

Tender for Appointment of
An Agency for
AV (Audio Visual) Operator
At MMCEC and The Leela Gandhinagar
(A unit of GARUD)



E-1 Wing, Block No. 3, 3rd Floor,
Karmayogi Bhavan, Sector - 10 A,
Gandhinagar – 382010, Gujarat.

Section: 1 Introduction

About GARUD

A SPV named Gandhinagar Railway & Urban Development Corporation Limited (GARUD) has been formed with equity contribution of Government of Gujarat (GoG) (74%) and Ministry of Railways (through IRSDC) (26%) which is as a Joint Venture Company for redevelopment of Gandhinagar Capital Railway Station, development of Hotel on the Airspace above Railway Station and Management of Mahatma Mandir Convention & Exhibition Centre and Exhibition Centre at Helipad Ground, Gandhinagar.

The project involves:

- Development of a 318 room five-star business hotel
- Redevelopment of Gandhinagar Capital Railway Station
- Approach ramps to the hotel 937 m long and of 22 m height
- Construction of 18 m wide underpass connecting East & West of the railway line (Mahatma Mandir and Hotel main entry)

Entire new development of Railway Station and the hotel in airspace is in alignment of the central axis drawn from the Vidhan Sabha of Gujarat. The Redeveloped Gandhinagar Railway Station has been inaugurated by Hon'ble Prime Minister on 16 July 2021.

318 room five-star business hotel – The Leela Gandhinagar

About The Leela Gandhinagar

Blending modern splendour with the vibrant old-world traditions of Gujarat, The Leela Gandhinagar is located atop the concourse of the Gandhinagar railway station, near the Mahatma Mandir Convention and Exhibition Centre managed by The Leela. This elegant hotel, India's first-ever luxury hotel built over a railway station.

From flooring inspired by vav or the archaeological stepwells to traditional textiles and beadwork, local crafts and architectural elements find a home here. Coupled with the renowned Leela hospitality and signature services, this iconic hotel promises to become the quintessential stopover for the most sophisticated global traveller to this multifaceted state.

The hotel offers a myriad of facilities, from a world-class spa, a swimming pool, and a state-of-the-art fitness center, to exceptional dining venues spanning a host of cuisines in an idyllic setting.

With the legendary Leela hospitality and signature services, this iconic hotel promises to become the quintessential stopover for the sophisticated global traveller to this multifaceted state. It is in operation w.e.f. 1 September 2021.

The hotel is a part of a 43-acre complex, which houses the Mahatma Mandir Convention and Exhibition Centre and the Dandi Kutir museum and hotel.

Other Details

The Leela Gandhinagar is a 318 room 5-star hotel with a distinctive sense of arrival - 15 acres of lush landscaped lawn, water bodies and an elevated driveway to access the hotel. It stands on the concourse of the Gandhinagar Rail Station. It is approximately 40 minutes' drive from the international airport. The state of art meeting rooms and the banquet area of over 666,000 sq ft, 03 spectacular dining outlets include the Citrus Junction our all-day dining, Diya our Indian specialty and Moksha our Tea lounge makes the hotel stand out.

Section: 2

NOTICE FOR TENDER

MAHATMA MANDIR CONVENTION AND EXHIBITION CENTER AND THE LEELA GANDHINAGAR
(A UNIT OF GARUD)

TENDER NOTICE FOR APPOINTMENT OF AN AGENCY FOR AV OPERATOR AT MMCEC AND THE LEELA GANDHINAGAR, GUJARAT

Tenders are invited from suppliers/aggregators/service providers for AV Operator at MMCEC and The Leela Gandhinagar.

