

West Bengal Housing Infrastructure Development Corporation Limited

(A Government of West Bengal Undertaking)

HIDCO BHABAN, 35-1111 MAR, Near 3rd Rotary, New Town, Kolkata-700156.

E-mail:curators@wbhidco.in Website: www.wbhidcoltd.com

Memo No:- 028/HIDCO /Curator(Snehodiya) /033/A/2020-2021

Dated: 12.07.2023

NOTICE INVITING E. O. I NO-1 OF 2023-2024 OF CURATOR SNEHODIYA, NEW TOWN, KOLKATA, WB HIDCO

An Expression of Interest [EOI] is hereby invited **through E-Tender Portal** by WBHIDCO from the Experienced and professional managed Care Service Agencies for **“Caring Service including supply of man power for day to day operation in Snehodiya in New Town, Kolkata”**.

Introduction – As a part of social commitment WBHIDCO has launched a flagship project for a cozy and homely accommodation of senior citizens in “Snehodiya”, New Town, Kolkata. It is a 10-storied building. Each floor of the building consists of on an average 15 rooms. There are 147 rooms in the building. This will be a place to enjoy the active retired life in a beautifully designed room according to their own choice in a clean environment. The said senior living space will render opportunity to the inmates to live with privacy and comfort in their own apartment and also to enjoy the company of like-minded people as neighbors. Snehodiya offers professionally managed 24 x 7 care for health and fitness of its inmates and Guests.

The tenderers are advised to carefully read all the ‘Terms & Conditions’ contained in this EOI. They should particularly go through the minimum desired Prequalification (PQ) works credential & financial eligibility criteria and satisfy themselves of all the mandatory eligibility requirements. The tenderers desirous of participating in the e-tender should submit their tenders only if they fulfill the minimum PQ eligibility criteria and are in possession of all the required PQ Credential documents “in original” as these may be summoned by the Tendering authority for verification purposes.

The detailed EOI document is available at <https://wbtenders.gov.in/nicgep/app> and also in WBHIDCO portal at <https://www.wbhidcoltd.com>. Interested participants who meet the pre-qualification criteria may submit their tenders online with all the necessary documents as instructed in the EOI.

Scope of Work – As a part of social commitment HIDCO has embarked upon housing for senior citizen in Snehodiya. This will be a place to enjoy the active retirement life in beautifully designed room according to their own choice in a clean environment. The habitat will get opportunity to live with privacy and comfort in their own apartment, while having also the opportunity to enjoy the company of likeminded people as neighbour. Snehodiya will be professionally managed 24 x 7 care for health and fitness of its Guests. The rate is to be quoted in the attached in the BOQ.

HIDCO intend to engage the professionally managed **Caring Service** group for supply of **Man Power** for 24 x 7 caring facility for the Guest of Snehodiya.

Part - A

Sl No	Item	No	Job Description	Timing	Min Qualification
1	Doctor	1	Regular General Checkup of the Guests of Snehodiya and prescribe medicine. Consultation over phone to the Nurses.	5 Days in a week for Four (4) Hours	GP, MBBS
2.	Geriatric Doctor	1	Geriatric Checkup of the Guests of Snehodiya and do the needful	Twice in a month	Geriatrician
3.	Trained Nurse	3	Monitoring of health situation as per need. Assist the doctor for Primary intervention in emergency situation. Vital signcheck up at regular interval and basic procedure as per doctor advice. Check up as and when required to the Guest. ECG, Nebulizer, injection, Oxygen - need to do as per Guest requirement.	24 x 7	Certified course from authentic recognized organization and experience to handle geriatric patient.
4.	General Duty Attendant	2 in each Floor	Helping the Guests in their regular work like pouring water, bringing food, washing their utensils etc etc. Taking care of the Guest.	24 x 7	At least 8 pass
5.	Laundry Operator	2	Daily laundry for the guest and weekly laundry of Snehodiya linen.	From 10.00AM to 4.00P.M	Must have knowledge to operate Washing Machine.
6.	Facility Manager	3	Supervise and report to the authority of the entire activity and point of contact for the Guest of Snehodiya& the authority. POC with other supporting staffs.	24 x 7	Having experience in similar type of work for a period of not less than 5 years.

