

# WEST BENGAL HOUSING INFRASTRUCTURE DEVELOPMENT CORPORATION LIMITED

(A Government of West Bengal Undertaking)

HIDCO BHABAN, Premises No.35-III, Near 3<sup>rd</sup> Rotary, New Town, Kolkata-700156.

**R.F.P. No.03 -of 2026-27**

Memo. No. 525/HIDCO/GM(E)-IV/33/RFP-03/2026-27

Dated: 01.10.2026

| Sl. No | Name of the work<br>(1)                                                                                                                         | Earnest Money<br>(Rs.)<br>(3)                                                                                                                                                                           | Name of the Concerned Officer<br>(5) |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|
| 1.     | SELECTION OF AGENCY FOR MANAGEMENT, OPERATION AND MAINTENANCE OF MISTIKA BANQUET HALL AND UTSARI BANQUET HALL AT ECO PARK IN NEW TOWN, KOLKATA. | Rs.50,00,00.00<br>(Rupees five Lakh Only) to be submitted online through any net banking enable bank account or offline through any bank by generating NEFT / RTGS Challan from the E-Tendering portal. | General Manager (Engg)-IV, WB HIDCO  |

**Selection Method:** Combined Quality and Cost Based Selection (CQCBS/QCBS)

**Contract Period:** 5 Years,

1 years will be the notice period subject to performance and approval of WBHIDCO.

## 1. NOTICE INVITING RFP

West Bengal Housing Infrastructure Development Corporation Limited (WBHIDCO), Government of West Bengal, invites proposals from eligible and experienced in **Hospitality Management / Banquet operating Agencies / Companies / Firms** for comprehensive **management, operation, marketing, booking, event execution, housekeeping, maintenance and commercial utilization of MISTIKA Banquet Hall and UTSARI BANQUET Hall at Eco Park, New Town, Kolkata.**

The selected Agency shall be responsible for professional management, Marketing and operation of the facility and shall be required to maximize its commercial utilization while maintaining high standards of hospitality, cleanliness, safety, customer service, maintenance and compliance.

The facility comprises of the following principal facilities:

### A. MISTIKA BANQUET HALL:

1. Air-conditioned banquet facility;
2. Kitchen facility;
3. Banquet Hall including Rooms, Dinning are of approximate area 20000 Sq.Ft.
4. Lawn/open event area; (1 Acre)
5. Parking area;

6. Associated infrastructure and utilities as made available by WBHIDCO.

**B. UTSARI BANQUET HALL:**

1. UTSARI main Glass Hall with attached anti- chamber, Green room of about 12000 Sq.ft. area in the Island of Eco Park.
2. Integrated Air Conditioning System, IT System, WiFi and other M.E.P. system of Banquet Hall.
3. Adjacent Lawn/ Garden/ open event area 3 Acre.
4. Parking area located in the main land near approach walkway bridge to the Mistika Hall.
5. Adjacent kitchen area.
6. Washing Area.

The selected Agency shall operate the facility as an integrated event and banquet destination for social, corporate, institutional, government and other permissible events.

**2. IMPORTANT INFORMATION**

| Particular                                   | Details                                                                      |
|----------------------------------------------|------------------------------------------------------------------------------|
| A. Name of Assignment                        | Management, Operation & Maintenance of MISTIKA Banquet Hall                  |
| Location                                     | Eco Park, New Town, Kolkata, West Bengal                                     |
| Client                                       | West Bengal Housing Infrastructure Development Corporation Limited (WBHIDCO) |
| Approximate Banquet Hall Area 20,000 sq. ft. |                                                                              |
| Existing Facilities                          | AC Banquet, Kitchen, Lawn, Parking Area                                      |
| Selection Method                             | CQCBS/QCBS                                                                   |
| Technical Weightage                          | : Financial 70 : 30                                                          |

| Sl. No. | Particulars                                                                                                             | Date & Time                                                                            |
|---------|-------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| 1       | Date of uploading of R.F.P & other Documents(online)                                                                    | 01.10.2026 at 06:55 PM                                                                 |
| 2       | Documents download / sell start date (Online) by the bidders.                                                           | 01.10.2026 at 06:55 PM                                                                 |
| 3       | Deadline for submission of pre-bid queries. [Pre-bid queries to be submitted through official e-mail of GM (E)-IV only. | 06.10.2026 upto 12:00 NOON                                                             |
| 4       | Pre-Bid meeting                                                                                                         | 07.10.2026 at 12:00 NOON<br>at Conference Hall of HIDCO BHABAN (3 <sup>rd</sup> Floor) |
| 5       | Uploading of pre-bid minutes.                                                                                           | 08.10.2026 at 03:00 PM                                                                 |
| 6       | Bid submission start date                                                                                               | 09.10.2026 from 10:00 AM                                                               |
| 7       | Documents download / sell end date (Online)                                                                             | 27.10.2026 upto 02:00 PM                                                               |
| 8       | Bid Submission closing (Online)                                                                                         | 27.10.2026 upto 02:00 PM                                                               |
| 9       | Bid opening date for Technical Proposals (Online)                                                                       | 29.10.2026 at 02:00 PM                                                                 |
| 10      | Uploading the list of technically qualified bidder who will give presentation before the expert committee.              | 02.11.2026 at 02:00 PM                                                                 |
| 11      | Date of presentation of the technical proposal before the ex-part committee.                                            | 04.11.2026 at 12:00 Noon<br>at Conference Hall of HIDCO BHABAN (3 <sup>rd</sup> Floor) |
| 12      | List of qualified bidders with marks after evaluation of technical bids                                                 | 06.11.2026 at 02:00 PM                                                                 |
| 13      | Date for opening of Financial Proposal (Online)                                                                         | Will be intimated later                                                                |
| 14      | Final Selection                                                                                                         | Will be intimated later                                                                |

