

गुरु घासीदास विश्वविद्यालय, बिलासपुर (छ0ग0) Guru Ghasidas Vishwavidyalaya, Bilaspur(C.G.)

(A central University)

Koni, Bilaspur, 495009 (C.G.) India

Website: www.ggu.ac.in Phone: 07752-, 260381 FAX: 07752-260154, 260148



Ref.: NO.: 64/ IGH/STORE/GGV//2021,

DATE: 28/12/2021

Tender notice

E-Tender/EoI

Expression of Interest (EoI) for Outsourcing of International Guest House

Guru Ghasidas Vishwavidyalaya, invites "EoI" from the reputed firms for outsourcing of services at International Guest House. Details & formats regarding the EoI may be downloaded from the websites:- www.ggu.ac.in or www.eprocure.gov.in. The soft copies of the duly filled in tender format, scanned copy of signed tender and relevant documents, DD of tender cost and EMD shall be uploaded on the website www.eprocure.gov.in. However, sealed envelope containing tender cost Rs. 1,500/- (Non refundable) and EMD Rs. 2,00,000/- addressed to the Assistant Registrar (store), Guru Ghasidas Vishwavidyalaya, Koni, Bilaspur, C.G.-495009 should reach up to 4.00 PM on or before 17/01/2022 The technical Bid shall be opened on 18/01/2022 at 4.30 PM. The University is not responsible for any delay in receiving the documents in hard/soft copies. GGV reserves all the right to accept/reject any or all tender without assigning any reason in favour of university.

कुलसचिव (कार्यवाहक) / Registrar (Acting)

Eol

For Outsourcing of Services of International Guest House

Guru Ghasidas Vishwavidyalaya, invites “E-Tender” from the reputed firms to outsource the services of International Guest House. Details & formats regarding the Eol may be downloaded from the websites:- www.ggu.ac.in or www.eprocure.gov.in. The soft copies of the duly filled in tender format, scanned copy of signed tender and relevant documents, DD of tender cost and EMD shall be uploaded on the website www.eprocure.gov.in. However, sealed envelope containing DD of the tender cost Rs. 1,500/- (Non refundable) and DD/FDR of the EMD Rs. 2,00,000/-, addressed to the Assistant Registrar (store), Guru Ghasidas Vishwavidyalaya, Koni, Bilaspur, C.G.-495009, should reach up to 4.00 PM on or before 17/01/2022 The technical bid shall be opened online 18/01/2022 at 4.30 PM

The University is not responsible for any delay in receiving the documents in hard/soft copies. GGV reserves all the right to accept/reject any or all tender without assigning any reason in favour of university.

SALIENT DATES

- | | |
|---|---|
| 1. Last Date of submission (Online) : | 17.01.2022 upto 4.00 PM |
| 2. Last Date of submission (Hard copy) : | |
| Bid Fee Rs 1,500/-(Original)(scanned copy to be uploaded online also) | 18.01.2022 upto 4.00 PM |
| EMDRs. 2,00 ,000/-(Original) (scanned copy to be uploaded online also) | |
| 3. Pre Bid Meeting : | 05.01.2022 at 3.00 PM |
| (Venue: Conference Hall, Administration Building , GGV, Bilaspur) | |
| 4. Opening of Technical Bid | 18.01.2022 at 4.30 PM |
| 5. Financial Bid* | Date to be notified later after
Technical bid Evaluation |
| (as per BoQ in e-tender submitted online only) | |

*The financial bid (as per BoQ in e-tender) of technically qualified bidders will be opened later for which the date will be notified through www.e-procure.gov.in and university web-portal ggu.ac.in. Bidders are advised to visit the above sites for updated information on regular basis.

1. Mode of Payment of Tender Cost and EMD:

Tender cost and EMD must be submitted in original before the scheduled last date through speed post/registered post/courier service to the Asst. Registrar (Store), Guru Ghasidas Vishwavidyalaya, Bilaspur 495009 (C.G). Also the scanned copies are to be uploaded on-line in eprocure.gov.in.