Selected Tenderer will be fixed up the cost for the following items, however cost will be bear by the Guest of Snehodiya.

1.	Counselor	1	Counseling of the Guests	On Call	
2.	Ayah, Driver, Escort Service	1	Payment will be made from Guest concerned.	On Call	
3.	Nutritionist	1	Nutrition consultant	On Call	

Part - B

Emergency Hospitalization - Emergency Hospitalization of the Guests of Snehodiya and initial procedures of hospitalization and initial monitoring will be the responsibility of the Caring Service. The initial payment will be borne by the service provider (Maximum Rs.50,000/-). It will be reimbursed by HIDCO/Guest within a month after submission of proper bills and vouchers. Caring Service Provider also take care of the Guests after discharging from the Hospital to Snehodiya.

1) ELIGIBILITY CRITERIA:-

General Eligibility

SI.NO.	ELIGIBILITY CRITERIA	DOCUMENT PROOF
1	<ul style="list-style-type: none">• The tenderer may be a Company, Partnership Firm or Sole Proprietorship Firm.• The tenderer shall be a single entity• The tenderer shall be solvent on the date of submission of tender.	<ul style="list-style-type: none">• Copy of Certificate of Incorporation / Registration under CompaniesAct1956/2013• Documentary proof for business operation in India
2	The tenderer must have an experience in providing both personal and clinical services to large senior living home with capacity of minimum 100 residents for more than 3 years.	Work Completion Certificate + Work Order issued by the client and self- declaration with work details may please be submitted.
3	The tenderer must be registered in India with an experience of working in India for more than 5 years.	Work Completion Certificate + Work Order issued by the client and self- declaration with work details may please be submitted.
4	The tenderer should not have in the past 5 years, preceding the due date of this proposal, been (i) Expelled from any project or contract by any government or government instrumentality. (ii) Barred by any government or government instrumentality in India.	A self-declaration by the tenderer may be submitted in this regard in a Non- Judicial Stamp Paper.
5	The tenderer should have the ability in providing the emergency hospitalisation services to the residents of Snehodiya having three to four care manager, based on New Town of Salt Lake.	
6	The tenderer should have employee strength on their pay roll at least 100 (One hundred).	
7	The tenderer should have a minimum average annual turnover of INR 5 (Five) crores only and must be a profit making organization for the last 3 (Three) years ending on 31.03.2022	Annual Audited Accounts of last 3 (three) financial years ending 31 st March 2022 may please be submitted.

8	Other mandatory legal documents Trade License <ul style="list-style-type: none"> • GST Certificate • Income Tax Return (Last 3FY) • Copy of PAN • Articles of Association/Company • Registration (depending on company type) • Professional Tax Clearance Certificate for last FY 	Copy of the valid documents
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Terms & Conditions:

- i) Before submitting tender, the intending participants should make themselves thoroughly acquainted with the existing facilities available in Snehodiya,. No claim, whatsoever, will be entertained on these counts afterwards.
- ii) The selected tenderer will have to enter into an agreement with WBHIDCO within 07(seven) days from the date of issuing Work Order, the cost of which will have to be borne by the selected Tenderer.
- iii) Any tender containing overwriting is liable to be rejected. All corrections are to be attested under the dated signature of the Tenderer without which the tender may be considered informal.
- iv) No conditional tender shall be accepted.
- v) A prospective Tenderer requiring any clarification about the EOI document and the scope of work may contact the undersigned through e-mail/ letter before the Pre-Bid Meeting. After the Pre-Bid Meeting, no request for any clarification in this regard will be entertained.
- vi) On opening of EOI responses, if the Tender Committee feels, they may ask for supporting documents in respect of the claim of the Tenderer and the Tenderer will have to submit supporting documents as well as written clarifications as required by the Committee within three days.
- vii) The EOI response submitted by the Tenderer should be in English language only. All the documents relating to the EOI (including brochures) supplied by the Tenderer should also be in English, and the correspondence between the Tenderer & WB HIDCO should be in English language only.
- viii) WBHIDCO reserves the right to accept / reject, at its sole discretion, any or all evaluated technical / financial proposals of the Tenderer and cancel this tender process without assigning any reason whatsoever.
- ix) No sub-contracting will be allowed.

