

**RFP No: MMCE/TLG/HK/ General Pest Control Services/2023-24/0015**

**The Leela Gandhinagar and Mahatma Mandir Convention & Exhibition Centre, A Unit Of  
GARUD**

Request for Proposals to select Pest Control Agency for the Pest Control Services at The Leela Gandhinagar and Mahatma Mandir Convention & Exhibition Centre, Managed By The Leela, A Unit Of Gandhinagar Railway & Urban Development Corporation Ltd. (GARUD).

The Leela Gandhinagar Hotel, Airspace above Gandhinagar Railway Station, Near K Road, Sec-14,  
Gandhinagar - 382014

## **Section 1: Introduction and Objectives**

### **The Leela Gandhinagar Gujarat**

The Leela Gandhinagar is a 318-room-5-star hotel built on Air Space Rights of the Railway Station in the vicinity of the Mahatma Mandir Convention and Exhibition Centre by The Leela. The Leela Gandhinagar is located in close proximity to the famous Dandi Kutir and well-connected to UNESCO World Heritage City of Ahmedabad.

### **Mahatma Mandir Convention & Exhibition Centre (MMCEC)**

MMCEC is inspired from life and philosophy of Mahatma Gandhi. It is one of the biggest convention centre of India spread over 34 acres. The 20,000 sq. mt. of Convention and Exhibition area has an abundance of natural light & airy spaces and is equipped with energy efficient lighting & waste water management.

Gandhinagar Railway and Urban Development Corporation Ltd. (GARUD) is a joint Venture Company incorporated on January 5, 2017 between Government of Gujarat (GOG) and Indian Railway Stations Development Corporation Ltd (IRSDCL) under the provisions of the Companies Act, 2013.

GARUD is entrusted with the task of undertaking the implementation of Gandhinagar Railway Station redevelopment project. It has been mutually agreed between Indian Railways and Government of Gujarat that Gandhinagar Railway station would be redeveloped to international standards by leveraging land/ air space around station which shall include development of 5-star Category 318 rooms hotel on the airspace of the station as well as management of Mahatma Mandir and Exhibition Centre at Helipad Ground for enhanced utilization of these facilities.

About the above, proposals are invited from renowned Pest Control agencies with a proven track record of providing quality Pest Control services to various reputed clients in the state to bid to provide General Pest Control Services to TLG & MMCEC

**Dimensions of The Leela Gandhinagar:**

<b>S.NO</b>	<b>FLOOR</b>	<b><u>Areas</u></b>	<b><u>AREA (Sq.m.)</u></b>
1	PLANTROOM / UTILITY BLOCK		1393.745
	UGT		96.394
2	BOH AREA PLATFORM LEVEL	Staff Lockers, Cafeteria & kitchen, Offices, Stores, Garbage room etc.	2929.056
3	BOH AREA CONCOURSE LEVEL	Offices, Engineering service area, Laundry, Staircases, Kitchens etc.	4511.766
	UTILITY BLOCK CONCOURSE LEVEL		30.044
4	SERVICE FLOOR BELOW DECK		3287.334
5	DECK LEVEL	Lobby, Lobby Lounge, ADD, Indian, Banquet, PFA, Alfresco, Main kitchens, Offices, washrooms, gardens pantries etc.	7363.625
6	FIRST FLOOR LEVEL	Meeting Rooms, SPA, Salon, Gym, Pool, washrooms, gardens etc.	3266.112
7	SERVICE FLOOR BELOW SECOND FLOOR LEVEL		2287.611
8	SECOND FLOOR LEVEL	Guest Rooms, Pantries, Shafts, staircases, service elevators etc.	2661.895
9	THIRD FLOOR LEVEL	Guest Rooms, Pantries, Shafts, staircases, service elevators etc.	2661.895
10	FOURTH FLOOR LEVEL	Guest Rooms, Pantries, Shafts, staircases, service elevators etc.	2661.895
11	FIFTH FLOOR LEVEL	Guest Rooms, Pantries, Shafts, staircases, service elevators etc.	2661.895
12	SIXTH FLOOR LEVEL	Guest Rooms, Pantries, Shafts, staircases, service elevators etc.	2661.895
13	SEVENTH FLOOR LEVEL	Guest Rooms, Pantries, Shafts, staircases, service elevators etc.	2661.895
14	EIGHTH FLOOR LEVEL	Guest Rooms & Club Lounge Pantries, Shafts, staircases, service elevators etc.	2661.895
15	NINTH FLOOR LEVEL BUILTUP	Guest Rooms & Terrace, Pantries, Shafts, staircases, service elevators, water body, garden etc.	1972.244
16	TENTH FLOOR LEVEL	Guest Rooms, Pantries, Shafts, staircases, service elevators etc.	1834.831
17	ELEVENTH FLOOR LEVEL		656.005
18	TWELFTH FLOOR LEVEL		363.521
19	ROOF LEVEL (OVERHEAD WATER TANK)		43.355
20	PARKING AREA		
	<b>TOTAL</b>		<b>48668.908</b>

**Dimensions of Mahatma Mandir Convention & Exhibition Centre.**

<b>Venue</b>	<b>Level</b>	<b>Area (sq. m.)</b>
Main Convention Hall with VIP Viewing Gallery & SI Booths	Ground	6375
Seminar Halls	Ground & First	2860
Conference Rooms	First	224
Business Meeting Rooms	Ground	185
VIP Lounge	Ground	110
VVIP Lounge	Ground & First	1015
Photo Gallery	Ground & First	3050
Exhibition Hall 1	Ground	4060
Exhibition Hall 2	Ground	3950
Exhibition Hall 3	Ground	1665
Amphitheatre	Ground	700
Food Court	Ground & First	2970
Multi-Purpose Area	Ground	1100
Retail Marts	Ground	500
Back & Service Area	Ground & First	1500
Admin Rooms	Ground	247
Periphery area	Ground	4500
<b>Total Area</b>		<b>35011</b>

**Note:** Areas mentioned above are for reference only, the service provider to review the same during the site visit.

**Section 2: Tender submission format:**

Technical bid should be submitted intact in the prescribed tender forms in sealed covers. The cover should be superscribed with the name of **RFP for General Pest Control Services** so as to reach it to the office of Purchase Manager, The Leela Gandhinagar, Airspace above Gandhinagar Capital Railway Station, Sector 14, Gandhinagar, Gujarat, 382014, before **29<sup>th</sup> August '23, 18:00 hrs.**

**1<sup>st</sup> cover** Superscribed with the name **Technical Bid** comprising of following Technical Documents:

**Technical bid** comprising of Tender Fee (In DD only) and DD of EMD in favor of **Gandhinagar Railway & Urban Development Corporation Ltd.** and following technical documents:

- a) Attached the turnover certificate issued by C.A of the company of the FY 2020-21, 2021-22 and 2022-23 duly signed by Chartered Accountant.
- b) Attach Company Incorporation / Registration Certificate
- c) Attach the copy of contract/work order/LOA/experience of 05-10 current working sites
- d) Attach the copy of contract/work order/LOA/experience of working with 1 five-star hotel.
- e) Attached the copy of S&E Certificate
- f) Attach the GST Certificate of the company
- g) Agency to submit the relevant document of 3.1 Eligibility Criteria and 3.2 compliance qualification.

**Note:-**

#	Particulars	Details
1	Date of publish of Tender document	<b>17.08.2023</b>
2	Start download date of RFP/RFQ/Tender documents	<b>19.08.2023</b>
3	Last download date of RFP/RFQ/Tender Document	<b>29.08.2023</b>
4	Last date for submission of technical document & Finance Bids – In hard copy at Leela Gandhinagar	<b>29.08.2023</b>

## Section – 3 Eligibility Criteria

### **3.1 Technical Qualification:**

Bidders should meet the below-specified criteria for technical proposal consideration.

The bidders are supposed to provide the supporting documents and compliances as mentioned below. Any deviation from the same will lead to the disqualification.

<b>Sr. No</b>	<b>Qualification Points</b>	<b>Minimum Criteria</b>	<b>Supporting Docs. to be sent in the technical proposal</b>
1	Number of clients currently working with	05-10 active working sites across India	Attach the copy of work orders.
2	Years in Business	More than 05 years	Attach Company registration / incorporation certificate
3	Experience	The bidder should have the experience of working with a minimum one five 5-star category hotels.	Attach the related work order or completion certificate
4	Central Insecticides Board & Registration Committee approved chemicals.	Details of chemicals	Certificate & MSDS
5	Annual Business Turnover	The bidder must have an average annual turnover of more than Rs. 50 Lacs in the last 3 financial years	Attached the turnover certificate of the company of the FY 2020-21, 2021-22 & 2022-23 and duly signed by Chartered Accountant

### **3.2 Compliances Qualification:**

The bidder must possess below stated registrations & certificates regarding labour laws & other compliances to apply for the technical bid.

