

INDIAN INSTITUTE OF MANAGEMENT SHILLONG
Umsawli, Shillong-793018

Website: www.iimshillong.ac.in

Tender No: V1-1601/10/2022-SPO/25-26/01

Dated 23 /05/2025



Notice Inviting e-Tender (NIeT)

For

**Management and Operation of Institute's Guest House at
Umsawli**

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DETAILED NOTICE INVITING e-TENDER

Online tenders, in two bid system are invited on behalf of Director, IIM Shillong from eligible, experienced agencies /vendors for Management and Operation of Institute Guest House

NIT No	V1-1601/10/2022-SPO/25-26/002
Name and Location of Work	IIM Shillong, Umsawli, Shillong 793018
Estimated Value of Contract:	Rs 72,00,000/- p.a
EMD (Ernest Money Deposit) Refundable	Rs. 1,44,000/- to be paid via following Payment link Online:- https://erp.iimshillong.ac.in/fee/PaymentPortal/GeneralPayment.aspx?p=unPpDMmNMgyLM9LLfrXUhRaBMECfZN%2fLVhdvVbZJFqJlr63OP%2bqeMtWDL60E%2b7VjqNshexQEKD2ZuHGi6yOwtfPWP97bsHk2vFIwTe6aWBnUvW8fj8nhq8FJc7hZKozdsj7Mq%2fF9pI0BU36F8UdA%2fk35I2VMQpzYVQMP37GeQynooPl0zh4%2f%2fQ%3d%3d
Period of Contract	3 years renewable annually
Date of Issue/e-Publishing at CPPP website https://eprocure.gov.in/eprocure/app	23 May 2025 at 05:00 pm
Document Download Start Date and time at CPPP website https://eprocure.gov.in/eprocure/app	23 May 2025 at 05:00 pm
Document Download End Date and Time at CPPP website https://eprocure.gov.in/eprocure/app	06 June 2025 at 03:00 pm
Tender Queries should reach by	Latest by 02 June 2025 till 17:00 Hrs. Tender queries received later than the date and time as mentioned above shall not be entertained. Pre-Bid queries should only be emailed to spo@iimshillong.ac.in
Pre Bid Meeting	02 June 2025 at 15.00 Hrs

Last Date and Time for receipts of Tender online at CPPP website https://eprocure.gov.in/eprocure/app	06 June 2025 till 15.00 Hrs
Date and Time for opening of Tender at CPPP website https://eprocure.gov.in/eprocure/app	07 June 2025 at 16.00 Hrs
Date and Time for Financial Evaluation at CPPP website https://eprocure.gov.in/eprocure/app	To be declared after successful evaluation of technical bid documents.
No. of Bids	02 (Two bids) {Technical and Financial}
Bid Validity days	90 days (From the date of opening of financial bid)
Address for correspondence	Store and Purchase Office, IIM Shillong, Umsawli, East Khasi Hills, Shillong-793018, Meghalaya Office Contact No : 0364-2308012/2308070 Email: spo@iimshillong.ac.in