B.

### **3. BACKGROUND**

**I.** WBHIDCO is engaged in the development and management of infrastructure and facilities in New Town, Kolkata.

MISTIKA Banquet has been developed as a banquet/event facility capable of hosting a range of functions and events. The facility has approximately 20,000 sq. ft. of banquet space and includes an air-conditioned banquet facility, kitchen in MISTIKA Banquet Hall.

WBHIDCO intends to engage a professionally managed and experienced Event Management / Hospitality Agency for the effective operation and commercial management of both the said Banquet Halls and adjacent other relevant facilities as indicated in this R.F.P.

The objective is to:

- professionally operate the facility;
- improve utilization and occupancy;
- attract social, corporate and institutional events;
- develop an effective marketing and sales network;
- maintain the property and equipment in good condition;
- provide high-quality customer service;
- ensure cleanliness, hygiene and safety;
- generate sustainable revenue for WBHIDCO;
- ensure transparent accounting and reporting; and
- create a professionally managed destination for events in New Town, Kolkata.

**II.** WBHIDCO is engaged in the development and management of infrastructure and facilities in New Town, Kolkata.

UTSARI Banquet has been developed as a banquet/event facility capable of hosting a range of functions and events. The facility has approximately 12,000 sq. ft. of banquet space and includes an air-conditioned banquet facility in UTSARI Banquet Hall.

WBHIDCO intends to engage a professionally managed and experienced Event Management / Hospitality Agency for the effective operation and commercial management of both the said Banquet Halls and adjacent other relevant facilities as indicated in this R.F.P.

The objective is to:

- professionally operate the facility;
- improve utilization and occupancy;
- attract social, corporate and institutional events;
- develop an effective marketing and sales network;
- maintain the property and equipment in good condition;

- provide high-quality customer service;
- ensure cleanliness, hygiene and safety;
- generate sustainable revenue for WBHIDCO;
- ensure transparent accounting and reporting; and
- create a professionally managed destination for events in New Town, Kolkata.

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#### **4. OBJECTIVE OF THE ASSIGNMENT**

The primary objective of this assignment is to appoint a competent Event Management Agency capable of independently managing and operating MISTIKA Banquet.

The Agency shall develop and implement a comprehensive business and operating strategy covering:

1. Event sales and marketing;
2. Booking management;
3. Wedding and social event management;
4. Corporate event management;
5. Conferences and seminars;
6. Institutional events;
7. Exhibition and promotional events, wherever permissible;
8. Food and beverage operations;
9. Kitchen operations;
10. Housekeeping;
11. Facility management;
12. Preventive and routine maintenance;
13. Customer relationship management;
14. Digital marketing;
15. Brand positioning;
16. Vendor and manpower management;
17. Security and crowd management;
18. Parking management;
19. Compliance and statutory requirements;
20. Financial and revenue management; and
21. Overall day-to-day management of the facility.

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## **5. SCOPE OF SERVICES**

The selected Agency shall provide comprehensive end-to-end management and operation of MISTIKA Banquet.

### **5.1 Marketing and Business Development**

The Agency shall:

- develop an annual marketing plan;
- identify target customer segments;
- establish corporate and institutional client relationships;
- undertake digital marketing;
- maintain social media presence;
- develop promotional campaigns;
- conduct lead generation;
- maintain a booking pipeline;
- develop packages for weddings and social functions;
- develop corporate packages;
- approach PSUs, government institutions, educational institutions, hospitals, corporates and other organizations;
- establish relationships with event planners, wedding planners and travel/hospitality partners;
- undertake appropriate advertising and publicity;
- maintain website/online booking presence, if required; and
- continuously explore new revenue opportunities.

All major branding and publicity material using the name/logo of WBHIDCO or the property shall require prior approval of WBHIDCO.

