



GOVERNMENT OF MEGHALAYA
General Administration Department

Request for Proposal (RFP)

for

**Onboarding Operators for Operation and Maintenance of
State Guest House at Taraghar, Shillong**

Opposite Ward's Lake

File No: GAA.41/2025/Pt./29

Dated: 10th July, 2025

The Commissioner & Secretary to the Government of Meghalaya,
General Administration Department (A),
Main Secretariat Building, Room no. 220 (A),
Shillong Meghalaya – 79300

Disclaimer

1. This Request for Proposal (“RFP”) document does not purport to contain all the information that each Applicant may require and accordingly is not intended to form the basis of any investment decision or any other decision to participate in the RFP. Each Applicant should conduct its own investigations and analysis and check the accuracy, reliability and completeness of the information in this document and obtain independent advice from appropriate sources.
2. Neither the RFP nor anything contained herein shall form a basis of any contract or commitment whatsoever.
3. While the RFP has been prepared in good faith, no representation or warranty, express or implied, is or will be made, and no responsibility or liability will be accepted by the General Administration Department, its employees or advisors or agents as to or in relation to the accuracy or completeness of the RFP or any other oral or written information made available to any Applicant or its advisors at any time and any liability thereof is hereby expressly disclaimed.
4. Neither the General Administration Department nor their employees or consultants shall be liable to any Applicant or any other person under any law including the law of contract, tort, the principles of restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise, or be incurred, or suffered, in connection with this RFP document, or any matter that may be deemed to form part of this RFP document, or any other information supplied by or on behalf of the General Administration Department or their employees or consultants or otherwise arising in any way from the empanelment process.
5. No extension of time will be granted under any circumstances to any Applicant for submission of its proposal on the grounds that the Applicant did not obtain a complete set of the RFP documents.
6. The General Administration Department is not bound to accept any or all proposals. The General Administration Department reserves the right to reject any or all proposals without assigning any reasons. No Applicant shall have any cause for action or claim against the General Administration Department or its officers, employees, successors or assigns for rejection of his proposal.
7. Failure to provide information that is essential to evaluate the Applicant’s qualifications or to provide timely clarification or substantiation of the information supplied, may result in disqualification of the Applicant.



GOVERNMENT OF MEGHALAYA
GENERAL ADMINISTRATION DEPARTMENT

REQUEST FOR PROPOSAL (RFP)

Project Title: Request for Proposal (RFP) for onboarding operators for Operation and Maintenance of Government-owned State Guest House at Taraghar, Shillong, opposite Ward's Lake.

RFP ref No: GAA 41/2025/Pt./29

Dated 10th July, 2025

The Secretary to the Government of Meghalaya, General Administration Department (GAD) invites RFP from experienced and eligible hospitality operators for entering into management contract for the Operation and Maintenance (O&M) of Government-owned State Guest House at Taraghar, ensuring state-of-the-art hospitality and service management at International Standards.	
Publishing date of RFP	Dated 10 th July 2025, On the website: gad.meghalaya.gov.in
Last date of receiving queries	21 st July 2025 at 11.00 am through email at: meghalayagad@gmail.com
Pre-Bid Conference	24 th July 2025 at 10.30 am at Committee Room 4, Main Secretariat, Shillong.
Last date for submission of the Bids	On 31 st July 2025, before 11:00 am.
RFP Submission Mode	Hard Copy submission of Envelope-I (Technical Bid) and Envelope-II (Financial Bid) sealed in a single outer envelope by courier / speed post at General Administration Department (A), Main Secretariat Building, Room no. 220 (A), Meghalaya, Shillong, before 11:00 am on the last date of submission.
Tender Fees (Non-Refundable)	Rs.1000/- (Rupees One Thousand only) Paid through "The Secretary to Government of Meghalaya, General Administration Department" to be paid at the time of submitting the RFP document.to be paid at the time of submitting the RFP document.

Earnest Money Deposit (EMD)	Rs. 1,00,000/- (Rupees One Lakh only) in the form of a Demand Draft from a scheduled bank, in favor of “The Secretary to Government of Meghalaya, General Administration Department”, payable at Shillong.
Performance Security	The successful bidder shall furnish a Performance Security equivalent to 5% of the total contract value (Annual fee x 5 years) in the form of a Bank Guarantee from a scheduled bank.
Contact Person	The Commissioner & Secretary to the Government of Meghalaya, General Administration Department.

Sd/-

**The Commissioner & Secretary to the Government of Meghalaya,
General Administration Department**

1. Introduction

- The Commissioner & Secretary, General Administration Department, Government of Meghalaya (hereinafter referred to as “Authority”) invites Request for Proposal from experienced and eligible hospitality operators for entering into management contract for the Operation and Maintenance (O&M) of Government-owned State Guest House at Taraghar, Shillong, opposite Ward’s Lake.

2. Objectives:

The objectives of the operation and maintenance services on a contract basis for Guest House facilities are listed below:

- The Operator is required to Operate & Maintain Guest House facilities in the State on a contract basis.
- Regular upkeep and management of the infrastructure of the Guest House facilities.

3. Scope of Work

The selected Operator(s) will be responsible for the Operation & Maintenance (O&M) of designated guest house facilities, adhering to 3-Star classification standards (or higher) as stipulated by the Ministry of Tourism, Government of India. Key responsibilities include:

- **Management Services:** Front office operations, room services, housekeeping, food & beverage services, repair & maintenance, and guest relations.
- **Ancillary Services:** Logistics, and event management (MICE) for small government events.
- **Compliance:** Adherence to sustainability practices, statutory regulations (fire safety, licenses).

4. The Details of the Guest House

The State Guest House at Taraghar, Shillong, is a state-of-the-art facility developed by the Government of Meghalaya to host dignitaries, high-ranking officials, and guests of the state. Overlooking the scenic Ward’s Lake, the facility is designed to provide modern comforts while incorporating local aesthetics, thereby reflecting the state’s identity and hospitality ethos. The guest house is a fully furnished building with three floors, incorporating dedicated amenities and infrastructure to support both accommodation and official functions. The details of the Guest House are as follows:

Ground Floor
<ul style="list-style-type: none"> ▪ Reception Area: Equipped with a reception desk and guest sofa seating. ▪ Dining Hall: Buffet counter, serving tables, dining tables, and ample seating arrangements with sofas. ▪ Kitchen & Pantry: Fully equipped for cooking. ▪ Conference/Banquet Hall: Movable chairs, acoustic treatment, integrated sound system, and a large LED video wall. ▪ VIP Waiting Room: Sofa seating with two attached toilets having WC, basin, and standard fittings. ▪ Office Space: Furnished with desks, chairs, and storage. ▪ Common Toilets: Separate units for male, female, and differently abled persons, all fitted with WCs, basins, and accessories.
First Floor – Executive Suites (12 Rooms)
<p>Each suite is secured with a smart lock and consists of:</p> <ul style="list-style-type: none"> ▪ Bedroom: Bed, side tables, study table, chair, standing lamp, mirror, Sony TV; fully furnished with linens, carpets, and curtains. ▪ Living Room: Sofa set, center table, side table, console, wardrobe with luggage rack, Sony TV, and mini fridge. ▪ Attached Bathroom: Fully furnished with: <ol style="list-style-type: none"> 1. Wash Basin 2. Water Closet (WC) 3. Shower area with modern sanitary fittings and enclosures ▪ Lobby Area: Sofa seating for guests. ▪ Laundry/Iron Room: Dedicated space with ironing boards, tables, and storage.
Second Floor – VVIP Suites (6 Rooms)
<p>These suites are more expensive and luxurious, each secured with smart locks:</p> <ul style="list-style-type: none"> ▪ Bedroom: Bed with side tables, ottoman, easy chair, study table, Sony TV; fully furnished with linens, carpets, and curtains. ▪ Living Room: Sofa set, center table, side table, console, dining table, Sony TV, and mini fridge. ▪ Walk-in Wardrobe Area: Includes wardrobe, luggage rack, mirror, and dressing chair. ▪ Attached Bathroom: Premium fittings including: <ol style="list-style-type: none"> 1. Designer Wash Basin 2. WC (Water Closet) 3. Shower area with glass partition and complete fittings ▪ Powder Room: Separate washroom with basin and WC for guests. ▪ VVIP Deck Area: Private open seating area with outdoor sofa overlooking the scenic landscape. ▪ Laundry/Iron Room: Equipped for daily garment care.

Additional Infrastructure
<ul style="list-style-type: none">▪ Two staircases and a lift ensure convenient movement.▪ The Mumty floor houses water storage tanks with a total capacity of 10,000 litres.▪ The landscaped exterior includes wooden-textured soffit panels, a garden with local flora and fauna, and ample parking.