The details of tender are as below:

Details	Dates & Details
Tender to be availed from	https://tender.nprocure.com/
Date of Floating of Tender	31.12.2025
Date of Pre-bid Meeting	03.01.2026 @ 1200Hrs at GARUD office
Last date for submission of tender in hard copy & online (financial bid)	12.01.2026 before 1600 hrs
Opening of Technical bids	13.01.2026 at 1100 hrs @ E-1 Wing, Block No. 3, 3rd Floor, Karmayogi Bhavan, Sector - 10 A, Gandhinagar – 382010, Gujarat.
Opening of Financial	Will be informed to Technically qualified bidders
Estimated value of tender	Rs. 23,00,000/-
Tender Fee (non – refundable)	Rs. 1,500/-
EMD (refundable)	Rs. 69,000/-

Tender Fee & EMD to be in favour of Gandhinagar Railway & Urban Development Corporation Ltd.

Tender (Technical bid only) to be submitted at E-1 Wing, Block No. 3, 3rd Floor, Karmayogi Bhavan, Sector - 10 A, Gandhinagar – 382010, Gujarat., Gujarat

GARUD reserves the right to accept or reject any tenders received without assigning any reason whatsoever.

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Section 3

LETTER FOR SUBMISSION OF TENDER FOR AV OPERATOR

To,

The Tender Authority

GARUD

E-1 Wing, Block No. 3, 3rd Floor,
Karmayogi Bhavan, Sector - 10 A,
Gandhinagar – 382010, Gujarat.

Sir,

In response to the Tender dated 31.12.2025 issued on behalf of the Gandhinagar Railway & Urban Development Corporation Limited, Gandhinagar hereinafter mentioned as the GARUD for the works AV Operator and in conformity with the terms and conditions, laid down herein.

I/We do hereby submit my/our tender duly signed by me/us for the supply of products/ services/etc.

- 1) I/We agree to execute all the supplies/services at the rates quoted by me/us within a specified period.
- 2) I/We undertake to effect the supplies/services at the Leela Gandhinagar, Gandhinagar Railway Station, Gandhinagar in all respects on receipt of the order from Leela Gandhinagar/MMCEC/GARUD.
- 3) In the event of the whole supplies/services as tendered by me/us is not given to me/us, I/we do agree to accept and carryout such portions of the supplies/provide services included in my/our tender or may be allocated to me/us.
- 4) We are enclosing herewith following documents as desired.

Signature of the Tenderer with Stamp

- 1. Tender Fee of Rs. 1,500/- (Rupees One Thousand-five Hundred only) in form of Demand Draft in favour of Gandhinagar Railway and Urban Development Corporation.**
- 2. EMD of Rs. 69,000/- (Rupees Sixty-nine Thousand only) in form bank guarantee or Demand Draft or FDR in favour of Gandhinagar Railway and Urban Development Corporation.**

Eligibility Criteria

Section 4: Technical Qualification:

Bidders must meet the following criteria to be considered for the technical proposal. Supporting documents and evidence must be provided as specified below. Failure to comply with these requirements will result in disqualification.

Sr. No	Qualification Points	Minimum Criteria	Supporting Documents Required
1	Bidder Turnover	Minimum average annual turnover of INR 30 Lakhs over the last three financial years (2022-23, 2023-24 & 2024-25).	Certified Turnover Certificate for the specified financial years, attested by a Chartered Accountant.
2	Experience with Similar Work	The bidder should have experience in Audio Video at large conference/seminars/ conventions/ MMCEC. Event agency should have operated high level events inaugurated by very high level dignitaries and organized by Government/Semi-Government/Government agency, MMCEC with in last two years. Experience in operating S.I. (Simultionly interpretation) & handling of translation booth	Copies of contract/work order/Purchase order/Letter of Award (LOA) demonstrating similar work experience direct/indirect. (Leela/GARUD review the right to consider work order done for higher dignitaries)
3	Years of Experience	A minimum of 5 years in Audio Video business	Self-attested Company Incorporation or Registration Certificate/Udhyog Aadhar Certificate
4	Capabilities of bidder	The bidder should be able to cater all the required manning within 24 hours of intimation and 10% - 12% incremental manning in any given time.	Attach Undertaking on Company Letter head duly sealed and signed.

Section 5: Compliances Qualification:

To be eligible for the technical bid, the bidder must possess the following registrations, certificates, and comply with the listed requirements:

Sr. No.	Description	Qualification Requirement	Supporting Documents
1	Shops & Establishment License	The bidder must possess the S&E License from the local municipal authorities.	Attached the copy of S&E Certificate
2	GST Compliance	The bidder must possess the GST Number from the tax authorities	Attach the GST Certificate of the company
3	Office Establishment	Should have office in Pan India	Government License/ Professional Attach tax registration Certificate or similar evidence
4	Insurance Coverage	The bidder must maintain a third-party liability insurance policy.	Relevant Insurance Documents.

Section 6: Tender Submission Format

6.1 Digital Certificate Requirement

- Bidders interested in participating in online tenders must possess a legally valid Digital Certificate (Class III) as mandated by the Information Technology Act, 2000. This certificate will allow bidders to securely sign their electronic bids. It can be procured from any licensed Certifying Authority in India.
- Bidders who already hold a valid digital certificate do not need to obtain a new one.

6.2 Submission of Tender

- Tenders must be submitted in a sealed cover using the prescribed tender forms. The main cover should be clearly labelled with the name of the RFP ("Request for Proposal for AV Operator") and the name of the bidding agency.
- The tender should be delivered to the office of GARUD (E-1 Wing, Block No. 3, 3rd Floor, Karmayogi Bhavan, Sector - 10 A, Gandhinagar – 382010, Gujarat. latest by or before XX/XX/2025 at 1600 Hrs. The envelope/cover should be subscribed with the name of RFP for Agency of AV Operator Tender. Both the Technical documents & Tender Fees DD need to keep inside the cover with separate envelopes.

6.3 Two-Cover Bid System

The tender submission should follow the two-cover bid system:

- First Sealed Cover (Technical Documents): This cover should include the following:
 - Tender Fees and Earnest Money Deposit (EMD) as specified in Section 3.
 - A duly signed and sealed copy of the tender document.
 - Turnover certificate certified by a Chartered Accountant for the last three financial years.
 - Copies of contracts, work orders, purchase orders, or Letters of Award (LOA) demonstrating similar work experience.
 - Company Incorporation/Registration Certificate.
 - Undertakings as specified in Sections 4 and 5.
 - Copies of relevant licenses and registrations as outlined in Section 5.
 - GST Certificate of the company.

Second Cover (Financial Bid):

- i. The financial bid must be submitted online only on www.nprocure.com, following the format provided in the tender document.

Section 7: GENERAL CONDITIONS

1. Submission of Technical Bid:

- The technical bid must be submitted in hard copy at office of GARUD (E-1 Wing, Block No. 3, 3rd Floor, Karmayogi Bhavan, Sector - 10 A, Gandhinagar – 382010, Gujarat

2. Compliance with Orders:

- Supplies and services must strictly adhere to the order specifications provided. Any unauthorized additional supplies or services made without prior written approval from the authorized officer will not be compensated.

3. Penalties for Delays:

- If the bidder fails to deliver supplies or services within the agreed time frame, they will be liable to compensate the authority for any damages or losses incurred due to the delay. This compensation may be recovered from pending payments, EMD, or Security Deposit.

4. Alternate Arrangements:

- The authority reserves the right to procure supplies or services from other bidders if necessary. Should the original bidder refuse to accept the award or comply with the terms of the contract, their EMD or Security Deposit may be forfeited.

5. Compliance with Formalities:

- The successful bidder must complete all necessary formalities, including obtaining required permissions or licenses, before delivering supplies or services to the premises.

6. Modification Rights:

- The authority reserves the right to modify any terms and conditions of this tender on genuine grounds as deemed necessary.

7. Payment Conditions:

- Payments will be processed based on compliance with the terms outlined in the tender. The authority reserves the right to deduct 3% or 5% of the running monthly bills and final bill as a Security Deposit, which will be refunded 30 days after the final payment, post-contract completion.

8. Contract Termination:

- The authority retains the power to terminate the contract at any time if the bidder is found to be unsuccessful. In such cases, the contract may be awarded to another agency without the original bidder's contestation.

9. Dispute Resolution:

- Any disputes arising during the course of the contract will be referred to the Civil Courts of Gandhinagar, Gujarat, which will have jurisdiction over such matters.

10. Ongoing Obligations:

- The authority reserves the right to request continued supply or service under the same contractual rates and conditions, and the bidder is obligated to comply.

11. Supply/Service Guarantee:

- The successful bidder must provide an undertaking to deliver supplies/services as per GARUD's/Leela's requirements and the scope outlined at the agreed rates.

12. Liability for Damages:

- In the event of losses, damages, theft, or embezzlement during transit, GARUD/Leela will not be held responsible. Suppliers are advised to secure Transit Insurance.

13. Force Majeure:

- In the event of unforeseen circumstances beyond control (force majeure), the terms of this contract may be adjusted as necessary.

14. Contract Period:

- Contract period will be 12 months from the date of Agreement

15. Contract Extension:

The contract may be extended for an additional term upon mutual agreement between the bidder and the authority. The terms and conditions, including the rates, will remain the same as specified in the original contract unless otherwise renegotiated and agreed upon in writing by both parties.

Section 8: TERMS AND CONDITIONS

1. Price/rate

Except as otherwise agreed in writing the stated prices are inclusive of accommodation cost, transportation, lead & lift etc. excluding GST which should be quoted separately. The price is not variable for order. Any amendment expressly referring to order shall invalidate the said Purchase order. The price should be FOR at The Leela Gandhinagar/MMCEC.

2. Insurance

The liability of insurance till delivery (if any) & Service done at the Leela Gandhinagar/MMCEC will be of the vendor unless agreed in writing.

3. Quality

All the supplied manpower have been technically qualified as per his/her Job / our requirements. The company shall be free to reject them unless the manpower quality/performance is approved by the competent officer, whose decision shall be final and binding on the vendor.

4. Confidentiality

The supplied manpower shall not use any confidential photos, blueprint, drawings, and designs, manufacturing data or specifications of the Leela Gandhinagar & MMCEC to anywhere in any manner or by anyone for any purpose.

5. Delivery

- a. Although this order is placed for supplies to a definite destination, suppliers shall provide Manpower Service to any other works or site under the company's management if so required by the GARUD.
- b. Operator Service should be completed within the period specified on the order unless otherwise extended or relaxed by a competent authority. Should suppliers fail to execute order or any part thereof as stipulated, the company shall be free, without giving any notice to suppliers to take undelivered services / goods from the market at the prevailing prices and the vendor shall be obliged to reimburse the GARUD in respect of any loss or damage arising from their failure to Service / deliver the goods.
- c. The Service Purchase Order (S.P.O.) number must appear on all the Invoices & Challans.

6. Quantity

Services will be paid for on the basis of service done as per service order not exceeding the ordered quantity at work, irrespective of the quantity in the supplier's invoice.

7. Payment

Payment will be made within 90 days from receipt of bill or as may be otherwise specified in Purchase order for the material supplied by the vendor and received and accepted by Authority. The vendors should submit their bill to the Leela Gandhinagar within 7 days from the date of receipt of supplies/services by GARUD at Hotel/MMCEC.

8. Rejected Service

Rejection of service operator lying with the Authority will be at supplier's risk and should be withdrawal by them at their own cost immediately on receipt of advice from the Authority to this effect. The Authority shall be entitled to recover from the suppliers this full amount charges, if any incurred in respect of rejection of service.

9. Disputes

Any disputes arising out of this order will fall under the jurisdiction of competent court at Gandhinagar District court only.

10. GST Registration number

Both the Parties' GST Registration number must be shown on each invoice.

- 11.** The Vendor shall not offer or give or agree to give to any person in the Authority any gift or consideration of any kind as an inducement or reward for doing or for bearing to do or for having done or forborne to do any act in relation to the obtaining or execution of this or any other order or for showing or for bearing to show favour or disfavour to any person in relation to this or any one employed by him or acting on his behalf whether with or without his knowledge shall entitle the Authority to terminate the order forthwith and to recover from the Vendor the amount of loss or damage suffered by the Authority.

Section 9: SCOPE OF WORK

1. Vendor will assist in repairing and / or break down maintenance during the event to ensure the events smooth operation.
2. Engineers having experience to handle Hon. Prime Ministers Events AV work in similar setups must always be available throughout the event for effective control and supervision of his staff and for any other requirement.
3. Team should report prior to the event as per the instruction of Incharge.
4. High standard of cleanliness, grooming, and good hygienic sense of staff is the basic requirement of the event.
5. The persons deployed to work should be above 18 years of age, perfectly fit, with the ability to communicate. They should be well trained, well-mannered and experienced. The contractor or his manager shall have to remain available throughout the event for effective supervision.
6. The service provider cannot sub-contract this work to any other entity or agency.
7. The service provider shall make its own arrangements for conveyance, food, etc. for workforce deployed.
8. The Service Provider will keep all licenses, permits, registrations and insurance policies to cover its personnel, deployed at the MMCEC and / or TLGN up to date, during the tenure of this Agreement.

In the event of any notice served to the MMCEC and / or TLGN from any authority or court, or any loss accrued or suffered by the MMCEC and / or TLGN for any non-compliance of statutory provisions by the Service Provider, the Service Provider shall indemnify the MMCEC and / or TLGN in respect of any such loss or damage suffered by the MMCEC and / or TLGN.

9. The persons employed or engaged by the Service provider shall have no right whatever to raise or put any claim on the MMCEC and / or TLGN. It is only the Service Provider, which shall remain responsible for all claims, if any, of persons engaged or employed by it for discharging its obligations under this Agreement.

Supply of Empanelment of Audio Video Operator – The service provider will supply the manpower as per written requirement given by the Operator/Management.

10. Respond to emergency call-in situations.
11. Know current safety regulations. Report any complications on specific jobs or equipment. Consult Working Supervisor if unsure of action to take.
12. Attend all scheduled staff training and safety meetings.
13. Ensuring all critical equipment are operational & functional as per schedule
All breakdown / untoward incident, system error needs to be informed to the Supervisor

Section: 10 PRICE BID**To be submitted in Online Mode through n-code portal only**

The rate quoted by the agency shall be deemed to be exclusive of GST

The bidder shall be required to provide Engineer cum Operators and Helpers as below:

Description	Qualification	Experience	Documents
Engineer	Valid Diploma or ITI /Degree in Electronics/Sound and Audio	Minimum 5 years in AV Operations & Maintenance.	Attach appointment order of Previous and present employer/experience certificate
Helper	12 th pass or more	Minimum 2 years in AV Operations.	

Sr. No.	Locations	AV Manning (Tentative)		Event Day Cost Per Day	Pre-Event Day Cost Per Day
		Engineer cum Operator	Helpers		
1	Main Convention Hall	2	2		
2	Seminar Hall – 1	1	1		
3	Seminar Hall – 2	1	1		
4	Seminar Hall – 3	1	1		
5	Seminar Hall – 4	2	1		
6	CM – PM Area	1	1		
7	Conference Room – 1	1			
8	Conference Room – 2	1			
9	Conference Room – 3	1			
10	Gandhi Garden (Amphitheatre)	2	1		
11	CEO Board Room	1	1		
12	Any other built up Area	1	1		

(*Leela/GARUD does not commit or give guarantee of availing all or any one out of above. This will depend on basis of requirement)

Above quoted rates are Including All, only GST will be extra

- The uniform, safety and PPE kit to be provided by the bidder.
- The rate quoted by the agency shall be deemed to be exclusive of GST.
- The selected agency will have to comply with provision of EPF, ESIC, Bonus, Gratuity & Medical insurance for their manpower deployed at MMCEC & TLGN.
- The agency should pay wages as per the Gujarat State minimum wages.
- Labour laws compliance to be done by contractor / selected bidder
- Run the event related to Audio Visual without any glitch
- Proactively suggesting if any maintenance required before the start of the event / or day prior.