrigendum, if any</i>	<b>14.12.2023</b>
6.	<i>Last date and time for submission of completed EOI documents online</i>	<b>18.12.2023 up to 11.30 AM</b>
7.	<i>Earnest Money (EMD) through online to be deposited</i>	<b>₹. 10,000.00 (Ten Thousand)</b>
8.	<i>EMD exemption whether allowed</i>	<b>Yes</b>
9.	<i>Opening of EOI documents</i>	<b>20.12.2023 from 11.30 AM</b>
10.	<i>Venue for conducting pre-bid meeting and opening of EOI documents</i>	<b>West Bengal Livestock Development Corporation Limited , LB-2, Sector - III, Salt Lake City, Kolkata 700106</b>

  
(Dr. Gouri Shankar-Koner)  
Managing Director  
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## ANNEXURE-I

### **General Terms & Conditions for submission of EOI.**

- Applications for **Engagement of agency for Quick Service Restaurant (QSR) management service for Haringhata® meat under West Bengal Livestock Development Corporation Limited, LB-2, Sector-III, Salt Lake City, Kolkata-7000106** may be submitted by the firms / agencies / companies by exercising one of the following options –
  - Independently
  - As a Joint Venture (JV) or Consortium; maximum three entities are permitted to form a JV;
  - A sub-consultancy agreement to complement their respective areas of expertise to strengthen the technical responsiveness of their proposals and make available bigger pools of experts to provide better approaches and methodologies. Such an association may be for a long term or for a specific assignment. All members of the JV shall however sign the contract and they shall be jointly and severally liable for the entire assignment.

A firm shall submit only one proposal; either individually or as a JV partner. If a firm, including a JV partner, submits or participates in more than one proposal, all such proposals shall be disqualified.
- The Agency should meet minimum pre-qualification criteria for getting empaneled. Only those Agency/consultants / firms of consultants, who fulfil the following prequalification criteria need apply in the prescribed EOI forms for getting empaneled;
  - Work experience: (i) At least 3 years of experience, in the field of similar work for Government / Semi-Government / Private Sector organizations
  - The Agency should have an average annual Financial Turnover (Gross) on similar work as defined of **minimum 10 crore during the last three consecutive years. Balance sheets of the Agency's company should be duly audited by Statutory Auditors / any other**
  - Should have qualified professionals matching the expertise expected in the scope of the work who may be required for successful sales service related work, details of which may be given in the application form.
- Intending / Interested Agency / firms / agencies are required to submit details about**
  - ✓ **Application Form (Annexure-IV)**
  - ✓ **PAN Card**
  - ✓ **I.T. Return as on 31/03/2022. (A.Y. 2022 – 2023)**
  - ✓ **Trade License / NOC From Panchayet / Municipality**
  - ✓ **Credentials (in similar nature of work) (Annexure-VI)**
  - ✓ **EOI Duly signed to be uploaded**
  - ✓ **Declaration Form (Annexure-V)**
- Agency shall not attach any other information other than the above-mentioned information to be eligible for consideration for selection.



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5. **Conflict of Interest** : Agency shall not have a conflict of interest. All Agency found to have a conflict of interest, as mentioned below, will be disqualified. The Corporation's decision will be final.

- (a) Agency in two or more different applications having controlling shareholders in common.
- (b) The Agency (including their personnel and sub-consultants) that have a business or family relationship (as defined under Companies Act, 2013) with such members of the Corporation Staff who are directly or indirectly involved in this project shall not be considered for selection.
- (c) A firm / company / agency hired to provide such services for the project and each of its affiliates viz. JV partners, sub-consultants, shall not be eligible in subsequently participating in the tender process (i.e. other than consulting services) for selection of vendors resulting from or directly/indirectly related to the firm's consulting services.

6. **Corrupt or Fraudulent practices**: The Corporation requires that Agency for selection observe the highest standards of ethics during the currency of the panel. In pursuance of this policy for the purpose of these provisions, the terms as set forth below:

- **"Corrupt practice"** means the offering, giving, receiving or soliciting of anything of value to influence decision in matters relating to this project;
- **"fraudulent practice"** means a misrepresentation of facts in order to influence the selection and award of a contract to the detriment of the Corporation, and includes collusive practices among Agency (prior to or after bid submission), designed to establish bid prices at artificially non-competitive levels and to deprive the Corporation of the benefits of free and open competition.
- **"Collusive practice"** means a scheme or arrangement between two or more Agency, designed to establish bid prices at artificially, non-competitive levels.
- **"Coercive practice"** means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in this tender.