Sd/-

Chief Administrative Officer
IIM Shillong

1.0 INSTRUCTIONS FOR ONLINE BID SUBMISSION :

- 1.1 Bidders would be required to register on the Central Public Procurement Portal at <https://eprocure.gov.in/eprocure/app> using a valid Digital Signature Certificate (DSC) and valid email address to be able to participate in the bidding process. On registration with the Portal they will be provided with a user id and password by the system through which they can submit their bids online.
- 1.2 Digital Signature Certificate (DSC) may be obtained from any authorized agencies registered with the Certifying Authority (CA), through National Informatics Center (NIC) in India.
- 1.3 Bidders can download the bid document from Central Public Procurement Portal website at <https://eprocure.gov.in/eprocure/app> and required to submit the bid online by scanning and uploading all the relevant documents through the online Portal only.
- 1.4 Tender information is also available in the Institute's website at <https://www.iimshillong.ac.in/tender-notice/>. Any further detail regarding Amendment /Addendum /Extension/ Corrigendum (if any) will be upload online only at both the given websites.
- 1.5 Earnest Money Deposit (EMD)(Refundable) as mentioned at Detailed Notice Inviting e-Tender above, has to be deposited as per online link provided. Bidders are required to upload the transaction receipts. A copy of the same has to be mailed spo@iimshillong.ac.in and accountsofficer@iimshillong.ac.in clearly mentioning the firm's name and Tender ID no. along with tender description, No other mode of EMD payment will be accepted.
- 1.6 The bid submitted shall become invalid if-
 - i The bidder doesn't pay EMD to the Institute on or before the last date and time of online submission of the tender document.
 - ii The bidder doesn't upload all the relevant testimonials as mentioned in this tender document.
 - iii The Bidders will be required to produce the original copies of the eligibility criteria documents along with other document mentioned in the tender whenever needed at the various stages of tendering {if required}. Any discrepancy is noticed in the uploaded documents with reference to the original documents, the bid will be treated as invalid.
- 1.7 The tender document shall be uploaded in two parts as follows:
 - 1.7.1 "TECHNICAL BID": This stage shall contain the Techno-Commercial Bids comprising along with list of the documents.
 - 1.7.2 "FINANCIAL BID": This stage shall contain only the Price Bids
- 1.8 Payment to the vendor for supply of items/services at IIM SHILLONG shall be made through E-payment.

Sd/-
Chief Administrative Officer
IIM Shillong

2.0 GENERAL TERMS & CONDITIONS:

2.1 INSTRUCTIONS TO BIDDERS

General Conditions of Tendering

- 2.1.1 **Tender document:** One set of tender documents along with one set of BOQ are uploaded in the CPPP portal along with the drawings/ specifications/brochures etc (if any). Bidder shall download the tender documents and are advised to read the instructions carefully to ensure that his response complies fully before participating in the CPPP portal along with their offer letter.
- 2.1.2 **Tender validity:** Tender shall remain valid for a period of 90 days from the date of opening of the financial bid. The bidder shall not be entitled during the said period to revoke or cancel his tender or to vary the tender given. In case of bidder revoking or cancelling his tender, the Institute will forfeit the earnest money paid by him along with the tender. Bids shall be revalidated for extended period as required by Institute and will be published in CPP Portal and Institute's website.
- 2.1.3 **Tender submission:**
1. Bidders must upload their documents by the time and date mentioned in the Notice Inviting e-Tender in the CPP Portal (www.eprocure.gov.in), within stipulated time. Bidder may go through the given special instruction before participation in e-Tendering.
 2. The tender and all details submitted subsequent to the tender shall be e-signed by any one, legally authorised to enter into commitment on behalf of the bidder.
 3. If bidder have a relative or relatives or in the case of a firm or a company, one or more of its shareholders or a relative or relatives of the shareholder(s) employed in IIM SHILLONG, the authority inviting tenders shall be informed of the fact at the time of submission of the tender, failing which the tender may be disqualified or, if such fact subsequently comes to light, the Institute reserves the right to take any other action as it deems fit in accordance with any applicable law, rules, regulations or the like in force for the time being.

2.2 Bidder's responsibility for bid & Clarification:

- 2.2.1 The details presented in this tender document consisting of conditions of works/ supply/ service contract, scope of work, technical specifications/ requirements have been compiled with due understanding of the requirement, it is also the bidder's responsibility to ensure that the information provided are clearly understood.
- 2.2.2 The bidder shall be deemed to have inspected, examined and understood the site of / supply/ service and including surroundings and other information in connection therewith and to have satisfied himself before submitting his/her tender as to all the prevailing conditions and deemed to have obtained all necessary information as to the risks, contingencies and other circumstances which may influence or effect his/her tender. Bidder's quote is the responsibility of bidder and no relief or consideration can be given for errors and omissions.

2.2.3 Bidder may request clarification at any time up to the mentioned last date of seeking Clarification. Such clarification requests shall be addressed to the Store & Purchase Officer, IIM Shillong (Email: spo@iimshillong.ac.in)

2.3 Pre-Bid meeting :Techno-commercial discussion with the Bidders will be arranged {if required}. The bidder shall depute his representative(s) with authority for attending the discussion.