<b>Sr. No</b>	<b>Description</b>	<b>Qualification Requirement</b>	<b>Supporting Docs. to be sent in the technical proposal</b>
1	PAN Registration	The bidder must possess the PAN from the tax authorities	Attach the PAN Certificate of the company
2	Shop and Commercial Establishment Registration	The bidder must be registered with Shop and Commercial Establishment Acts 1958.	Attached the copy of Registration Certificate
3	GST Compliance	The bidder must possess the GST Number from the tax authorities	Attach the GST Certificate of the company
4	License to stock and use insecticides for commercial pest control operations.	The License should be valid for the entire duration of the contract period	Attach the copy of the License
5	Office Establishment	Should have a registered office in India	Attach Government License/ Professional tax registration Certificate or similar evidence
6	Form 8 – 6C	Registration	Attach the Copy
7	Issued department of agriculture insecticide act 1968	Registration	Attach the copy

## Section – 4 Scope of Work

General Pest Control Services & Frequency			
S. No.	Service	Frequency	Remarks
1	Rodent management service	Twice a day	Daily monitoring
2	Cockroaches management service	Daily	Daily monitoring
3	Ant management service	Daily	Daily monitoring
4	Lizard management service	Daily	Daily monitoring
5	Mosquito management (Spraying)	Daily	Daily monitoring
6	Mosquito Management (Fogging)	Everyday evening (particularly during winter time)	Daily monitoring
7	Flies management (Spray)	Daily	Daily monitoring
8	Flies management (Cold fogging)	Twice a week	Daily monitoring
9	Spider prevention service	Daily	Daily monitoring
10	Termites- Injection & Fumigant treatment	Affected areas	Monitor weekly
11	Honey Bee comb removal	As an when required	Daily monitoring
12	Snake prevention service	Weekly	Daily monitoring
13	Integrated Pest Management in guest rooms	Daily	As per the availability of rooms
14	Pet Control (Dogs & Cats)	Weekly	Trap Cage
15	Pigeon Control	Weekly	Trap Cage

### Rodent Control:

- Bait to be put inside the bait station. (Alternate of glue trap)
- Tracking powder to be put in suitable bait stations if required.
- Bait stations to be placed directly on runways where rodents are active. Some attractants to be put at the entryways if needed.
- Poison not to be put inside the area only mechanical and glue traps will be used.
- Proper map to be prepared with the location of the bait station.

### Cockroach control:

- Bait gels to be used inside the premises like kitchen, restaurant, floor pantries, room service trollies and floor HK trollies where the roaches live. They are designed as an alternative food source.
- Bait to be used in a proper dosage as Overuse of bait gels could result in a repellent reaction by the roaches or resistance to the active ingredient.
- All necessary records to be maintained and old gels to be removed periodically replacing with new gels
- Heavy fumigation schedule to be maintained for kitchen areas for nightshift.

### Ants & other crawling insect Control:



- The spray to be done outside the premises to create a chemical barrier where the ants & other crawling insect are seen moving.
- Opening of the ant's nest in the garden or near vegetation to be treated.

#### **Mosquitoes Control:**

- Larvicide to be used in stagnant water areas where mosquito larvae may develop and monitoring to be done of the premises and alert the concern before that.
- The suitable insecticide to be sprayed at all locations within the hotel where the adult mosquitoes rest inside offices, rooms, stores and bathrooms.
- Fogging treatment to be done in (outside) areas around the vegetation/plantation where the mosquitoes rest and hide.

#### **Houseflies Control:**

- All the garbage bins and any location where flies can lay eggs to be sprayed with insecticide/ larvicide.
- ULV fogging to be done using suitable insecticide.
- Checking of hotel adjacent areas to be done randomly for any sludge where possible breeding can take place and highlight management.

#### **Fogging treatment:**

- Fogging to be carried out in the external surrounding of the structure within the compound area, & it will be executed during the dusk hours on daily basis to kill adult mosquitoes in the vicinity of the premises.

#### **Cold Fogging:**

- Cold fogging to be done inside the building like washrooms, offices, Meeting spaces etc.

#### **Snake Prevention:**

- The spray of suitable chemical to be done outside the premises to create a chemical barrier where snakes are seen moving.

**Termite treatment:** - to be done after the physical verification of the property and infected area. Process of the treatment and other further steps to be followed, where both parties physically meet, decide and with agreed terms and condition.

Warranty for termite treatment to be of 05 years with scheduled visits from the agency side, Also, as and when called by the hotel if any concern arises.

Chemical and other cost incurred during the warranty period to be borne by the agency.

**Note:**

1. A proper schedule to be shared of all pest control services area wise. After completion of each areas proper record to be maintained as signing document by concerned area in charge.
2. 03 technicians to be deputed at TLG in different shift timings of morning, afternoon & night daily. The technicians will be equipped with a mobile phone, all necessary tools and approved chemicals required for managing Pests, mosquitoes and flies etc. They will report on regular basis to the Housekeeping in charge.
3. One supervisor to be there necessarily who will be monitoring everything and all coordination doing a general shift.
4. The manning and scheduling remains as daily, weekly and 365 days. Irrelevant of any festive days or national holidays it remains same and no alternation. Any change in manning or reliving will be the sole responsibility of the pest control company.
5. Any change in manning/ reduction or absenteeism due to any reason and if immediate alternative not provided by the service provider will result in deduction from the monthly billing.
6. Deputed staff must be in proper uniform and should carry their identity card the entire time.
7. Staff deployed by the service provider should be trained and have the experience to do the task/ job delegated by the superiors.
8. Pest control staff should be able to read English in CAPITAL letters.
9. A proper training record to be maintained for the technician training.
10. Risk assessment on weekly basis by the operation head and he should visit the hotel and meet the housekeeping in charge and chef for better understanding of the operation.
11. Equipment's used measuring chemicals (calibrated measuring cylinder to be used for measuring chemicals)
12. SOP for the pest fumigation process should be defined.
13. Sealed gas treatment for the effective treatment
14. The service provider will ensure that its personnel deployed at premises are physically fit to carry out any work related to Pest Control.
15. Grooming of the personnel deployed is solely a responsibility of service provided. The service provider will ensure its personnel are presentable during work hours.
16. The service provider shall deploy only those personnel at Premises whose background check has been found good in terms of character & who do not have any criminal prosecution going on/or in the past against him.
17. The service provider shall obtain medical insurance for all its personnel deployed at TLG under the Workman Compensation Act.

18. The service provider shall adhere to all safety measure for its deployed personnel at premises during their work hours. The complete responsibility of any accident or injury to its personnel during work hours shall be on the service provider.
19. The service provider will take all safety measures while using and storing chemicals.
20. The service provider will ensure timely shift reporting & proper conduct of behavior of its personnel deployed at premises.
21. The service provider will indemnify any loss/theft or damage to the property or guest and any such cost shall be borne by the service provider.
22. The personnel deployed at TLG by the Service provider shall have no right whatever to raise or put any claim on the property.
23. Meal should be provided by the service provider to the technicians.

\*\* Quantum of work may increase as per the requirement.

**Section 5: Financial Proposal –**

<b>Annexure 1 - Financial Bid</b>	
<b>General Pest Control Services (Mahatma Mandir, Gandhinagar)</b>	
<b>Name Of The Bidder:</b>	
<b>Location:</b>	
<b>Date:</b>	
<b>General Pest Control Treatment cost Per month Including chemical and manpower (all-inclusive cost)</b>	<b>Taxes</b>
INR _____ Per month	GST Additional
<b>Date:</b>	

<b>Annexure 2 - Financial Bid</b>	
<b>General Pest Control Services (The Leela Hotel, Gandhinagar)</b>	
<b>Name Of The Bidder:</b>	
<b>Location:</b>	
<b>Date:</b>	
<b>General Pest Control Treatment cost Per month Including chemical and manpower (all-inclusive cost)</b>	<b>Taxes</b>
INR _____ Per month	GST Additional
<b>Date:</b>	

<b>Annexure 3 - Financial Bid</b>	
<b>Termite Treatment (Mahatma Mandir / The Leela Hotel Gandhinagar)</b>	
<b>Name Of The Bidder:</b>	
<b>Location:</b>	
<b>Date:</b>	
<b>Termite Treatment cost Per Sq. Mtr. Including chemical and manpower (all-inclusive cost)</b>	<b>Taxes</b>
INR _____ Per Sq. meter	GST Additional

- The rate quoted by the agency shall be deemed to be exclusive of GST.
- The bidder should have the technical qualification as per the clause 3.1 & 3.2 for additional manpower bids.
- The agency should offer 5 years warranty for termite treatment.
- 70% payment for termite treatment will be processed post completion of work. Balance 30% will be paid equally after completion of 2.5 years and 5 years respectively. Apart from this, no additional payment will be made to the agency in the warranty period of 5 years.
- Agency to provide pest control services with maximum quality & standard. Written Warning will be given for non-performance. Post 3 warnings, contract will be terminated and the bank guarantee/security deposit will be forfeited

#### Section 6: Performance Bank Guarantee:

1. The successful bidder has to furnish a security deposit so as guarantee his/her (Bidder) performance of the contract.
2. The successful bidder shall deposit 5% of the total contract value, however for MSME registered bidders will be eligible for 3% of contract value as Performance Security. The performance security shall be in the form of Bank Guarantee or FD released in favor of “Gandhinagar Railway & Urban Development Corporation Ltd.” valid upto 180 days post expiry of the contract.
3. The performance security shall be denominated in Indian Rupees and shall be in the form of a Bank guarantee/FD.
4. No interest shall be payable on the Performance Bank Guarantee amount.
5. The successful bidder shall have to furnish the Performance security within 30 days after the issuance of Letter of Award to successful bidder. The Performa for submitting the PBG has been provided at Annexure- I

#### Section 7: EMD and Tender Fees:

Tender fees (Non-refundable)	Rs 500
EMD	Rs 50,000/-

1. The DD of tender fee of INR 500 and DD of EMD of INR 50,000 need to be submitted in favor of Gandhinagar Railway & Urban Development Corporation Ltd. Along with the Technical Bid.
2. Technical Bid without the DD of EMD and Tender Fee shall be declared non-responsive.
3. If during tender validity period, the bidder withdraws his/her tender, the EMD shall be forfeited and the bidder may be disqualified from tendering for future works.
4. EMD & Tender Fee shall be paid in form of Demand draft (DD) in favor of “Gandhinagar Railway & Urban Development Corporation Ltd.”

5. Payment made towards EMD will not be refunded unless the bid is accepted and the tender is awarded.
6. EMD will be returned to the unsuccessful bidders within 45 days of acceptance of Letter of Award to successful bidder. For successful bidders the EMD will be returned once the bidder has submitted Security deposit/Bank Gurantee.

Section 8: Format of Bank Guarantee:

ANNEXURE-I

Bank Guarantee for Bid Security

To be submitted physically in original hard copy also

Whereas M/s (here in after called the Bidder) is desirous and prepared to tender for work in accordance with terms and conditions of Tender Notice of (financial year) dated and whereas We, Bank; agree to give the Bidder a Guarantee for the Earnest Money Deposit.

1 Therefore, we here by affirm that we are Guarantors on behalf of the Bidder up to a total of Rupees

(in words) i.e. INR. (in figures) and we undertake to pay the \_\_\_\_\_ (name of entity) upon his first written demand and without demur, without delay and without necessity of previous notice of judicial or administrative procedures and without necessity to prove the bank the defects or shortcomings or debits of the supplier any sum within the limit of Rupees \_\_\_\_\_.

2 We further agree that the Guarantee herein contained shall remain in full force and effective during the period that would be taken for the acceptance of tender. However, unless a demand or claim under this guarantee is made only in writing on or before the (Date to be specified – will not be less than 180 days from the stipulated date of receiving the tender) we shall be discharged from all liabilities under the guarantee thereafter

3 We undertake not to revoke the guarantee during its currency except with the previous consent of the \_\_\_\_\_ (name of entity) in writing

4 We lastly undertake not to revoke the guarantee for any change in constitution of the Bidder or of the Bank.

Signature and Seal of Guarantor

Date:

Bank:

Address: