



INDIAN INSTITUTE OF MANAGEMENT SHILLONG
Umsawli, Shillong- 793018

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ENQUIRY NO: B1-2102/1/2022-ADMN

Dated: 14.03.2023

NOTICE INVITING QUOTATION

Subject: Notice Inviting Quotation for Operation & Maintenance of IIM Shillong Guest House.

Indian Institute of Management Shillong invites Quotations from experienced, interested and eligible firms/ individual /proprietor /agencies for “**Operation & Maintenance of IIM Shillong Guest House**” located outside the Institute Campus at Umsawli, Shillong – 793018, Meghalaya as per Terms & Conditions mentioned therein. The Quotation as per format given below are to be submitted in **Sealed Envelope**, addressed to the Chief Administrative Officer, IIM Shillong with the words “**Quotation for Operation & Maintenance of IIM Shillong Guest House**”, with due date boldly superscripted on the top of the envelope. The offers are to be sent by Speed Post/ Registered Post/ By Hand/Drop in Tender/Quotation Box on or before **10.04.2023 by 11:00 am**.

DETAILS ARE AS FOLLOWS:

Guest House Operation and Maintenance Fee	Rate to be quoted by prospective bidder in the Financial Bid
GST	GST as applicable over and above the quoted rate.
Eligibility Criteria	<p>The applicant Should have a minimum of 3 years of experience in Catering and/or Operation of Guest House.</p> <p>Preference will be given to parties already operating Guest Houses in other establishment of repute.</p> <p>All necessary documents (copies) required like FSSAI License, Establishment Registration, GST Registration, Trading License from KHADC (for Non-Tribal) should be submitted along with the Quotation (Technical Bid).</p> <p>The applicant should have ability to provide good quality food and guest house services.</p> <p>There should be no legal suit, criminal case pending or contemplated against the proprietor of the shop or the firm on grounds of moral turpitude or for violations of any of the laws in force.</p>
Period of Contract	Initially for 6 Months from the date of Award of Work. Based on satisfactory performance the contract may be extended for another 1 years & 6 months i.e. 2 years in total
Period of Extension	After 2 years, the contract may be extended annually upto 3 years maximum. Every year of extension shall be considered only on satisfactory performance /service.

	<p>On extension of contract, the guest house maintenance & operation fee will be subject to revision once in a year with 5% increase from the date of extension.</p> <p>Institute may at its discretion consider for extension of contract period subject to the party agreeing to Institute's terms and conditions on revised rent.</p>
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SCOPE OF WORK:

The following are the broad guidelines for operation of the Guest House of IIM Shillong:

1. FRONT OFFICE/RECEPTION:

To facilitate room allocation by giving daily occupancy listing, bookings, check-in and check-out of guests, collect cash/obtain signatures of guests as required, maintain proper accounting and submit the same periodically to IIM Shillong. Attending phone calls and passing messages to guests/IIM Shillong officials.

- a) When the guest checks-in, the staff shall immediately attend to the guest to receive and allot the room as specified by the designated officer of IIM Shillong.
- b) IIM Shillong will reserve the rooms and intimate the Contractor through e-mail/hard copy/soft copy through the designated officer. The contractor shall not allot rooms on his own for any reason.
- c) Enter the Guest's name in the Occupancy Register provided by IIM Shillong.
- d) Accompany the guest by carrying his baggage to his room, leave him in the room, look for his comforts, keep fresh drinking water, etc.
- e) Offer him tea/coffee/food etc. as required by him, suiting to the time.
- f) When the guest checks-out, separate bills for boarding and lodging are to be prepared and signed by the guest.
- g) Carry the guest's baggage from the room to the vehicle while checking out.
- h) To ensure that the guest has not left behind in the room any of his belongings, and if found, immediately inform IIM Shillong official for delivering the same to the guest.
- i) The Contractor's employee(s) shall not seek any tips or favor from the guests for the services rendered.
- j) During stay, the guest's miscellaneous needs are to be attended to, like laundry needs etc. The charges for these services may be collected from the guest on actual basis, providing relevant bills.
- k) To ensure delivery of newspapers in the Guest House and expenditure incurred will be borne by IIM Shillong.
- l) To ensure that DTH connection are available and in working condition and charges for the same will be borne by IIM Shillong.

2. CATERING

To render all Food and Beverage services in the guest house and also additional services as may be required by IIM Shillong. The Contractor shall provide the following services:

- a) Preparation of Tea and Coffee, Breakfast, Lunch and Dinner as per the negotiated subsidized rates duly approved by IIM Shillong.
- b) The menu may be altered for specific guests/special occasions/programmes/functions as desired by IIM Shillong, within the overall scope of the menu. For any extra item, not covered in the menu the Contractor may charge additionally on the mutually agreed rates.
- c) The Contractor shall take orders beforehand from the guests regarding their food requirements.
- d) The Contractor shall take care to provide healthy food to the guests as per the standard menu. However, in exceptional cases, he may have to prepare food as specified by the guests on medical grounds.
- e) The Contractor shall be responsible for procurement of raw materials and ingredients. Best quality raw materials and ingredients shall be used in the preparation of food and beverages. Fresh vegetables and milk, standard beverages shall be used. The quality of the materials should be to the satisfaction of the officials of IIM Shillong who may carry out random inspection.
- f) The Contractor shall store sufficient quantity of high-quality ingredients in the available place in the guesthouse to ensure preparation of food items in time. The Contractor at his own risk shall make the procurement and storage.
- g) Every food preparation shall be used for the specific service and the Left-over food shall not be carried to next meal service.
- h) The Contractor shall be responsible for serving of food and beverages in the Dining room. Morning Tea/Coffee (Un-mixed) will be served in respective rooms for all the guests. Other room service shall be provided to VIPs on request and other guests in case they are not able to reach Dining Hall due to medical reasons.
- i) The Contractor shall provide efficient and prompt service to all guests.
- j) The food preparation is to be done in a strictly hygienic environment and matching process without any compromise. The staff is also expected to be reporting for duty with good health and hygiene as well as washed & pressed uniforms.
- k) The Contractor should ensure total cleanliness and regular cleaning of facilities in the kitchen.
- l) The Contractor shall perform the Service to the satisfaction of IIM Shillong and its Guests. If any shortcoming is found then on instruction from IIM Shillong officials, the Contractor shall rectify the shortcoming immediately.
- m) The Contractor shall ensure that he appoints well qualified & experienced cook in all types of pan Indian food-Vegetarian /Non-Vegetarian Food preparation.
- n) The Contractor will use crockery, cutlery and utensils of standard. Crockery, if broken or not in a usable condition will be replaced by the Contractor at his own cost. He is also free to use any of the available facilities in the guest house.

- o) Routine cleaning and proper handling of kitchen equipment required for food production will be the contractor's responsibility.
- p) All cooking fuel costs will be borne by the Contractor. The contractor shall co-ordinate the booking & procurement of gas cylinders in time. Any cooking equipment's which are run on electricity will be permitted in the kitchen only with the prior permission of IIM Shillong.
- q) Hot drinking water has to be provided to the occupants on demand.

3. HOUSEKEEPING

To render all housekeeping services including maintenance of rooms, dining halls, kitchen, office rooms, reception area, toilets and all other areas in the guest house which may not be specified here. Prospective bidders before submitting his/her offer for operating the guest house, may visit the place for assessment.

- a) All the rooms shall be kept neat and tidy immediately after exit of guest to enable IIM Shillong to allot the rooms at any point of time.
- b) The Contractor shall be responsible for making the beds and clean all the rooms once a day. All rooms, bath rooms and toilets are to be cleaned with high quality disinfectants daily.
- c) Ceilings, ceiling fans, windows, glasses and furniture are to be cleaned at least once in a week.
- d) All the necessary housekeeping materials for the performance of services shall be to the Contractor's account.
- e) Room fresheners and deodorants facilities to be made available in all the rooms, toilets, lounges and all common washrooms at the contractor's cost. They may be replenished immediately whenever required.
- f) The contractor shall maintain high standards of cleanliness and hygiene throughout the guesthouse.
- g) The Contractor's men shall take care of the wall calendars, clocks, etc. provided in the guesthouse rooms and other places, including taking care of changing batteries when required. Expenditure shall be borne by the contractor.
- h) Rooms to be regularly checked for bed, hand towel, bath towel, water, functioning of TV, refrigerators, ACs, geysers and bath room fittings, bulbs etc.
- i) Drinking water should be arranged from bottled water or Aqua guard machine available in guest house.
- j) The Contractor shall ensure proper functioning of all systems in the guest house such as electrical, electronics, water supply and sanitary. Should there be any requirement of attending to emergency problems which are minor in nature, he shall arrange to call the Administration of IIM Shillong and get the problem solved.
- k) All systems and processes in Soft Services should be designed to achieve the highest standards of hygiene and cleanliness through Innovative approaches and integration of trained and qualified human resources, state of art equipment's, eco-friendly cleaning products and proven processes. The results should be of a superior quality performance level.

- l) The Agency shall supply the following toiletries and consumable kit for each room for new occupant. (only one time in the room during entry of new occupants irrespective of numbers of boarders)
- m) The Contractor will procure and provide the following consumables for each room in the Guest House:
 - ❖ **tooth brush, tooth paste, small sized soaps, coconut oil, shampoo bottle, comb, disposable razor, shaving cream, shower cap, etc. to be kept in all washrooms one time for new occupants.**
 - ❖ **1 (one) Big Size Towel and 1 (one) Small Towel and 1 (one) pair of slippers**
 - ❖ **Coffee, Tea, Milk and Sugar Sachets in a tray**
 - ❖ **2 (two) Cups, 1 (one) Glass Tumblers**
 - ❖ **A jug of RO water or 2 (two) bottled water**
 - ❖ **Goodnight/All-Out mosquito repellent**
 - ❖ **Toilet Tissues Rolls**

4. LAUNDRY

To render all laundry services for guest house linen items and laundry services for guests.

- a) The Contractor shall provide manpower, materials and systems for efficient and timely laundry services for the guesthouse.
- b) Bed linen and towels should be washed daily or on occupancy basis, pressed wrinkle free and kept in clean condition for use. Washing of table cloth, curtains, sofa covers, blankets etc., are to be carried out based on needs. The laundry services should be done in time.
- c) The contractor shall charge from the guests for laundry services of his/her personal clothing as per rate card agreed mutually.

5. GENERAL ADMINISTRATION

To ensure the entire operations of the Guest House and coordinate with the Administration of IIM Shillong for smooth running of the guesthouse. To maintain records as required by IIM Shillong and to ensure the safety of Guest House, properties belonging to the Guest and maintain total vigil on the movement of people in the guest house.

- a) Guest Occupancy Register provided by IIM Shillong shall be maintained and updated by the Front Office Staff. As soon as the guest enters the guest house necessary entries are to be obtained. An attendance register is to be maintained for the contractor's staff.
- b) Daily boarding charts are to be maintained without overwriting for the provision of food to the guests.
- c) A file is to be maintained for preserving the room reservation list.
- d) Room rent and boarding bill books are to be maintained as prescribed by IIM Shillong.
- e) Asset Register is to be maintained by the Contractor to ensure the safe custody of guest house properties. This is subject to periodical verification by the concerned authorities of IIM Shillong.
- f) The Contractor shall assume full responsibility for maintaining all movable and immovable properties of IIM Shillong located inside the Guest House. In case of any shortage, damage etc., the Contractor is liable

for replacement of the same at his cost or the cost of the asset will be deducted from his pending bills.

- g) The Contractor shall obtain feedback in the prescribed forms on services rendered on a regular basis from all the guests.
- h) Statements of food provided, bills received and submitted, etc. are to be maintained by the Contractor.
- i) The Contractor shall perform all catering and housekeeping work in a thorough, efficient, professional manner with due diligence and care according to the norms and standards and in conformity with applicable rules and regulations of IIM Shillong.
- j) All the available capital equipment such as Electronic Appliances like TV, ACs, Refrigerators, and Oven etc. Furniture in rooms, dining halls, lounges, office rooms, etc. will be given to the contractor on as-is, where-is condition.
- k) Any loss, theft, damage or breakage of the items entrusted to the Contractor will be borne by the Contractor.
- l) The Contractor will have full responsibility of proper upkeep, maintenance (including spares replacement of equipment's) and custody of the equipment etc. handed over to him by IIM Shillong.
- m) All the items supplied by IIM Shillong at its expense for the purpose of running Guest House will be IIM Shillong's property for all intents and purposes.
- n) The losses due to breakage / theft / damage or loss of any such materials /equipment / fixtures / furniture or damage due to poor and reckless handling shall be recovered from the Contractor at full cost.
- o) With respect to natural wear and tear of any such item, the decision of IIM Shillong shall be final and binding on the Contractor. However, the contractor shall maintain records for all such damages/breakages.

6. CONTRACTOR'S PERSONNEL

- a) The Contractor shall maintain sufficient number of Qualified/Trained Staff as given below to ensure smooth operation of the services as set forth in the Scope of Work and Services.
 - ❖ **Caretaker cum Receptionist** - **1 staff**
 - ❖ **Cook** - **1 staff**
 - ❖ **Housekeeping & Laundry Staff** - **2 staff**
- b) The staff should be able to communicate in Hindi & English.
- c) The Contractor, as per the Abolition of Child Labour Act 2006, shall not engage a person below the age of 18 years.
- d) The Contractor shall be solely responsible for providing all requirements of his laborers including payment of wages as per Minimum Wages Act. Collection and payment of all taxes on behalf of his employees and any other statutory requirements such as EPF, ESI etc., to the concerned Government Authority.
- e) Prompt replacement of any staff whose performance is unsatisfactory or whose presence is considered

as detrimental to IIM Shillong's interests.

- f) The staff employed by the Contractor shall be healthy in all respects and shall produce medical certificates to substantiate the same as required by the IIM Shillong medical officer.
- g) Police verification is mandatory on successful bidder before deployment of staff. The verification report shall be submitted to IIM Shillong.
- h) The Contractor shall ensure that all his employees turn out in clean, appropriate uniforms and shoes, at all times on duty.
- i) The personnel shall wear caps and hand gloves while serving food. The Contractor shall also provide the necessary uniforms.,
- j) Moreover, employees of the contractor engaged in the guesthouse will not keep their families or any unauthorized guests in the guesthouse. If found so, suitable penalty will be imposed and contract will be terminated immediately without prior notice.
- k) IIM Shillong has no responsibility whatsoever on the Contractor's employees and the Contractor will be solely responsible for managing his employees.
- l) The Contractor will be solely responsible for the operation of the Guest House. However, the operation will be monitored by the designated officials of IIM Shillong.
- m) The Contractor will also ensure availability of a responsible person on round-the-clock basis for contact by the designated officials of the Corporation.
- n) The Contractor should ensure that one reliever is provided for housekeeping staff, cook and caretaker for every six days work without disrupting the functioning of the guesthouse.

EVALUATION OF BIDS:

IIM Shillong will adopt Quality cum Cost Basis (QCBC) criteria for Selection. The bidder with the lowest Financial Bid and qualifying the technical criteria will be selected.

TECHNICAL BID:**DOCUMENTS TO BE SUBMITTED:**

Sl. No	Particulars	Information
1	Name of the Company/ Firm/Agency	
2	Address of the Company/ Firm/Agency	
	(a) Postal (along with local office)	
	(b) Telephone/ Fax No(s)	
	(c) E-mail	
	(d) Website address, if any	
3	Type of the organization (Company/Firm /Sole Proprietor/Pvt. Limited)	
4	Name, designation and telephone/ mobile number of authorized person to be contacted.	
5	(a) Year of establishment of the Company/ Firm having relevant nature	
	b) Experience in providing Catering services and/or Operation of Guest house	
6	(a) PAN / TIN No.	
	(b) GST Regd. No.	
	(c) KHADC certificate	
	(d) FSSAI Certificate	
	(e) EPF Regd. No	
	(f) ESIC Regd. No	
	<i>Note: - Attested copy in respect of (a) to (e) to be attached</i>	
7	Has the Company/ Firm ever been blacklisted? Yes /No (If no undertaking in this regard to be attached)	
8	EMD Details	

Authorized Signatory
Full Name and Designation with Company/ Firm's seal

FINANCIAL BID:**FORM TO BE SUBMITTED IN A SEPARATE SEALED ENVELOPE**

Sl. No	Particulars	Information
1	Name of the Company/ Firm/Agency	
2	Address of the Company/ Firm/Agency	
	(a) Postal	
	(b) Telephone/ Fax No(s)	
	(c) E-mail	
	(d) Website address, if any	
	Amount quoted for “Guest House Operation & Maintenance Fee”	Rs. _____ only per month In words (Rupees) only per month. GST will be added extra as per applicable rates.

Authorized Signatory
Full Name and Designation with Company/ Firm's seal

PROFORMA FOR SELF-DECLARATION

I,

S/o. Shri/Smt

R/o Police Station.....

DistrictState

Director/Contractor/Partner/Sole Proprietor (Strike out the word which is not applicable) of (firm/Contractor/Company)

.....

do hereby declare and solemnly affirm that:

- (i) I am/my firm/company is not blacklisted by Union or any State Govt./ Organisation.
- (ii) No individual/firm/companies blacklisted by the Union or State Government or any partner or shareholder thereof, have any connection directly or indirectly with or has any subsisting interest in business of my firm.
- (iii) I am or my partner are not involved/convicted in any criminal case/economic offence and no criminal case/economic offence is pending against me or my partner in any court of Law/Registered with police.
- (iv) No individual who is dismissed / terminated from IIM Shillong or any Govt. body is employed in my shop / firm company.

Dated:

Deponent