2.4 Amendments.

Institute may issue clarifications/ amendments in the form of addendum/ corrigendum during the tendering period. For the addendum/ corrigendum issued during the tendering period, bidders are required to check CPP Portal (<https://eprocure.gov.in/eprocure/app>) and the Institute's website (www.iimshillong.ac.in) for details. No other mode of notice will be given.

2.5 Scope of Tender

The complete scope of works/ supply/ service has been defined in the tender document. Only those Bidders who undertake total responsibility for the complete scope of works/ supply/ service in line with basic scheme and scope as defined in the tender document shall be considered.

2.6 Deviations in terms and condition

Bidders are required to submit offers strictly as per the terms and conditions and specifications given in the tender document and not to stipulate any deviations/ exceptions. Conditional tenders are liable to be summarily rejected.

2.7 Institute's right

Institute reserves the right to accept a tender other than the lowest and to accept or reject any tender in whole or in part, or to reject all tenders with or without notice or reasons. Such decisions by Institute will bear no liability whatsoever consequent upon such decisions.

2.8 Earnest money

2.8.1 The tender is to be accompanied by Earnest Money (interest free) for the amount indicated in NlET.

2.8.2 The intending bidder registered with the competent government authorities as a Micro or Small Enterprises under MSME Scheme (having Valid Registration) shall be exempted from payment of EMD as per the existing government policies. Such intending bidder shall furnish valid registration certificate issued by the competent government authorities and the registration certificate must cover the item/work/service tendered to get EMD exemptions. If the bidder fails to submit valid registration certificate his claim for EMD exemptions shall not be entertained.

2.8.3 If the bidder, after submitting his/her tender, revokes his/her offer or modifies the terms and conditions thereof during the validity of his/her offer except where the Institute has given opportunity to do so, the earnest money shall be liable to be forfeited.

- 2.8.4 After placement of Work Order/ Supply Order on successful bidder, the earnest money will be refunded to the unsuccessful Bidders. For successful bidder, the EMD will be converted to Security Deposit without any interest and will be refunded after one month of successful completion of Defect Liability Period.
- 2.8.5 In case of cancellation/ withdrawal of this 'NleT' i.e. Notice Invitation to e-Tender by the Institute, which it shall have the right to do at any time, the earnest money paid with the tender will be refunded to Bidders without any interest.

2.9 Tender requirement

2.9.1 Technical and Price Bid

- 2.9.1.1 The technical bids will be opened online by a committee duly constituted for the purpose at the time and date as specified in the tender document. All required documents against Notice Inviting e-Tendering documents need to be uploaded at CPP Portal by the bidders and verified by the Digital Signature Certificate (DSC). The same will be downloaded for technical evaluation and the result of technical bid evaluation will be displayed on <https://eprocure.gov.in/eprocure/app> in which can be seen by all bidders who participated in the tender.
- 2.9.1.2 It is important that bidder clearly demonstrates his ability, giving to Institute a high level of confidence that the bidder will be able to perform the works/ supply/ service within the schedule and meeting the other requirements listed in the tender document. Failure to do so may result in disqualification of the tender.
- 2.9.1.3 Priced bid of Technically qualified bidders will be opened on designated date.

2.10 PERFORMANCE GUARANTEE :

As Performance Security, EMD of the successful bidder shall be retained by the Institute as a Performance Guarantee. At the successful completion of contract/ supply/ work/ service the Performance Guarantee will be refunded to the bidder. MSME registered firms who have sought exemption for submission of EMD will require to furnish a Performance Bank Guarantee (PBG) to the amount of 3% of the contract/ supply/ service value within 2 weeks of receipt of work/supply order.

2.11 Completion Certificate:

Upon satisfactory completion of contract/supply/work, a Completion Certificate will be issued by the Institute.

2.13 Work/ Purchase at Risk and Cost

The institute reserves the right to get the whole or part of the work/ purchase executed by some other agency at the risk and cost of the bidder to whom the contract has been awarded if it is found that the quality and/or the progress in respect of whole or part of the Work/ contract/ supply is not satisfactory.

2.14 Insurance

The bidder shall take insurance to cover any accident or accidents of nature, for an amount as required for the type of Work/ contract/ supply against damage /loss/ injury to property or person or loss of life during the complete period of the supply/ contract.

2.15 Indemnity

The bidder shall indemnify and keep indemnified the institute against all losses and claims for injuries and or damages to any person or property.

2.16 Jurisdiction

Any dispute or difference which may arise shall be referred to the Director IIM Shillong for settlement whose decision shall be final and binding. Any dispute are subject to Shillong court's jurisdiction only.

3. ELIGIBILITY CRITERIA

3.1 The Bidder should have a valid License under Food Safety and Standards (Licensing and Registration of Food Business) Regulations 2011 issued by Food Safety and Standards Authority of India. In this regard, document proof should be attached with the Technical Bid.

3.2 The bidder(s) should be registered with the Goods and Services Tax council for the purpose of Goods & Service Tax (GST). Labour license, Trading License issued by KHADC Trading License, EPF, ESIC, and PAN card for their existing business. A copy of GST Registration Certificate, PAN and Bank account details should be submitted along with the Technical Bid. The names appearing on all these documents and tender document should be same or linked

3.3 Bidders should be regular in filing Income-Tax returns. A copy of Income tax returns and audited accounts statement for last three consecutive financial years (2023-24 ,2022-23 & 2021-22).

3.5 The average annual turnover of the bidder should be at least Rs 30 lacs during the last three consecutive financial years.

3.6 The bidder should have minimum three years of relevant experience in the field of providing Comprehensive Services for Managing at least 3 Guest House of 20 rooms or above in the last 3 years to an Institution/ Organisation of repute. In this regard, document proof by way of work orders or copy of contracts signed should be attached with the Technical Bid. The bidders will require to submit experience certificates from their existing or past principal employers

Or

The bidder should have minimum 3 years experience of operating a 3 star Hotel or equivalent with a capacity of 20 rooms or more. Membership with Hotel Association of India is to be attached.

3.7 The bidder should have registered with the appropriate registration authorities (Employees Provident Fund, Employees State Insurance, Labour Office, etc

- 3.8 The bidders should not be blacklisted by any of the previous clients/by any Government departments in last three years. There should not be any criminal case registered against the bidding firm or its owners/partners anywhere in India. An undertaking to this effect in the Company letter head duly signed by the owner / partner or both to be enclosed

4. SCOPE OF WORK/ SUPPLY/ SERVICE & TECHNICAL SPECIFICATIONS/ REQUIREMENTS

The main scope of works is detailed below:

4.1 IIM Shillong has 20 furnished guest rooms (16 Deluxe and 4 Executive), Dining area, Conference Room and Kitchen at the Guest House. Visiting Faculty members, and Institute Guests are accommodated in these guest rooms, from time to time.

4.2 The Contractor shall be responsible to deploy required number of manpower to provide Comprehensive Services for Guest House. The Bidder shall take into account of the occupancy aspect while quoting the rate

4.3 To arrange food (as per the menu decided by the Institute) for the official Institute guests staying in the Guest House. The food can be on ala carte or buffet basis, which will be informed in advance. **Details of recommended menu is attached at Annexure II. The rate to be charged from the guests has been fixed by the institute and the same will be reviewed by a committee annually.**

4.4 The Institute allows the vendor to run the common dining for the visitors/faculty/staff/students on counter sales basis. They should provide Breakfast, Lunch, Snacks and Dinner for all 365 days.

4.5 To provide Tea/Coffee/Snacks/Hi-Tea at the respective venue in the Institute for participants of various MDPs, Conferences, Meetings, regular tea/coffee for faculty and staff members and for any other programs/s.

In addition, Institute may ask the Contractor to set up extension counter/s within the Campus as and when required by the Institute.

4.6 The Contractor should be responsible for deployment of required manpower to provide comprehensive services for the proper maintenance of all the Guest House. The contractor will inter alia ensure that all the rooms in Guest House and open areas around these facilities should be maintained in spic and span and also under hygienic conditions at all times befitting the image of IIM Shillong. The contractor should have adequate manpower to provide uninterrupted comprehensive services on all 365 days/ 24 x 7.

