

**TENDER DOCUMENT FOR HIRING SERVICES OF FRONT OFFICE MANAGER
& EXECUTIVES**

Open Tenders in sealed envelopes are invited from reputed registered manpower agencies having 3 years minimum experience for providing the services of Front Office Manager & Executives, Technical Staff / Non-Technical Staff, Housekeeping and Gardener at VAMNICOM, Pune for a period of one year with effect from **1st January, 2023 to 31st December, 2023**. **The period of the above services will be extended next upto 3 years (yearly basis) on satisfactory performance of the agency.**

The details of the services required are available on the Institute's website i.e. www.vamnicom.gov.in

**TENDER NOTICE FOR PROVIDING SERVICES OF FRONT OFFICE MANAGER
& EXECUTIVES**

Tender Document No.	:	VM-GAD/FOM&E/2022-23
Earnest Money Deposit (EMD)/ Security Deposit	:	Rs. 1,00,000 (Refundable) (Rs. One Lakh only)
Processing Fee	:	Rs. 1,000.00 (Non refundable)
Pre-bid Meeting	:	09/12/2022 (Friday) at 11:30 AM
Date of Issue Blank Tender Form (to be downloaded from the website only)	:	02/12/2022
Last Date of Submission of Tender	:	16/12/2022 (Friday) [before 05:30 PM]
Date of Opening of Technical Bid	:	20/12/2022 (Friday) at 11:30 AM
Date of Opening of Financial Bid	:	20/12/2022 (Friday) at 04:00 PM

Note : The MSME vendors are exempted ONLY for EMD money at the time of submission of tender document subject to documentary evidence / MSME certificate.

Any other additional information which is not included in Technical Bid / Financial Bid, if any, may be given on a separate sheet of paper and inserted in respective envelope.

The Director, VAMNICOM, Pune reserves the right to cancel the entire tender process without assigning any reason thereof.

About the Institute :-

Vaikunth Mehta National Institute of Cooperative Management (VAMNICOM) is a premier National Institute financed by Ministry of Cooperation, Govt. of India.

VAMNICOM is a nerve centre of Cooperative Education, Training and Research. Besides, conducting Management Development Training Programmes in

various functional areas of management, the Institute offer two years full time PGDM-ABM programme, PGCBM programme for in-service officers working and Diploma in Management of Computer Operations for middle level and operational level personnel in the cooperatives.

VAMNICOM associates with various international agencies / organizational like International Cooperative Alliance (ICA), International Labour Organization (ILO), Food & Agricultural Organization (FAO), etc. The Institute has also been an active promoter in establishment of Centre for International Cooperation and Training in Agricultural Banking (CICTAB) which is engaged in organizing training programmes in the field of agricultural / rural banking to professionals from SAARC countries and other countries.

About Guest House

VAMNICOM has one VVIP Guest House viz., Himalaya Guest House with 5 number luxury suites for the dignitaries and guests from Ministry and foreign delegations.

Institute is having another VIP Guest House viz. Sahyadri Guest House with lodging capacity for more than 100 guests / participants of the programme.

About the Front Office Manager & Front Office Executives

Institute intends to provide elegant hospitality to VIPs and VVIPs staying in the Guest house of the Institute through professionals Front Office Manager & Front Office Executives.

Salary - The Institute will pay gross salary of Rs. 22516/- and Rs. 20,488/- per month to Front Office Manager and Front Office Executives respectively as per Central Government Notification applicable to skilled and semi-skilled category through manpower supply agency.

Qualification - The Front Office Manager and Executives should have minimum qualification of Hotel Management from reputed Institute. The Front Office Manager should have minimum experience of two years in a reputed hotel / Guest House. Front Office Manager and Front Office Executive should have ability to speak fluently in English, Hindi and Marathi while attending / greeting the guest and dignitaries.

Strength and nature of duties -

Front Office Manager : 01 No. for supervision and assignment of duty to front office Executives with the instructions / directions of Assistant Hostel Warden and other authorities of the Institute

Front Office Executives : 03 Nos. for round the clock duty of Sahyadri / Himalaya Guest House in three shift (Monday - Saturday)

Job Profile of -

Front Office Manager

- Ensure proper planning of accommodations in training hostel & officers hostel compatible with the different training programmes at one time
- Checking rooms before allotment for the guest of training programme on regular basis and randomly that linen items, tea bags, etc. are properly placed in the rooms
- Checking all the rooms periodically with respect to checking functioning of electrical items, tubelight, fan, AC, geyser, shower panel, WIFI etc. and making entry in complaint register for repairing / replacement of this electrical items for sending information to Assistant Hostel Warden and Hostel Warden.
- Attending guests and services of food & breakfast.

