

West Bengal Housing Infrastructure Development Corporation Limited

(A Government of West Bengal Undertaking)
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Memo No:- 407/HIDCO /AGM(Snehodiya) /049

Dated: 06.05.2022

NOTICE INVITING E. O. I NO-1 OF 2022-2023 OF SNEHODIYA, NEW TOWN, KOLKATA, WB HIDCO

An Expression of Interest [EOI] is hereby invited by WBHIDCO from the Experienced Agencies registered with FSSAI for “Catering Service” including supply of daily meals to the inmates of the Snehodiya in New Town, Kolkata.

Introduction – As a part of social commitment WBHIDCO has embarked upon a habitat for senior citizen in Snehodiya, New Town, Kolkata. This will be a place to enjoy the active retirement life in a beautifully designed room according to their own choice in a clean environment. The habitat will render opportunity to the inmates to live with privacy and comfort in their own apartment and also have the opportunity to enjoy the company of like-minded people as neighbor. Snehodiya will offer professionally managed 24 x 7 care for health and fitness of its inmates and Guests. Preparation and cooking of the food skillfully and hygienically is as important as to make food pleasing to the inmates of Snehodiya. Optimum standard will be maintained in preparation of food so as to make the same palatable to the inmates.

1) SCOPE OF WORK:-

WBHIDCO requires the following services from the professionally managed catering service groups.

- Food is to be prepared hygienically with desired calories maintaining standards as laid down by FSSAI for inmates in consultation with the nutritionist / dietician.
- If necessary special food will be required to be prepared on the demand of inmates due to illness or as per doctor's prescriptions.
- Any change of menu may be made within 48 hrs notice & should be notified to the guests.
- Timing fixed by WBHIDCO needs to be appropriately maintained for food service by the catering agency.
- Raw materials should be fresh, seasonal and of good quality and should be checked properly by catering staffs before receiving it.
- Standing order by the guests as per doctor's advice has to be maintained by the caterer.
- Food has to be prepared at Snehodiya's kitchen. WBHIDCO will provide certain kitchen equipments with the kitchen space to the catering agency.
- Have to maintain proper weight & calorie of the food as per nutritionist / dietician.
- Food has to be served in the Guest room.
- Adequate number of professional staffs from F & B industry shall have to be engaged for day to day operation.
- Branded spices and other ingredients or raw materials should be used.
- Boiled thin Basmati rice & Ashirbad Ata are to be used in Kitchen.

Types of services required to be rendered by the Agency:-

Bed Tea, Breakfast, Lunch, Evening Tea & Snacks and Dinner

Terms & Conditions:

- Catering Agency will have to equip the kitchen with all the necessary equipments for providing food to the seniors / inmates.
- Catering Agency will have to provide good quality of Crockery, Cutlery service to serve food to the residents of Snehodiya. Food should be served on Bone china / Porcelain crockery. No plastic crockery will be used for serving.
- Catering Agency will have to serve food in the guest rooms.
- Catering agency need to take care of cleanliness of crockery and cutlery, Dish washing machine may be installed for this purpose.
- WBHIDCO will provide electric point and water supply.
- The catering agency should inspect and acquaint themselves with the existing facilities like Kitchen, dining space, washing area, staff housing before quoting their rates. No claim in this respect will be entertained after evaluation of rates.
- WBHIDCO will provide lodging facilities to the staff of Catering Agency in the dormitory. Dormitory should be kept clean by the agency.
- A menu should be provided by the catering agency every month on proper time.
- Consumption of Guthka, Biri, Pan Masala and any type of Hard Drinks is strictly prohibited in kitchen area and also at Snehodiya premises.
- Staff of the Catering Agency will be in their uniform provided by the Agency during their duty hours. Kitchen & the appliances should be clean and the cleaning will be done by the catering agency.
- Catering Agency should accommodate the opinions of the Seniors' about the quality of food.
- WBHIDCO officials are entitled to supervise the whole process of catering services on regular basis. A 'SOP'(Standard Operating Procedure) will be provided by the WBHIDCO officials for conducting day to day operation.

- Catering Agency should depute professional manpower's from F&B (Food and Beverage) industry for different types of work like servicing, cooking & cleaning etc.
- Catering Agency should clean the kitchen area and kitchen equipments on regular basis.
- Stacking of food materials should be properly maintained.
- 2(Two) Managers / Supervisors should be placed from F & B industry. One manager should be placed for day to day operation at Snehodiya 24 x 7.