4.7 The Institute at its discretion may use the premises of the Guest House to host events during the year.

The Contractor needs to provide the following services at the Guest House;

- a. Sweeping and mopping of floors.
- b. Cleaning of the toilets, bathrooms, washbasins and mirrors.
- c. Refill/replenishment of Toilets' Tissue Rolls, Air Fresheners, and Urinal cubes, Naphthalene balls, liquid soap.

- d. Monitoring & ensuring proper functioning of all Electrical appliances like TVs, Refrigerators, ACs, if any, and taking timely corrective action in case of any fault
- e. To ensure recharge of all Guest House set-top boxes before expiry
- f. To provide sachets containing sugar, sugar free, coffee, tea, green tea, milk and water bottles in the rooms in Guest House during the occupancy and the same must be refilled twice daily.
- g. Dusting of the furniture, cleaning/re-arranging of bed sheet/cover etc
- h. Watering of the plants and grass in and around ER/GH
- i. During the occupancy, replace bed covers/bed sheets (double/single), pillow covers, and put them for laundry and ironing, twice in a week or on change of occupancy
- j. During the occupancy, replace towels (big/small), and put them for laundry and ironing, thrice in a week or on change of occupancy.
- k. Cleaning of the windows, doors, fans, electrical fixtures, toilet items like bucket, mugs, dustbins etc
- l. Vacuuming of Sofa and carpets, wherever and whenever applicable
- m. Dry-cleaning / machine-wash of curtains whenever needed
- n. Washing of all laundry items viz bedsheets, bedcovers, pillow covers, towels, hand napkins etc. including its ironing etc. is included within the scope of work and cost of the Contractor
- o. To maintain the Reception to manage the Check-in and Check-out of the Guests

5. SPECIAL TERMS & CONDITIONS AND PAYMENT TERMS/ SCHEDULE

5.1 Period of Contract: The period of contract is for 3 years , renewable annually based on performance.

5.2 Taxes, Labour Laws and Other Regulations:

- 5.2.1 The contractor shall be liable to comply with all the rules and regulations in respect of all statutory obligations applicable to the workmen including safety regulations.
- 5.2.2 The contractor is liable for the payment of any and all existing taxes of the Central or State Government or of any other authority with respect to the contract or any item sold or supplied pursuant thereto or anything done or services rendered pursuant thereto.
- 5.2.3 The contractor shall fully comply with all applicable laws, and regulations relating to P.F. Act, ESI Act, Bonus Act, Minimum Wages Act, Workmen's Compensation Act, Casual Labour (R & A) Act, Migrant Labour Act, Essential Commodities Act and/or such other Acts or Laws, regulations passed by the Food Safety and Standards Authority of India (FSSAI), central, states, Municipal and local governmental agency or authority.
- 5.2.4 The Contractor shall be responsible for proper maintenance of all registers, records and accounts as far as it relates to compliance of any statutory provisions/ obligations. The contractor shall be responsible for making the records pertaining to Payment of Wages Act and for depositing the P.F. and ESI contributions, with the authorities concerned.

- 5.2.5 The contractor shall be responsible and liable for all the claims of his employees. The salary of Vendor's employees is to be credited in the bank A/c of the employees by the vendor on or before 7th of the succeeding month and proof of the same is to be submitted along with the bill. The payment of salary of the employee should not be linked to the payment of bills of the vendor i.e. the vendor should pro- actively pay the monthly salary and then only submit the bills to the institute with proof of payments and other statutory compliances.
- 5.2.6 The contractor would be required to maintain all books and registers like Employment Register, Wages Register, Bonus Register, Overtime register, First Aid Box, Display of Notice, etc. as required under CLR&A, 1970 for inspection by visiting Labour Enforcement Officers.
- 5.2.7 The contractor shall obtain adequate insurance policy in respect of his workmen engaged by it towards meeting the liability of compensation arising out of injury/disablement at work.
- 5.2.8 The contractor shall comply with guideline issued by the State Pollution Control Board with regard to disposal of Waste from the Guest House. It shall be the responsibility of the contractor to ensure that waste from the Guest House is disposed of in a proper manner.
- 5.2.9 The contractor shall indemnify and keep indemnified the Institute against all losses and claims for injuries and or damages to any person or property. The contractor shall abide by and observe all statutory laws and regulations in matters of Labour Laws, Explosive Act, Workmen compensation Act etc. and shall keep the Institute indemnified against all penalties and liabilities of kind of breach of any such statute ordinance or law / regulations or Bylaws. The contractor shall not employ child labour. Payment to workers must be according to Minimum Wages Act
- 5.2.10 Non compliance with the above mentioned taxes and laws will lead to a penalty amounting to 25% of the management fee quoted.