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### **5.2 Booking and Event Management**

The Agency shall manage:

- enquiries;
- quotations;
- site visits;
- booking confirmations;
- advance payments;

- event schedules;
- customer coordination;
- vendor coordination;
- event-day operations;
- seating arrangements;
- stage and décor coordination;
- audio-visual requirements;
- catering;
- guest management;
- parking coordination;
- housekeeping;
- event closure; and
- post-event settlement.

A computerized/digital booking register shall be maintained and made available to WBHIDCO.

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### **5.3 Banquet Operations**

The Agency shall ensure efficient operation of the approximately 10,000 sq. ft. air-conditioned banquet facility, including:

- opening and closing procedures;
- furniture management;
- seating arrangements;
- lighting;
- air-conditioning operation;
- sound/AV coordination;
- cleanliness;
- event setup and dismantling;
- guest reception;
- customer service;
- emergency response; and
- maintaining the premises in event-ready condition.

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#### **5.4 Kitchen and Food & Beverage Operations**

The existing kitchen shall be operated and maintained by the Agency.

The Agency shall be responsible for:

- kitchen manpower;
- food preparation;
- hygiene and sanitation;
- food quality;
- menu development;
- procurement;
- storage;
- kitchen equipment operation;
- pest control;
- waste disposal;
- food safety compliance;
- catering arrangements; and
- customer service.

The Agency shall obtain and maintain all applicable food and statutory licences required for the operations.

No prohibited activity shall be permitted within the premises.

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#### **5.5 Lawn Operations**

The Agency shall manage the existing lawn/open event area including:

- lawn maintenance;
- cleaning;
- event setup;
- décor coordination;
- lighting arrangements;
- temporary structures, where permitted;
- seating;
- drainage and cleanliness;
- landscape maintenance; and

- restoration after events.

Any permanent alteration to the lawn or property shall require prior written approval of WBHIDCO.

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### **5.6 Parking Management**

The Agency shall coordinate parking operations and ensure:

- orderly parking;
- customer assistance;
- prevention of obstruction;
- safe movement of vehicles;
- appropriate signage;
- parking-area cleanliness; and
- coordination with security personnel.

Any parking fee, if permitted by WBHIDCO, shall be governed by approved terms.

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### **5.7 Housekeeping**

The Agency shall deploy adequate housekeeping manpower and ensure:

- cleaning of banquet halls;
- cleaning of kitchen;
- cleaning of toilets;
- cleaning of common areas;
- cleaning of lawn;
- waste collection;
- disposal through authorized channels;
- pest control;
- sanitation;
- replenishment of consumables; and
- post-event cleaning.

The premises shall be maintained to a high standard at all times.

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## 5.8 Operation and Maintenance

The Agency shall undertake routine and preventive maintenance of the facility and its operational equipment.

This shall include, as applicable:

- air-conditioning;
- electrical systems;
- plumbing;
- lighting;
- kitchen equipment;
- furniture;
- fixtures;
- sanitary installations;
- doors and fittings;
- signage;
- lawn-related infrastructure;
- fire-safety equipment;
- drainage;
- minor civil works; and
- other operational assets.

The responsibility for **major structural repairs/capital replacement**, unless specifically assigned to the Agency under the final agreement, shall remain with WBHIDCO.

A detailed asset register shall be prepared jointly at the commencement of the contract.

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## 5.9 Security and Safety

The Agency shall provide adequate security and safety arrangements in accordance with applicable law and directions of WBHIDCO.

The Agency shall:

- deploy security personnel;
- maintain visitor/event records;
- coordinate access control;
- maintain emergency contact systems;
- conduct fire-safety checks;

- maintain emergency exits;
  - ensure unobstructed evacuation routes;
  - coordinate with local emergency services when necessary; and
  - prepare an emergency/disaster management procedure.
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### **5.10 Manpower**

The Agency shall deploy adequate qualified manpower, including, as required:

- General Manager / Facility Manager;
- Event Manager;
- Sales & Marketing personnel;
- Banquet Manager;
- Front Office/Booking personnel;
- Accounts personnel;
- Housekeeping personnel;
- Kitchen and food production personnel;
- Service staff;
- Maintenance personnel;
- Security personnel; and
- other support staff.

The bidder shall provide a proposed organization chart and manpower deployment plan.

All personnel deployed by the Agency shall remain employees/engaged personnel of the Agency and shall not be treated as employees of WBHIDCO.

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### **5.11 Customer Service Standards**

The Agency shall establish a customer grievance and feedback mechanism.

A register/database shall be maintained covering:

- customer feedback;
- complaints;
- resolution;
- event ratings;
- repeat customers;
- booking conversion;

- cancellations; and
  - customer satisfaction.
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### **5.12 Digital Systems**

The Agency shall preferably maintain an integrated digital system for:

- enquiry management;
- booking management;
- customer database;
- invoices;
- receipts;
- event calendar;
- revenue reporting;
- vendor management;
- inventory; and
- management information reports.

WBHIDCO shall have reasonable access to relevant operational and financial information.