2) ELIGIBILITY CRITERIA:-

- (a) The bidder should have experience in providing similar types of catering services for a period not less than 05 years.
- (b) The credential submitted by the intending bidder should be signed on each page. Any forged documents will lead to cancellation of the bid without making any reference.
- (c) Registration with FSSAI (Food Safety and Standard Authority of India) is mandatory.
- (d) The bidder should have valid PAN & GST No.
- (e) The bidder should have minimum annual turnover of Rs.15 Lakh during last three years as per audited balance sheet.

3) Information to the bidders:

- a) Before submission of bid offer, the intending bidders should make themselves acquainted thoroughly with the existing facilities available in the building.
- b) The intending bidders should quote the rate against each item of catering services viz., Bed Tea, Breakfast, Lunch, Evening Tea & Snacks and Dinner on daily basis.
- c) The Catering Items will have to be served to the inmates in the rooms only of the 10 storied building of Snehodiya.
- d) The date of operation process will be intimated in the work order.
- e) Any bid / offer containing overwriting will be liable to be rejected. All corrections are to be attested under the dated signature of the bidder without which the bid/offer may be rejected.
- f) Conditional E.O.I will not be accepted under any circumstances and bid may be rejected.
- g) Rate is to be quoted including GST.
- a) Validity period of operation will be initially for a year and depending on their satisfactory performance, the duration of operation period can be renewed for a year from the date of agreement.
- b) Intending bidders should provide the rate against each type of man power supply on Man Days of Duty hours basis along with all statutory fees including bonus, dresses, P.F, ESI, if any etc.
- c) WBHIDCO reserves the right to cancel the bid without assigning any reason whatsoever. In case of cancellation, no liabilities will be incurred by the WB HIDCO.
- d) No bid will be entertained if sent by Post / Courier.
- e) The selected bidder will have to follow the instructions mentioned in the LOI / Work Order.
- f) Intending bidder will have to deposit 2% of the quoted amount at the time of submission of agreement paper in the form of Bank Draft from any Nationalized Bank in favor of "WBHIDCO Ltd." payable in Kolkata. The selected bidder has to deposit the balance amount of security deposit i.e. 8% as earnest money of quoted amount before issuing work order.
- g) If it is found that the operation of the agency is not satisfactory/ or not in conformity with the instruction of the authority, WBHIDCO reserves the right to terminate the contract after serving one month's prior written notice along with forfeiture of Earnest Money submitted in the form of bank Guarantee.
- h) The agencies will have to visit the site "Snehodiya" prior to participation in the bidding for catering works in "Snehodiya".
- i) An agreement will be required to be executed by the selected bidder with WBHIDCO before starting the work, the cost of which will be borne by the selected bidder.

Date & Time Schedule:

a)	Pre Bid Discussion	:	17 th May, 2022 at 12.30 pm At Mini conference Room of WBHIDCO.
b)	Last date & time for receiving application with credential for empanelment	:	24 th May, 2022 up to 3.30 pm At the chamber of AGM(Snehodiya)
c)	Last date of Permission for participation in financial bid	:	27 th May, 2022.

d)	Issue of E.O.I Documents for submission of Financial Bid	:	27 th May, 2022 up to 3.00 pm At the chamber of AGM(Snehodiya)
e)	Last date and time for submission of Financial Bid	:	03 rd June, 2022 up to 1.30 pm At the chamber of AGM(Snehodiya)
f)	Opening of Financial Bid	:	03 rd June, 2022 at 3.30 pm

AGM (SNEHODIYA)
WB HIDCO

Memo No:- 407(8)/HIDCO /AGM(Snehodiya) /049

Dated: 06.05.2022

Copy forwarded for information and with the request to Display in the Notice Board to the:

1. Joint Managing Director, WB HIDCO.
2. Chief Engineer, WB HIDCO
3. GM (Mkt.), WBHIDCO
4. C.F.O. WB HIDCO
5. AGM (E) II, WB HIDCO.
6. P.S to MD, WB HIDCO.
7. Manager (BBCC), WB HIDCO.
8. SMIT. WB HIDCO

AGM (SNEHODIYA)
WB HIDCO