The Corporation will reject a proposal for award of work if it is determined that the Agency recommended for award of work was engaged in corrupt or fraudulent practices in competing for the work in question. The Corporation's decision will be final and binding.

The Corporation will declare an Agency ineligible, either indefinitely or for a stated period of time from being awarded a contract / contracts, if at any time it is determined that **there is a conflict of interest** or the Agency was engaged in corrupt or fraudulent practices in competing for the award of work/contract or in executing the contract. The Corporation's decision will be final.

7. **Integrity Pact** : The Agency shall sign a Pre-Contract Integrity Pact (**Agreement Annexure-D**) and shall note that the precontract integrity pact submitted by them along with the application will be valid for the tenure of the contract and extension of the contract, if any, thereafter.



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## 8. Non-Disclosure clause :

- a) The Agency shall treat all documents, information, data and communication of and with the Corporation as confidential.
- b) The successful Agency shall not, without the Corporation's prior written consent, disclose the contract or any specification, plan, sample or information or data or drawings / designs furnished by or on behalf of the Corporation to any person other than the person(s) employed by the Agency in the performance of the work.
- c) Further, any such disclosure to any such person employed by the Agency shall be made in utmost confidence and should extend only so far as may be necessary and relevant for the purpose of such performance and shall be subject to the terms and conditions of the Non-Disclosure clause.
- d) The Agency shall not, without the Corporation's prior written consent, make use of any document or information mentioned in these conditions of the EOI except for the sole purpose of performing this EOI. The Agency shall abide by the above non-Disclosure clause and accordingly shall submit the Non-disclosure in Agreement

## 9. Amendment to EOI document :

- At any time prior to the deadline for submission of EOI applications, The Corporation either on its own or on the request of the Agency/s may amend the EOI Documents by issuing addenda.
- An addendum issued under the above clause shall be part of the EOI Documents and shall be posted only at the Corporation's website & Notice Board.
- To give Agency reasonable time to take an addendum into account in preparing their Applications, the Corporation may, at its discretion, extend the deadline for the submission of the EOI Applications. Further if requested by a few Agency or as required, Corporation may also decide to extend the deadline for submission of the EOI applications.

**10. Pre-bid meeting :** The Corporation will arrange a clarification meeting with all the prospective Agency at the address mentioned in the Schedule of Submission to clarify the details of the requirements of Selection as also any other points/doubts. Agency/s is/are requested to inform the names of persons who will be attending this meeting at the email [info@wbldc.in](mailto:info@wbldc.in). A maximum of two persons from an Agency will be allowed **to attend the mandatory pre-bid meeting.**

**11. Language of Application :** The language used in the Application as also in the supporting documents shall be English . If any of the document/s submitted as part of the EOI is/are in the languages other than English , the Agency shall provide translation of such document/s / certificates in English.

## 12. Filling of Application Forms :

- All information, as called for in the enclosed forms, shall be furnished against the relevant columns in the forms. If for any reason, information is furnished on a separate sheet, this fact shall be mentioned in the relevant column/s. Even if no information is to be provided in a column, a 'nil' or 'no such case' entry shall be made in that column. If any particulars / queries are not applicable in case of any Agency, it shall be stated as 'not applicable'. The Agency are cautioned that not giving complete information called for in the application forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing information may result in the Agency being summarily disqualified. Applications those received late will not be considered.
- The application shall be neatly printed.

- Notice inviting Expression of Interest placed on the website and released in Newspapers, is part of this document and shall be considered and interpreted for all purposes in connection with selection of consultants. The Agency may furnish any additional information, which is deemed necessary to establish its capability to successfully complete this project. Superfluous information need not be furnished, and no information shall be entertained after submission of EOI document unless specifically called for by the Corporation.
- Any information furnished by any Agency if found to be incorrect either immediately on opening of the EOI application or at a later date, shall render the Agency liable to be debarred from participating in this project.
- The Agency shall submit a checklist as per the format provided along with the application
- If space in the proforma is found insufficient for furnishing all the required details, such information shall be supplemented on separate sheet/s stating therein the part of the proforma and Serial Number to which it relates. Separate Sheet/s shall be used for each part for the purpose.
- Any letter or document, accompanying the pre-tender qualification form, shall be submitted only in original.
- The Agency shall bear all costs associated with the preparation and submission of its EOI Application. The Corporation will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the pre-qualification process.

