

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: wbhidcoltd@gmail.com Website: www.wbidcoltd.com

Memo No: - 229/HIDCO /AGM(Snehodiya) /049/1

Dated: 14.10.2025

NOTICE INVITING E. O. I NO-2 OF 2025-2026 OF SNEHODIYA, NEW TOWN, KOLKATA, WB

HIDCO

2nd Call

An Expression of Interest [EOI] is hereby invited by WBHIDCO from the Experienced and professionally managed catering service Agencies (registered with FSSAI) for "Supply of daily meals to the RESIDENTS of the 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 is 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 renders opportunity to the RESIDENTS to live with privacy and comfort in their own apartment and to enjoy the company of like-minded people as neighbors. Snehodiya offers professionally managed 24 x 7 care for health and fitness of its RESIDENTS and Guests. Preparation and cooking of the food skillfully and hygienically is as important as to make food pleasing to the RESIDENTS of Snehodiya. Optimum standard is maintained in preparation of food so as to make the same palatable to the RESIDENTS.

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 fulfil 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.wbidcoltd.com>. Interested participants who meet the pre-qualification criteria may submit their tenders online with all the necessary documents as instructed in the EOI.

1) SCOPE OF WORK: -

WBHIDCO requires the following services from the professionally managed Catering service agencies.

- Food must be served to approximately 185 Senior Citizens (this number may vary + / - 20) daily 4(four) times [breakfast with tea / coffee, lunch, evening tea with snacks and dinner} including bed-tea.
- Food is to be prepared hygienically with desired calories and weight, maintaining standards as laid down by FSSAI for the Senior Citizens in consultation with the nutritionist / dietician. Food is to be served in a decent manner and to the individual rooms of the Senior Citizens.
- Food must be prepared keeping in mind about the needs of both diabetic & nondiabetic residents.
- If necessary, special food will be required to be prepared on the demand of RESIDENTS due to illness or as per doctor's prescriptions.
- An elaborate menu will have to be implemented by the Agency with ingredients as mentioned in BOQ, after discussing with the Snehodiya management.
- Any change of menu may be made within 24 hours' notice before hand & should be notified to the residents and management.
- The timing of serving food must be made during specific time frames every day fixed by Snehodiya administration.
- Raw materials should be fresh, seasonal and of good quality and should be checked properly by catering staff before receiving it.
- Standing order by the residents if any as per doctor's advice must be maintained by the caterer.
- Food must be prepared at Snehodiya's kitchen. WBHIDCO will provide certain kitchen equipment with the kitchen space to the catering agency.
- Adequate number of professional staff from F & B industry shall have to be engaged for day-to-day smooth operation.
- Use of **RICE, SPICE, ATTA, OIL & OTHER MATERIALS** must be branded, FSSAI certified & within the usage timeframe as mentioned. Brands are mentioned in annexure.
- Cooking should be less oily and less spicy.

Terms & Conditions:

- Catering Agency will have to equip the kitchen with all the necessary equipment for cooking, & providing food to the seniors / residents.
- Catering Agency will have to provide good quality of Crockeries, Cutleries to serve food to the residents of Snehodiya. Food should be served on Bone china / Porcelain crockery (Microwave and Dish washer safe)
- Catering agencies need to take care of cleanliness of crockery and cutlery.
- Catering Agency should also clean the kitchen area and kitchen equipment on regular basis.
- Except the GAS BANK and Kitchen Chimney, every other provided equipment like trolley, bain-marie, refrigerators and other equipment must be maintained by the agency.
- WBHIDCO provide electric power points and water supply to the kitchen. However, Electricity cost have to borne by the Catering Agency as per their consumption.
- Kitchen & the appliances should be cleaned by the catering agency.
- 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 Snehodiya Administration for conducting day to day operation.
- Catering Agency should depute professional manpower from F&B (Food and Beverage) industry for different types of work like servicing, cooking & cleaning etc. 2(Two) Managers should be placed from F & B industry. One of them should be placed at Snehodiya 24 x 7 days.
- Managers should be solely responsible to take calls, complaints or suggestions from the RESIDENTS as well as from the officials of Snehodiya. Managers should keep close liaison in a courteous manner with the RESIDENTS and officials of Snehodiya on regular basis for smooth execution of the catering service.
- In case of illness or emergency, especially needed food must be prepared, and the provisions for this like keeping the stocks of needed raw ingredients must be maintained under all circumstances.

Information to the caterer:

- The catering agency should inspect and acquaint themselves with the existing facilities like Kitchen, dining space, washing area, staff housing etc. before quoting their rates. No claim in this respect will be entertained after evaluation of rates.
- Provision of lodging of eight numbers of staffs of catering service in a dormitory. However, cleaning of the area will have to made by the staffs themselves.
- A seasonal menu should be provided by the catering agency in consultation with the Snehodiya authority
- Consumption of Guthka, Biri, Pan Masala and any type of Hard Drinks is strictly prohibited in kitchen area and within Snehodiya premises.
- Staff of the Catering Agency should be in their uniform to be provided by the Agency during duty hours.

2) ELIGIBILITY CRITERIA: -

A) General Eligibility

Sl. 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 Companies Act 1956/2013 • Partnership deed. • Documentary proof for business operation in India
2	The tenderer must have an experience of similar type of catering service to 150(Persons) in any similar organization at least one year continuously during last five 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 at least 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 a minimum average annual turnover of INR 8(eight) crore only and must be a profit-making organization for the last 3 (three) years	Annual Audited Accounts of last 3 (three) financial years prior to 31 st March, 2025.
6	Other mandatory legal documents Trade License <ul style="list-style-type: none"> • Current GST registration. • Current Trade license. • Income Tax Return (Last 3FY) • Copy of PAN • FASSAI Certificate • Articles of Association/Company • Registration (depending on company type) • Professional Tax Clearance Certificate for last FY 	Copy of the valid documents

B) Technical Eligibility:

The bidder will have to submit the detailed resume with work experience for the key experts as mentioned below.

a) Catering Service Team

Position	Desirable Qualification	Required Experience
Lead Manager - 1	Bachelor's degree in hotel Management. Suitable and efficient for the job.	A minimum of 3(three) years of experience required in related field.
Assistant Manager -1	Diploma in hotel management. Suitable and efficient for the job.	A minimum of 3(three) years of experience required in related field.
Head Chef - 1	Suitable and efficient for the job.	Trained & Experienced in this kind of job for 3(three) years.
Assistant Cook -2 Helper -1 Utility Staff - 2 Service boys - 5 (Number may be enhanced by the agency as per requirement of smooth servicing)	Suitable and efficient for the job.	Trained

C) Tender Evaluation Mechanism:

The proposals shall be evaluated through 'Combined Quality and Cost Based Selection (QCBS) process and ranked accordingly by a Committee constituted by WBHIDCO. The Technical and Financial Evaluation will be made on a total score of 100, out of which 70 marks are allotted for Technical Evaluation and 30 marks for Financial Evaluation. Both the Technical and Financial Proposals should be marked separately. The Technical Proposals will be evaluated in the following way: -

Sl. No.	Criteria	Scoring	Supporting document to be submitted	Maximum Score														
1	Work experience	<p>Experience in the field of catering Service</p> <p>For rendering catering service to 150 persons in 1(one) organization continuously during at least 1 year for last 5 years.</p> <p>5 Marks</p> <p>For more than 1 Organization: 10 Marks</p>	Work Completion Certificate + Work Order issued by the organization and self- declaration with catering service details may please be submitted.	10														
2	Marks of proposed team members for the entire catering service; any change during work-period will have to be got approved by the WBHIDCO	<table border="1"> <thead> <tr> <th>Position</th> <th>Mark</th> </tr> </thead> <tbody> <tr> <td>Lead Manager</td> <td>4</td> </tr> <tr> <td>Assistant Manager</td> <td>2</td> </tr> <tr> <td>Head Chef</td> <td>1</td> </tr> <tr> <td>Assistant Cook</td> <td>1</td> </tr> <tr> <td>Service Boys</td> <td>1</td> </tr> <tr> <td>Utility & Helpers</td> <td>1</td> </tr> </tbody> </table>	Position	Mark	Lead Manager	4	Assistant Manager	2	Head Chef	1	Assistant Cook	1	Service Boys	1	Utility & Helpers	1	Detailed resume of the proposed team members will have to be submitted along with specific Position. The resume must be signed by both the incumbent and the authorized signatory of the tenderer.	10
Position	Mark																	
Lead Manager	4																	
Assistant Manager	2																	
Head Chef	1																	
Assistant Cook	1																	
Service Boys	1																	
Utility & Helpers	1																	
3	Technical presentation	<p>Presentation before an evaluation committee covering the following points: -</p> <ul style="list-style-type: none"> • Service Proposal – 20 Marks • Proposed Detailed Execution Plan – 30 Mark 		50														
Total maximum Score				70														

Based on the above marks, each applicant would be assigned a technical score out of 70 marks. The applicants scoring more than 50 marks in the technical section will be declared eligible for financial evaluation. The Financial Proposals of only Technically Qualified Bidders will be opened for further consideration. The Bidder (L1) who has quoted the lowest price will be given a score of 30. The other Bidders (N, N1, N2, N3 etc.) will be allotted scores based on the score of L1 as per the formula: " $L1/N \times 100$ ". An all-inclusive lump sum fee excluding GST will have to be quoted by the bidders at the appropriate section of the e-tender portal. Disclosure or indication of quotation at any other section will lead to disqualification of the bidder. The bidder obtaining the highest marks on combining Technical and Financial scores will be awarded the consultancy work.

D) Terms & Conditions:

- 1) Before submitting tender, the intending participants should make themselves thoroughly acquainted with the existing facilities available in Snehodiya, as no claim whatsoever will be entertained on these counts afterwards.
- 2) Special lunch will be arranged monthly after discussion with Snehodiya management.
- 3) 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 be borne by the selected tenderer.
- 4) 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.
- 5) No conditional tender shall be accepted.
- 6) A prospective tender 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.
- 7) 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.
- 8) 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 will be in English language only.
- 9) WBHIDCO reserves the right to accept / reject, at its sole discretion, any or all evaluated technical / financial proposals of the tenderer and cancel this bidding process without assigning any reason whatsoever.
- 10) No sub-contracting will be allowed under any circumstances.
- 11) No consortium is allowed to participate.
- 12) No escalation will be allowed.

E) Earnest Money Deposit (EMD) :-

All intending Tenderers will have to deposit Earnest money amounting to Rs.5 lakhs. Deposit of such Earnest Money and uploading of the same online should be completed by 3.00 PM on 14.11.2025

F) Performance Bank Guarantee: -

- Intending Tenderers will have to submit Performance Bank Guarantee of Rs.15 lakhs. The Earnest Money of Rs.5 lakhs of the selected Tenderer will be converted into Performance Guarantee and remaining 10 lakhs will have to be deposited by the selected Tenderer either by Bank Draft or by Recoverable Bank Guarantee, from any Scheduled Bank with branch at Kolkata, valid for the entire period.
- The intending tenderer should quote the rate against each item of catering services viz., Bed Tea, Breakfast, Lunch, Evening Tea & Snacks and Dinner on daily basis as per BOQ. **Rate is to be quoted excluding GST.**
- The date of operation process will be intimated in the work order.
- Validity period of operation will be initially for a year and depending on their satisfactory performance, the duration of operation period may be renewed as per decision of the Competent Authority in the same terms and conditions.
- No tender will be entertained if sent by Post / Courier.
- The selected tenderer will have to follow the instructions mentioned in the LOI / Work Order.

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

• **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 in .rar file.
- II. The financial tender will have to be uploaded on the e-portal of NIC in .rar file.
- 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.

1) Schedule of Dates:

Sl. No.	Schedule	Date & Time
1.	Online Publishing of e-tender	14.10.2025 at 4 PM
2.	Online downloading of Bid documents.	14.10.2025 at 4 PM
3.	Pre –bid meeting.	30.10.2025 at 3.00 pm At 3 rd floor Conference Room of HIDCO Bhaban
4.	Start date of Bid Submission through on-line mode.	31.10..2025 from 11 AM
5.	Last Date of Submission of bid (Technical & Financial) through on-line mode.	14.11.25 up to 4 PM
6.	Opening of Technical bid	18.11.2025 4 PM
7.	On-line publication of the list of qualified bidders after evaluation of technical bids.	21.11.2025 at 3 PM
8.	Date of Technical presentation.	25.11.2025 at 3 PM At 3 rd floor Conference Room of HIDCO Bhaban.
9.	Opening of Financial bid.	To be notified later.
10.	Online publication of the final selection	To be notified later.

CURATOR (SNEHODIYA)
WB HIDCO

Memo No: - 229/HIDCO /AGM(Snehodiya) /049/1

Dated: 14.10.2025

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

1. Joint Managing Director (A) , WB HIDCO.
2. Engineer – in- Chief, WB HIDCO
3. Chief Engineer, WB HIDCO
4. Addl. Chief Engineer, WB HIDCO
5. General Manager (Marketing), WB HIDCO.
6. General Manager (Engg. - II), WB HIDCO.
7. C.F.O. WB HIDCO
8. P.S to MD, WB HIDCO.
9. SMIT. WB HIDCO

CURATOR (SNEHODIYA)

WB HIDCO

Annexure I: Covering Letter for submission of EOI
(To be submitted on the letterhead of the Tenderer)

(Date)

To,

Ref:

Sub: Submission of an EoI for “Supply of daily meals to the inmates of Snehodiya in 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 “**Supply of daily meals to the inmates of Snehodiya in New Town, Kolkata**”, 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:

Annexure II: 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:

Annexure III: Declaration for not being blacklisted (To be submitted on the letterhead of the Tenderer)

Self-declaration for not being blacklisted by any Government Entity

(Date)

To,

Sub: Submission of an EoI for “Supply of daily meals to the inmates of Snehodiya in New Town, Kolkata”

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 IV: 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 V: Bio-data of Experts (Lead Manager, Assistant Manager, Head Chef, Assistant Cook, Service Boys and Utility & Helpers)

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

BRAND ANNEXURE

INGREDIENTS	BRAND NAME
RICE	BASMATI RICE FROM KOHINOOR/ DAWAAT/ FORTUNE OR SIMILAR
OIL	MUSTARD OIL FROM DHARA/ FORTUNE / EMAMI OR SIMILAR.
	REFINED OIL FROM DHARA/ FORTUNE / EMAMI OR SIMILAR
FLOUR	ATTA FROM AASHIRVAAD/ FORTUNE, NO LOOSE ATTA
 	MAIDA FROM AASHIRVAAD OR FORTUNE, NO LOOSE MAIDA
 	
SPICES	BRANDS LIKE CATCH / JK/ COOKME OR SIMILAR, MUST BE USED.

- Use of oil and type of oil as per nutritionist recommendation.