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### **6.1 Definition of Gross Revenue**

Unless otherwise specified in the final Agreement, Gross Revenue shall mean the total amount actually billed/collected from customers in respect of:

- banquet booking charges;
- hall rental;
- lawn charges;
- catering;
- food and beverage;
- corporate events;
- conferences;
- seminars;
- social functions;
- wedding functions;
- equipment/AV charges;
- décor-related charges, where revenue is retained by the Agency;

- parking, where applicable;
- other approved services; and
- any other commercial activity carried out from the premises.

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## **7. FINANCIAL PROPOSAL**

The bidder shall quote the amount per booking **payable to WBHIDCO**.

1. The quote of the agency should not be less than 7.5 lakhs + GST for MISTIKA BANQUET and 2.5 Lakhs + GST for Lawn adjacent to MISTIKA BANQUET.
2. The quote of the agency should not be less than 6.5 lakhs + GST for UTSARI BANQUET and 3 Lakhs + GST for Lawn adjacent to UTSARI BANQUET.
3. In completion of every year there will be a 3% price rise above the payable amount in each event.

## **8. ACCOUNTING AND REVENUE REPORTING**

The selected Agency shall maintain complete and transparent accounts.

The Agency shall:

1. maintain separate books/accounts for MISTIKA and UTSARI Banquet;
2. maintain event-wise revenue records;
3. issue proper invoices/receipts;
4. maintain bank/payment records;
5. provide monthly revenue statements;
6. provide booking and cancellation reports;
7. provide GST/tax-related records as applicable;
8. permit inspection/audit by WBHIDCO;
9. maintain digital transaction records;
10. provide annual financial statements relating to the operation, if required.

WBHIDCO shall have the right to audit or appoint an auditor to verify revenue records.

The Agency shall not suppress, divert, defer or otherwise manipulate the revenue.

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## **9. ELIGIBILITY CRITERIA**

The bidder should meet the following minimum eligibility criteria.

### **9.1 Legal Status**

The bidder shall be:

- a Company registered under the Companies Act;
- a Limited Liability Partnership;
- a Partnership Firm;
- a registered proprietorship; or
- any other legally recognized entity eligible to undertake the assignment.

The bidder shall submit documentary proof of constitution.

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## **9.2 Experience**

The bidder should have at least **5 years of experience** in one or more of the following:

- experience of handling marriages/events average 50 for last 3 years
- banquet operation atleast one;
- hospitality management;
- similar facility management.

The bidder should preferably have experience in operating facilities of comparable scale.

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## **9.3 Relevant Experience**

The bidder should have successfully managed at least:

**Three (3) similar assignments during the last seven financial years**, of which at least one should preferably involve a banquet/event facility having a built-up/usable area of approximately **10,000 sq. ft. or more** or equivalent event-handling capacity.

Relevant work orders/completion certificates/client certificates shall be submitted.

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## **9.4 Financial Capacity**

The bidder should have an average annual turnover of not less than: **₹ 5 crore** during the last three completed financial years.

Audited financial statements and/or CA-certified statements shall be submitted.

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## **9.5 Solvency**

The bidder shall demonstrate adequate financial capacity to operate the facility and meet working-capital requirements.

A banker's certificate/solvency certificate may be required.

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### **9.6 Non-Blacklisting**

The bidder shall submit a declaration that it has not been blacklisted/debarred by:

- Government of India;
- any State Government;
- Central/State PSU;
- local authority; or
- any government-owned organization,

as on the date of submission, except where specifically disclosed and legally permissible under the tender conditions.

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### **9.7 Statutory Registrations**

The bidder shall possess or undertake to obtain all applicable registrations/licences, including, where applicable:

- PAN;
  - GST;
  - Trade Licence;
  - Shops & Establishments registration;
  - FSSAI licence;
  - EPF;
  - ESI;
  - labour registrations;
  - fire-safety related permissions;
  - electrical/safety compliances; and
  - any other statutory approval required for the operation.
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## **10. SELECTION METHODOLOGY – CQCBS**

The selection shall be carried out using the **Combined Quality and Cost Based Selection (CQCBS/QCBS)** methodology.

The proposed overall weightage shall be:

**Technical Proposal – 70%**

**Financial Proposal – 30%**

The detailed evaluation matrix shall be as follows.