**13. Signing of the Application and Number of Copies :**

The Application shall be typed and signed on all the pages by the person/s duly authorized to sign on behalf of the Agency. The power of attorney duly notarized and on a stamp paper authorizing the person/s to sign and act on behalf of the firm, shall be submitted. An authorized representative shall have the authority to conduct all business functions and incur liabilities related thereto for and on behalf of the Agency, during the prequalification process and thereafter.

**14. Sealing of application**

The original application shall be signed properly and submitted (online )on or before the final date and time for submission of the application, as specified in the Schedule of Submission of the EOI application.

**15. Deadline and Address for Submission of EOI applications :**

- EOI applications shall be submitted (Online) as mentioned in the Schedule of Submission of EOI application, by hand or through registered post or courier service are not accepted, In respect of applications received by post or courier, the Corporation shall not assume any responsibility. The Agency may note that under no circumstances, the EOI applications should be submitted by email at the address provided in the EOI document.
- The Corporation may, at its discretion, extend the deadline for the submission of the EOI Application, in which case all the rights and obligations of RBI and those of the Agency, subject to the previous deadline, shall thereafter be subject to the deadline as extended.

**16. Clarifications on application:**

- The Agency shall be evaluated on the basis of the application and the supporting documents submitted by them online. Corporation shall not be under any obligation to seek any further information or clarifications from any Agency.
- Without prejudice to the above clause, in order to assist in the evaluation of applications, Corporation may, at its sole discretion, ask any Agency for any clarification on its application, which shall be submitted by the Agency within a stated period of time.
- If an Agency does not provide clarifications by the date and time as specified in the Corporation's request for clarification, its application shall be liable to be rejected.
- It is clarified that Agency shall not be required to submit on their own, additional information or materials subsequent to the date of submission and such materials, if submitted, shall not be considered. It is therefore, essential to ensure that all questions/queries are answered fully in the proforma or otherwise. The pages of the EOI document, its annexure and additional information (all taken together shall be considered as the EOI application), if any submitted, shall be

numbered sequentially and signed. General responses such as “included in brochure” without specific item reference, are to be avoided.

**17. Responsiveness of Agency :**

- An application, which does not meet all the requirements of the EOI Document, shall be rejected forthwith and the Corporation’s decision will be final.
- The Agency shall note that this EOI is intended to provide preliminary information. The information contained herein shall not in any way be construed as binding on the Corporation.
- The Agency are advised that the selection of the Approved Agency for this Project shall be entirely at the discretion of the Corporation. Agency shall be deemed to have understood and agreed that no explanation or justification of any aspect of the EOI process shall be given by the Corporation and that the results of the EOI process shall be without any right of appeal to the Agency, whatsoever.
- All documents and other information, submitted by an Agency to the Corporation shall become the property of the Corporation. Agency shall treat all information (which they come to have in connection with this project) as strictly confidential. The Corporation shall not return any EOI document submitted to it by the Agency.
- The Corporation shall inform the Agency/s about the outcome after the due process is completed.

**18. Withdrawal of applications :**

- No modification or substitution of the submitted application shall be allowed.
- An Agency may not withdraw its application after submission, provided that written notice of the withdrawal is received by Corporation before the scheduled hour and date for submission of the applications.

**19. Right to accept / reject any or all applications :** The Corporation reserves the right to accept or reject any or all the applications and to annul the qualification process at any time without any liability or any obligation for such acceptance, rejection or annulment. The Corporation’s decision in the matter will be final.

**20. Attachments :**

- Agency shall attach clearly marked and referenced continuation sheets in the event that the space provided in the EOI Document is found insufficient.
- In responding to the EOI application, Agency shall demonstrate their capabilities in relation to the requirements of the project/work as envisaged, by providing materials/information based on their experience, past performance, their personnel and financial resources.
- It is expressly clarified that before submitting the EOI, the Agency must have examined carefully the contents of all the documents and any failure to comply with any of the requirement of the EOI document will be at the Agency’s risk only.

**21.** Evaluation of the Agency on the basis of EOI application from those applications, which meet the requirements of the EOI Document, shall be processed further.