Front Office Executive

- Maintenance of Register for in and out of Guests / participants
- Ensure cleanliness of rooms and surroundings of Guest House through Housekeeping deputed in the Guest House
- Ensure arrangement of linen items in rooms of Guest House in elegant / professional manner with the help of Housekeeping staff
- Ensure proper arrangement of Welcome Kit, tea, coffee bags and drinking water, etc. in the rooms before allotment of room to guest
- Guide guest regarding canteen, classrooms, programme schedule for training

About Manpower Supplying Agency -

The Institute seek quotations as detailed above from the reputed manpower supplying agencies in and around Pune city who have experience and expertise in providing services of hospitality management in 5 star & 3 star hotels with the help of professional manpower having qualification of Hotel Management.

Payment to Manpower Supplying Agency -

The Institute will pay to Manpower Supplying Agency / Vendor on the basis of their monthly bills submitted to the Institute. The monthly bill may include salary released to the Front Office Manager and Executives as per Central Government Notification as stated above and DA subject to revision every six months plus services charges in percentage plus GST .

1. Instructions to fill-up the Tender Document

- 1.1 The Bidders should submit their bids, complete in all respect, in two separate sealed envelopes:
 - i) **Envelop No. 1 - Marked as Technical Bid**: Containing TECH BID information and Demand Draft of Rs. 1000.00 for Processing Fee & Rs. 50000.00 (Rs. Fifty Thousand only) for Earnest Money Deposit/Bid Security respectively **drawn in favour of DIRECTOR, VAMNICOM, Pune and payable at Pune.**
 - ii) **Envelope No. 2 - Marked as Financial Bid**: Containing the **Financial Bid only.**
- 1.2 The Bidder should submit the tender documents, complete in all respect (envelopes of Technical Bid and Financial Bid should be submitted in a single envelope). The sealed envelope should be marked as "**Tender for Providing Front Office Manager & Executive Manpower Support Services**". Name, address and contact details of the agency must be clearly visible on each envelope.
- 1.3 Bids, received, shall be opened in the presence of Authorized Officials of VAMNICOM and the bidders who choose to remain present. If any of the required papers/certificates as specified in the Tender are not included or found fictitious will be disqualified. The rejection of the tender document at Technical Bid stage should not be questioned by the agency. VAMNICOM will not be answerable in such cases.
- 1.4 The pre bid meeting will be held on **09/12/2022 (Friday) at 11:30 AM** with the officials of VAMNICOM and interested bidders for clarification / suggestions if any regarding Tender Document. Any doubt/query will not be entertained before Pre bid meeting.
- 1.5 Technical Bid will be opened on **20/12/2022 (Tuesday) at 11:30 AM** in the presence of officials of VAMNICOM and Representatives of Tenderers (presence of representative of the Tenderers is optional)
- 1.6 The Financial Bid will be opened on the same day i.e. on **20/12/2022 (Tuesday) at 04:00 PM** in the presence of Authority of VAMNICOM Pune and the Representative of the Tenderers, who qualify the Technical Bid.

- 1.7 The Financial Offer shall be valid for 3 months from the opening of the tender.
- 1.8 Quotations over phone/e-mail will not be accepted. Bids received without sealed covers and rates not quoted in specified proforma will not be accepted. Bids may be submitted by registered post or in person. However, any delay on this account shall not be accepted.
- 1.9 Each page of the Bid submitted needs to be properly numbered, stamped and signed. Loose paper(s) will not be accepted.
- 1.10 The Tenderer must not disclose any details pertaining to their Financial Bid in the Technical Bid Envelope. If any details of the Financial Bid is found in the Technical Bid, the offer of such Tenderer will be summarily rejected.
- 1.11 Tender document must be submitted on or before the last date of the tender submission, as specified in this document as per given address:-
- The Registrar
Vaikunth Mehta National Institute of Cooperative Management.
Chaturshrungi, Savitribai Phule Pune University Road,
Pune - 411 007, Maharashtra
- 1.12 After the last date no tender will be accepted.

2. Submission of Tenders

2.1 Format of Covering letter

Bidders name and address

To

The Registrar

VAMNICOM

Savitribai Phule Pune University Road

Pune - 411 007

Maharashtra

Sub.: Bid for “providing Front Office Manager & Executives, Manpower Support Services” at VAMNICOM, Pune - Reg.

Sir,

In response to the Tender Document No. **VM-GAD/FOM&E/2022-23 Dated:-** _____ for providing the services of Front Office Executive & Manager, Manpower Support Services in conformity with the terms and conditions, laid down therein, I/we, hereby, submit my/our duly filled Offer letter, in conformation of this Tender Document.

1. I/we agree to provide the services of Front Office Manager & Executives, Manpower Support Services at the service / administrative charges in percentage (%) of total monthly manpower bills arrived at the rate of Minimum Wages Act - 1948 applicable to Central Government for Skilled category in case of Front Office Manager and Semi - skilled Category in case of Front Office Executive.
2. I / we assured that above Manpower supplied to VAMNICOM have been paid all monitory / non monitory benefits i.e. D.A., EPFO & ESIC etc. as applicable from time to time as per the Central Government notification.
3. I/we have issued a Demand Draft pertaining to Earnest Money Deposit (EMD)/ Security Deposit of Rs. 1,00,000.00 vide D.D. No. _____ Dated / /2022 drawn on _____ Bank.
4. I/we have also issued a Demand Draft pertaining to processing fee of Rs.1000.00 (non refundable) vide D.D. No. _____ Dated / /2022 drawn on _____ Bank.
5. The required documents, as asked in this tender document, has been submitted by me/us in the Technical Bid envelope.
6. Quotation for service / administrative charges for providing the services of above “**Manpower**” at VAMNICOM are given in percentage (%) of total monthly bill in the prescribed format in Financial Bid envelope separately.

7. I, hereby certify that the information furnished by me/us above is correct to the best of my/our knowledge. We understand that if, any deviation is found in the above statement at any stage, our company/firm will be black listed and our Bid Offer will be rejected.
8. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations, if any.
9. We understand that you are not bound to accept any Proposal you receive.

Thanking you,

Yours faithfully,

(Signature & Stamp)
Signature of the Bidder with
Name and Designation

2.2 A) PROFORMA OF TECHNICAL BID:

TECHNICAL INFORMATION ABOUT THE AGENCY:

Profile of the Agency:

Sl. No.	Particulars	Information
1	Demand Draft of Rs. 1,00,000.00 and Rs. 1000.00 as a proof of Earnest Money Deposit (EMD) and Tender Document Processing fee respectively	
2	Name of the Agency	
3	Postal Address of the Agency	
4	Telephone No. of the Agency	
5	Mobile Number of Proprietor	+ 91 -
6	E-mail address of the Agency	
7	Website of the Agency	
8	Nature of the Company (please tick the appropriate word)	Private Ltd./ Public Ltd./ Proprietary /Partnership/Other
9	Actual number of Front Office Manager & Executives, Manpower Support Services working in bidders Organization /Agency.	
10	Total Experience for providing Front Office Manager & Executives, Manpower Support Services	
11	The Bidder shall provide their personal client list for providing Front Office Manager & Executives, Manpower Support Services in Govt./Semi Govt. / Academic Institutions alongwith no. of said manpower staff engaged	

Sl. No.	Particulars	Information
12	Pan No. of the company	
13	License / Registration No. with the appropriate authority for engaging the services of manpower with attested copies of the license.	
14	The successful agency shall have to submit the license under the Contract Labour (Regulation and Abolition) Act 1970, for the work of contract assigned.	
15	Certified True copy of Certificate of Registration under Shops & Commercial Establishment Act - 1948, along with renewal entries.	
16	Certified / true copy of Registration certificate under Employee Provident Fund & Miscellaneous Provision Act - 1952	
19	Certified / true copy of registration certificate under ESIC Act	
20	GST No. of the Company	
21	Certified copies of last three years Annual balance sheet & Profit and Loss A/c and Income Tax Returns filed i.e.2019-20, 2020-21, 2021-22.	
22	Declaration on letter head that, the company /agencies had never been black listed / debarred by organization in recent past for any cause/reason will remain disqualified for technical bid.	

Note: All document mentioned from 1 to 22 above are compulsory.

Signature:
Seal of the Company:

2.3 (B) FINANCIAL BID ENVELOPE:

Monthly Rate of wages for under Minimum Wages Act - 1948, as amended from time to time, applicable to Central Government Institutions.

Amount in (Rs.)			
Sl.No.	Particulars of Rate	Front Office Manager	Front Office Executives
A	EARNINGS:	Skilled Category	Semi - Skilled Category
1	Basic per month as on 1/12/2022		
2	DA		
3	Total Gross Salary		
B	Other Allowances payable by Manpower supplying agency		
4	1) Employee EPF Contribution (@ 13% on Minimum Rs. 15,000/-) 2) ESCI @ 3.25% (if Basic + DA is below Rs. 21,000/-) 3) L.W.F. (Labour Welfare Fund)		
	Total salary		
C	DEDUCTIONS:		
5	PT -		
6	PF -		
7	ESIC -		
8	LWF		
9	Total Deduction		
10	Total Net Wages payable (A +B - C)		
11	Agency Charges in percentage (%) on total net wages payable (However, agencies charges less than 0.9999% will not be considered, in any case)		
12	GST 18 %		
13	Total amount payable by the Institute		

Note: Agency is requested to calculate actual wages payable for the month December, 2022 by a Central Govt. Institutions.

2.4 Other documents to be enclosed

- a) The Bidder has to be signed and put their stamp on each page of Terms and conditions of Tender document provided by the VAMNICOM, Pune.
- b) If the company has ISO Certification, copy of the same has to be submitted.

Note: If any of the above documents are found invalid or incomplete, the tender will be considered as non-responsive and liable for rejection.

3. TERMS AND CONDITIONS:

1. The above Technical Bid and Financial Bid envelopes marked separately should be kept in one big envelope and to be sent under sealed cover addressed to Director VAMNICOM, Pune on or **before 05:30 PM of 16th December, 2022 (Friday)**.
2. The processing fee of Rs.1000.00 (Rupees one thousand only), which is non-refundable, should be paid by Demand Draft in favour of the **Director, VAMNICOM, Pune** payable at Pune along with the Tender document, signed on each page. In absence of processing fee, quotation will not be considered and will be liable to be rejected.
3. The successful Agency has to deposit interest free Earnest Money Deposit / Security Deposit of Rs 1,00,000.00 (Rupees One Lakh only) which will be returned to the Agency within 60 days of completion of the contract, subject to the satisfactory performance of the agency and its obligations under the contract and will subject to such deductions, as the Institute found necessary to penal the Agency for any offences of the Terms & Conditions.
4. The Agency will undertake the Hospitality Management Services round the clock (24 hours) in three shifts (morning, afternoon and night) at Sahyadri Guest House and Himalaya Guest House as per the duty chart prepared by Front Office Manager of the Agency in consultation with Assistant Hostel Warden and Hostel Warden of the Institute.
5. The agency shall be wholly responsible for the payment to said manpower as per the payment of Minimum Wages Act - 1948 in specified categories mentioned the format of Financial Bid. As and when the minimum wage rate is changed by the Central Government, the agency shall have to pay the revised rates to the said manpower as on that date.
6. The Agency should first pay wages to his own manpower/workers through Bank Account and submit the proof of payment thereof along with proof of EPF, ESI, PT etc. deposited with the Government agency, as per Labour Laws/Rules, without any link or connection of time/date of receipt of payment from VAMNICOM to Agency. The Agency should submit their bill for reimbursement of payment on or before 5th of every month.
7. The agency shall ensure that Front Office Manager have minimum 3 to 5 years experience in Hospitality Management Services in reputed Institution / Hotel with minimum qualifications of Diploma / Degree in Hospitality Management and Front Office Manager, should have experience of atleast 2 years in Hospitality
8. The agency shall ensure that One Front Office Manager and 3 Front Office Executives, manpower staff are deployed at Sahyadri Guest House and Himalaya Guest House of the Institute every day, in the proper formal uniform.
9. The VAMNICOM discourages any kind of nepotism in the appointment of any staff through the Agency. If any employee of this Institute, including the Director, forces the Agency to employ his/her relatives/friends, the Agency must inform this matter to the Competent Authority. Failing which, suitable penalty may be imposed upon the Agency.
10. Every Front Office Manager / Front Office Executive, staff to be supplied by the Agency shall not be less than 18 years and not more than 50 years of age and the Agency shall obtain and submit, to VAMNICOM, a medical certificate of each of each staff to certify that he/she is not suffering from any disease or major ailment and he/she is physically fit to do the prescribed work.

11. The Agency shall comply with the requirements under provision of Minimum Wages Act, PF, ESI and other Liabilities under Labour Laws.
12. The Agency shall provide prescribed uniform with Identity Card to their employees. No Staff will be allowed without uniform and Identity card while attending the duties at VAMNICOM, Pune.
13. The Agency shall ensure that all staff abides by VAMNICOM's rules and maintain decorum.
14. VAMNICOM follows its security regulations/policies such as those relating to frisking or full body scanner or metal detectors during entry and exit at VAMNICOM's Security Gate(s). VAMNICOM possess the right to check any staff or worker of the Agency and the workers must co-operate during the security check.
15. The agency must abide by sexual harassment of women at work place (Prevention, Prohibition and Redressal) Act 2013.
16. In case of failure to provide satisfactory service, on a single occasion, a penalty of Rs.5000.00 (Rupees Five Thousand only) will be charged, for every such occasion(s).
17. The Front Office Manager and Front Office Executive, staff of the Agency shall be well mannered and well behaved and the Agency shall replace or substitute any of the staff against whom there is a reasonable complaint or grievance of misbehavior, negligence in work or incompetency.
18. The contract can be terminated by VAMNICOM by giving one month's notice in writing to the Agency. On the other hand, the Agency can request in writing to the Institute to terminate the contract. This request is not binding upon the Institute.
19. The Agency shall be solely responsible for the entire payments/contributions etc. mandatory under various Labour Laws such as ESI, Employees Provident Fund, etc. to the Housekeeping staff engaged by the Agency.
20. Statutory deductions applicable shall be deducted from all payments made to the company or agency as per rules and regulations in force and in accordance with the GST Act and Income Tax Act prevailing, from time to time.
21. The Agency shall submit records of EPF Return/ESI Return, GST return, etc. on or before 10th of every month. In absence of this, the payment will not be released to the Agency for that particular month.
22. The Agency shall submit day to day attendance Sheet of the all staff duly attested by the authorized person of the Agency.
23. VAMNICOM reserves the right to change/modify any terms and conditions.
24. Any loss or damage to VAMNICOM resulting from an act of Front Office Manager and Front Office Executives, worker during contract period shall be borne by the Agency and shall be liable to be recovered from any amount due to the Agency hereunder.
25. The Agency shall give appointment letter to each Front Office Manager and Front Office Executives staff and shall submit a copy thereof to VAMNICOM.
26. The Agency shall not assign this contract to any other agent or agency without the prior written consent of VAMNICOM.

27. The authorized person of the VAMNICOM shall be entitled to supervise the disbursement of wages to all the staff of the Agency.
28. Director VAMNICOM reserves the right to reject this contract at any time without assigning any reason.
29. All disputes, arising between VAMNICOM and the Agency shall be settled by the Director, VAMNICOM, Pune. The Arbitration shall be conducted in accordance with the Arbitration and Conciliation Act, 1996 or any amendment thereof for the time being in force. Arbitration proceedings shall take place in Pune. The award of the arbitrator shall be a reasoned award and shall be final and binding on the Parties. The arbitration proceedings shall be conducted and the award shall be rendered in English language. Subject to above, the Courts at Pune shall have exclusive jurisdiction in respect of all matters.

4. Total requirement of staff:

Sl.No.	Particulars	Total Number
1	Front Office Manager	01
2	Front Office Executives	03
	Total	04

4.1 Duty hours of the staff as follows:

Sl.NO.	Particulars	Time		Shift
01	Front Office Manager	09:30 AM	06:00 PM	General
02	Front Office Executives	07:00 AM	02:00 PM	Ist Shift
		02:00 PM	10:00 PM	IInd Shift
		10:00 PM	07:00 AM	IIIrd Shift

5. EVALUATION CRITERIA:

Sl. No.	Technical score	Maximum marks
1	Specific experience of Agency for providing the Front Office Managers and Executives in Govt. Institutions, Offices and other organizations: Experience above 11 Yrs. = 25 Marks 6 - 10 Yrs. = 15 Marks 3 to 5 Yrs. = 5 Marks > below 03 Yrs = 0 Marks	25 Marks
2	Statutory documents required License from Labour Commissioner to employ contract labour from any existing Institutions/Govt. Department etc = 10 marks GST Certificate of the Agency = 05 marks Registration Certificate under Shop and Commercial EST Act- 1948 = 5 marks Income Tax Returns (3 yrs.) = 5 marks	25 Marks
3	Financial status (in terms of annual Turnover) of last three years. Annual Turnover above 51 Lakhs = 25 marks 41 - 50 Lakhs = 10 marks 21 - 40 lakhs = 5 marks 20 lakhs = 0 marks	25 Marks
4	Performance Certificates / Appreciation letter for different Project / assignment from various Government Organizations and Other Private Agencies for one year and above period 15 Certificate (s) = 25 marks 10 Certificate (s) = 15 marks 08 Certificate (s) = 10 marks 05 Certificate (s) = 05 marks Below 05 Certificates = 0 marks	25 Marks

Method of Selection:

The financial bid will be opened of those Agencies only who have scored **minimum 75 marks out of 100** marks in the Technical Bid. The agency who have scored less than 75 marks, they will be disqualified and their financial bid will not be opened. Accordingly the work order will be awarded to the L1 Bidder. The Successful bidder has to provide their original documents to the Competent Authority for verification before placing work order.