1.1 Tender Cost

Tender cost of Rs 1500 (non-refundable) should be in the form of DD in favour of “Registrar, Guru Ghasidas Vishwavidyalaya”, payable at Bilaspur (C.G), from any scheduled bank.

1.2 Earnest money deposit (EMD)

An EMD of Rs.2.0 lakh (refundable as per terms & condition of the tender) should be in the form of DD/FDR in favour of “Registrar, Guru Ghasidas Vishwavidyalaya”, payable at Bilaspur (C.G), from any scheduled bank.

The following shall be noted related to EMD:

- The EMD (without any interest) for all those bidders who are found not eligible shall be returned back to the bidder through registered post/speed post/Courier Service.
- The EMD without any interest shall be refunded / returned to remaining bidders only after signing of agreement / MoU with the successful bidder.
- No exemption from depositing the EMD shall be allowed to any participating bidder.
- Validity of EMD shall be six (6) months from the last due date of submission of E-Tender.
- The earnest money deposit (EMD) shall not carry any interest.
- EMD shall be forfeited in the following cases:
 - If any information or document furnished by the bidder turns out to be misleading or untrue in any material respect; and if the successful bidder fails to execute the contract/ agreement within the stipulated time or any extension thereof provided by GGV.

2. Eligibility Criteria

2.1 The following shall be the minimum eligibility criteria for selection of bidders technically.

a. **Legal Valid Entity:** The Bidder shall necessarily be a legally valid entity either in the form of a Limited Company or a Private Limited Company registered under the Companies Act, 1956. Bidder in the form of Sole Proprietorship, and Partnership is permitted. A proof for supporting the legal validity of the Bidder shall be submitted.

b. **License:** The bidder shall have the license to operate the Guest House Management Services.

c. **Registration:** The Bidder should be registered with the Income Tax and also registered under the labour laws, Employees Provident Fund Organization, Employees State Insurance Corporation.

d. **Clearance:** The Bidder should also have clearance from Sales/Service Tax Department, and Income Tax Department. Relevant proof in support shall be submitted.

Documents supporting the Minimum Eligibility Criteria

(i) In proof of having fully adhered to the minimum eligibility criteria at 2.1 (a), attested copy of Certificates of Incorporation issued by the respective registrar of firms/companies.

(ii) In proof of having fully adhered to the minimum eligibility criteria at 2.1 (b), attested copy of Certificates issued by Food Safety and Standards Authority of India (FSSAI).

(iii) In proof of having fully adhered to minimum eligibility criteria at 2.2 (c), attested copies of PAN, GST, Labour Registration, EPFO Registration, ESIC Registration shall be acceptable.

(iv) In proof of having fully adhered to minimum eligibility criteria at 2.2 (d), attested copies of Clearance Certificate (Last three years returns) from Sales/Service Tax Department, Income Tax Department shall be acceptable.

2.2 Qualification CRITERIA

a. Number of years in Operations /Experience: The Bidder shall have minimum three years' experience of operation in the similar field in last five years. Also, the Bidder should have experience in the similar field of providing Guest House Management Services in the Government Departments / Govt. Autonomous bodies / Public Sector (Central or State) for the last five consecutive years. In case bidder has not provided government experience / public sector experience, then the bidders with experience in Private reputed organizations may be considered by the technical committee after competent authority of GGV.

b. Turnover: The Bidder should have the turnover of minimum 30 lakh and above per annum.

c. EPFO and ESIC challan: The Bidder should have subscribed regularly EPFO and ESIC subscription of his employees to concerned organization.

d. The bidder shall have office in Bilaspur.

The Bidder shall be required to produce attested copies of the relevant documents in support of eligibility criteria in addition to the documentary evidences of Clause 2.2 for being considered during technical evaluation.

(i) In proof of having fully adhered to qualification criteria 2.2(a), relevant work experience certificate as per format given in Annexure supporting with attested copies of Service Contract & Contract completion certificate for each completed contract issued by the Government Departments / PSUs / reputed Pvt. organizations' during the last 3 years shall be acceptable.

(ii) In proof of having fully adhered to qualification criteria at 2.2(b), attested copy of the audited Balance Sheets and Profit & Loss A/c for the completed three financial years i.e. for 2018-19, 2019-20 and 2020-21. The bidder has to submit the relevant turnover certificate certified by Chartered Accountant.

(iii) In proof of having fully adhered to qualification criteria at 2.2(c), attested copy of EPFO & ESIC Challans duly submitted to concerning organization for last 3 months shall be acceptable.

(iv) In proof of having fully adhered to qualification criteria 2.2(d), attested copy of Shop Act License or rent agreement document should be acceptable.

Note: The bidders who do not fulfill the above Qualification Criteria shall be rejected during the Evaluation of Technical Bid. However, GGV reserves right to release above technical qualification if sufficient bidders are not meeting the criteria.

3. Scope for Work

a) The contractor should deploy below indicated trained manpower to provide good quality of services at International Guest House at his own cost. The below indicated manpower for running of the Guest House round the clock in all the days including Sundays & Holidays on shift basis should be deployed at International Guest House.

Sl. No.	Personnel details to be deployed	Total Manpower
1	Caretaker-cum-Supervisor having minimum 2 years of experience in caretaking of guest house and supervision and having minimum educational qualification of 10 th pass.	01
2	Cook having experience of minimum 2 years of cooking of continental food in Three Star or above hotel	02
3	Helpers	02

Note: The above given number is tentative and can be increased or decreased as per requirement.

b) The contractor and his deployed personnel at International Guest House together shall be responsible for performance of the following duties:

i) Caretaking of Guest House, facilitating accommodation and its allied services for comfortable stay of guests. The Guest House comprises 5 VIP suites (Two VIP Suits will be retained by the GGV for its use) with attached toilets, 10 Semi suites with attached toilets, 10 AC rooms with double occupancy with attached toilets, 18 NON-AC rooms with double occupancy with attached toilets and a corridor connecting the rooms – Total floor area 5163.16 square meters.

ii) Regular maintenance and cleaning of the area under the scope of this contract by using proper tools, tackles and equipment. Cleaning of kitchen, Guest House accommodation rooms, all the toilets, bathrooms, washbasins etc. attached to it (Twice Daily). Cleaning has to be carried out with approved material manually or by using mechanized equipment like vacuum cleaners, scrubbing machine and carpet shampooing machine etc. or both.

iii) Furniture, fixtures, sofa sets, cushion chairs, LCD-TV, kitchen equipment, exhausts fans and other electronic gadgets are required to be cleaned DAILY.

iv) Cleaning and dusting of all the doors and windows, glass panes etc. in the guest house accommodation rooms ONCE DAILY by helpers and the helpers also will assist the cook in preparation of food etc.

v) Proper regular care for the safe maintenance of fittings, fixtures, LCD-LED TV, equipment and furniture shall be sole responsibility of the contractor. Any damage and or loss caused to the above either by the contractor himself or by any of his employees shall be rectified by the contractor at his own cost immediately.

vi) The contractor shall exclusively manage catering arrangements like supply of tea/snacks, meals, lunch, dinner etc. as and when required by the guests at the specified rates fixed by agency and approved by the GGV. Personnel deployed should be well mannered and well versed in cooking and preparation of food and serve Indian food/tea/snacks etc. to the guests & collect the approved rates only from the Guests/Visitors before they leave the Guest House. Contractor will arrange all the food items which are required in Guest House for serving the guest(s) and collect the charges from guests.

vii) All eatables, soft drink, etc. shall be served only in the Dining Hall/Rooms. Used crockery, empty bottles etc. shall be collected back from the tables/rooms immediately.

viii) Sufficient stock of items such as consumable raw materials, packed and bottled items shall always be maintained so as to meet normal requirement and any immediate needs of guests. The contractor shall not be permitted to stop supply of any item for any reason whatsoever.

- ix) Raw materials like tea, coffee, masalas, ghee, refined oils (loose oil shall not be used) and eatables like bread, butter jam etc. to be served to the guests shall be fresh, FSSAI Certified and of good quality and manufactured by well-known manufactures.
- x) The eatables served by the contractor to the guests shall be completely hygienic, free from any sort of adulteration and unwanted ingredients such as stones, soil, egg-shell, human hair, glass or crockery chips, paper, wood insects, flies or non-usable liquid etc. Dishes containing such things shall be rejected. Any item found sub-standard or of poor quality shall be rejected.
- xi) All vegetables, fruits etc. used shall be fresh and shall not be rotten or overripe. The contractor shall be responsible for their hygienic fitness. Milk and milk products such as curd, yoghurt, cheese etc. shall be of good standard and should be prepared and served fresh.
- xii) If any of the above-mentioned items are found to be of sub-standard quality the same shall be rejected out rightly. An authorized representative of GGV has the right to destroy such items on the spot without any compensation to the contractor, whatsoever. The contractor shall ensure that beverages and eatable prepared in the Guest House are not sub-standard. GGV reserves the right to reduce the prices or refuse the payment of such items already served/supplied.
- xiii) The used cups, saucers, tea pots, utensils are washed with good quality utensils cleaning powder. Used utensils/bowls are to be additionally washed in hot water.
- xiv) GGV shall not be responsible for any amount/due of the contractor arising out of supply of foodstuffs supplied by him to any person/individuals.
- xv) The contractor shall maintain the premises in proper and hygienic condition as per the satisfaction of GGV representative.
- xvi) All the above personnel should be present in the guest house round the clock all the days including Sunday and Holidays on shift basis and collect request for accommodation from designated GGV officials daily/periodically.
- xvii) The contractor should provide appropriate uniforms to the staff deputed in the guest house at his own expense and the contractor should ensure that his staff is in uniform while working and specially while serving coffee/tea, snacks, lunch, dinner etc.
- xviii) The payment from the guest for the stay, as per applicable rate, will be collected by the Contractor or his representatives by issuing proper receipt. In this regard the contractor is required to maintain a proper room rent register or/and computer generated report.
- xix) Guest House catering will not be closed or the contractor will not suspend service for any reason, whatsoever. The services should be as per menu.

c) Readiness of room for guests:

- i) The Contractor and his deployed personnel shall be responsible to keep room ready in all respect within 01 hr. of the vacation of the room by the guest.
- ii) Filling drinking water in jugs in all the rooms and keeping the cleaned glass in every room at the time of arrival of guest and the same should be changed daily or on request of the guest.
- iii) Making of the beds of guests i.e. spreading the bed sheets, quilts/ blankets, bed covers, inserting pillow covers, beds shall be made at the time just before the occupation of the room by guest.
- iv) The Contractor and his deployed personnel shall ensure that linen of rooms during the stay of guests is changed every alternate day.
- v) The contractor and his deployed personnel shall be responsible to replace linen of rooms in case room remains vacant for more than 03 days.
- vi) The contractor and his deployed personnel will also ensure that linen is changed as & when requested by the guest. The charges for cleaning to the linen are directly borne by the contractor.
- vii) The bed sheet, bed spreads, pillow covers, bed covers should be got washed by the caretaker-cum-supervisor from the laundry and charges thereof shall be paid by contractor.
- viii) The total stock of bed covers, bed sheets, bed spreads, pillow covers, blankets, towels, curtains etc. handed over in bulk against acknowledgement of the caretaker-cum-supervisor shall be under the custody of the caretaker and caretaker shall take general care of these items. While torn/ worn out bed sheets, bedcovers/ spreads/ curtains/ pillow covers/towels etc shall be replaced by contractor during the contract period.

d) Disposal of garbage:

Tea leaves, leftover food shall be collected in proper reuse bins and disposed of immediately. It shall be the responsibility of the contractor or his deployed personnel to dispose off garbage, accumulated during the operation of this contract, as per rules and regulations of the Corporation, at least twice in a day and/or at any time when garbage is accumulated in a larger quantity than the capacity of dustbin/garbage drum. The contractor shall ensure that garbage should never be kept overnight in the premises of International Guest House.

e) Food Menu:

A sample menu must to be provided by the agency with cost & quantity along with tender document. GGV shall in its discretion order for any of the menu. In case of no submission of sample menu bid may be rejected.

f) Cost of Fuel/Gas:

i) One LPG system with stove shall be provided by GGV but the cost of gas cylinders and fuel cost is to be met by the contractor. However, electrical oven/hot plates/microwave ovens supplied by GGV can be used with the permission of Officer in charge.

ii) GGV will provide water supply and electricity for which contractor will have to pay on monthly basis as per units consumed. Furniture items for the dining hall as well as in other rooms will be provided by GGV and the contractor is solely responsible for the proper care and general maintenance of these items.

g) Record Keeping:

The supervisor/caretaker will record in the register maintained for the purpose the names of the guest, rooms allotted, issue and collect back room keys and almirah keys, collection of tariffs, issues of receipts to guest, maintain the account ,also the record for issue of soaps etc. to be maintained.

h) Miscellaneous:

i) Special Events' Arrangements: There may be special arrangements organized besides regular activities in which the contractor may be asked to provide the services. The contractor has to supply caretakers/cooks/service boys etc. under this contract as and when required. For such arrangements if any of food menu is different or in addition, the rates shall be mutually decided prior to the event takes place.

ii) The caretaker shall also carry out the instructions of the authorized official of GGV for smooth running of the Guest House, such as visit to the State Electricity Board office, Water Board office, Telephone office, arranging for plumbing repairs etc.

4. Financial Bid :

(i) Submission: The Bidder has to submit the financial quote online only on CPP Portal as per BoQ uploaded on eprocurement.gov.in.

(ii) Evaluation: The Bidder has to quote the monthly rent in BoQ. The minimum rent decided by GGV is Rs 1,00,000/-(One Lakh rupees) per month and the Bidder whosoever offers highest above this may be awarded the Tender. Incase two or more bidders offers same amount then following criteria will be applied for selection of H1 bidders.

- a. The Bidder having maximum number of year in Government organization will be considered as H1.
- b. If still there is a tie between two or more bidder then bidder with highest average turnover in last three financial year.
- c. If still there is a tie between two or more bidder then H1 bidder will be finalized by GGV on basis of overall performance in last five year.

5. Other Terms and Conditions

1. The room rent fixation must be done after competent approval from GGV authority.
2. The allocation of rooms may be done to any person from PSU/Higher Education Institutes/Member of Parliament and Assembly/State Government Agencies/Central and State Officials/Parents and Guardians of Students of GGV/HRDC Participants/Workshops and Conference Participants and Resource Persons/University Employees/All GGV Guests/ any others after the approval from competent authority.
3. Internet facility must be provided in International Guest house by the agency.
4. Covid protocol/SOP adopted by GGV should be followed by the agency.
5. All repairing work in IGH premise related to electricity, water supply and plumbing has to be done by agency at its own cost. Agency may take help from GGV Engineering Section.
6. The wages and employment norms of GoI must be followed by the agency.
7. Agency must pay the rent on monthly basis before 10th of every month.
8. Agency must clear the bills of electricity and water supply on monthly basis.
9. The rate once offered and accepted by the authority, will be initially for six months and will be revised on mutual consent between agency and GGV, however decision of GGV will be final in this regard.
10. The successful Firm/agency shall have to enter into an agreement with the University and cost incurred in this connection shall be borne by the Firm/agency.
11. Any theft, loss and damages of the property of University on account of negligence of Firm/agency's personnel shall be borne by the Firm/agency.
12. The competent authority reserves the right to reject any or all tenders at any time without assigning any reason thereof in favor of the University.
13. On failure of satisfactory performance, the Authority will have the right to terminate the contract. The contract shall be liable to be terminated on giving one month notice by either side. During the period of notice both the parties shall continue to discharge their duties and obligations.

14. The Firm/agency will be responsible for such conduct of the persons engaged by him in the University which will be conducive for any act of commission and having good character, antecedent and conduct. If any person is found under the influence of alcohol or narcotics or found in a state of inebriation in the premises, a penalty of Rs.5,000/- per instance shall be imposed to contractor and such employee shall not be allowed to enter the premises in future.
15. The Firm/agency will not allow his employees to participate in any trade union activity or agitation in the premises of University.
16. If any employee is found careless and not performing his/her duties properly or indulge in unwanted activities, Rs.1000/- per case will be charged as fine to the contractor.
17. The Firm/agency shall not sublet, transfer or assign the contract in whole or part without the written permission from the University.
18. The deployed employees must be properly trained for handling the firefighting equipment's, in case of any fire breakout in the campus, the Firm/agency must make sure that the deployed personnel are properly trained for such combat operations.
19. University reserves the right of accepting in full of part/ not accepting the tenders without assigning any reason.
20. The bidder must put their seal and signature on each and every page of this tender document and make sure that no addition/deletion /alteration have been made in the document. The signed documents should be uploaded along with the technical bid.
21. Any addition/deletion/modification if any made in this tender will be notified before the due date of the tender will be displayed in university website and CPPP only.
22. Arbitration and Laws: In case of any dispute or difference arising out of or in connection with the EOI conditions / order and Contract, the GGV and the bidder will address the dispute / difference for a mutual resolution and failing which, the matter shall be referred for arbitration to a sole Arbitrator to be appointed by GGV. The Arbitration shall be held in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and the venue of arbitration shall be at Bilaspur only. The resolution of the Arbitrator shall be final and binding on both the parties.
23. Jurisdiction: The courts at Bilaspur (C.G.) alone will have the jurisdiction to try any matter, dispute or reference between parties arising out of this EOI / contract. It is

specifically agreed that no court outside and other than Bilaspur (C.G.) court shall have jurisdiction in the matter.

24. Please feel free to contact Assistant Registrar (Store), Guru Ghasidas Vishwavidyalaya, Bilaspur (C.G.) for any clarification or any other information, with regard to this EoI.
25. There should be regular medical checkup of the personnel deployed after the interval of every 06 months.
26. GGV has all the rights to change any terms and conditions of service without prior notice to the agency.

CHECK – LIST

Details		Complied /attached Yes/No	Page Number	Compiled/ Not-Compiled
Envelope I (online And Offline)				
1	DD of the Bid cost/fee of Rs 1500/- (non-refundable) has been kept in original in Envelope-I along with the DD of EMD as below. Also the scanned copy of the above DD has been uploaded in the e-procure site along with the e-tender documents.			
2	DD of the EMD of Rs 2,00,000/- (non-refundable) has been kept in original in Envelope-I along with the DD of Tender cost/fee as above. Also the scanned copy of the above DD has been uploaded in the e-procure site along with the e-tender documents			
Envelope-II (online Only) (Attach the duly signed copies of the following along with relevant supporting documents as detailed in the tender)				
1	Weather bidder has read and signed each page of the tender documents and enclosed in original of the same along with the technical bid documents in Envelope-II. Weather bidder has read and signed each page of tender documents and uploaded the scanned copy of the same along with the technical bid documents.			
2	Documents related to 2.1 is attached by the bidder.			
3	Documents related to 2.2 is attached by the bidder.			
4	Document related to 3 (e) is attached by the bidder.			
Envelope-III (online only)				
1	Annexure-I (in desired format)			

Dated:

Signature of Bidder.....

Name.....

Designation.....

Firm's seal.....

Annexure – I (To be submitted online only)

Tender Inviting Authority: Registrar , Guru Ghasidas Vishwavidyalaya , Bilaspur								
Name of Work:Outsourcing of International Guest House Facilities								
Contract No: .../Int_Guest_House/Store/GGV/2021 , Date :								
Name of the Bidder/ Bidding Firm / Company :								
PRICE SCHEDULE								
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevent columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)								
Sl. No.	Item Description	Item Code / Make	Quantity	Units	Estimated Rate in Rs. P	BASIC RATE In Figures To be entered by the Bidder in Rs. P	TOTAL AMOUNT With Taxes in Rs. P	TOTAL AMOUNT In Words
1	2	3	4	5	6	13	54	55
1	International Guest House							
1.01	Monthly Rent	item1	1.00	Nos	100000.00	To be entered by bidder	0.00	INR Zero Only
Total in Figures							0.00	INR Zero Only
Quoted Rate in Words								INR Zero Only