**22.** Process of selection : All the EOI applications received will be screened as per stipulated Pre-qualification Criteria. The Agency found meeting the pre-qualification shall be further subjected to the Evaluation on **QCBS method on 80:20 weightage**. Agency will be selected as Lowest Offering Rate (Percentage ) as per Job mentioned in Financial Bid. Price (as % on Billing basic amount in total for all Outlets of QSR ) and all other charges shall be quoted in figures in Technical Bid.

### **23. PERFORMANCE OF SERVICES :**

- a. The Consultant shall implement plans and strategies that help the Client sell its products.
- b. The Consultant shall conduct research to know the consumer behaviour and what motivates consumers' purchase of a product. The Consultant shall use that research to design approaches specific to the Client's needs.
- c. The Consultant shall interact with the sales and product teams to determine the marketing strategy.
- d. The Consultant shall take steps to organize marketing events like exhibitions, competitions, road shows, seminars.
- e. The Consultant shall work with the public relations team to review branding, positioning of the Client's ads to make sure that the ads have an impact on the public.

The manner in which the Services are to be performed and the specific hours to be worked by the Consultant shall be determined by the Consultant. The Client will rely on the Consultant to work as many hours as may be reasonably necessary to fulfil the Consultant's obligations under this Agreement.

### **24. RELATIONSHIP OF PARTIES :**

It is understood by the parties that the Consultant is an independent contractor with respect to the Client, and not an employee of the Client. The Client will not provide fringe benefits, including health insurance benefits, paid vacation, or any other employee benefit, for the benefit of the Consultant.

### **25. EMPLOYEES.**

The Consultant's employees, if any, who perform services for the Client under this Agreement shall also be bound by the provisions of this Agreement. At the request of the Client, the Consultant shall provide adequate evidence that such persons are the Consultant's employees.

### **26. INJURIES.**

The Consultant acknowledges the Consultant's obligation to obtain appropriate insurance coverage for the benefit of the Consultant (and the Consultant's employees, if any). The Consultant waives any rights to recovery from the Client for any injuries that the Consultant (and/or the Consultant's employees) may sustain while performing services under this Agreement and that is a result of the negligence of the Consultant or the Consultant's employees.

### **27. ASSIGNMENT.**

The Consultant's obligations under this Agreement may not be assigned or transferred to any other person, firm, or corporation without the prior written consent of the Client.

### **28. CONFIDENTIALITY.**

The Client recognizes that the Consultant has and will have the following information:

- inventions
- machinery
- products
- prices
- apparatus
- costs
- discounts



- future plans
- business affairs
- process information
- trade secrets
- technical information
- customer lists
- copyrights
- product design information

and other proprietary information (collectively, “Information”) which are valuable, special, and unique assets of the Client and need to be protected from improper disclosure. In consideration for the disclosure of the Information, the Consultant agrees that the Consultant will not at any time or in any manner, either directly or indirectly, use any Information for the Consultant’s own benefit, or divulge, disclose, or communicate in any manner any Information to any third party without the prior written consent of the Client. the Consultant will protect the Information and treat it as strictly confidential. A violation of this paragraph shall be a material violation of this Agreement.

## 29. RETURN OF RECORDS.

Upon termination of this Agreement, the Consultant shall deliver all records, notes, data, memoranda, models, and equipment of any nature that are in the Consultant’s possession or under the Consultant’s control and that are the Client’s property or relate to the Client’s business.

## 30. VALIDITY OF OFFER.

The offer submitted by the Bidder shall remain initially valid for Two (2) years which may be extended on mutual agreement in between the Parties. On the event of any Business Priority the rates may be mutually discussed and altered with alteration of service deliverables. The contract is mutually extendable for further periods.

Documents must be submitted (off-line) in original scan copy. Attested photo-copy will not be considered in off-line submission as valid documents. Technical proposal (BID-A) should contain statutory & non-statutory document as described above. Financial proposal (BID-B) should contain the following documents in one cover (folder) . The bidder is to quote the rates of items on FINANCIAL BID in the space marked for quoting rate in the Form.

  
**Managing Director**  
W.B.L.D.C. Ltd.



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NIT No: WBARD/WBLDC/NIT-611e/2023-24

Date of Issue: 04/12/2023

## EVALUATION

### EVALUATION METHODOLOGY OF PROPOSALS

Bids will be evaluated on Quality-cum-Cost Basis (QCBS) to ensure a fair and transparent method of selection.

#### Evaluation of Technical Proposal

Pursuant to the qualification of Bidders as per the Minimum Eligibility Criteria, and Responsiveness of the bids, the Evaluation Committee intends to evaluate the Technical Proposals, by applying the evaluation criteria as detailed below. Each responsive Proposal shall be given a technical score.

### PROCESS OF EVALUATION AND SELECTION

Bids will be evaluated on Quality-cum-Cost Basis (QCBS) to ensure a fair and transparent method of selection. The credentials of the bidders as uploaded online will be examined first. The credentials will broadly cover the following areas –

- Competence in all the credential activities and sectors noted in the campaign outline at invitation for bid section of this document, in case a bidder does not meet the criteria for eligibility, his Technical Bids will not be opened.
- For all bidders eligible according to the prescribed criteria, ***the forthcoming proposals based on site visit as per scope of works*** will be evaluated by a technical Committee ***after opening of Technical Bid*** that may include external expert/s. The qualified bidders will be given the opportunity to make presentation/s to the Committee on a specified date onward. The criteria for evaluation of the Technical / scope proposal are at below.
- This is a very important matter which is expected to be evaluated after Technical presentation Hence, while the technical Bid would be evaluated as per the rules, it is deem necessary that the ability to perform all such work should be verified with utmost care.

HEAD	Bid Component (Technical Offer Evaluation)	Total Marks	Marks Scored
Concept & Business Model	Bidders has to present the concept, detailed business plan, Revenue Model & Execution Plan, to the committee (Presentation/ of forthcoming works and one similar work in Govt Sector/Private sectors on specific date to be circulate later after opening of Technical Bids for evaluation)	60	
Average Turnover	The agency/company should have turnover of 1.5 Cr. Yearly with State Government. Financial average turnover during the last three financial year (1) Rs. 3,00,00,001 and above = 20 Marks (2) Rs. 2,00,00,001to Rs. 3,00,00,000/- = 15 Marks (3) Rs. 1,00,00,000/- to Rs. 2,00,00,000/- = 10 Marks (4) Rs. below 1,00,00,000/- = 0 Marks	20	
Credentials	Project credential: Must have managed a operation of similar in nature such as Base Kitchen Operations or Cold Chain Logistics Operations or managed software based store and delivery management in any food industry within last 3 years	10	
Net worth	Profitability and Net worth of the company to be positive in at least one Financial Year during last 3-year period.	10	
Total: Marks for Technical Evaluation :		100	



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Intending bidder(s) must have to attend Pre-Bid meeting held on 12.12.2023 at 2.00 P.M at the office of the undersigned , if any bidder fails to attend the meeting but participate in the said tender his/her bid will be rejected as decided by the tender Inviting Authority (TID) without showing any reason. Demonstration/ Presentation as stated above will be conducted on the day after opening Technical Bids.

The Evaluation Committee shall evaluate and rank each Technical Proposal on the basis of the Proposal's responsiveness to the scope using the evaluation criteria and score system specified above. Each Technical Proposal shall receive a technical score. The Proposal shall be rejected if it does not achieve the minimum technical mark of **50 (Fifty)** out of maximum of **100 (Hundred)** marks.

Final selection based on weightage of **80:20 (Technical : Financial)** based on highest scoring in Technical Part as well as Lowest Scoring in Financial bid . financial bid will be opened only technically qualified bidders.

Scoring will be evaluated only after qualifying the criteria for submission of Statutory & Non-Statutory documents as stated in NIT by the intending Bidder(s).

  
**Managing Director**  
W.B.L.D.C. Ltd.



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*Dated. 04/12/2023*

## **ANNEXURE-II** **SPECIAL TERMS & CONDITIONS**

1. **Management Charges:** The Bidder shall quote in **Percentage** of Monthly Revenue of all QSRs consolidated Sales as QSR management Charges. **Note: Percentage (%) of the Consolidated Net Billing by the QSR (Basic price without GST)**
2. **Tenure of engagement:** The engagement for Management Partnering will be for initial period of **Two (02) years** and before the expiry of Two years both WBLDC and the Agency will deliberate on extension of the present arrangement and would agree for extension of the agreement on mutually agreeable terms and conditions.
3. **Obligations:**  
However both WBLDC and the Agency will have the right to terminate such arrangement by offering three months of notice accompanied by proper reasons of disengagement.
4. **Exclusivity and First Right of Refusal:**
  - a. **WDLDC will undertake the following:**  
  
The exclusive QSR Management Partnering agreement with the Agency will continue for all present and future Geographic reach of WBLDL's QSR model for the existing line of products of WBLDL unless TSPL expresses it's inability to cater to particular Geographical location
  - b. **The Agency has to undertake the following :**  
  
During the continuance of this agreement The Agency will not take up any QSR Management Partnering Agreement with any other competing food chain having market dominance similar to the business model WBLDC, unless such association is permitted by WBLDC.
5. **In case of continuous unsatisfactory performance of the agency, the Corporation may terminate his agreement without any notice. If the supplier failed any consignment the loss shall be adjusted from the pending Bills and any decision regarding this adjustment shall be under sole discretion of Managing Director, W.B.L.D.C.Ltd. The selected party shall have to abide by the terms & conditions as will be laid down by the Corporation time to time.**

  
**Managing Director**  
W.B.L.D.C. Ltd.



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(A Govt. Of West Bengal Undertaking)

LB-2, Sector-III, Salt Lake City, Kolkata – 700 106

Telefax: (033)-2335 5298 E-mail: [info@wbldc.in](mailto:info@wbldc.in) /

Website: [www.wbldc.in](http://www.wbldc.in) Toll Free No. **18001208243**

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*Notification No. WBARD/WDLDC/EOI-611e/2023-24*

*Dated.04/12/2023*

## **ANNEXURE-III** **(Scope of Work)**

### **Introduction:**

As per ICRA, India's quick service restaurant industry is likely to witness 20-25 pc growth in the current financial year supported by demand uptick and increasing penetration driven by a rapid expansion of stores. Over the long-term, revenue growth shall be supported by factors like rising QSR penetration levels, a shift from the unorganized to the organized segment with a preference for branded quick service restaurant (QSR) players, given the hygiene and convenience factors (delivery over dine-in), etc.

However as per the analysts, the QSR market in India was valued at INR 171.90 Bn in FY 2022. It is expected to reach INR 431.27 Bn in FY 2027, expanding at a compound annual growth rate (CAGR) of ~20.47% during the FY 2022 - FY 2027 forecast period. The current decade is overseeing a shift to a larger organized sector.

Apart from revenue growth, **Haringhata® Express** QSR outlets will be beneficial for the organization on various aspects:

1. More consumption of Raw & Value added products through outlets
2. More Market visibility
3. More Employment

### **Proposed Business Model:**

Selected Agency shall be capable of managing manpower resources for Base Kitchen, logistics & QSR Operations on daily basis. Following are the key objectives of the Agency appointed

1. QSR Setup & Operation
2. Food Menu & Recipe Preparation
3. Base Kitchen Setup & Operation
4. Logistics Operations
5. Inventory Control & Ordering System
6. Quality Control & Training

### **QSR Setup & Operation**

#### **QSR Models**

#### **Haringhata eXpress:**

- Existing Shop
- Area: 150 – 300 Sqft
- Walk-In (5-10 Seating)
- Full Menu

#### **Haringhata eXpress (Mini):**

- Modular Setup
- Easy to Install & Dismantle

- Area: Approx. 100 Sqft
- Outdoor for Parks and
- Indoor for Shopping Malls
- Takeaway Menu

## **QSR Infra**

### **Shop Decoration:**

- Existing Shop Remodelling
- Kiosk Build up
- Electrical / Plumbing Work
- Kitchen Infra
- Glow Signs & Exterior Work

### **Cooking Appliances:**

- Induction Cooker
- Deep Fryer (1+1)
- Microwave Oven
- OTG
- Electric Steamer
- Coffee Machine (Beans to Coffee)
- Tea Brewing Pot
- Cookware
- Utensils
- Rotisserie

### **Storages:**

- Counter Top Refrigerator (0-4<sup>0</sup>C)
- Freezer (-19<sup>0</sup>C)
- Counters & Shelves
- VISI Cooler
- Bins & Accessories

## **QSR Management**

### **Cooking & Serving:**

- 2-3 Person for Xpress Kiosks
- 3-4 Persons for Standard Xpress
- Staff Training
- Monitoring

### **Billing & Inventory Management:**

- KOT Processes
- Customer Invoice Generation
- Invoice wise Consumption
- Inventory Auto Update

- Billing & Stock Reconciliation
- Auto Indent Generation
- QSR Billing Reconciliation

## **Operations**

### **Process Management:**

- Customer Handling
- Billing & Inventory
- Product Pricing Control
- Food Preparation
- Serving
- Cleaning & Hygiene
- Food Storage
- Wastage Management
- Food Disposal
- Grievance Redressal
- Feedback

### **Quality Control:**

- Electrical & Fire Safety
- SOP Adherence
- Hygiene
- Customer Handling
- Statutory

## **Management Support for Food Menu & Recipe Preparation and Operations**

### **Food Selection Criteria**

- Minimum Appliance Maximum Menu
- Minimum SKU and Maximum Menu
- Uniform Serving & Packaging
- Unique Recipe & Uniform Cooking Process
- QSR wise Demand Based Food Availability

### **Base Kitchen Operation**

- Company Owned Infra & Outsourced Operation
- Staffs – according to Requirement
- Foods will be prepared as per, system generated, consolidated orders of all QSRs
- System Generated Indent of Raw Materials will be issued to Purchase
- Signature Sauces and Gravies will be prepared separately and packed in pre-defined quantities

### **Logistics Operation**

- Company Owned Infra & Outsourced Operation
- Vehicle, Drivers & Delivery Persons – according to Requirement
- Vehicles to be equipped with GPS & Temperature sensors
- Vehicles to be equipped with Food Carrying Gadgets
  - SS Containers
  - Crates & Barrels

  
**Managing Director**  
 W.B.L.D.C. Ltd.



# WEST BENGAL LIVESTOCK DEVELOPMENT CORPORATION LIMITED

(A Govt. Of West Bengal Undertaking)

LB-2, Sector-III, Salt Lake City, Kolkata – 700 106

Telefax: (033)-2335 5298 E-mail: info@wbldc.in

Website: www.wbldc.in Toll Free No. **18001208243**

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*Notification No. WBARD/WDLDC/EOI-611e/2023-24*

*Dated. 04/12/2023*

## **ANNEXURE -IV (Application Format)**

(To be furnished in the Company's Official Letter Head Pad with full Address with contact no. Telephone No. FAX No., e-mail No., Website etc.)

To  
The Managing Director  
West Bengal Livestock Development Corporation Limited  
Bldg. No. 2, LB-2, Sector - III,  
Salt Lake City,  
**Kolkata-700106.**

**Sub: ENGAGEMENT OF AGENCY FOR QUICK SERVICE RESTAURANT (QSR) MANAGEMENT SERVICE FOR Haringhata® MEAT UNDER WEST BENGAL LIVESTOCK DEVELOPMENT CORPORATION LIMITED, LB-2, SECTOR-III, SALT LAKE CITY, KOLKATA-7000106**

*Notification No. WBARD/WDLDC/EOI-611e/2023-24 Dated. 04/12/2023*

Sir,  
Having examined the pre-qualification and other documents published in the EOI, I/We hereby submit all the necessary information and relevant documents for evaluations:

01.	<b>Name of the Party (Individual/Organization) with Contact No.</b>	
02.	<b>(i) Father's Name (in case of Individual/proprietorship business) (ii) Type of Organization: Proprietorship/Partnership/Limited Company (iii) In case of Partnership/Limited Company documentary proof be places</b>	
03	<b>Contact details</b>	
04.	<b>PAN No. Adhaar No.(if Individual)</b>	
05.	<b>Trade License</b>	
06.	<b>I.T return for A.Y 2022-23</b>	
07.	<b>Whether the Organization is registered under (i) Professional Tax, GST, if yes give the Registration No. and assessment made by the respective authority up to date</b>	
08	<b>Experience/Credential (Attach extra sheet if required)</b>	
09.	<b>Details of the Premises JL No., Area sq.ft., Vill. Post, Word No., PIN,etc.</b>	

.....  
**Signature & Seal of the Bidder**



**Affidavit Proforma**  
(On Non Judicial Paper worth Rs. 50/-)  
**(FORM – V)**

(Sworn before the Notary Public / Judicial Magistrate/Executive Magistrate on or after the date of publication of the Quotation Notice)

I, Sri/Smt. .... the Managing Director/Proprietor (etc.) of the Firm, .....  
(Name of the firm)

At (address).....

P.O. ....

P.S.....Dist.....

do hereby solemnly affirm and declare as follows:

1. That I have not ever been convicted of any offence making myself liable to be disqualified for any work of Govt. or Govt. undertaking Organization /Institution in the State of West Bengal or other State or States.
2. That no case is pending against me or against my firm in any criminal court of law in the State of West Bengal or other State or States .
3. That my firm is not debarred/blacklisted as a whole or part thereof at present by any Govt. or Govt. undertaking Organization / Institution in the State of West Bengal or other State or States of India.
4. That, I also declare that if any information subsequently found incorrect or false will it automatically render the quotation submitted by me cancelled and make me liable for penal/legal action as per law of the country.
5. That I do further affirm that the statements made by me in this quotation are true to the best of my knowledge and belief and all the documents attached are genuine & correct.

Signature of the Deponent(s).

Name in Block letters :

Designation :

**(FORM-VI)**

(To be furnished in the Official Letter Head of Firm/Bidder with full Address with Contact No., Telephone No., FAX No., e-mail address, Website etc.)

**WORKING (CREDENTIAL ) DETAIL**  
**(Mandatory)**

1. Name of Agency:

2. List of similar type of work completed / ongoing:

Name of Employer	Name, location and nature of work	Reference of Work Order (Memo. No. and Date)	Contract Value	Date of Start of Work	Present Status (If completed, please mention date of completion)

Note :Copy of Work Order or Completion Certificate from the employer to be attached.

**Signature of Agency including title and capacity in which Agency is made**

## Annexure - D

### PROFORMA FOR AGREEMENT OF CONTRACTUAL AGREEMENT

*(may be modified as per Scope of work at the time of execution)*

This Agreement is signed and executed on this ..... day of ....., 2023 At Kolkata.

### BY AND BETWEEN

**West Bengal Livestock Development Corporation Limited**, A Company registered under the Companies Act, 1956 and having its registered office at LB-2, Sector-III, Salt Lake City, Kolkata – 700106 represented by its Managing Director unless his rights and obligation relating to the objects and purports of these presents are delegated, to any other officer(s) of WBLDCL hereinafter referred to as the **First Party** (which expression shall, unless excluded by or repugnant to the context, means and includes his successors, representatives, permitted assignees, liquidators and administrators) of the **ONE PART.**

### A N D

....., a company registered under the Company's Act/a partnership firm/Proprietorship Firm (delete whichever is not applicable) having its Registered Office at ..... represented by its ..... unless his rights and obligation relating to the objects and purports of these presents are delegated, to any other officer(s) of..... hereinafter referred to as the **Second Party** (which expression shall, unless excluded by or repugnant to the context, means and includes his successors, representatives, permitted assignees, liquidators and administrators) of the **OTHER PART.**

**WHEREAS** the **First Party** is desirous of the work for **ENGAGEMENT OF AGENCY FOR QUICK SERVICE RESTAURANT (QSR) MANAGEMENT SERVICE FOR Haringhata® MEAT UNDER WEST BENGAL LIVESTOCK DEVELOPMENT CORPORATION LIMITED, LB-2, SECTOR-III, SALT LAKE CITY, KOLKATA-7000106** and wanted to execute the said work and for the purpose floated open Tender online.

### A N D

**WHEREAS** the **Second Party** offered his price against the said Tender and being eligible, his Tender having been accepted agreed to execute and complete the said work as detailed in the tender document along with bill of quantities and all other conditions.

Now, therefore, this agreement witnessed as follows:-

That the word and expression shall have same meanings as are respectively assigned to them in the general condition of the contract hereinafter referred to.

1. That the **Second Party** shall abide by all statutory obligations and payment statutory dues as are obligatory on the part of the **Second Party** and that any failure on his part if attracts any liability on the **First Party** the **Second Party** will, on intimation from the **First Party**, immediately compensate the same.
2. If any dispute or question arises any time between the parties about the rights and liabilities of each of them relating to the terms and conditions stated hereinabove shall unless and otherwise mutually resolved between the parties, the aggrieved party may refer the matter to the sole Arbitrator as may be appointed by the Govt. of West Bengal, ARD Department on reference from either Party for arbitration and the decision of the Arbitrator shall be final and binding on both the parties.
3. ***The rate valid for one years .If situation so arises within the validity period ,the period of validity may be extended for such period by the Tendering Authority upon mutual agreement . The approved rate, terms and conditions of the said tender shall remain in force without any variation throughout the extended period.***

In witnessed whereof:

The parties have set and subscribed their hands on this Agreement on the day, month and year first written.

Contractor

Managing Director.  
W.B.L.D.C.Ltd.

Seal

Witness and address: –

Witness and address: –