

RFP No: **MMCE/ TLG/Manpower for KST Manpower/2023-24/0012**



THE LEELA
GANDHINAGAR

RFP - TENDER DOCUMENT

Request for Proposals to select Manpower Agencies to Supply KST Manpower
Invited by Schloss Gandhinagar Pvt. Ltd.

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

Section 1: Introduction

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.

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 Manpower Agencies for Suppling Manpower for KST Manpower** 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 **29th August '23, 18:00 hrs.**

1st cover Superscribed with the name **Technical Bid** comprising of following Technical Documents:

- i. **Technical bid** comprising of Tender Fee (In DD only) and DD of EMD in favor of **Schloss Gandhinagar Pvt. Ltd.** and following technical documents:
 - a) Attach the PF challan of the latest month in Gujarat region showing the strength of active employees or a certificate duly declaring the current manpower base.
 - b) Attached the turnover certificate issued by C.A for the FY 2020-21, 2021-22 and 2022-23 duly signed by Chartered Accountant. Else, share the proof for turnover.
 - c) Attach Company Incorporation / Registration Certificate
 - d) Attach the copy of contract/work order/LOA/experience of working with either four-star category hotels and above or Resorts or International airports or convention Centre or Exhibition Spaces or Recreational Clubs or Multispecialty Hospital Chains or Large IT Campus or Large University Campus.
 - e) Declaration for Additional Manpower Mobilization. (20 nos manpower within 48 hours of intimation).
 - f) Attached the copy of CLR License.
 - g) Attached the copy of PF Registration Certificate
 - h) Attached the copy of ESIC Registration Certificate
 - i) Attached the copy of PT Certificate
 - j) Attached the copy of S&E Certificate
 - k) Attach the GST Certificate of the company
 - l) Agency to submit the relevant document of 3.1 Eligibility Criteria and 3.2 compliance qualification.

2nd Cover superscribed with the name **Financial Bid** comprising of filled price bid along with complete document.

1. The tenderer must sign each and every page of tender form.
2. The accepted tender form of the tender notification, terms & conditions of this contract, specification, correspondence and general conditions shall form part of the agreement.
3. Any further information regarding this tender can be obtained from the Purchase Office, The Leela Gandhinagar, Airspace above Gandhinagar Capital Railway Station, Sector 14, Gandhinagar, Gujarat, 382014 during working hours on any day prior to the last date fixed for receipt of the tenders.
4. Any additional or extra item of supply made by the supplier without the written consent of

authority of Leela or Officer authorized by GARUD will not be paid.

5. The financial bid will be opened only of the technically qualified bidders.
6. Rates should be quoted strictly according to the unit of measurement specified against each item and if not mentioned, information regarding the same can be obtained from the Purchase office of the Leela Gandhinagar through mail pur.mmcc@theleela.com
7. The bidder has to quote for all items mentioned in the tender document. Since the tender is for Annual Rate Contract, the price quoted by the L1 supplier for each item will be considered.

GARUD/ The Leela will have full authority to award the contract for the tendered items on part or full and the number of units to which the supply is affected.

Note:-

#	Particulars	Details
1	Date of publish of Tender document	18.08.2023
2	Start download date of RFP/RFQ/Tender documents	19.08.2023
3	Last download date of RFP/RFQ/Tender Document	29.08.2023
4	Last date for submission of technical document & Finance Bids – In hard copy at Leela Gandhinagar	29.08.2023

Section 3: Eligibility Criteria for RFP for Manpower Agencies for Suppling Manpower for KST Manpower.

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.

Sr. No	Qualification Points	Minimum Criteria	Supporting Docs. to be sent in technical proposal
1	Employee Strength	The bidder must have more than 50 active personnel in KST Services across the PAN INDIA.	Attach the PF challan of the latest month showing the strength of active employees or a certificate duly declaring the current manpower base.
2	Annual Business Turnover	The bidder must have the average annual revenue turnover of INR 25 lacs for 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.
3	Years in Business	More than 2 years	Attach Company Incorporation / Registration Certificate / Proprietorship Registration

4	Additional Manpower Mobilization	The bidder should be able to mobilize at least 1-15 nos manpower on 24-hour notice, 16-30 nos manpower on 48-hour notice and 31 and above nos manpower on 72-hour notice	Attach a letter in agreement of the said clause duly signed.
5	Experience	The bidder should have the experience of working with either four-star category hotels and above or Convention Centre or Exhibition Spaces or Large Banquet Spaces or large catering services.	Attach the copy of contract/work order/LOA issued by the hotel or centre.
6	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.

Sr. No	Description	Qualification Requirement	Supporting Docs. to be sent in technical proposal
1	Contract Labour Registration	The bidder must possess the CLR license under the guidelines of Contract Labour Act 1970	Attached the copy of CLR License for any existing /ongoing /previous contract.
2	PF Registration	The bidder must be registered with EPFO & possess as per the EPF Act 1952	Attached the copy of PF Registration Certificate
3	ESIC Registration	The bidder must be registered with ESIC under as per ESIC Act 1948.	Attached the copy of ESIC Registration Certificate
4	Professional Tax	The bidder must possess the PT certificate as per the state govt. guidelines	Attached the copy of PT Certificate

5	GST Compliance	The bidder must possess the GST Number from the tax authorities	Attach the GST Certificate of the company
6	Shops & Establishment License	The bidder must possess the S&E License from the local municipal authorities.	Attached the copy of S&E Certificate

Section 4.1: Scope of Work for KST Manpower

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.
- Cleans large equipment as assigned, following established procedures.
- Consistently adheres to SDS (Safety Data Sheet) information related to the proper and safe use of chemicals in the workplace.
- Knowledge and proficiency to operate industrial dish washers.
- Ensure all equipment is clean and in good working order.
- Check all chemical levels and inventory.
- Wash, Wipe, Sort, stack dishes, and load/unload dishwasher
- Wash, Wipe, Sort, stack and store all cleaned items in an organised and safe manner.
- If any breakages or chipped items found, then remove them from circulation and update the breakage and inventory register.

- Clean, sanitise and close workstations.
- Uses and maintains all equipment's according to manufacturer and department guidelines.
- Report any maintenance or hazard issues to the chief steward / stewarding manager.
- Assist in light food preparation as directed by manager or chef on duty.
- Assist in serving food and beverages to the residents in the dining room.
- The Kitchen Steward, upon demonstrated job performance excellence, will be considered for numerous growth opportunities.
- Always maintain a clean and safe work environment.
- Other duties as assigned.

Section 4.2: Scope of Work for One Day Causals - 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 5: Financial Proposal for Manpower – To be submitted online only

Annexure - I (Financial Proposal) for Manpower

Name Of The Bidder:	
Location :	
Date:	

S.No	Manpower Category	Estimated Net Monthly In Hand Wages Per employee excluding Service Charge	Monthly Cost Per employee excluding Service Charge, to be quoted by agency.	Service Charge % & Amount	Total Cost per employee/per month including Service Charge	Remarks
1	KST Attendant	14000				8+1 hrs. shift, 26 days + 4 W. Off
2	KST Attendant	18000				11+1 hrs. shift, 26 days + 4 W. Off
2	KST Supervisor	18000				8+1 hrs. shift, 26 days + 4 W. Off
GST Additional						

Annexure - II (Financial Proposal) for Additional/Adhoc/Casual KST Manpower

Name of the Bidder :				
Location & Date				
Sr. No	Manpower Category	Estimated Cost Per Day /Per Employee including Service Charge	Per Day Cost/Per Employee including Service Charge – To be quoted by bidder.	Remarks
KST Manpower				
1	KST Attendant up to 15 nos	700		8+1 hrs. shift, 26 days
2	KST Attendant 16- 30 nos	750		8+1 hrs. shift, 26 days

3	KST Attendant 31 nos and above	800		8+1 hrs. shift, 26 days
4	KST Supervisor	1000		8+1 hrs. shift, 26 days
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
- The selected agency will have to comply with provision of EPF, ESIC, Bonus, Gratuity & Medical insurance and other compliances as per labor 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.
- The payment to agency from 2nd bill onwards will be made only after submission of proof of deposit of EPF & ESIC. Similarly, agency will have to submit proof of payment of bonus once in a year.
- The agency should pay wages as per the State/Central Government minimum wages and ensure it is compliant.
- The agency should be able to provide the regular manpower as per the requirement. If agency fails to provide regular manpower, Authority has right to terminate the contract and forfeit the security deposit.
- The bidder/agency should be able to provide the adhoc/casual KST manpower as per the requirement i.e 1-15 manpower on 48-hour notice, 16-30 manpower on 72 hour notice and 31 and above manpower on 96 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.
- The management may initiate short tender in case more than 30 nos manpower are required.

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 **Schloss Gandhinagar Pvt. 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. 2, 000/-
EMD	Rs. 2, 00,000/-

1. Tender fee of INR 2000/- to be submitted in DD only in favour of **Schloss Gandhinagar Pvt. 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 **Schloss Gandhinagar Pvt. 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. For successful bidders the EMD will be returned once the bidder has submitted Security deposit.

Section 8

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: