

**Tender for the
Appointment of an Agency
for providing Manpower for
Housekeeping, Laundry, Public Area &
Pool Attendant 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.

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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 HOUSEKEEPING, LAUNDRY, PUBLIC AREA & POOL ATTENDANT AT THE LEELA GANDHINAGAR AND MMCEC, GANDHINAGAR, GUJARAT

Tenders are invited from service providers for providing manpower for housekeeping, laundry, public area & pool attendant at The Leela Gandhinagar and MMCEC.

The details of tender are as below:

1.	Name of the project	Providing manpower for housekeeping, laundry, public area & pool attendant at The Leela Gandhinagar and MMCEC, Gandhinagar, Gujarat
2.	Project duration	12 months from the date of issuance of LoA. Further can be extended for other 12 months on same terms & conditions
3.	Date of Issue of Invitation	28.01.2025
4.	Type of tender	e-tender on https://tender.nprocure.com/
5.	Pre-bid Meeting	04.02.2025 @ 12:30 Hrs @ E-1 Wing, Block No. 3, 3rd Floor, Karmayogi Bhavan, Sector - 10 A, Gandhinagar - 382010, Gujarat.
6.	Bid Due Date	15.02.2025 before 16:00 hours For Submission of Technical Bid @ E-1 Wing, Block No. 3, 3rd Floor, Karmayogi Bhavan, Sector - 10 A, Gandhinagar - 382010, Gujarat. And Financial Bid on https://tender.nprocure.com/
7.	Estimate (Excluding GST)	Rs. 1.75 Crore Per Annum.
8.	Date and Time of Opening Technical Bid	15.02.2025 at 16:30 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. 15,000/- (by Demand Draft in favour of Gandhinagar Railway and Urban Development Corporation Limited)
14.	Earnest Money Deposit	Rs. 5,25,000/- (in form 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 HOUSEKEEPING, LAUNDRY, PUBLIC AREA AND POOL ATTENDANT

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 28.01.2024 issued on behalf of the Gandhinagar Railway & Urban Development Corporation Limited, Gandhinagar hereinafter mentioned as the GARUD for the works Housekeeping and Laundry - 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. 15,000/- (Rupees Fifteen thousand only) in form of Demand Draft in favour of Gandhinagar Railway and Urban Development Corporation.**
2. **EMD of Rs. 5,25,000/- (Rupees Five Lakh Twenty-Five 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 the average annual revenue turnover of INR 5 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 50 number housekeeping manpower (on monthly basis) to following:</p> <ul style="list-style-type: none"> • Five – star category hotels or • International airports or • Large convention Centre or • Large IT Campus 	<p><i>“The bidder should have atleast 1 work order of supplying 50 HKM for minimum period of 12 months”</i></p> <p>Or</p> <p><i>“The bidder should have atleast 2 work order of supplying 25 HKM 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 5 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

5.	Capabilities of bidder	The bidder should be able to mobilize at least 0-100 manpower on 48-hour notice and 101-300 manpower on 96-hour notice.	Bidder should Attach Undertaking on Company Letter head duly sealed and signed.
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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 must 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

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 must 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. Deleted
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. 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.
15. In case any losses/damages/theft/embezzlement in transit of goods, GARUD/Leela shall not be responsible. Thus, suppliers advised to take Transit Insurance.
16. The successful tenderer will deliver the supplies/services to the Hotel & MMCEC at Gandhinagar on demand of requirements.

17. 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 of 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 of damage so that the permanent works conform in every respect with the provision of the contract to the satisfaction of Owner.

18. 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.

19. 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.

20.Deleted

21.Insurance

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

22.Deleted

23. 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.

24. Deleted

25.Deleted

26.Deleted

27.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.

28.Deleted

29.Deleted

30. Disputes

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

31. Deleted

32. GST Registration number

GST Registration number must be shown on each tax invoice.

33. 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.

34. 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.

35. 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

The attendant will be having shift of 9 hrs (8+1 hrs. shift), 26 days working in month with 4 days Week off.

Housekeeping Public Area Attendant and Supervisor

- Daily cleaning and replenishing supplies in washrooms.
- Daily cleaning of the glasses of the building up to possible areas with telescoping pole.
- Daily cleaning of furniture.
- Daily cleaning of floors, staircases and walls etc.
- Daily cleaning of offices, pantries, back areas and stores etc.
- Daily cleaning of all staff lockers that includes WC, urinal, water outlets and shower areas also.
- Daily cleaning or vacuuming of carpets.
- Daily cleaning of chairs.
- Furniture set up at different venues.
- Transportation of stuff from one place to another.
- Collection and transportation of garbage to the disposal area.
- Setting up of stores.
- Cleaning and washing of periphery area (Pavers Blocks, Bituminous Carpet of Roads, and Trenches Surface).
- Cleaning of the pathway in the garden area.
- Weekly or when required cleaning of boundary walls of the premises.
- Weekly or when required cleaning of signage in the complex.
- Removing of cobwebs from the ceiling with the help of telescope rode or boom lift with proper safety as per the schedule.
- Carpet & chairs shampooing as per the schedule.
- Marble scrubbing, polishing and buffing as per the schedule.
- Inventories of items in the stores as per the schedule.
- Daily cleaning and charging housekeeping machinery after use.
- Stacking of Housekeeping pantries with tools, chemicals and supplies etc. and keeping a record of it.
- Polishing of elevator panels, handrails etc. as per the schedule.
- Record keeping like attendance, consumption report etc.
- Deep cleaning of all the areas as per the schedule.
- Checking and logging of maintenance work in all the area.
- Trained/experienced in operating housekeeping machines

Methodology: Washrooms will be cleaned with Taski chemicals.

- Floors will be cleaned with the swingo/ Ergodisc machine.
- Carpet shampooing will be done with Taski Ergo disc and foam generator.
- Cleaning of periphery area and garden area pathway with brooms, T brush and manual sweeping machine.
- Washing of periphery area with jet pressure machine.
- Polishing and buffing of marble area will be done with Taski Ergo Disc.
- Glasses should be cleaned using proper chemicals, with washer sleeves, scrappers, squeezes etc.

Scope of Work for Laundry Attendant

- Daily cleaning of Laundry.
- Collection of soiled linen.
- Sorting of linen (room linen, bathroom linen etc.)
- Sorting of soiled uniform (colour, white and dry cleaning etc.)
- Loading soiled linen for washing.
- Collection of soiled linen from Guest floors as Chute is not ready.
- Unloading of linen from machine after washing.
- Loading of washed linen to drier.
- Unloading and folding of linen after drying.
- Pressing of linen.
- Pressing of uniform.
- Hanging the uniforms as per the uniform numbers.
- Sanitization of the Laundry, soiled linen room etc.
- Identifying stains and treatment.
- Stacking linen in the racks.
- Linen inventory.
- Able to read instructions in English.
- Transportation of soiled linen from sorting area to Laundry.

Scope of Work for Pool Attendant/ Life Guard:

- Should be a graduate or 12th pass minimum.
- Should be having valid Life Guard Certificate.
- Good communication skills.
- Should have a prior experience as a Pool Attendant/Life Guard.

Section 9: Evaluation Criteria

Once agency has submitted required documents as per the requirement of RFP, technically qualified agency will be shortlisted based on the following evaluation criteria. The marking will be done on the below parameters. The total marks for the technical evaluation will be 100 and agency should get atleast 60 marks for opening of financial bid.:

Criteria	Marking	
Turnover (Max. 20 marks)	Minimum Turnover	Max. Marks
	Min. Rs. 5 Cr. – Rs. 10 Cr.	5 marks
	Rs. 10 Cr. – Rs. 15 Cr.	10marks
	Rs. 15Cr. – Rs. 20Cr.	15 marks
	Rs. 20+ Cr.	Max. 20 marks
Similar nature of work (Max. 20 marks)	Similar Work	Max. Marks
	Providing minimum 50 to 100 housekeeping manpower on monthly basis	15 marks
	Providing 101 and above housekeeping manpower on monthly basis	Max. 20 marks
Experience (Max. 20 marks)	Min, Experience	Max. Marks
	Min 5 Years and upto 7 years	10 marks
	7 Years to 10 years	15 marks
	10+ years	Max. 20 marks
Employee strength in India (Max. 20 marks)	Min. Employee Strength	Max. Marks
	500 – 700 active personnel	10 marks
	701 – 900 active personnel	15 marks
	900+ active personnel	Max. 10 marks
	<i>Agency has to submit the proof of active manpower (PF/ESIC challan/Payment receipt) of latest month for calculating above.</i>	
Presentation/Deployment plan (Max. 20 marks)	<p>Technically qualified agency will be called for presentation. The agency is required to present in brief outline as below (not more than 10 slides):</p> <ul style="list-style-type: none"> • Manpower deployment plan in the previous/ongoing work • Presentability of the staff-uniform, grooming, hygiene & etc. • Equipment knowledge – Karcher/Diversey any other etc. • Training of the staff – SOP or policy or training frequency • Deployment plan at The Leela Gandhinagar and MMCEC <p>Any other point which makes them stand out of other competition.</p>	

Out of 100 marks agency should have atleast 60 marks for opening of financial bid.

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

#	Manpower Category	No. of Staff (Appx.)	CTC Per employee/month excluding Service Charge*	Service Charge % and Amount	Total CTC per month including Service Charge
1	Housekeeping Public Area Attendant	45			
2	Housekeeping Public Area Supervisor	5			
3	Skilled Room Attendant	5			
4	Laundry Attendant	15			
5	Pool Attendant	2			

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.