5.3 The Bidder should provide the break-up of qualified manpower proposed to be employed at The Guest House indicating role, qualification, experience etc. The Contractor shall maintain the register containing the details of the staff and the register shall be open to the scrutiny of the authorized officials of IIM Shillong. It shall be the responsibility of the contractor to ensure that salary is paid in time to the staff, not later than 7th of every month. The Guest House Staff's salary will be reviewed annually by a committee constituted for the purpose and an annual salary revision of upto 5% may be recommended.

The contractor shall employ staffs that have experience in the hospitality industry and who have acquired course certificates from recognised hotel management institutions.

5.3.1 Tentative staff required in the Guest House is as under:

Sl no.	Department	Position	Number of Staff	Total Monthly Salary per month
1	General Management	Manager cum Supervisor	1	Rs 30,000/- to Rs 35,000/-
2	House Keeping	Room Attendants	4	Rs 15,000/- to Rs 18,000/-
3	Kitchen	Head Chef	1	Rs 25,000/- to Rs 30,000/-

		Assistant Cook	1	Rs 20,000/- to Rs 25,000/-
		Helpers	4	12,000/- to Rs 15,000/-
4	Front Office	Receptionist	1	Rs 25,000/- to Rs 30,000/-
5	Total		12	

If the contractor requires additional staff they may employ accordingly

5.4 The contractor shall appoint an experienced Manager. The Manager should be responsible for overall maintenance of all the guest house and also to ensure comfortable stay of the occupants and official guests.

5.5 The contractor is required to maintain the details of all his/her employees deployed at the Guest House. This information along with their photographs shall be submitted to the Office of the CAO

5.6 The Contractor is responsible for security of the premises, its fixtures /fittings & furniture, office items, towels, mattresses, pillows, bed sheets, bed covers, other materials and also carpets, air-conditioners, television sets, DTH connections, telephones, computers and other electronic and electrical gadgets kept in the Guest House.

5.7 The Contractor shall ensure that all the houses of the Guest House are cleaned on day – to – day basis; mopping of the floors on daily basis and whenever needed, the furniture and fixtures to be dusted and cleaned every day, unless specially advised otherwise. Even on Sundays and Holidays as well, all jobs relating to housekeeping and maintenance should be carried out

5.8 The Manager, Supervisors/Receptionist deployed by the contractor shall have proper qualification in Hotel Management / Housekeeping or any similar qualifications. All personnel should maintain good conduct and be physically and medically fit for the work.

5.8 All the workers should wear clean uniforms while attending to their duties and carry their photo identity displayed prominently. The contractor should provide uniforms, shoes, etc., to their employees .

5.9 Branded (approved by the Institute) toiletries / cleaning materials / instruments in sufficient quantity and good quality (as decided by the Institute) will be provided by the contractor :

- a. Soap / liquid soap
- b. Odonil, Naphthalene balls in toilets
- c. Detergents, Phenyl, toilet acid, etc.,
- d. Glass cleaners
- e. Brushes, brooms / wipers, sponges, Mops, etc.,
- f. Vacuum cleaner, floor scrubbing
- g. Mosquito repelling machine and liquidators, polishing material, etc.,
- h. Shoe shiner
- i. Toilet Roll

5.10 The highest level of cleanliness in the entire Guest House of the Institute should be maintained and for this purpose, all materials / instruments / tools etc., will be provided by the contractor.

