



**EXPRESSION OF INTEREST (EOI) FOR MANAGEMENT AND OPERATION OF IIM
SHILLONG GUEST HOUSE AT UMSAWLI CAMPUS.**

EOI no. V1-1601/10/2022-SPO/Guest House

Dated: 22 Jan 2025

EXPRESSION OF INTEREST

Sealed Expression of Interest (EOI) is hereby invited from the interested bidders for “Management and Operation of Guest House” at IIM Shillong, Umsawli, Shillong – 793018, Meghalaya. Bidders can also download this document from Institute’s Website (www.iimshillong.ac.in) and submit their EOI in the given format duly filled, signed with company seal with required enclosures and documents.

The EOI is to be submitted in a sealed envelope super scribed “EOI for Management and Operation of IIM Shillong Guest House ” addressed to the Director, IIM Shillong or may be placed in the tender box provided at the Reception of the Institute at IIM Shillong Umsawli Campus.

LAST DATE FOR SUBMISSION OF EOI :- 31 Jan 2025 upto 03:00 pm

INSTRUCTION TO BIDDERS /TERMS & CONDITIONS / ELIGIBILITY CONDITIONS:

Interested bidder should note the following:

1. This EOI invitation document is not a Tender or Request for Proposal in any form and would not be binding on IIM Shillong in any manner whatsoever.
2. IIM Shillong reserves the right to cancel the EOI invitation as a whole or in part without assigning any reason whatsoever.
3. The Bidders are encouraged to conduct their own independent survey, assessment, analysis and check the reliability, accuracy, feasibility and completeness before submission of their interest/ proposal.
4. IIM Shillong reserves the right to update, amend and supplement the information given in this document at its sole discretion before the last date and time of submission of the interest/proposal.
5. Bidders should submit their response as per formats provided at Annexure-I. The EOI, not conforming to the instructions or prescribed formats will be rejected.
6. Bidders should equip their self with all the permits, License etc. required for the service
7. Bidder should adhere to all the safety guidelines and norms in running the Guest House



8. Bidder will be responsible for cleaning and regular upkeep of the premises.
9. The contract term will be initially for 5 years (five), renewable annually and same may be extended on satisfactory performance. On expiry of contract term, the bidder shall vacate the premises immediately. However, the existing operator may Bid fresh if not prohibited otherwise due to unsatisfactory performance.
10. The selected bidder will have to sign an Agreement with IIM Shillong before operation of the Cafeteria.
11. Director, IIM Shillong reserves the right to call limited/short listed or all parties for making a presentation, based on their experience and technical submission made in the EoI. Mere fulfilment of EoI criteria does not entail the parties to be called for making a presentation.
12. In support of the credential submitted by the parties, IIM Shillong reserves the right to solicit information from the organizations by telephonic verification / personal visits / in writing.
13. Date and time of making presentation (only for the qualified / short listed parties based on the EoI) will be announced / communicated later to qualified / shortlisted parties.

14. **SCOPE OF WORK:**

The main scope of works is detailed below:

- 15.1 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.
- 15.2 The Contractor shall be responsible to deploy required number of manpower to provide Comprehensive Services for Guest House.
- 15.3 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.
- 15.4 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.
- 15.5 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.

15.6 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.

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

16. SPECIAL TERMS & CONDITIONS

- 16.1 Period of Contract: The period of contract is for 5 years , renewable annually based on performance.
- 16.2 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.
- 16.3 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.
- 16.4 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
- 16.5 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.
- 16.6 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
- 16.7 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.
- 16.8 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 .
- 16.9 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 :
- Soap / liquid soap
 - Odonil, Naphthalene balls in toilets
 - Detergents, Phenyl, toilet acid, etc.,
 - Glass cleaners
 - Brushes, brooms / wipers, sponges, Mops, etc.,
 - Vacuum cleaner, floor scrubbing
 - Mosquito repelling machine and liquidators, polishing material, etc.,
 - Shoe shiner
 - Toilet Roll



- 16.10 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.
- 16.11 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
- 16.12 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.
- 16.13 The Contractor should arrange washing of all linens, curtains etc., at their cost
- 16.14 The Contractor should arrange for washing of clothes of guests, if required, on payment of the actual costs thereof by the guests.
- 16.15 The Contractor will be responsible for the safe-keeping of all keys & infrastructure provided
- 16.16 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.
- 16.17 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.
- 16.18 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.
- 16.19 The Contractor should supply one English National Newspaper to each occupants as and when require

17. Eligibility Criteria :

- a. The bidder should have been operating in the Hospitality sector for a minimum of Three years (Hospitality would include experience in the service industry that includes lodging, dining/ Restaurant, event management, theme parks, hotel



- management and catering). Prior experience in the Govt. Sector/ educational institutions of national and international repute in hospitality shall be preferred.
- b. The bidder should have been operating and managing a project of similar size and scale for the last 3 years.
 - c. 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 EOI.
 - d. The bidder(s) should be registered with the Goods and Services Tax council for the purpose of Goods & Service Tax (GST). A copy of the GST registration certificate has to be submitted with the tender document. A copy of GST Registration Certificate, PAN and Bank account details should be submitted along with the Technical Bid.
 - e. 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)).
 - f. The average annual turnover of the bidder should be at least Rs. 2 Crores during the last three consecutive financial years.
- 18.** While submitting the Expression of Interest for the Cafeteria (on the letter head of firm according to the format at Annexure – I), the Bidder must submit the details along with all required supporting documents showing their experience, financial turnover, etc. without which the bid will not be considered.
- 19.** It is encouraged that interested bidders visit the campus to better understand the requirements of the service.

Sd/-
Chief Administrative Officer
IIM Shillong

DOCUMENTS TO BE SUBMITTED

Annexure – I

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 or Operation of own Restaurant / Food Outlet: (operational for more than 3 years) (supporting documents required)	
	c) Years of Experience in operation of Cafeteria in other Educational Institutes/ establishments: (supporting documents required)	
6	(a) PAN / TIN No.	
	(b) GST Regd. No.	
	(c) KHADC certificate	
	(d) FSSAI Certificate	
	(e) EPF Regd. No	
	(f) ESIC Regd. No	
	Note: - Attested copy in respect of (a) to (e) to be attached	
7	Has the Company/ Firm ever been blacklisted? Yes /No (If no undertaking in this regard to be attached)	