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## 11. TECHNICAL EVALUATION – 70 MARKS

| Sl. No.      | Evaluation Parameter                                        | Maximum Marks |
|--------------|-------------------------------------------------------------|---------------|
| 1            | Experience in banquet/event/hospitality facility management | 5             |
| 2            | Experience in managing comparable-size facilities           | 5             |
| 3            | Approach & Methodology                                      | 20            |
| 4            | Marketing & Business Development Plan                       | 15            |
| 5            | Operations, Maintenance & Housekeeping Plan                 | 15            |
| 6            | Proposed manpower & key personnel                           | 5             |
| 7            | Digital booking, accounting & revenue-management system     | 5             |
| <b>Total</b> |                                                             | <b>70</b>     |

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## 12. DETAILED TECHNICAL EVALUATION

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### 12.1 Banquet/Event/Hospitality Experience – 5 Marks

Assessment shall consider demonstrated experience in:

banquet operations: -

- i) weddings;
  - ii) corporate events;
  - iii) conferences;
  - iv) food and beverage operations;
  - v) integrated hospitality management.
- 

### 12.2 Comparable Facility Experience – 5 Marks

Preference in scoring may be given to experience involving:

- 10,000 sq. ft. or larger banquet facilities;
  - multi-function venues;
  - kitchen and catering operations;
  - lawn/open event spaces;
  - parking;
  - high-volume events.
-

### **13. APPROACH AND METHODOLOGY – 20 MARKS**

The bidder shall submit a detailed plan addressing:

1. mobilization;
2. business strategy;
3. booking process;
4. event management;
5. customer service;
6. housekeeping;
7. maintenance;
8. security;
9. food and beverage;
10. vendor management;
11. manpower;
12. quality control;
13. complaint handling;
14. revenue monitoring; and
15. reporting to WBHIDCO.

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### **14. MARKETING AND BUSINESS DEVELOPMENT PLAN – 15 MARKS**

The bidder shall submit a detailed marketing strategy including:

- digital marketing;
  - corporate sales;
  - wedding market;
  - institutional clients;
  - event planners;
  - online booking;
  - promotional packages;
  - seasonal campaigns;
  - New Town/Kolkata market positioning; and
  - revenue enhancement strategy.
-

**15. Operations, Maintenance & Housekeeping Plan- 15 Marks**

- i) Purpose and Scope
- ii) Operations Management
  - Daily operating procedures
  - Staff responsibilities
  - Opening and closing procedures
  - Visitor/customer management
  - Safety and security
- iii) Preventive & Corrective Maintenance
  - Electrical systems
  - Plumbing and water systems
  - HVAC/ventilation
  - Building and civil works
  - Equipment and machinery
  - Maintenance schedules and records
- iv) Housekeeping Management
  - Daily, weekly and monthly cleaning schedules
  - Washroom and common-area cleaning
  - Waste collection and disposal
  - Pest-control arrangements
  - Cleaning materials and equipment
- v) Health, Safety & Hygiene
- vi) Manpower Deployment & Responsibilities
- vii) Emergency & Breakdown Response
- viii) Inspection, Monitoring & Reporting
- ix) Inventory and Consumables Management
- x) Sustainability & Resource Conservation
- xi) Key Performance Indicators (KPIs)
- xii) Checklists, Logbooks & Reporting Formats
- xiii) Annual Maintenance Calendar

**16. PLAN for engagement of MANPOWER & key Personnel – 5 MARKS**

The bidder shall provide:

- organization structure;
  - manpower deployment;
  - qualifications;
  - experience;
  - shift arrangements;
  - supervisory structure; and
  - key personnel CVs.
-

## 17. DIGITAL SYSTEM – 5 MARKS

The bidder shall explain the proposed system for:

- booking;
  - billing;
  - customer management;
  - revenue tracking;
  - digital payments;
  - management reporting; and
  - data backup.
- 

## 18. FINANCIAL EVALUATION – 30 MARKS

The financial score shall be based primarily on the **amount offered to WBHIDCO**.

Let:

**F = bidder's financial score**

**A = Amount per event quoted by the bidder**

**Amax = highest amount quoted by the technically qualified bidders**

Then:

$$F = (A / Amax) \times 30$$

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## 19. COMBINED SCORE

The final score shall be calculated as:

**Combined Score = Technical Score + Financial Score**

Where:

- Technical Score = Maximum 70;
- Financial Score = Maximum 30;
- Total = 100.

The bidder obtaining the highest combined score shall be considered for award, subject to approval of the competent authority and successful completion of negotiations/contract finalization, where applicable.

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## **20. SITE VISIT**

Bidders are strongly advised to inspect MISTIKA and UTSARI Banquet before submitting their proposals.

The bidder shall satisfy itself regarding:

- physical condition;
- access;
- banquet area;
- kitchen;
- lawn;
- parking;
- utilities;
- existing equipment;
- surrounding development;
- customer access;
- operational constraints; and
- commercial potential.

No claim arising from failure to inspect the site shall ordinarily be entertained after award.

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## **21. HANDOVER OF FACILITY**

Before commencement of operations, WBHIDCO and the selected Agency shall jointly prepare:

- inventory of assets;
- condition report;
- equipment list;
- utility meter readings;
- keys/access records;
- furniture inventory;
- kitchen equipment inventory;
- electrical equipment inventory;
- fire-safety equipment inventory; and
- photographic/video documentation.

The Agency shall acknowledge receipt of the facility and assets.