5.11 The contractor should provide toiletry kit in a pouch (branded with Institute logo), to all the guests occupying the guest room. The toiletry kit containing soap, toothbrush, comb, hair cream, shampoo, hair oil pouch, talcum powder etc

5.12 He shall also ensure that all toilets, wash basins, kitchen sinks, etc. are cleaned every day with proper use of phenyl, and approved Chemical agents at their cost. Naphthalene balls should be regularly placed in the wall-cupboards and urinals. Other materials including Odonil in toilets, Mosquito repellent, Room Spray etc., to be provided by Contractor at their cost.

5.13 The Contractor should arrange washing of all linens, curtains etc., at their cost

5.14 The institute will arrange for additional/ replacement of linen, curtains, electrical items etc. as and when required.

5.15 The Contractor should arrange for washing of clothes of guests, if required, on payment of the actual costs thereof by the guests.

5.16 The Contractor will be responsible for the safe-keeping of all keys & infrastructure provided

5.17 The Contractor should carry out quarterly Pest Control measures in the Guest Houses. It shall be the responsibility of the contractor to keep the Guest House premises free from the menace of rats, ants, dog and cattle.

5.18 The maintenance works, as mentioned above, should be done all seven days a week with trained manpower and the cleaning material and consumables shall be kept under personal supervision by the Contractor. He will also ensure proper cleaning of the terrace, common areas like lift lobby, reception etc. regularly and cleaning of the overhead water tanks at least once a month.

5.19 Repairs and maintenance of civil and electrical works and maintenance of equipment's installed in the Guest House will be executed by the Institute only. The contractor will not make any material changes to the Guest House without prior permission from the Institute.

5.20 The contractor will pay Electricity charges and Water charges as per actual.

5.19 The Contractor shall ensure that the online rent payment details of the occupants, wherever applicable, need to be collected from the occupants and deposited with Administration and no cash payment from the occupants will be accepted.

5.20 The Contractor should supply one English National Newspaper to each occupants as and when required by the Institute.

6. FINANCIAL BID

1. The bidders should download the BOQ.xls from CPP Portal and fill in the blank spaces provided for mentioning the name of bidder and rates. Bidders need not modify any other text or background shown in the BOQ template or replace it with any other copy of same BOQ in .xls format. The Central Public Procurement Portal (<https://eprocure.gov.in/eprocure/app>) will accept the BOQ template only and hence the rate should not be quoted in any other place except BOQ template.
2. A sample BOQ is placed herewith in excel sheet format.
3. If any column is not applicable, keep the sheet as it is or quote '0'. The BOQ is in excel sheet, as such only number will be taken calculable.

Sample Price Bid Format

Sl No	Description	Rate per month excl. taxes (Rs)																			
1.	Fee for Management and Operations of Guest House																				
2.	<table><tr><td colspan="3">Salary component of Guest House Staff</td></tr><tr><td>General Management</td><td>Manager cum Supervisor</td><td>1</td></tr><tr><td>House Keeping</td><td>Room Attendants</td><td>4</td></tr><tr><td rowspan="3">Kitchen</td><td>Head Chef</td><td>1</td></tr><tr><td>Assistant Cook</td><td>1</td></tr><tr><td>Helpers</td><td>4</td></tr><tr><td>Front Office</td><td>Receptionist</td><td>1</td></tr></table>	Salary component of Guest House Staff			General Management	Manager cum Supervisor	1	House Keeping	Room Attendants	4	Kitchen	Head Chef	1	Assistant Cook	1	Helpers	4	Front Office	Receptionist	1	
Salary component of Guest House Staff																					
General Management	Manager cum Supervisor	1																			
House Keeping	Room Attendants	4																			
Kitchen	Head Chef	1																			
	Assistant Cook	1																			
	Helpers	4																			
Front Office	Receptionist	1																			
3.	Total																				

Rate quoted in words: _____

The rate quoted by the bidder should cover the salaries and allowance including ESI, EPF etc., not below the minimum wages as set by Govt. of India. The rate should also include all applicable charges, excluding GST

**PROFORMA FOR SUBMISSION OF OFFER LETTER OF E -TENDER DOCUMENT,
DECLARATION AND BIDDER DETAILS**

(THIS "OFFER LETTER" TO BE SUBMITTED IN BIDDER'S LETTER HEAD)

Ref no.