- x) No consortium is allowed to participate.
- xi) HIDCO will not provide any food facilities to the staffs of Caring Agency, only lodging facility for the floor attendants and Nurses.
- xii) Staff of the Caring Agency will be in their neat & clean dress providing by the agency during their duty hours.
- xiii) Facility Manager cum Supervisor will report to the authority of HIDCO on day to day basis and will be on duty 24 X 7. They will be the POC of the Guest & liaise between the authority and the Guest. They will also POC to supporting staffs. They will take care of day to day work as and when require by the authority.
- xiv) Facility Manager cum Supervisor while on duty, may connect to the authority with their own mobile phone and no mobile charges will be borne by the WBHIDCO authority.
- xv) Every fortnightly monitoring staffs by the officials of the agency in Snehodiya.
- xvi) 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.
- xvii) Operation process will be started from the stipulated date which will be mentioned in the work order.
- xviii) If HIDCO requires extra man power in each category for a stipulated period as & when necessary. The agency would provide extra manpower, the wages will be fixed as rate quoted by the agency in each category.
- xix) Rate is to be quoted excluding GST and any other incidental charges.
- xx) Validity period of operation will be for 3 (Three) years from the stipulated date which will be mentioned in the Work Order to be issued by Curator (Snehodiya)of WB HIDCO. However, initial Work Order will be issued for One Year and renewed work order will be issued every year on completion of work satisfactorily in the relevant previous year.
- xxi) WB HIDCO reserves the right to refuse permission to any participants without assigning a reason whatsoever. In case of cancellation, no liabilities will be incurred by the WB HIDCO.
- xxii) No application will be entertained if sent by Post / Courier.
- xxiii) The lowest bidder will have to follow the instructions which will be mentioned in the LOI / Work Order to be issued by WBHIDCO Ltd.
- xxiv) If it is found that operation of the agency is not satisfactory/ not obeying the instruction of the authority, then HIDCO reserve the right to take penal action against the operating agency followed by one month's termination notice along with termination of contract with forfeiture of Deposit Security Amount.
- xxv) The operational agency is supposed to carry the operation round the Clock.

Earnest Money Deposit (EMD) :-

- In the event of e-filling, intending bidder may download the tender documents from the website <https://www.wbtenders.gov.in> directly with the help of Digital Signature Certificate.
- The process of deposit of earnest money through offline instruments like Bank Draft, Pay Order etc. has been stopped for e tender procurement of this office. Necessary Earnest Money will be deposited by the bidder electronically online through his net banking enabled bank account, maintained at any bank from the e-tendering portal. Intending Bidder will get the Beneficiary details from e-tender portal with the help of Digital Signature Certificate and may transfer the EMD from their respective Bank as per the Beneficiary Name & Account No., Amount, Beneficiary Bank Name (ICICI Bank)& IFSC Code and e-Proc Ref. No.
- Bidders are also advised to submit EMD of their bid, at least 03 (three) working days before the bid submission closing date as it requires time for processing of Payment of EMD

2) Performance Bank Guarantee: -

Intending Tenderers will have to submit Performance Bank Guarantee of the Earnest Money of Rs.5 lakhs of the selected Tenderer will be converted into Performance Bank Guarantee.

- i) The intending tenderer should quote the rate against each item of caring services as man days as per BOQ. **Rate is to be quoted excluding GST.**
- ii) The date of operation process will be intimated in the work order.
- iii) Validity period of operation will be initially for 3(three) years and depending on their satisfactory performance, the duration of operation period may be renewed as per decision of the Competent Authority.
- iv) No tender will be entertained if sent by Post / Courier.
- v) The selected tenderer will have to follow the instructions mentioned in the LOI / Work Order.
- vi) 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.

3) Tender Process:

- I. The tender documents containing the company profile and work experience of the tenderer will have to be uploaded on the e-portal of NIC.
- II. The financial tender will have to be uploaded on the e-portal of NIC.
- III. WBHIDCO Ltd. authority reserves the right to cancel the E.O.I. due to unavoidable circumstances and no claim in this respect will be entertained.
- IV. A tender shall remain valid for a period not less than 180 (one hundred eighty) days from the last date of submission of Financial tender.
- V. There shall be no provision of Arbitration.

4) Schedule of Dates:

Sl. No.	Schedule	Date & Time
1	Date of up loading of EOI and other documents (Online)	14.07.2023 at 5.00 PM
2	Documents download start date of tender documents(Online)	14.07.2023 at 6.00 PM
3	Documents download end date of tender documents (Online)	28.07.2023 up to 2.00 PM
4	Pre -Bid Meeting Date	20.07.2023 at 3.00 PM at 3 rd Floor Conference Room of HIDCO Bhaban.
5	Bid submission start date (On line)	22.07.2023 from 6 PM
6	Bid Submission closing (On line)	28.07.2023 up to 3.00 PM
7	Bid Opening date for Technical proposal (Online)	31.07.2023 at 4.00 PM
8	Date of uploading the final list of Technically Qualified Bidder (On line) after disposal of appeals, if any.	To be Notified
9	Opening of Financial tenders	To be Notified
10	Online publication of the final selection	To be Notified

CURATOR (SNEHODIYA)
WB HIDCO

Memo No:-028/1(10)/HIDCO/ 33/A/Curator(Snehodiya)

Dated: 12.07.2023

Copy forwarded for kind information to:

1. Joint Managing Director, WB HIDCO.
2. Chief Engineer, WB HIDCO
3. C.F.O. WB HIDCO
4. F.O. WB HIDCO
5. GM (Mkt.), WB HIDCO.
6. GM (E) II, WB HIDCO.
7. Medical Officer, NKDA.
8. SM (IT.) WB HIDCO
9. Resident Operation Manager (Snehodiya)
10. Sr. Accountant (Snehodiya)
11. P.S to MD, WB HIDCO.

CURATOR (SNEHODIYA)
WB HIDCO

Annexure no.I

BILL OF QUANTITIES

“Caring Service” including supply of Man Power for day to day operation in Snehodiya in New Town, Kolkata.”

Ref – EOI No.1 of 2023-2024 of Curator (SNEHODIYA), WB HIDCO.
For the Year of 2023 -2024, 2024 – 2025 & 2025 - 2026

No.	Description of item	Unit	Total Man Days	Total Amount (Rs.)
1.	Doctor (Minimum – MBBS) Duty – 4 Hrs (1 no. x 261 days)=261 X 3 =783 Man-days	Man-days	783	
2.	Geriatric Doctor, 4 Hrs. [visit Twice in a month] (2 nos. X 12 months) = 24 X 3 = 72 Man days	Man-days	72	
3.	Nursing Staff (Trained Nurse) Duty - 8 Hrs. / Shifts (1 nos. x 3 shifts x 365 days) = 1095 X 3 = 3285 + 1 = 3286 Man-days	Man-days	3286	
4.	General Duty Attendant, Duty - 8 Hrs. / Shifts (10 floors x 2 nos. x 3 shifts =60 Nos. x 365 days) =21900 X 3 = 65700 + 1 = 65701 Man-days	Man-days	65701	
5.	Laundry Operator, 8 Hrs. Duty (2no. x 365 days) =730 X 3 = 2190 +1 =2191 Man-days	Man-days	2191	
6.	Facility Manager, Duty - 8 Hrs. / Shifts (1 nos. x 3 shifts x 365 days)= 1095 X 3 = 3285+ 1 = 3286 Man-days	Man-days	3286	

Note : - Sl. No. 3 to 6 - an extra Man day has been added as 2024 is a leap year.

NB:-The rate against item no. 1 to 6 should include Bonus, Dresses, P.F, ESI, and holidays as applicable.

Annexure II: Covering Letter for submission of EOI

(To be submitted on the letterhead of the Tenderer)

(Date)

To,

Ref:

Sub: Submission of an EOI for "Caring Service including supply of man power for day to day operation in Snehodiyain New Town, Kolkata"

Dear,

Sir/Madam,

On examining the EOI document, we, the undersigned, herewith submit our tender in response to your EOI no. _____ dated _____ for "**Caring Service including supply of man power for day to day operation in Snehodiya**", in full conformity with the said EOI document.

- i. We have read the provisions of the EOI document and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our EOI shall not be given effect to.
- ii. We agree to abide by this EOI, consisting of this letter, the detailed response to the EOI and all attachments, for a period of 180 days from the date of submission of the tender.
- iii. We would like to declare that we are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices.
- iv. We would like to declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this EOI.
- v. We hereby declare that all the information and statements made in this EOI are true and accept that any misrepresentation contained in it may lead to our disqualification.
- vi. We understand you are not bound to shortlist / accept any tender you receive.

Yours sincerely,

Signature of the Authorized Signatory and Seal of the Tenderer

Name:

Designation:

Date:

Annexure III: Details of the Responding Tenderer (To be submitted on the letterhead of the Tenderer)

1.	Name of the company	
2.	Official address	
3.	Phone No. And Fax No.	
4.	Corporate Headquarters Address	
5.	Phone No. And Fax No.	
6.	Web Site Address	
7.	Details of Company's Registration (Please enclose copy of the company registration document)	
8.	Name of Registration Authority	
9.	Registration Number and Year of Registration	

Signature of the Authorized Signatory and Seal of the Tenderer

Name:

Designation:

Date:

AnnexureIV: Declaration for not being blacklisted(To be submitted on the letterhead of theTenderer)

Self-declaration for not being blacklisted by any Government Entity

(Date)

To,

Sub: Submission of an EOI for "Caring Service including supply of man power for day to day operation in Snehodiya"

Ref: EOI Notice No.

Dear Sir/Madam,

In response to the above mentioned EOI I/We, _____, as _____ <Designation> of M/s_____, hereby declare that we are having unblemished past record and are not declared blacklisted or ineligible to participate for tender by any State/Central Government, Semi-Government or PSU.

Sincerely,

Signature of the Authorized Signatory and Seal of the Tenderer

Name:

Designation:

Date:

Annexure V: Details of Projects undertaken(To be submitted on the letterhead of the Tenderer)

Assignment Name:		
Location in India / abroad:	Duration of Assignment:	
Name of Client:	Total Project Value:	
Address of the Client:	Value of the services provided by the bidder:	
Start date:	Completion date:	No. of person-months of the assignment:
Narrative description of Project:		
Description of actual services provided:		

Signature of the Authorized Signatory and Seal of the Tenderer

Name:

Designation:

Date:

Annexure VI: Bio-data of Experts (Geriatric Doctor, General Physician, Facility Manager, Nurse, GDA, Laundry Operator)

1. Expert Category:

2. Name of the person:

3. Qualifications:

4. Year of working experience in the related field:

5. Year of working experience in this Company:

Signature of the Authorized Signatory and Seal of the Tenderer

Name:

Designation:

Date