

**GOVERNMENT OF ASSAM  
ASSAM STATE URBAN LIVELIHOODS MISSION SOCIETY  
DISPUR :: GUWAHATI-6**

**Request for Offer for Empanelment of Hotels for providing  
Boarding and Lodging Services**

TO BE USED FOR SUBMITTING OF OFFER FOR EMPANELMENT OF HOTELS BY  
THE ELIGIBLE BIDDERS

**Address for Communication:**

Office of the State Mission Directorate  
Assam State Urban Livelihoods Mission Society,  
2<sup>nd</sup> Floor, Directorate of Municipal Administration, Assam  
Dispur, Guwahati- 06

# **Request for Offer for Empanelment of Hotels for providing Boarding and Lodging Services**

## **1. Brief Introduction:**

Poverty being a multi-sector and multi-dimensional phenomenon, the central/state governments have been addressing the poverty issues through their sponsored programmes in various sectors and by adopting different approaches. The revamped SJSRY (2009)- programme of MoHUPA dealing with the employment generation for urban poor is now being replaced with the Deendayal Antyodaya Yojana - National Urban Livelihood Mission (DAY-NULM).

Its main objective is to reduce poverty and vulnerability of the urban poor households by enabling them to access gainful self employment and skilled wage employment opportunities, resulting in an appreciable improvement in their livelihoods on a sustainable basis, through building strong grassroots level institutions of the poor.

The mission would aim at providing shelters equipped with essential services to the urban homeless in a phased manner. In addition, the Mission would also address livelihood concerns of the urban street vendors by facilitating access to suitable spaces, institutional credit, social security and skills to the urban street vendors for accessing emerging market opportunities.

## **2. Eligibility Criteria for Intending Hotel Empanelment and Rate Contract:**

In order to become eligible, the Hotels/Hotelier/Bidder should fulfil following requirements:

- Building Permit;
- Registration of ownership (Proprietorship/Partnership/Company, etc);
- Registration for GST;
- Income Tax Registration (PAN);
- FSSAI Food Business License;
- Registration with Guwahati Municipal Corporation for Trade License;
- Fire Safety Permit;
- Bar License (if the Hotel operates a Bar within the Hotel Premise);
- Employee State Insurance (ESI) Registration (if the Hotel employs 10 or more employees);
- Employee Provident Fund (EPF) Registration (if the Hotel employs more than 20 persons);
- The Hotel must have an in-house restaurant.
- The Hotel must have its transit system such as rented cars, etc. for pick-up, drop, city tour, sightseeing, etc. as per requirement by ASULMS and/or Guests.

## **3. Terms & Conditions:**

3.1 The rates quoted w.r.t. Hotel services shall be most competitive in terms of rates and prices prevalent in the market.

3.2 The Hotels should preferably located in Mahapurush Srimanta Sankardev Path (erstwhile G.S. Road) starting from Ulubari to Khanapara and in and around the road from Khanapara to Airport via National Highway 27 & 17.

3.3 ASULMS will be empanelling the Hotels with star status for Senior Officers and economy class for other junior officers and other staff.

3.4 The Rates should be quoted for Single & Double sharing basis including breakfast.

3.5 The Hotel should have a conference hall to accommodate at least 40 - 50 persons.

3.6 The Hotel should have proper in-house arrangements to provide meals to the guests.

3.7 The empanelled Hotel will be responsible to make Hotel booking for the officers of the ASULMS on the request of the authorized officer of the ASULMS.

3.8 The period of empanelment of Hotel Services would be for 2 (two) years from the date of receipt of letter of intent/ contract which may be extendable on the basis of performance and at the end of each year along there will be a provision for annual price escalation for maximum limit **up to 10% per annum** to absorb the increase in the input costs. The increase in tariff will be decided mutually. The activation of escalation clause must be requested by the contractor. However, the rates quoted shall remain fixed during the first year of the contract.

3.9 The prospective bidders should have the compliance of all the relevant Laws, Acts and regulations as applicable from time to time.