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## **22. REPAIRS AND MAINTENANCE RESPONSIBILITY**

### **Agency Responsibility**

The Agency shall ordinarily bear the cost of:

- routine maintenance;
- housekeeping;
- cleaning;
- consumables;
- repairs;
- operational maintenance;
- preventive maintenance;
- equipment servicing;
- pest control;
- lawn upkeep;
- routine plumbing/electrical repairs; and
- operational manpower.
- Security manpower
- Electrical bill
- Statutory clearance.

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## **23. UTILITIES**

Electricity, water, internet, gas and other utilities shall be handled as specified in the final Agreement.

The preferred arrangement shall be that actual consumption/charges attributable to the Agency's operation are borne by the Agency.

Meter readings shall be recorded periodically.

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## **24. LICENCES AND STATUTORY COMPLIANCE**

The Agency shall obtain and maintain all licences and permissions necessary for its operations.

The Agency shall comply with all applicable:

- labour laws;
- tax laws;
- food safety requirements;
- fire and safety requirements;

- environmental requirements;
- municipal requirements;
- health and sanitation requirements;
- electrical safety requirements; and
- other applicable laws, rules and regulations.

Any licence specifically required to be obtained in the name of WBHIDCO shall be coordinated with WBHIDCO.

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## **25. INSURANCE**

The selected Agency shall maintain adequate insurance as required under the final Agreement, which may include:

- public liability insurance;
- employee/workmen compensation;
- fire and allied perils;
- equipment insurance;
- third-party liability; and
- other appropriate insurance.

The insurance requirements shall be finalized by WBHIDCO before execution of the Agreement.

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## **26. SECURITY DEPOSIT / OTHER PAYMENTS**

Any security deposit, advance, licence fee, minimum guaranteed payment or other commercial obligation shall be specified in the final RFP and Agreement.

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## **27. CONTRACT PERIOD**

The initial contract period shall be: **3 years**  
from the date of commencement.

Extension, if any, may be considered by WBHIDCO based on:

- performance;
- revenue generation;

- compliance;
- customer satisfaction;
- maintenance standards; and
- approval of the competent authority.

Extension shall not be automatic.

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## 28. PERFORMANCE MONITORING

WBHIDCO shall monitor the Agency through periodic performance reviews.

Key Performance Indicators may include:

| <b>KPI</b>            | <b>Indicative Measure</b>         |
|-----------------------|-----------------------------------|
| Revenue generation    | Monthly/annual target             |
| Booking conversion    | To be monitored                   |
| Facility utilization  | Monthly occupancy/events          |
| Customer satisfaction | Feedback score                    |
| Complaint resolution  | Within prescribed period          |
| Housekeeping          | Inspection-based                  |
| Maintenance           | Preventive maintenance compliance |
| Safety                | Zero major non-compliance         |
| Accounts/reporting    | Timely submission                 |

WBHIDCO may introduce additional KPIs in the final Agreement.

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## 29. MINIMUM PERFORMANCE REQUIREMENTS

The Agency shall not:

- sub-let the premises without approval;
- assign the contract without approval;
- conduct prohibited activities;
- make unauthorized structural changes;
- use the property for activities inconsistent with applicable laws;
- conceal revenue;
- alter approved tariff structures without authorization where approval is required; or

- create third-party rights over the property.
- 

### **30. TARIFF AND PRICING**

The Agency should follow the WBHIDCO tariff:

- banquet rental;
- lawn;
- catering;
- corporate events;
- conferences;
- social events;
- equipment;
- decoration;
- other permissible services.

WBHIDCO may approve the initial tariff structure.

Any subsequent revision beyond prescribed limits shall require prior approval.

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### **31. BRANDING**

The facility shall continue to be identified as:

**MISTIKA BANQUET and UTSARI BANQUET**

Any sub-branding or marketing name proposed by the Agency shall require prior approval of WBHIDCO.

The Agency shall not represent itself as the owner of the property.

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### **32. SUB-CONTRACTING**

Sub-contracting of material portions of the operation shall not be permitted without prior written approval of WBHIDCO.

Specialist services such as:

- security;
- housekeeping;
- pest control;
- maintenance;
- décor;

- AV;
- event production; and
- other ancillary services

may be outsourced by the Agency subject to the terms of the Agreement.

The Agency shall remain fully responsible for the performance of all subcontractors.

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### **33. CONFIDENTIALITY**

The Agency shall maintain confidentiality of:

- customer data;
- booking information;
- commercial information;
- financial information;
- WBHIDCO documents;
- operational information; and
- any other confidential information.

Customer data shall be handled in accordance with applicable law.

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### **34. INTELLECTUAL PROPERTY**

Any proprietary material, software or system belonging to the Agency shall remain its property unless otherwise agreed.

All property-specific operational data, booking records, revenue data and reports generated under the contract shall be made available to WBHIDCO.

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### **35. TERMINATION**

WBHIDCO may terminate the Agreement in accordance with the final contractual conditions in cases including:

- persistent poor performance;
- material breach;
- non-payment of Payable amount to HIDCO;
- fraud or revenue suppression;
- unauthorized assignment;
- insolvency;

- serious statutory violations;
  - abandonment of operations;
  - repeated safety violations; or
  - other specified contractual defaults.
- 

### **36. EXIT AND HANDOVER**

Upon expiry or termination, the Agency shall:

- hand over the premises;
  - hand over assets;
  - hand over records;
  - hand over booking information;
  - settle accounts;
  - clear dues;
  - remove its movable property;
  - restore the premises as required; and
  - cooperate in transition to WBHIDCO or its nominated agency.
- 

### **37. DISPUTE RESOLUTION**

Any dispute shall first be referred to the designated authority of WBHIDCO for amicable resolution.

If unresolved, the dispute shall be dealt with through the dispute-resolution mechanism specified in the final Agreement.

The applicable jurisdiction shall be Kolkata, West Bengal, unless otherwise specified.

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### **38. SUBMISSION REQUIREMENTS**

The bidder shall submit the following:

#### **A. Corporate/Legal Documents**

1. Certificate of Incorporation/Registration;
2. Memorandum & Articles of Association, where applicable;
3. Partnership Deed/LLP Agreement, where applicable;
4. PAN;
5. GST Registration;
6. Authorized Signatory authorization;

7. Board Resolution/Power of Attorney, as applicable.

#### **B. Eligibility Documents**

8. Experience certificates;
9. Work orders/contracts;
10. Completion certificates/client certificates;
11. Turnover certificate;
12. Audited financial statements;
13. Bank/solvency certificate, if required;
14. Non-blacklisting declaration;
15. Statutory registrations.

#### **C. Technical Proposal**

16. Company profile;
17. Relevant experience;
18. Approach and methodology;
19. Business plan;
20. Marketing plan;
21. Operations plan;
22. Maintenance plan;
23. Housekeeping plan;
24. Security plan;
25. Food and beverage plan;
26. Manpower plan;
27. Key personnel CVs;
28. Digital systems proposal;
29. Revenue enhancement strategy;
30. Risk management plan.

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### **39. TECHNICAL PROPOSAL FORMAT**

The bidder shall preferably arrange its Technical Proposal in the following sequence:

**TP-1:** Application of Technical Proposal

**TP-2:** Bidder's Profile

**TP-3:** Legal Status  
**TP-4:** Financial Capacity  
**TP-5:** Relevant Experience  
**TP-6:** Similar Assignments  
**TP-7:** Client References  
**TP-8:** Approach and Methodology  
**TP-9:** Business Development & Marketing Plan  
**TP-10:** Operations Plan  
**TP-11:** Maintenance Plan  
**TP-12:** Manpower Plan  
**TP-13:** Key Personnel CVs  
**TP-14:** Digital Systems  
**TP-15:** Revenue Enhancement Plan  
**TP-16:** Risk Management Plan  
**TP-17:** Statutory Compliance  
**TP-18:** Declarations  
**TP-19:** Other Supporting Documents

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#### **40. BIDDER'S DECLARATION**

We hereby declare that:

1. the information submitted by us is true and correct;
2. we have examined the RFP documents;
3. we have inspected/shall inspect the site;
4. we understand the scope of services;
5. we possess the required resources and experience;
6. we shall comply with all applicable laws;
7. we shall maintain proper financial records;
8. we shall pay WBHIDCO its agreed Payable amount within the prescribed time;
9. we shall maintain the facility in good operational condition;
10. we shall not undertake unauthorized activities;
11. we shall not assign or transfer the contract without approval;
12. we accept the evaluation methodology; and
13. we agree to abide by the final Agreement.

Authorized Signatory:

Name:

Designation:

Company:

Date:

Seal: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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#### 41. NON-BLACKLISTING DECLARATION

We hereby certify that our organization has not been blacklisted, debarred or declared ineligible by any Government Department, Government Agency, PSU, statutory authority or local authority as on the date of submission, except as specifically disclosed below:

**Details, if any:** \_\_\_\_\_

Authorized Signatory:

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

Seal: \_\_\_\_\_

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#### 42. FORMAT FOR SIMILAR EXPERIENCE

| Sl. No. | Client | Facility/Project | Location | Nature of Work | Area/Capacity | Contract Value/Revenue | Contract Period | Present Status | Supporting Document |
|---------|--------|------------------|----------|----------------|---------------|------------------------|-----------------|----------------|---------------------|
|         |        |                  |          |                |               |                        |                 |                |                     |

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#### 43. FORMAT FOR FINANCIAL CAPACITY

**Financial Year   Annual Turnover   Net Worth   Remarks**

FY \_\_\_\_\_   ₹   ₹

FY \_\_\_\_\_   ₹   ₹

FY \_\_\_\_\_   ₹   ₹

Average Annual Turnover: ₹ \_\_\_\_\_

CA Certificate attached: Yes / No

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#### 44. PROPOSED KEY PERSONNEL

| Position | Name | Qualification | Experience | Relevant Experience |
|----------|------|---------------|------------|---------------------|
|----------|------|---------------|------------|---------------------|

General/Facility Manager

Event Manager

Sales & Marketing Manager

Banquet Manager

Accounts Manager

Chief/Executive Chef

Maintenance Supervisor

Housekeeping Supervisor ,security supervisor etc

Atleast the bidder have manpower not less than 65 head

#### **45. INDICATIVE IMPLEMENTATION SCHEDULE**

Following award, the selected Agency shall undertake:

| <b>Activity</b>                 | <b>Indicative Period</b> |
|---------------------------------|--------------------------|
| Contract signing                | Day 0                    |
| Site handover                   | Day 1–7                  |
| Asset verification              | Day 1–7                  |
| Mobilization                    | Day 1–15                 |
| Recruitment/manpower deployment | Day 1–15                 |
| Marketing launch                | Day 7–15                 |
| Vendor onboarding               | Day 7–15                 |
| Digital booking system          | Day 1–15                 |
| Trial operation                 | Day 15–20                |
| Full operation                  | By Day 30                |

The actual schedule shall be finalized by WBHIDCO.

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#### **46. GENERAL TERMS**

1. WBHIDCO reserves the right to accept or reject any proposal without assigning reasons, subject to applicable procurement rules.
2. WBHIDCO may seek clarification from bidders.
3. No bidder shall have any claim for compensation for preparation or submission of the proposal.
4. All information supplied by the bidder shall be verifiable.
5. False information may lead to rejection and/or termination.
6. WBHIDCO may amend the EOIRFP through an addendum.
7. All bidders shall be deemed to have examined the site and relevant conditions.

8. The final contract shall govern the relationship between WBHIDCO and the selected Agency.
  9. The bidder shall bear all costs relating to preparation, submission and presentation of its proposal.
  10. The selected Agency shall commence operations within the period specified by WBHIDCO.
- 

#### **47. RIGHTS OF WBHIDCO**

WBHIDCO reserves the right to:

- amend the RFP;
  - extend the submission deadline;
  - cancel the process;
  - reject non-responsive proposals;
  - seek clarifications;
  - verify credentials;
  - inspect the bidder's existing facilities;
  - seek client references;
  - negotiate contractual terms where permitted;
  - modify the scope before award;
  - take any other action permissible under applicable procurement rules.
- 

#### **48. PROPOSED ANNEXURES**

##### **Annexure I**

Bidder Information Form

##### **Annexure II**

Eligibility Compliance Sheet

##### **Annexure III**

Relevant Experience Statement

##### **Annexure IV**

Financial Capacity Statement

##### **Annexure V**

Technical Proposal Format

##### **Annexure VI**

Approach & Methodology

**Annexure VII**

Marketing & Revenue Enhancement Plan

**Annexure VIII**

Manpower Deployment Plan

**Annexure IX**

Key Personnel CV Format

**Annexure X**

Non-Blacklisting Declaration

**Annexure XI**

Litigation Declaration

**Annexure XII**

Site Inspection Certificate

**Annexure XIII**

Financial Proposal Form

**Annexure XIV**

Draft Agreement

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**49. IMPORTANT CONTRACTUAL CLAUSES TO BE FINALISED BEFORE PUBLICATION**

Before issuing the final tender, WBHIDCO should specifically finalize:

1. Amount payable to WBHIDCO.Ltd;
2. Whether Minimum Guaranteed Revenue will apply;
3. EMD amount;
4. Performance Security;
5. Contract duration;
6. Extension period;
7. Utility-payment responsibility;
8. Major repair/capital expenditure responsibility;
9. Existing furniture/equipment inventory;
10. Whether liquor/alcohol service is permitted and under what licence;
11. Catering exclusivity;
12. Approved tariff/rate mechanism;

13. GST treatment;
  14. Audit mechanism;
  15. Revenue reconciliation mechanism;
  16. Security deposit;
  17. Minimum annual business/revenue target;
  18. Termination conditions;
  19. Insurance requirements;
  20. Consortium/JV permission;
  21. Minimum bidder turnover;
  22. Minimum relevant experience;
  23. Technical qualifying score; and
  24. Exact CQCBS financial evaluation formula.
- 

## **50. CONTACT DETAILS**

**West Bengal Housing Infrastructure Development Corporation Limited (WBHIDCO)**

Address: \_\_\_\_\_

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New Town, Kolkata – \_\_\_\_\_

West Bengal

Tender Inviting Authority: \_\_\_\_\_

Designation: \_\_\_\_\_

Telephone: \_\_\_\_\_

E-mail: \_\_\_\_\_