

**RFP No: MMCE/TLG/ Manpower Agencies for Suppling One Day Causals for F&B Service,  
Kitchen Stewarding, Valets and Chefs. /2023-24/0013**



**THE LEELA**  
GANDHINAGAR

**RFP - TENDER DOCUMENT**

Request for Proposals to Manpower Agencies for Suppling One Day Causals for F&B  
Service, Kitchen Stewarding, Valets and Chefs.  
Invited by Schloss Gandhinagar Pvt. Ltd.

Correspondence Address: Airspace above Gandhinagar Railway Station, Sector 14,  
Near K Road, Gandhinagar – 382014

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## **Section 1: Introduction**

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### **The Leela Gandhinagar Hotel & Mahatma Mandir Convention & Exhibition Centre, managed by The Leela**

#### **BACKGROUND:**

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 named The Leela Gandhinagar as well as management of Mahatma Mandir and Exhibition Centre at Helipad Ground for enhanced utilization of these facilities.

It 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.

#### **Appointment of Schloss HMA Pvt. Ltd. as Operator of The Leela Gandhinagar Hotel & Mahatma Mandir Convention Exhibition Centre:**

GARUD is in Triparty Novation agreement with Hotel Leela Venture Limited (HLVL) and Schloss HMA Pvt. Ltd Operator wherein it is mentioned that Operator will enter into and enforce the right of Owner under, such other reasonable contracts (including, without limitations, maintenance and service utility agreements and other labour or employment contracts) as may be reasonably necessary or advisable in connection with the operation of the Project.

As per the agreement with Schloss this tender is to be issued by Schloss Gandhinagar Pvt. Ltd.

GARUD will reimburse the expense upon verification of bills & pre-audit.

## Section 2: Tender submission:

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 Manpower Agencies for Suppling One Day Causals in F&B Service, Kitchen Stewarding, Valets and Chefs** so as to reach the Purchase Office, The Leela Gandhinagar, Airspace above Gandhinagar Capital Railway Station, Sector 14, Gandhinagar, Gujarat, 382014, before **29<sup>th</sup> August '23, 18:00 hrs.**

- i. **Technical bid** comprising of Tender Fee (In DD only) and DD of EMD in favor of **Gandhinagar Railway and Urban Development Corporation Ltd.** and following technical documents:
  - a) Attach Company Incorporation / Registration Certificate
  - b) Attach the copy of contract/work order/LOA/experience of working with either four-star category hotels and above or Resorts or Large Catering Companies or International airports or convention Centre or Exhibition Spaces or Recreational Clubs or Multispecialty Hospital Chains, Large IT Campus or Large University Campus, Large Banquet Spaces or QSR Chains or Restaurant Chains.
  - c) Agency to submit the relevant document of 3.1 Eligibility Criteria and 3.2 compliance qualification.
  - d) Attach the GST Certificate of the company
  - e) Attach undertaking certifying the mobilization of any given manning numbers as per requirement within 48 hours of intimation.

### 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 for RFP for Manpower Agencies for Suppling One Day Causals for F&B Service, Kitchen Stewarding, Valets and Chefs.**

**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 technical proposal</b>
1	Experience	The bidder should have the experience of working with either four star category hotels and above or Resorts or Large Catering Companies or International airports or convention Centre or Exhibition Spaces or Recreational Clubs or Multispecialty Hospital Chains, Large IT Campus or Large Banquet Spaces or Large Catering Services or Restaurant Chains	Attach the copy of work order/LOA in the last 18 months.
2	Manpower Mobilization	The bidder should be able to 50 nos manpower numbers as per requirement within 48 hours of intimation.	Attach a letter in agreement / undertaking certifying the deployment as per requirement.
3	Annual Business Turnover	The bidder must have the average annual revenue turnover of INR 10 lacs of last three financial years.	Attached the balance sheet of the company of the FY 2020-21, 2021-22 and 2022-23 duly signed by Chartered Accountant. Else share the proof for turnover.
4	Years in Business	More than 2 years	Attach Company Incorporation / Registration Certificate / Proprietorship Registration
5	Payment terms	The payment will be made within 60 days after submission of correct invoice.	Attach Undertaking on Company Letter head duly sealed and signed.

### **3.2 Compliances Qualification:**

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

<b>Sr. No</b>	<b>Description</b>	<b>Qualification Requirement</b>	<b>Supporting Docs. to be sent in technical proposal</b>
1	Proprietorship / Company Registration	The bidder must possess the registration certificate of his agency / company	Attached the copy of Certificate
2	GST Compliance	The bidder must possess the GST Number from the tax authorities	Attach the GST Certificate of the company

#### **Section 4: Scope of work for One Day Causals in F&B Service**

- Cleaning of F&B Guest area.
- Lifting of Banquets furniture's, stuffs & assist in transportation as per requirements.
- Setting up the halls, Restaurants, & Back of House (BOH) as per requirements.
- F&B Service to guests as per requirements.
- Buffet service, Buffet clearance.

#### **Section 5: Scope of Work for One Day Causals - Valets**

- The individual needs to be polite and properly groomed
- Should know how to drive manual, automatic and luxury cars.
- Should have the required licenses and permits for driving cars.
- Vendor should ensure that the individual police verification is done.

#### **Section 6: Scope of Work for One Day Causals - Chefs**

- Halwai- making sweets, handling the snacks section, handling the chat section, doing Misenplace & managing the chat live stations
- Maharaj- specialized local food cooking, pre preparation and managing live stations, which is going to be a regular demand
- Tandooria- Responsible for doing the work of tandoor section, handling tandoor, preparing breads, snacks & doing the pre preparation.

- Asian Casual- Responsible for preparing Dim sum, sushi, work section Misenplace, handling live station etc.
- Regular Kitchen casual- Responsible for doing pre preparation, preparing basic gravies and sauces, managing live stations etc.

### **Section 7: Scope of Work for One Day Casuals - Kitchen Stewarding**

Primarily Responsible for Operating and maintain cleaning equipment and tools. Also responsible for washing dishes, china ware, flatware, cutlery, crockery, kitchen vessels, sweeping and mopping floors, cleaning and detailing equipment's etc. Maintains the kitchen, dish washing and back area in an inspection-ready condition in accordance with local authority and hotel guidelines.

#### **DUTIES AND RESPONSIBILITIES:**

- Ensure the kitchen is clean, well maintained and organised at all times.
- Ensure floors are dry and clean at all times.
- Operate pot-washing machinery and maintain a hygienic working environment in accordance with hygiene regulations and company standards.
- Adhere to all sanitation guidelines.
- Assist the Cooks and Servers as and when necessary.
- Collects and removes trash from all areas of the operation following established procedures.
- Dispose of waste as per the hotel and authority standards and Adhere to recycling guidelines.
- Ensure waste bin area is kept clean and tidy.
- Carry out general cleaning as directed to include sweeping, mopping up, washing up, emptying of rubbish bins and boxes ensuring placement in the correct containers
- Cleans and sanitizes pots, pans, utensils, and other minor equipment routinely used in the kitchen following established procedures.
- Cleans and maintains floors and walls in kitchen and dish washing area by following standard procedures.

Cleans and sanitizes dishes and related service ware following established procedures

**Section 8: Financial Proposal for Manpower –**

<b>Annexure - I (Financial Proposal) for Manpower</b>						
<b>Name Of The Bidder:</b>						
<b>Location :</b>						
<b>Date:</b>						
<b>S.No.</b>	<b>Manpower Category</b>	<b>Estimated Cost per employee/per day</b>	<b>Per Day Cost/Per employee excluding Service Charge</b>	<b>Service Charge % &amp; Amount</b>	<b>Total Cost per employee/per day including Service Charge</b>	<b>Remarks</b>
1	One Day Causals in F&B Service	900				8+1 hrs. shift
2	One Day Causals – Valets	1100				8+1 hrs. shift
3	One Day Specialty Chef – Halwai	1900				8+1 hrs. shift
4	One Day Specialty Chef – Mahara, Continental, Pastry, Asian)	1900				8+1 hrs. shift
5	One Day Specialty Chef – Tandooria	1600				8+1 hrs. shift
6	One Day Causals Chef - Regular Kitchen casual	1500				8+1 hrs. shift
7	One Day Casual Kitchen Steward	800				8+1 hrs. shift
8	One Day Casual HK Room Attendant	1600				8+1 hrs. shift
9	One Day Casual HK Public Area Attendant	800				8+1 hrs. shift
10	One Day Casual Laundry Attendant	800				8+1 hrs. shift
11	One Day Casual Pressman	1100				8+1 hrs. shift

12	One Day Casual Guest Relations/ F&B Hostess	2100				8+1 hrs. shift
<b>GST Additional</b>						

- 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
- The bidder/agency should be able to provide the 50 nos manpower in 48-hour notice. In case the agency fails to provide the required manpower, the additional cost of arranging the manpower will be charged/recovered from the bidder/agency from EMD/Bank guarantee.
- All the agencies/bidders should have valid insurance coverage for any type of injury or death of their employees.
- The bidder/agency quoting in one day casual Valet manpower category should have valid insurance for coverage of guest or hotel vehicle. In case of any damage to the guest or hotel car, the entire work of repair or replacement of vehicle will be sole responsibility of agency/bidder. The bidder needs to submit the copy of valid insurance and declaration at the time of contract.
- The management may initiate short tender in case more than 50 nos manpower is required
- The selected agency will have to comply with provision of EPF, ESIC, Medical insurance & other compliances applicable as per the labour law for their manpower deployed at The Leela Gandhinagar. All the agencies/bidders should have valid insurance coverage for any type of injury or death of their employees.

#### Section 9: EMD and Tender Fees:

<b>Tender fees (Non-refundable)</b>	<b>Rs. 1,000/</b>
<b>EMD</b>	<b>Rs. 1, 00,000/-</b>

1. Tender fee of INR 1,000/- to be submitted in DD only in favor of **Gandhinagar Railway and Urban Development Corporation Ltd.**
2. The RFP document needs to be submitted sealed and signed by bidder with the technical Bid.
3. Tender without the EMD and original RFP document shall be declared non-responsive.
4. 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.
5. EMD shall be paid in form of Demand draft (DD) in favor of **Gandhinagar Railway and Urban Development Corporation Ltd.**
6. Payment made towards EMD will not be refunded unless the bid is accepted and the tender is awarded.
7. EMD will be returned to the successful bidders within 45 days of acceptance of Letter of Award to successful bidder.