3.10 Before opening the financial offer, a committee of staff of ASULMS will visit the Hotels to check the facilities provided by each one.

3.11 On the basis of the report of the committee, the offers will be shortlisted and empanelled as per rules.

3.12 The tenure of empanelment may be extended on performance basis.

3.13 The empanelment may be terminated on account of breach of any one or more of above clauses.

3.14 ASULMS shall have exclusive rights to cancel / terminate the empanelled agency at any time and without any notice at its own discretion without assigning any reason thereof.

3.15 No seasonal revision in rate shall be allowed during the period of empanelment.

3.16 All the rooms should be well ventilated and furnished with single bed/double bed, attached toilet with modern fittings, cupboard, geyser, complementary toiletries, mobile/laptop charging points, TV with cable channels, central heating/heating system, Wi-Fi/internet facilities wall to wall carpeting, study table chair, etc.

- 3.17 Lenin and towels in the rooms should be absolutely clean or hygienic.
- 3.18 The Hotel should have 24 hours room service and power back-up system.
- 3.19 The Hotel shall also provide the local transit facility to the guests from Hotel to the training/workshop venue in Guwahati.
- 3.20 The Hotel should provide the lodging and boarding facility for drivers. This can be in the form of dormitory.
- 3.21 The Hotel will provide the required service as per the highest quality standards and in case of any lapse found, Hotel Management shall be held responsible. In case of breach, State Mission Director, ASULMS will be free to impose penalty at the rate of 5% deductible from the quoted rates. In case of repetition, State Mission Director, ASULMS reserves all rights to terminate the empanelment/contract. Failure of service and negligence shall be measured in terms of the following:
- a. Not providing accommodation and services as per the booking;
  - b. Any other matter which is an act of negligence or breach of ethics by the Hotel.
- 3.22 If more than one Hotel quotes the same rate, the empanelment shall be in the descending order of the star rating. If more than one Hotel of the same star rating quotes the same rate, ASULMS reserves the right to choose the Hotel on the basis of distance from the office and suitability on other parameters. The decision of ASULMS shall be final in this regard. However, ASULMS also reserves the right to empanel one or more Hotels in a particular star category.
- 3.23 The expenses related to room rent and food on actual consumption basis will only be paid to the Hotel. The Hotel Management will have to collect all other expenses such as laundry, telephone usage charges and other expenses of personal nature from the room guest directly. Moreover, official lunch, dinner or high tea parties or meeting may also be conducted at the empanelled Hotel and the expense for food and other related expenses incurred against such parties/meetings will be paid by ASULMS after submission of bills as per established procedures.
- 3.24 Based on the actual booking of rooms during the month, the empanelled Hotel has to submit the bills addressing to “State Mission Director, ASULMS, Dispur, Guwahati-06” with details. The bills, if found correct for payment, will be paid within 30 days subject to bill being in order as required. No payment whatsoever will be made in advance to the Hotel under any circumstances.
- 3.25 ASULMS accepts no responsibility for any loss/delay/non-receipt of offers not submitted in person. Offers received late/incomplete are liable for rejection.
- 3.26 The offer shall be valid for 90 (Ninety) days from the last date of submission of Offer / revised Offer for Empanelment (if any).
- 3.27 The ASULMS reserves the right to modify the conditions of the Offer for Empanelment, at any time, without assigning any reasons for the same.

3.28 If the last date of receiving/opening of the offer coincides with a holiday, then the next working day shall be the receiving/opening date.

3.29 The final selection of Hotel will be as per the following selection process:

- i. Verification of documents by committee constituted for the purpose in support of eligibility criteria;
- ii. Physical visit of Hotel premises (if required) to check the services, amenities and credentials of the Hotel by the committee constituted for this purpose for recommending the names of Hotels suitable for evaluation of financial offers;
- iii. The names of the suitable Hotels will be recommended by the committee for evaluation of financial offers;
- iv. Evaluation of financial offers by committee in view of amenities and competitiveness of rates;
- v. Recommendation of names of Hotels suitable for empanelment; and
- vi. Approval of names of Hotels suitable for empanelment by competent authority. The ASULMS may empanel one or more Hotels as per requirement.
- vii. The decision of the ASULMS in this matter will be final and binding to all the bidders.

3.30 Arbitration and Dispute Resolution:

- i. Any dispute and or difference arising out of or relating to this contract will be resolved through joint discussion of the authorities' representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator appointed by the the State Mission Director, ASULMS.
- ii. The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceeding's shall be governed by Indian Arbitration and Conciliation Act 1996 as amended from time to time. The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceeding and currency of contract, neither party shall be entitled to suspend the work/service to which the dispute relates on account of the arbitration and payment to the contractor shall continue to be made in terms of the contract. Arbitration proceedings will be held at Guwahati only.

3.31 Jurisdiction of Court:

The courts at Guwahati shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

3.32 Interested Hotels with sound reputation may send their offers in sealed envelope addressed to **The State Mission Director, Assam State Urban Livelihoods Mission Society, O/o the Director of Municipal Administration, Near APRO, Ganeshguri, Dispur, Guwahati- 06 up to 03:00 p.m. on or before 15-09-2017.**

#### **4. Terms of Payments:**

4.1 The bills raised by the Hotel shall clearly mention the billing components (basic tariff, taxes and levies, etc.).

4.2 The bills of the Hotel shall be accompanied with a copy of the booking order duly issued by authorized signatory of ASULMS at the time of payment.

4.3 No advance payment will be released.

4.4 The Hotel will raise the bill as per the number of rooms actually occupied. The payment will be made as per related laws/rules.

4.5 As far as possible, payment of bills will be made to the Hotel/Hotelier within one month of submitting of the bills to the ASULMS Office only if found correct for payment and also subject to bill being in order as required.

#### **5. Documents to be Accompanied with Offer:**

The financial offer should be accompanied with the following documents:

5.1 EMD of Rs.5,000/- through Demand Draft drawn in favour of Assam State Urban Livelihoods Mission Society, payable at Guwahati;

5.2 Copy of Building Permit;

5.3 Copy of Registration of ownership (Proprietorship/Partnership/Company, etc);

5.4 Copy of Employee State Insurance (ESI) Registration;

5.5 Copy of Employee Provident Fund (EPF) Registration;

5.6 Copy of GST Registration;

5.7 Copy of Income Tax Registration (PAN);

5.8 Copy of FSSAI Food Business License;

5.9 Copy of Trade License issued by Guwahati Municipal Corporation;

5.10 Copy of Fire Safety Permit;

5.11 Copy of Bar License (if the Hotel operates a Bar within the Hotel Premise);

5.12 Copy of Income Tax Return for the AY 2013-14, 2014-15 and AY 2015-16;

5.13 Copy of Annual Accounts (balance sheet and profit & loss account) for last 3 years;

5.14 All pages of the Request for Offer (Tender Document) signed with office seal as a mark of acceptance of the clauses/ sections as well as the terms and conditions mentioned thereof.

**TENDER FORM  
ACCEPTANCE OF TERMS & CONDITIONS  
(to be provided on letter head of the Hotel)**

Date.....

To

State Mission Director,  
Assam State Urban Livelihoods Mission Society,  
O/o the Director of Municipal Administration,  
Near APRO, Ganeshguri, Dispur, Guwahati- 06

Ref: Your Request for Offer Tender document No. .... dated .....

Sir,

I/We, the undersigned have examined the above mentioned tender enquiry document regarding request for offer for providing hotel services to ASULMS. I/We now offer to provide and deliver- **boarding & lodging facility** in conformity with your above referred document for the sum of as quoted in price bid (total tender amount in figures and words), as shown in the financial offer, attached herewith and made part of this request for offer.

I/We also certify that before signing this bid I/we have read and fully understood all the terms and conditions and instructions contained therein and undertake ourselves abide by the said terms and conditions of the request for offer.

I/We shall provide quality hotel accommodation to the ASULMS with amenities as mentioned in our technical bid.

If my/our offer is accepted, I/we undertake to provide the lodging and boarding, in accordance with our request to offer.

I/We agree to keep our tender offer valid for acceptance for a period up to 90 (Ninety) days. I/We also accordingly confirm to abide by this tender up to the aforesaid period for 2 (two) years initially and this tender may be accepted any time before the expiry of the aforesaid period. I/ We further confirm that, until a formal contract is executed, this tender (read with your written acceptance thereof within the aforesaid period) shall constitute a binding contract between me/us.

I/ We further understand that you are not bound to accept the lowest or any tender you may receive against your above-referred tender enquiry.

Authorized Signatory

Seal:

Name:  
Designation:  
Contact No.:

**CERTIFICATE**

**(to be provided on letter head of the Hotel)**

Date.....

To

State Mission Director,  
Assam State Urban Livelihoods Mission Society,  
O/o the Director of Municipal Administration,  
Near APRO, Ganeshguri, Dispur, Guwahati- 06

Sir,

I/We hereby certify that the above hotel, \_\_\_\_\_<Name of Hotel>\_\_\_\_\_, has not been ever blacklisted by any Central/State Government/Public Undertaking/Govt. entity/Institute on any account.

I/We also certify that the above information is true and correct in any every respect and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above Hotel may be summarily terminated and/or blacklisted.

Authorized Signatory

Seal:

Name:

Designation:

Contact No.:



**Proforma for Technical Bid**

<b>Sl. No.</b>	<b>Particulars</b>	<b>Description in Detail</b>
1	Name of the Hotel	
2	Complete Contact details of Authorized Person of Hotel, including name, address, telephone, mobile number, Email id, website (if any)	
3	Complete Postal Address with Tel. No., Fax/Email	
4	Year of Registration / Establishment of Hotel	_____ Year  (Please enclose self-attested copy of required documents- in case of Proprietor – Registration with Shop & Establishment Authorities or equivalent authorities, in case of Partnership – Partnership Deed, In case of company – Certificate of Registration and Memorandum of Association or any other document required for registration of hotel.)
5	PAN No.	_____ (enclose self attested copy)
6	Please enclose last three years copy of IT return / acknowledgement	2013-14 2014-15 2015-16
7	Please enclose last three financial years copy of annual accounts (balance sheet and profit & loss account)	2013-14 2014-15 2015-16
8	GST Registration No.	_____ (enclose self attested copy)
9	Details of:  i. Building Permit; ii. Employee State Insurance (ESI) Registration; iii. Employee Provident Fund (EPF) Registration; iv. FSSAI Food Business License; v. Trade License issued by Guwahati Municipal Corporation; vi. Fire Safety Permit; vii. Bar License (if the Hotel operates a Bar within the Hotel Premise).	_____ (enclose self attested copies)
10	Preferably, the bidders should have following amenities and services. Please specify availability of these amenities and facilities by writing Yes/No against it.	a) News Paper <b>Yes / No</b>  b) Tea/Coffee Maker with Accompaniments <b>Yes / No</b>  c) Mineral Water facility (daily two bottles of at least 200 ml) <b>Yes / No</b>  d) Standard Toiletries: (i) Soap <b>Yes / No</b> (ii) Tooth Paste <b>Yes / No</b> (iii) Tooth Brush <b>Yes / No</b>

		<p>(iv) (iv) Comb <b>Yes / No</b>  (v) (v) Bath Towel <b>Yes / No</b>  (vi) Hand Towel <b>Yes / No</b>  (vii) Toilet Roll <b>Yes / No</b>  (viii) Shampoo <b>Yes / No</b>  (ix) Sewing Kit <b>Yes / No</b>  (x) Shower Cap <b>Yes / No</b>  (xi) Shower Gel <b>Yes / No</b>  (xii) Shaving Kit <b>Yes / No</b>  (xiii) Moisturiser <b>Yes / No</b>  (xiv) Shoe Shiner <b>Yes / No</b>  (xv) Room Slippers <b>Yes / No</b>  (xvi) Any other please specify_____</p> <p>e) Press Iron &amp; Stand <b>Yes / No</b></p> <p>f) Daily Housekeeping of room <b>Yes / No</b></p> <p>g) 24 Hrs Room Service <b>Yes / No</b></p> <p>h) 24 Hrs Hot and Cold Service <b>Yes / No</b></p> <p>i) 24 Hrs power backup for all amenities <b>Yes / No</b></p> <p>j) Restaurant/Dining facility <b>Yes / No</b></p> <p>k) In Home Laundry facility <b>Yes / No</b></p> <p>l) Digital Locker <b>Yes / No</b></p> <p>m) Unlimited Wi-fi/Internet Service <b>Yes / No</b></p> <p>n) Doctor on emergency <b>Yes / No</b></p> <p>o) Parking facility <b>Yes / No</b></p> <p>p) TV with cable connection <b>Yes / No</b></p> <p>q) Refrigerator <b>Yes / No</b></p> <p>r) Distance in Kilometers from Railway Station____</p> <p>s) Distance in Kilometers from Airport _____</p> <p>t) Any other facility (Please specify)  _____</p>
11	Enclose brochure of your hotel (if any)	

Seal:

Authorized Signatory

Name:

Designation:

Contact No.:

**Proforma for Financial Offer****A. For Hotel Rooms**

Sl. No.	Particulars	Rates per day (for single occupancy) in Rs.	Rates per day (for double occupancy) in Rs.	Rates per day (for Extra Bed) in Rs.	No. of Rooms Available
1	Suite Room				
2	Deluxe Room				
3	Economy Room				
4	Any other category of Rooms (Please specify)				
5	Dormitory Room	<b>Rate per day (in Rs.)</b>			

- The room tariff should include Breakfast.
- The room tariff should be excluding the GST as applicable.
- No other charge will be payable.

**B. For Rented Cars**

<b>Local Tariff (in Rs.) Excluding Applicable Tax</b>				
Sl. No.	Car Make & Model	Rate for 4 HOUR - 40 K.M.	Rate for 8 HOUR - 80 K.M.	Rate for Extra Per Kilometer
1.				
2.				
3.				
<b>Pick &amp; Drop Facility Tariff (in Rs.) Excluding Applicable Tax</b>				
Sl. No.	Car Make & Model	Rate for Lokpriya Gopinath Bordoloi International Airport	Rate for Guwahati Railway Station	Rate for Kamakhya Railway Station
1.				
2.				
3.				
<b>Outstation Tariff (in Rs.) Excluding Applicable Tax</b>				
Sl. No.	Car Make & Model	Rate Per K.M. including Fuel	Driver's BATA per night	
1.				
2.				
3.				

- KILOMETER READING & TIME WILL BE CALCULATED FROM HOTEL TO HOTEL.

- PARKING CHARGE, ENTRY FEES AND TOLL CHARGES WILL, IF ANY, WILL BE BORNE BY THE HOTEL AND WILL BE REIMBURSED LATER ALONG WITH HOTEL BILLS. THE ORIGINAL TICKETS FOR PARKING, ENTRY FEES AND TOLL CHARGES MUST BE SIGNED BY THE GUEST USING THE CAR AND MUST BE SUBMITTED ALONG WITH BILLS TO ASULMS FOR PAYMENT.
- ALL RATES MUST BE INCLUSIVE OF AIR CONDITIONING.
- APPLICABLE TAXES WILL BE EXTRA AS PER GOVT. RULE.
- NO PEAK SEASON SURCHARGE CAN BE CHARGED BY THE HOTEL.

Seal:

Authorized Signatory

Name:

Designation:

Contact No.: