

**Tender for the
Appointment of an Agency
for providing Manpower for KITCHEN
STEWARDING 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.

INDEX

S. No.	Particulars	Page No.
1.	Notice Inviting Tender	3 - 4
2.	Introduction	5 - 6
3.	Submission letter	7
4.	Technical Qualification	8
5.	Compliances	9
6.	Tender submission format	10
7.	General Conditions	11 - 14
8.	Scope of Work	15 - 16
9.	Qualification Method/ Selection Criteria	17
10.	Price Bid	18

SECTION - 1 - NOTICE INVITING TENDER

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

TENDER NOTICE FOR PROVIDING MANPOWER FOR KITCHEN STEWARDING AT THE LEELA GANDHINAGAR AND MMCEC, GANDHINAGAR, GUJARAT

Tenders are invited from service providers for providing manpower for kitchen stewarding at The Leela Gandhinagar and MMCEC.

The details of tender are as below:

1.	Name of the project	Providing manpower for kitchen stewarding at The Leela Gandhinagar and MMCEC, Gandhinagar, Gujarat
2.	Project duration	12 months Initial from the date of issuance of LoA Further can be extended for other 12 months on same terms & condition
3.	Date of Issue of Invitation	13.02.2025
4.	Type of tender	e-tender on https://tender.nprocure.com/
5.	Pre - bid Meeting	19.02.2025 @ 15:30Hrs @ E-1 Wing, Block No. 3, 3rd Floor, Karmayogi Bhavan, Sector - 10 A, Gandhinagar - 382010, Gujarat.
6.	Bid Due Date	05.03.2025 before 16:00 hours For Submission of Technical Bid (hard copy) @ E-1 Wing, Block No. 3, 3rd Floor, Karmayogi Bhavan, Sector - 10 A, Gandhinagar - 382010, Gujarat. & For submission of Financial Bid on https://tender.nprocure.com/ portal
7.	Estimate (Excluding GST)	Rs. 70.21 Lakhs Per Annum.
8.	Date and Time of Opening of Technical Bid	05.03.2025 at 17:15 hrs @ E-1 Wing, Block No. 3, 3rd Floor, Karmayogi Bhavan, Sector - 10 A, Gandhinagar - 382010, Gujarat.
9.	Opening of Financial Proposal	Will be inform to technically qualified bidders.

10.	Authorized Representative	Managing Director, GARUD
11.	Email correspondence for	garud.gandhinagar@gmail.com and hr.tlgn@theleela.com
12.	Address for submission of Technical Bids	E-1 Wing, Block No. 3, 3rd Floor, Karmayogi Bhavan, Sector - 10 A, Gandhinagar – 382010, Gujarat.
13.	Tender Fees (Non-refundable)	Rs. 5,000/- (by Demand Draft in favour of Gandhinagar Railway and Urban Development Corporation Limited)
14.	Earnest Money Deposit	Rs. 2,10,000/- (by in form of Bank Guarantee or Demand Draft or FDR in favour of Gandhinagar Railway and Urban Development Corporation Limited). The Earnest Money will be returned to the unsuccessful tenderers. The Earnest Money of successful bidder will be returned after he furnishes security deposit and acceptance of LoA/Work order.
15.	Security Deposit	The performance Bank Guarantee of Nationalized/Schedule Bank of 5% of work order amount (for total 1 year) valid for 15 Months in favour of M/s Gandhinagar Railway and Urban Development Corporation Limited (GARUD).

Section: 2 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.

About The Leela Gandhinagar (318 room five-star business hotel)

- 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.
- 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 dinning outlets include the Citrus Junction our all-day dining, Diya our Indian specialty and Moksha our Tea lounge makes the hotel stand out.

Section 3

LETTER FOR SUBMISSION OF TENDER FOR MANPOWER FOR KITCHEN STEWARDING

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 13.02.2025 issued on behalf of the Gandhinagar Railway & Urban Development Corporation Limited, Gandhinagar hereinafter mentioned as the GARUD for the works Kitchen Stewarding - Manpower 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. 5,000/- (Rupees Five thousand only) in form of Demand Draft in favour of Gandhinagar Railway and Urban Development Corporation.**
2. **EMD of Rs.2,10,000/- (Rupees Two Lakh Ten 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 qualify 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	Bidder Turnover	The bidder must have at least average annual revenue turnover of INR 2.80 crore in last three financial year 2021-22, 2022-23 & 2023-24	Attached the balance sheet of the company of the FY 2021-22, 2022-23 & 23-24 duly signed by Chartered Accountant. Else share the proof for turnover.
2	Similar nature of work	<p>The bidder should have supplied 30 number KST manpower (on monthly basis) to following:</p> <ul style="list-style-type: none"> • Five – star category hotels or • Airports (Domestic/ International) or • Large convention Centre or • Large IT Campus 	<p><i>“The bidder should have 1 work order of supplying 30 KST for minimum period of 12 months”</i></p> <p>Or</p> <p><i>“The bidder should have 2 work order of supplying 15 KST for minimum period of 12 months”</i></p> <p>Attach the copy of contract/work order/LOA issued by the hotel or centre and its work completion certificate.</p>
3	Experience (In years)	At least 3 years in similar business	Attach Company Incorporation / Registration Certificate (self-attested)
4	Employee Strength in Pan India	The bidder must have more than 500 active personnel in Facility services across the state or national level.	Attach the PF/ESIC challan, ECR with Payment receipt of the latest month showing the strength of active employees

Section 5: Compliances:

The bidder should possess and attach a copy of below stated registrations, certificates & other compliances.

Sr. No	Description	Qualification Requirement	Supporting Docs. to be sent in technical proposal
1	Contract Labour Registration.	The bidder should possess the CLR license under the guidelines of Contract Labour Act 1970.	Attached the copy of CLR License for any existing /ongoing 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	Shops & Establishment License	The bidder should possess the S&E License from the local municipal authorities.	Attached the copy of S&E Certificate
6	GST Compliance	The bidder must possess the GST Number from the tax authorities	Attach the GST Certificate of the company
7	Medical Insurance	The bidder must possess the medical insurance policy for his employees over and above ESIC coverage	Attach the copy of Medical Insurance Policy
8	Half Yearly Food Handlers	The bidder must do the half yearly food handlers medical test for his employees	Attach the copy of recent food handlers medical test

Section 6: Tender submission format:

The Tenders are to be submitted as per two bid system i.e.- Technical Bid and Financial Bid. The technical bid should contain the papers to fulfil all the eligibility criteria, certificate of experience, satisfactory performance certificate, undertakings as per instructions.

- A. Technical documents to be submitted in hard copy at GARUD's office:
- i. The agency must submit the Tender Fees and EMD as per section 3 in hard copy at the office of GARUD (E-1 Wing, Block No. 3, 3rd Floor, Karmayogi Bhavan, Sector - 10 A, Gandhinagar – 382010, Gujarat)
 - ii. The agency should submit the tender document duly signed and sealed.
 - iii. Turnover certificate certified by Chartered Accountant for the last 3 Financial years.
 - iv. Attach the copy of contract/work order/Purchase order/ LOA.
 - v. Attach Company Incorporation/Registration Certificate.
 - vi. Attach the PF/ESIC challan, ECR with Payment receipt of the latest month showing the strength of active employees.
 - vii. Attach undertaking – As per point no. 4 of technical qualification.
 - viii. Attach the copy of the concerned licenses as per section 5.
 - ix. Any other relevant document/s, if required

“The authority reserves right to call for any documents or clarification during the stage of technical evaluation”

- B. Financial bid to be submitted on <https://tender.nprocure.com/> only

The financial bid to be submitted online only as per the tender format.

Section 7: GENERAL CONDITIONS

1. The tender should be submitted in the prescribed form at Purchase office, The Leela Gandhinagar, Airspace above Gandhinagar Railway Station, Sector – 14, K-Road, Gandhinagar- 382016, Gujarat.
2. The selection of the bidder will be done on L1 basis only.
3. The supplies/services shall be made as per the order.
4. Any additional supplies/services made by the suppliers without written authority of the authorized officer, will not be paid for.
5. If the bidder fails to provide supplies/services in the agreed time, he has to pay to authority the cost of damage and loss occurred due to his delay. If he fails to pay this sum in time, such sum arrived at shall be recovered from his pending payments/EMD/SD/from any other dues.
6. Authority has the right to order the supplies/services to any other bidders in connection with this contract at any time, if found necessary. In case the bidder refuses to accept the award or refuses to comply with any of the terms and conditions for the award of contract, the EMD/Security deposit/SD/from any other dues shall be forfeited.
7. The successful bidder shall complete all necessary formality & obtain permission/licence etc. as per rules before delivering the supplies/services to our premises.
8. The Authority reserves the right to modify one or more or any of the terms and conditions of this tender on genuine grounds.
9. Payments will be made based on the acceptance of the conditions in tender.
10. Authority has the power to terminate the contract at any time, if found unsuccessful, and to award the contract to another agency, which cannot be questioned anywhere. Authority reserves the right to negotiate for reduction in the rates or to reject any or all tenders without assigning any reasons.
11. In case of dispute or differences between the two parties arises during the course of contract, the same shall be referred to Civil Courts of Gandhinagar (Gujarat) and the jurisdiction of such matter will be at Gandhinagar (Gujarat) Courts only.
12. The Authority reserves the right to call upon the supplies/services to continue the supplies/services at the contractual rates & bidder is bound to provide supplies/services at the same rate and Terms & Conditions.

13. The successful bidder must give an undertaking that the bidder will make supplies/services will be provided as per GARUD's/Leela's requirement and as per the scope of the rates offered.

14. Deleted

15. If the bidder fails to provide supplies/services of any of the items as per rates, the security deposited/any other due amount will be forfeited, in addition to other legal remedies available including termination of the contract & purchase of supplies/services at bidder's risk & cost.

16. In case any losses/damages/theft/embezzlement in transit of goods, GARUD/Leela shall not be responsible. Thus, suppliers advised to take Transit Insurance.

17. The successful tenderer will deliver the supplies/services to the Hotel & MMCEC at Gandhinagar on demand of requirements.

18. Force Majeure

- a. Neither party shall be liable to the other for any loss or damage occasioned/caused by or arising out of act of God and in particular "Unprecedented floods", volcanic eruption, earthquake or other convulsion of nature and other acts, such as but not restricted to invasion, the act of foreign countries, hostilities or war like operations before or after declaration of war rebellion military or usurped power (but excluding strikes and lockouts) which prevent performance of the contract and which could not have been foreseen or avoided by a prudent person.

Note: "Unprecedented flood" means the flood crossing the highest observed flood level which is on the available record.

- b. If any loss or damage happens to the works, or any part thereof, or materials or plant for incorporation therein, during the period for which the contractor is responsible for the care thereof, from any cause whatsoever, other than the risk defined in the clause 30 (a) as above, the contractor shall at his own cost, rectify such loss or damage so that the permanent works conform in every respect with the provision of the contract to the satisfaction of Owner.

19. Damages

If the Supplier/Service provider or his workmen, or servant if break, deface, injure or destroy or damage any part of the work in question in / on which they may be working or any building, road, fence, enclosure or grassland or cultivated ground continuous to the premises on which the work or any part thereof is being executed or if any damage shall occur to the work from any cause; Employer's Representative, or such other officer as he may appoint and the estimates of the

Employer's Representative, subject to the decision of the Employer, on appeal, shall be final and the Supplier/Service provider shall be bound to pay the amount of the assessed compensation on demand, failing which the same will be recovered from the Supplier/Service provider as damages in the manner as decided by the Employer's Representative and deducted from any sums that may be due or become due from the Employer to the Supplier/Service provider.

20. Extension of Contract (if required):

The contract of Supplying items/Services will be initially for 1 year from the contract and same can be extended for further one more year on the same terms and condition with mutual consent.

21. Deleted

22. Insurance

The selected agency should obtain third party liability insurance during the contract period at The Leela Gandhinagar/MMCEC.

23. Deleted

24. Confidentiality

The vendor shall not use any blueprint, drawings, designs, manufacturing data of specifications received for the manufacture or supply of the material for The Leela Gandhinagar in any manner whatsoever, or by anyone on the vendor's behalf for the purpose of sale.

25. Deleted

26. Deleted

27. Deleted

28. 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 selected agency has to submit an undertaking with an acceptance regarding the payment terms.

The format of undertaking is attached.

29. Deleted

30. Deleted

31. Disputes

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

32. Deleted

33. GST Registration number

GST Registration number must be shown on each tax invoice.

34. 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 favor or disfavor 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.

35. The Leela Gandhinagar & MMCEC may/will interview the candidates/staff to be deployed by the selected agency. If found satisfactory during the interview, candidates will be deployed/ deputed at The Leela Gandhinagar & MMCEC. The selected agency is bound to co-operate and abide in this process.

36. Penalty: If the bidder fails to deliver supplies or services (here manpower) within the agreed time frame, The Leela Gandhinagar is entitled to get the manpower from the market and the difference amount will be debited from the selected agency.

If the such instances arise more than twice/thrice in a month, The Leela Gandhinagar/MMCEC is entitled to initiate the process of black listing the agency and forfeiting the Security Deposit/Earnest Money Deposit/any pending payment. The agency will have to abide by the decision of The Leela Gandhinagar.

Section 8: SCOPE OF WORK

Primarily Responsible for Operating and maintain cleaning equipment and tools. Also responsible for washing dishes, chinaware, 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.

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 9: Evaluation Criteria

Once agency has submitted required documents as per the requirement of RFP, technically qualified agency will be shortlisted based on evaluation criteria. The brief parameters of technical evaluation will be based on Turnover, Similar nature of work, Experience, Employee Strength and Presentation/Deployment plan by the agency.

The total marks for the technical evaluation will be 100 and agency should secure atleast 60 marks for opening of its Financial Bid.

The selection of the bidder will be done on L1 basis only from the Financial Bid opened of technical qualified bidders.

Financial Bid – To be submitted Online on <https://tender.nprocure.com/> Portal only

#	Manpower Category	No. of Staff (approx.)	CTC Per employee/ month excluding Service Charge	Service Charge % and Amount	Total CTC per Month Including Service Charges	Remarks
1	KST Attendant	26				8+1 hrs. shift, 26 days + 4 W. Off
2	KST Supervisor	1				8+1 hrs. shift, 26 days + 4 W. Off

Kindly note:

- (i) **The quoted CTC shall be as per Minimum Wages Act and should be complied with all statutory norms including the bonus charges 8.33%, uniform charges & etc.*
- (ii) *The selected bidder has to submit the breakup of CTC employee category wise.*
- (iii) *The above required manning is tentative and order will be issued as per the actual requirement at the unit. This may vary from 10% - 20% +/- of the required quantity.*

Other note:

The GST will be charged as per the actual.