Date:

To
The Chief Administrative Officer
IIM SHILLONG
Umsawli, Shillong – 793 018.

Sub:

“ _____
_____.” against Tender No: ____ Dated ____/____/____

1. In reference to above, I/We are enclosing our irrevocable tender for execution of the work “ _____.” as per tender document within the time schedule mentioned therein and accepted by me/us, at the value quoted by me/us for the whole works/ supply/ service in accordance with terms and conditions, specifications as detailed in the tender document. Having examined the detail given in Tender Notice and Bid Document for the above works/supply/service, I/We hereby submit the relevant information.
2. I/We had paid the EMD or I/ We are exempted being MSME registered firm. A valid certificate is enclosed.
3. I/ We had read entire tender documents and unconditionally accept all the terms and conditions laid down in the Tender document.
4. I/We enclose herewith documentary evidence of my/our experience of execution of work/ supply/ service of similar nature and magnitude carried out by me/us as per the eligibility criteria along with the other documents mentioned in the tender document.
5. I/ We confirm and declare that we are not blacklisted/ debarred/ de-registered by any Government department/ Public Sector Undertaking/ Autonomous bodies or any other agency for which we have executed/ undertaken the works/ supply /services during the last 5 years.
6. It is certified that all the information given hereby as well as in the enclosed eligibility bid documents are correct to the best of my knowledge and believe. It is also understood that I/We shall be liable to be debarred, disqualified in case any information furnished by me/us found to be incorrect.

Date.....day of.....2025

Name of the Bidder with Address:

Signature of Bidder(s), with the seal of Firm

BIDDER's DETAILS

1.	Name of the Firm/Agency	
2.	Full address with Pin code, Telephone No/Mobile No. E-mail. Address Telephone/ Mobile no.: Email id:	
3.	Name & Designation of Contact Persons Name Designation Telephone/ Mobile no.: Email id:	
4	Registration Details for Constitution of the Firm/ Agency (if any) (Attached copy)	
5	Nature of Business:	
6	a. GSTIN: b. PAN:	
7	Bank Account Particulars: Name of the Beneficiary Bank Account Number Bank's Branch IFS code: Account type (SB/ CA) Name of the Bank Branch name & Address (Please attached a copy of cancelled cheque)	
8	Details of EMD paid: EMD Amount: Rs. Receipt No.	

Name of the Bidder with Address:

Signature of Bidder(s), with the seal of Firm

Approved Rate List for Food Menu

Sl. No	Particular	Items Included	Rate to be charged to the Guests
1	Breakfast	i. Tea & Coffee and Juice ii. Bread Toast with Butter & Jam iii. Egg – Boiled or Omlette iv. Veg cuttlet/Idli Sambar/ Sambar wada/Dosa/Chole Bhature/ Poori v. sabji/Poha/ etc. vi. Fresh Fruits	Rs 100/- excl. taxes per person
2	Lunch or Dinner	i. One paneer Dish. ii. One seasonal dry veg. iii. One dal iv. One Non-Veg (Chicken/ Fish) v. Salad, pappd, chatni, achar vi. One rice item (plain steam or jeera) vii. One Indian Bread viii. One items in desert (ice cream/ fruit cream/ rasgulla / Gulab jamun etc.)	Rs 175/- excl. taxes per person
3	High Tea	i. Tea & Coffee ii. Any one. Veg (example: Sandwich / pizza / Veg Cutlets/ Veg Momo/ Veg Chop/Veg cutlet /Veg Samosa/Paneer pakora/ samosa /mutter kachori/Dhokla) iii. Any One Non-Veg item (Nuggets / Sausage/ Cutlet, Kheema samosa /Fish finger or equivalent) iv. Any one. (rasgulla or Gulab jamun, pastry or equivalent) v. Cookies & potato wafers	Rs 125/- excl. taxes per person
4	Beverages	Packaged drinking water/Cold drinks/ Fruit juice (Real Juice)/ Ice creams etc.	As per MRP