5. Site Visit and Pre-Bid Conference

- The bidders who wish to visit the site may do so before the submission of the pre-bid queries i.e. on 21st July 2025 at 11.00 am.
- A pre-bid conference will be held on 24th July 2025 at 10.30 am at Committee Room 4, Main Secretariat, Shillong.
- The prospective bidders are advised to visit the site and acquaint themselves with the ground realities, working conditions, schedule of work, need of equipment and machinery for catering and cleaning, and standard of our requirements, supervision and commitment needed under the contract. Prospective bidders may also submit their doubts/questions/clarifications, if any.

6. Terms of Reference

- The bidder may inspect the Guest House facilities before tendering.
- The operator has to confine his activities within the specified area handed over to him.
- The operator shall utilize the space only for the purpose of Guest House facilities apart from the scope of contract provided in the bid document.
- The operator will arrange his own equipment over and above those already provided at the guest house. Proper maintenance & upkeep of all the equipment provided by the department is the responsibility of the service provider.
- No modifications are permitted to the provided infrastructural facilities by the operator without the permission of the competent authority.
- All permits / licenses / permission for the Guest House facilities is to be obtained by the operator only at his cost & name and risk from the appropriate authorities by following the procedures.

- All sanctions, permissions no objections, letters of indent, consent licenses, clearance, approvals etc. shall be obtained by the successful bidder at his cost and such as document shall be kept effective and in force at all material times.
- Modern and standardized equipment (if needed) should be arranged by the service provider.
- The successful operator will bear the cost, throughout the term of Service Provider, for comprehensive general liability insurance for his men and material.
- The building, furniture and other machineries licensed shall be insured against fire, rioting and other possible losses and the insurance policy be taken and the insurance premium be borne by the successful operator. The successful operator should pay the compensation to the public or their relatives if any accident happens at their own cost if they claimed.
- The General Administration Department shall have the right to inspect the premises and also the books of accounts, etc. at any time.
- The operator has to provide Photo Identity Cards to the persons employed by him/her to carry out the work. These cards are to be constantly displayed & their loss reported immediately.
- The successful operator provider shall be responsible for the conduct and behavior of his employees.
- Safety: The Service Operator shall be responsible for the safety of the workers. All the safety measures must be taken during operation.
- Pest Control: Pest control is to be done regularly by service provider and is to be undertaken with prior permission from the competent Authority. The cost of the pest control will be borne by the service provider.
- Disposal of Garbage: Collection of garbage and its proper disposal at designated place on daily basis will be the responsibility of the Service Provider.
- Visitor Book: Visitor book/Feedback forms should always be available and also feedback should be obtained from the guests/users.
- The food audit for quality and food safety must be integral part of Kitchen Operations.

- Table Clearance: The service provider will be responsible for ensuring the proper clearance of all used plates and utensils
- Housekeeping - Regular cleaning of the allotted premises, as mentioned above, shall be the responsibility of the Service Provider who should engage adequate staff for cleaning & pot washing etc.
- The successful tenderer shall not assign, sublet or transfer the contract either on whole or part. If it is found that the contract has been assigned or sublet or either in part or in full, the General Administration Department will terminate the contract without any notice duly forfeiting the Security as ascertained liquidated damages.
- The entire Guest House premises should be cleaned regularly and maintained properly. The cleaning chart/ table is to be maintained by the successful operator indicating activities performed on a daily basis. It may be produced to In-charge, Guest House on demand.
- Uniform with color specifications and patterns approved by the competent authority should be supplied by the operator to the workers at his own cost and it would be ensured that the working staff etc., are in proper uniform while on duty.
- The materials for sanitation like brooms, brushes, moping materials, floor cleaning liquids, toilet cleaning liquids, phenyl, naphthalene balls, air refreshers etc. are to be procured and used by the operator for the said work of guest house.
- All the toilets are to be cleaned as frequently as required to keep them in a well neat and clean condition.
- Cleaning of glasses, windows, handrails of staircase etc. on a day-to-day basis. The operator may have to attend any other miscellaneous work assigned by the In-charge Guest House, if any.
- The bio-degradable waste and non-bio-degradable waste from kitchen and guest rooms are to be separated by operator and to be disposed of at earmarked places in the campus.
- The visiting guests should be received in a respected manner and rooms are to be allotted as per the directions of concerned officer/guest house in-charge. The luggage of the guests should be carried from porch to the allotted rooms of guest on arrival and vice versa.

- An inward and outward register, provided by this office, should be maintained and the charges of Guest rooms should be collected from guests after issuing necessary receipts provided by this office. The guest charges are to be deposited with In-charge, Guest House or concerned section in office as per written instructions.
- The bed sheets, pillow covers, towels, etc. should be washed regularly. The cleaned and ironed set of bed sheets, pillow covers, towels, etc. is to be provided to the guests. If guest is residing in guest room for longer period, set of bed sheets, pillow covers, towels, etc. is to be replaced by cleaned and ironed set after every three days.
- The Guests should be provided with Tea, Coffee, Breakfast, Lunch and Dinner as per their requirements on the pre-fixed rates.
- The guest house should have proper multi-cuisine menu for the guests including:

S.No.	Daily Meals	Cuisine Options
1.	Breakfast	Local Food, South India & North Indian
2.	Lunch	Soups, Local, Continental, North Indian, Tandoori, South Indian
3.	Dinner	Soups, Local, Continental, North Indian, Tandoori, South Indian
4.	Beverages	Tea, Coffee, Soft Drinks, Cocktails, Shakes
5.	Sweets	Local Sweets, ice-creams, bakeries

- The operator may have to serve vegetarian/ non- vegetarian food as per requirement.
- In the case of special lunch or dinner on official occasions, a nominated committee will finalize rates and menus after discussion with operator.
- The kitchen facility, including the vessels and utensils, are to be arranged by operator.
- The expenditure for preparing and providing food to the Guest is to be done by operator.
- The operator or his Agent must be available at the Guest House for all working hours or such period as may be specified from time to time by any authorized official of the General Administration Department, GoM.

- The operator shall be contactable at all times and messages sent by phone /email/ fax / special messenger from this office shall be acknowledged immediately on receipt on the same day. The operator shall strictly observe the instructions issued by the Department in fulfillment of the contract from time to time.
- This office shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the operator.
- The Guest House will function for 24 hours. All the Housekeeping and catering services are to be carried out by the operator on all days of the month. However, one laborer should not be allowed to work more than 26 days in a month.
- The operator must employ adult labor only. Employment of child labor shall lead to the termination of the Contract.
- The operator must pay their workers minimum wages with all statutory benefits like EPF, ESIC, and Bonus as per the notification issued by Labor Commissioner, Ministry of Labor, Govt. of India.
- The persons so provided by the agency under this contract will not be the employee of the GoM and there will be no employer-employee relationship between the GoM and the persons so engaged by the operator in the aforesaid services.
- The cost for electricity and power for non-cooking purposes and water shall be borne by the department at the premises. However, the contractor/agency shall be responsible to ensure that there is no undue waste of power & water by his staff or even by others.
- The Guest House facilities should be used only for lawful activities & in accordance with the rules & regulation enforced by the Government authorities.
- All costs, charges, including stamp duty and registration charges, etc. shall be borne by the operator.
- The operator shall ensure due observance, compliance with all relevant laws, rules and regulation applicable to business from time to time.
- If any loss or damage is caused to properties either by operator or suppliers and servants will fully / in advertently the cost / extent of loss / damage will be recovered from the operator.

- On the expiry of the license, the operator shall handover all articles which were entrusted in good conditions.
- The operator shall insure his staff, property, guests, etc. at his cost and risk.
- In case the operator commits breach of any of the terms and conditions and stipulation herein contained on the part of the tenderer to be observed and performed, then in such cases the General Administration Department shall be at liberty to give a notice in writing to the licensee to set right or rectify the breach or omission of any of the terms, conditions and stipulations of the agreement and in case of non compliance on the part of tenderer within 30 days of the receipt of such notice, this agreement at the option of the licensor may be terminated and upon such termination this agreement shall become null and void and all the rights of the tenderer herein shall immediately cease and determine. The agreement may also be terminated for any criminal acts on the part of the tenderer which need not be referred to arbitration.
- The department shall have the right to take over the operation and terminate the license agreement, in case of default or any type of malpractice noticed on the part of the tenderer.

7. Manpower of Front Office, Housekeeping, Catering and Maintenance

The tenderer should have enough permanent employees on roll, specifically qualified and trained for housekeeping and allied work as per RFP requirement. The details of the minimum manpower requirement are as follows:

S.No.	Description of work
Providing manpower	
1	Front Office and House Keeping
	1. Manager - 1 2. Receptionist – 1 3. House Keeping HOD - 1 4. House Keeping staff - 3 5. Maintenance & Cleaning staff - 3
2	Kitchen & Services
	1. Chef - 1 2. Cook – 1 3. Assistant Cook - 2 4. Helper/ Dishwasher - 2

	5. Waiter – 4
3	Other Supporting Staff
	1. Gardener - 1
	Total Staff Required – 20 Personnels*

**The above is indicative minimum manpower requirement. The bidders can suggest manpower requirement for operations of the property during the pre-bid conference.*

8. Penalty

- Any complaint of mis-behavior by guests or any case of misappropriation /mis-utilization of premises, etc. by the operator or his workers noticed by In-charge, Guest House or other officers will be viewed seriously and the contract will be terminated (if found guilty) without any notice and the Security Money deposited by the operator will be forfeited partly or fully and will be treated as penalty charges.
- While all contractual obligations will be strictly enforced, deduction on account of unsatisfactory services will be made from the annual payment. The recovery will be decided by the designated Officer in Charge with a penalty as deemed appropriate of poor services like:

S.No.	Item
1.	Using substandard materials.
2.	Shortage of Manpower.
3.	Refusal to perform the duty assigned.
4.	Not maintaining the Guest House in presentable condition.
5.	Allowing unauthorized persons to stay in the Guest House.
6.	Lending government assets to any outsider.
7.	Damage caused to government assets
8.	Intercepting the belongings of the occupants in their absence and pilfering or stealing goods, etc.
9.	Non-provision or non-wearing of uniform by the staff.
10.	Any other issue/shortcomings other than the above as occasion demands as decided by the Guest House Officer.

	Note: The personnel posted by you committing any misappropriation/mistake should be replaced immediately on instructions from the Guest House Officer.
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- The decision of the Guest House Officer concerned shall be final with respect to the extent of penalties being levied.

9. Period of Contract:

- The period of contract for operation and maintenance of activities of Guest House will be for 5 (Five) years from the date of declaration of the final operator, by the General Administration Department, Government of Meghalaya, with a provision for further extension on mutual consent.
- Extension of tenure and earlier termination is the sole discretion of competent authority.
- The agreement can be terminated by either party by giving six month's notice in advance. If the tenderer fails to give six months' notice in writing for termination of the Agreement then two month's wages etc and any amount due to the operator from the office shall be forfeited.

10. Payment Terms:

- The quoted amount will be on an annual basis excluding all taxes and charges (GST) applicable as per norms.

11. Eligibility Criteria

Bidders must meet the following criteria to be eligible for technical evaluation. Bids from non-eligible bidders will be rejected.

- The Bidder must be a registered Firm/Company. (Valid Registration Certificate, GST Registration, and PAN Card to be submitted).
- The Bidder should have at least three years of experience in providing Guest House/Hotel Operation and Maintenance Services. (Self-Certification duly notarized to be submitted).
- The Bidder should have successfully executed at least one similar contract in the last 5 years for managing a facility with a minimum of 15 rooms for a Government/PSU/Corporate entity. (Copy of work order/completion certificate required).

- The Bidder must have a minimum average annual turnover of Rs. 2 Cr. in the last 3 financial years. (Audited financial statements and ITRs required).
- The Bidder must possess a valid license/registration for housekeeping and catering (FSSAI/other equivalent).
- A Joint Venture/Consortium of two parties is acceptable. An MoU on non-judicial stamp paper must be submitted, declaring joint and several liability.
- The Bidder must not be blacklisted by any Government Department. (Self-declaration required).

12. Evaluation of Bids

An Evaluation Committee constituted by the Government of Meghalaya will evaluate the bids in two stages.

a) Stage 1: Technical Evaluation:

- * The Committee will first open Envelope-I to check for eligibility and completeness.
- * Bidders meeting the Eligibility Criteria (Clause 10) will be technically evaluated based on the Technical Scoring Criteria provided in Annexure-VI.
- * Bidders must score a minimum of 70 out of 100 points in the technical evaluation to qualify for the next stage.

b) Stage 2: Financial Evaluation:

- * Envelope-II (Financial Bid) of only the technically qualified bidders will be opened.
- * The Financial Bid should quote a lump-sum Annual Management Fee for undertaking the complete O&M as per the scope of this RFP. This fee should be inclusive of all costs (manpower, overheads, profit, etc.) but exclusive of GST.
- * The contract will be awarded on a Least Cost System (L1) basis. The bidder quoting the lowest Annual Management Fee will be declared as the L1 bidder.

13. Award of Contract

- a) The L1 bidder will be issued a Letter of Award (LoA).
- b) Within 14 days of receiving the LoA, the successful bidder must furnish a Performance Security equivalent to 5% of the total contract value (Annual Fee x 5 Years). The security shall be in the form of a Bank Guarantee, valid for the entire contract period plus a claim

period of six months thereafter.

c) Upon receipt of the Performance Security, a formal contract agreement will be executed.

14. General Conditions of Contract

a) Indemnity: The Operator shall indemnify the Authority against all claims, damages, losses, and expenses arising out of any infringement of patent rights, trademark, or any other third-party claims, or due to any negligence or breach of contract by the Operator or its employees.

b) Insurance: The successful Operator shall, at its own expense, procure and maintain the following insurances throughout the contract period:

* Public Liability Insurance: To cover third-party bodily injury or property damage.

* Workmen's Compensation Insurance: As per statutory requirements.

* All-Risk Insurance: For the building, furniture, and machinery against fire, theft, rioting, and other perils. Proof of insurance must be submitted to the Authority.

c) Force Majeure: Neither party shall be liable for any failure or delay in performance if caused by events beyond their reasonable control, including but not limited to acts of God, war, civil unrest, or government restrictions.

d) Dispute Resolution: Any dispute arising out of the contract shall be resolved amicably. If not resolved within 30 days, it shall be referred to arbitration in accordance with the Arbitration and Conciliation Act, 1996. The venue of arbitration shall be Shillong.

e) Governing Law and Jurisdiction: The contract shall be governed by the laws of India. The courts at Shillong shall have exclusive jurisdiction.

f) Statutory Laws: The Operator shall comply with all applicable central, state, and local laws and regulations.

15. Evaluation Committee:

A. An Evaluation Committee will be notified by the Government of Meghalaya and may comprise representatives from the Tourism Department, General Administration Department, Finance Department, Law Department, Planning, Investment Promotion & Sustainable Development Department and other departments as required.

- B. The Evaluation Committee will assess the ability of the agencies to render the requisite qualifications based on its past record, profile and on such other criteria as it may fix and only those found fit will be eligible for financial bid opening.

16. Pre-qualification and Technical criteria

The Evaluation Committee shall evaluate only those Bids that fulfil the following criteria:

- a) The Service Provider Agencies/ Firms have valid Registration Certificate, GST Registration and PAN Card numbers and have experience in a similar line of business.
- b) The Bidding Hospitality Services Firm/Company should have at least three years' experience in providing Guest House Operation and Maintenance Services to public and Corporate sectors providing like front office services which include guest receiving (reception), room allotment, complete check in and checkout formalities. Housekeeping services includes cleaning of room and public area, provide bed and bath linen, property up-keep and timely maintenance, etc. Catering services to provide food and beverages as per requirements and general maintenance services, ensuring guest securities, etc. Self-Certification duly notarized has to be submitted. The above mentioned services should be rendered in Meghalaya or other North Eastern States.
- c) The bidder should have at least 1(one) successfully executed/ Ongoing contract in the last 5 years in providing similar services to Government Educational Institutions / Government Departments/Organizations / Public Sector Undertakings / Public Sector Banks /Corporate sectors for managing minimum 15 or more rooms capacity guest house or Managements of star hotels.
- d) The Bidder should have a minimum turnover of Rs. 2 Cr. per annum and income tax returns of the last 3 years to be submitted.
- e) The successful bidder shall provide Operation and Maintenance Service in the Institute Guest House FACILITIES MATCHING TO THREE STAR HOTEL STANDARDS or above. Therefore, preference will be given to the bidding firms who have experience in running a similar / star facility rated guest house facility in any of the 3 financial years of the preceding 5 financial years.
- f) The bidder should have all valid license/registration to operating hospitality (accommodation) services and FSSAI for catering.

- g) Firm should produce a certificate of satisfactory performance from the government/ corporate organization where it has provided similar services. Self-certifications will also be considered.
- h) Joint venture /consortium of any sort are not permitted.

17. Pre-bid Queries

Interested Applicants are requested to submit their queries, if any, on the email ID: meghalayagad@gmail.com.

18. RFP Submission

A. Envelope-I shall comprise the following documents:

1. Demand Draft for payment of Rs. 1000 towards processing fee of the RFP.
2. Annexure-I, Annexure-II, Annexure-III and Annexure-IV duly filled-in, signed and stamped by the owner(s) / authorized person.
3. Document / Proofs evidence of the pre-qualification and technical criteria as stated in clause 11 of the RFP.

B. The Envelope-II shall comprise the following documents:

1. Annexure-V: Price Bid on an annual basis excluding all Taxes and charges applicable as lumpsum for taking on contract of Operation and Maintenance of Guest House Facilities in Meghalaya.

C. Both Envelopes I and II should be sealed in one common envelope addressing to subject of the RFP, addressed to

The Secretary,

General Administration Department (B),

Main Secretariat Building, Room no. 228 (B),

Meghalaya, Shillong, 793001

D. **Earnest Money Deposit (EMD):** An EMD of **Rs. 1,00,000/- must be submitted** in the form of a Demand Draft from a scheduled bank, in favor of “The Commissioner & Secretary to Government of Meghalaya, General Administration Department”, payable at Shillong. EMD of unsuccessful bidders will be returned after the finalization of the contract. The EMD of the successful bidder will be returned after the submission of the Performance Security. Bids without EMD will be summarily rejected.

19. Evaluation of the Applicants

- A. The RFPs submitted by the Applicants who meet the pre-qualification criteria shall be evaluated by the Evaluation Committee as per Annexure VI. Incomplete RFPs shall be disqualified from the tender process. The Evaluation Committee reserves the right to seek clarifications and additional information to its satisfaction. The Evaluation Committee shall shortlist the Applicants based on the following parameters:
1. Experience of the operator in Business of Operation and Maintenance of Boarding Hotels / Guest House/ Similar activity.
 2. Firm's experience of housekeeping and catering services in Government / Semi Government/ Private/ PPSUs Organization in number of years.
 3. Annual turnover of the firm
- B. The General Administration Department, Government of Meghalaya or Evaluation Committee subsequently shall carry out due diligence or other verification to its satisfaction, for which all assistance shall have to be provided by the Applicants.
- C. The RFP received after the due date and time shall not be considered and shall be returned to the Applicant unopened. The General Administration Department, Government of Meghalaya shall not be responsible for any postal or other delay and Applicant should ensure submission of RFP at the place before due date and time.

20. Clarifications and Amendments

Corrigendum or Amendment or Addendum or Omission related to this RFP document shall be posted on the website. Applicants are advised to visit the website: gad.meghalaya.gov.in, for any Corrigendum or Amendment or Addendum or Omission to the Terms and Conditions, change of dates.

21. Validity of RFP

This RFP shall remain valid for a period of 180 days from the last date specified for submission of Bids.

22. Disclaimer

The General Administration Department, Government of Meghalaya reserves the right:

- a) to reject any or all Bids without assigning any reasons thereof.

- b) to relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the Department without assigning any reasons thereof.

Sd/-

**The Commissioner & Secretary to Government of Meghalaya,
General Administration Department**

ENVELOPE -I

ANNEXURE -I

**ACCEPTANCE LETTER TO BE SUBMITTED BY THE APPLICANT / AUTHORISED REPRESENTATIVE OF
COMPANY / INDIVIDUAL / PARTNERS**

Sir,

Sub: "RFP " for _____ in response to your advertisement

Ref: RFP No. _____ Dated: _____

I / We have downloaded the document for submission of RFP from the official website. I / We hereby unconditionally accept the RFP conditions in its entirety. I / We understand that the General Administration Department, Government of Meghalaya intends to onboard the _____ (Firm/ Individual/ Company Name) as operators for Operation and Maintenance of Government Guest Houses in Meghalaya after conducting due diligence of the related documents in the manner the Government of Meghalaya may deem fit.

The contents of RFP document have been noted wherein it is clarified that after unconditionally accepting the RFP condition in its entirety, it is not permissible to put any remarks / conditions in the RFP enclosed in the respective Envelope and the same has been followed in the present case.

The required confirmation is as per format (ANNEXURE-II) is enclosed herewith.

Thanking you,

Yours faithfully,

Name with seal

ENVELOPE - I

ANNEXURE-II

CONFIRMATION BY THE APPLICANT

TO WHOM SO EVER IT MAY CONCERN

Sir,

Sub: Operation & Maintenance of Guest House facilities management in Meghalaya for a period of three years from the Date of award of Contract in response to your advertisement.

Ref: RFP No. _____ Dated: _____

1. I / We have read and understood the general conditions of contract and terms and conditions of the proposed Agreement. In the event of my/our bid being accepted. I / We offer for the subjected supply in the attached schedules and hereby bind myself / ourselves to complete all the formalities from time to time as required after the onboarding.
2. The General Administration Department and its representatives are hereby authorized to conduct any inquiries or investigations or seek clarifications or verify any statements, documents and information submitted in connection with this bid.
3. Subject to the conditions given in the general conditions of the RFP, I / We hereby bid to the Secretary to the Government of Meghalaya, General Administration Department (B), Main Secretariat Building, Room no. 228 (B), Meghalaya, Shillong

Note: In the event of partnership firm, please state the Name, Age and permanent Address of all the partners separately along with this tender.

4. In the event of the information furnished by me is found to be false I agree that my tender is liable to be summarily rejected by the General Administration Department who shall be the sole Judge whose decision shall be final.
5. I / We agree to pay the security deposit by means of Demand Draft / Bank Guarantee being 25% of the contract value which will be valid and kept open not only during the contract period of three years but also for a further period of six months beyond the contract period within 14 days of the date of acceptance of the tender.

6. The details of other maintenance contracts held by me/us are given below (Copies of the award Letters indicating the name of the place, period, and contract value to be stated here)

We have enclosed the following documents:

- a. Annexure I, Annexure II, Annexure III and Annexure IV.
- b. Self-Attested copies of all Supporting Documents.

I/ we hereby declare that my RFP is made in good faith and the information contained is true and correct to the best of my or our knowledge and belief.

Thanking you,
Yours faithfully,

Name with seal

ENVELOPE - I

ANNEXURE-III

CHECKLIST OF DOCUMENTS SUBMITTED

S. N.	Documents to be Submitted	Submitted	Not Submitted	Remarks
1.	Copy of Registration of Firms			
2.	Copy of Registration certificate of EPF			
3.	Copy of Registration Certificate of ESI			
4.	Copy of Income Tax Return for last 3 years (if applicable)			
5.	Copy of GST Registration			
6.	Copy of PAN/TAN Card			
7.	Proof of experience			
8.	Certificate of satisfactory performance			
9.	Details of Cost of bidding document			
10.	Last 3 years audited statement from Chartered Accountant			
11.	Food Menu in similar hospitality service with at least 3 cuisine types. (Indian, Chinese, Continental, local, etc.)			

Signature of Bidder Seal of Establishment

Full Name of Bidder with address & Date

ENVELOPE - I

ANNEXURE-IV

PERFROMA FOR TECHNICAL BID

S. N.	Particulars	To be filled by tenderer
1.	Name of the Tenderer	
2.	Date of establishment of the tenderer	
3.	Detailed office address of the tenderer with Office Telephone Number, Fax Number and Mobile Number and name of the contact person.	
4.	PAN/TAN Number (copy to be enclosed)	
5.	GST Registration Number (copy to be enclosed)	
6.	Whether the firm is blacklisted by any Government Department, or any criminal case is registered against the firm or its owner/partners anywhere in India. (A self-certificate countersigned by competent authority is to be attached in this	
7.	Length of experience in the field (in years)	
8.	Experience in operation and maintenance service in the institute guest house facilities matching to three-star hotel standards or above. (Copy of contract to be enclosed).	
9.	Whether a copy of the terms and conditions (Annexure-I), duly signed, in token of acceptance of the same, is attached.	
10.	Whether tenderer profile is attached?	
11.	Whether the menu to be served is attached ?	
12.	List of other clients	

(To be kept inside sealed Price Bid cover separately)

Envelope-II

ANNEXURE-V

PERFORMA FOR FINANCIAL BID

Sir,

Sub: Submission of "PRICE BID" on annual basis excluding all Taxes and charges applicable as lumpsum for taking on contract of Operation and Maintenance of State Guest House at Taraghar, Shillong, Opposite Ward's Lake.

Ref.: RFP no. _____ Dated: _____

We are pleased to submit our RFP for Operation and Maintenance of State Guest House at Taraghar, Shillong, Opposite Ward's Lake as per the following details:

S. N.	Description	Total Amount in Rs.
1.	Annual amount for taking contract of Operation and Maintenance of Guest House Facilities in Meghalaya.	

(In Words: _____)

* GST applicable for contartc shall be charged extra.

Signature of the Bidder / Authorized representative

(To be evaluated by the Evaluation Committee)

ANNEXURE-VI

TECHNICAL SCORING CRITERIA

The technical bids will be evaluated and scored out of 100 points based on the following criteria.

Bidders must score a minimum of 70 points to be considered technically qualified.

S. N.	Evaluation Parameter	Maximum Points
1.	Experience in Hospitality O&M	20
	a) 3-5 years	10
	b) >5-7 years	15
	c) >7 years	20
2.	Experience in Managing Similar Facilities (≥15 rooms)	20
	a) 1-2 Contracts	10
	b) 3-4 Contracts	15
	c) 5 or more Contracts	20
3.	Average Annual Turnover (Last 3 Years)	20
	a) Rs. 2 Cr. to Rs. 3 Cr	10
	b) Rs. 3 Cr to Rs. 5 Cr	15
	c) >Rs. 5 Cr	20
4.	Presentation on Proposed O&M plan, & Profile of Manpower being proposed	40
	Total	100
	Minimum Qualifying Score	70