



PARADIP PORT TRUST
PARADIP - 754 142, ODISHA (INDIA)
ADMINISTRATIVE DEPARTMENT



No.AD/OE/GL-95/2019/924

Dated, the 16th March, 2019

Expression of Interest

1) Expression of Interest is invited from the eligible individuals/firms/ organizations/ Companies/Government Institutions etc. for providing hospitality services to 100 million guest house of Paradip Port Trust at Paradip Township for a period of 2 years extendable by another year.

The Paradip Port Trust modified a School Building as VIP Guest House to mark the event of achieving 100 Million Tonnes of Cargo handled in the year 2018. The Prestigious Guest House is situated at Madhuban area in Paradip Port Township. The VIP Guest House comprises of one L shape double storied building having 9 Nos. VIP Suites and 8 Nos. of Deluxe Rooms, Dormitories along-with other facilities such as Conference Hall, Lobby, Restaurant etc. which located over an area of 2.71 Acres with beautiful garden in residential colony area of the Port Township. The details of amenities available in the building are as under:-

1. **GROUND FLOOR:**

- | | | | |
|-----|--------------------|---|---------------------------------|
| (a) | Lobby | - | 18' X 12' |
| (b) | Officer & Store | - | 10' X 12' each |
| (c) | Dormitory – 7 Nos. | - | 23' X 17' @6 beds in each rooms |
| (d) | VIP Suit – 4 Nos. | - | 23' X 17' |
| (e) | Common rest room | - | 8' X 17' |

2. **1ST FLOOR:**

- | | | | |
|-----|-----------------------|---|---------------|
| (a) | Conference Hall | - | 28' X 16' |
| (b) | VIP Suits – 5 Nos. | - | 23' X 17' |
| (c) | Deluxe Rooms – 8 Nos. | - | 17' X 11' |
| (d) | Dining Hall | - | 17' X 33' |
| (e) | Kitchen | - | 17' X 16' |
| (f) | Store & Housekeeping | - | 8' X 12' each |
| (g) | Common rest room | - | 8' X 17' |

The Suites, Deluxe Rooms and Dormitories are with attached toilet / bathroom, with all furniture & fixtures including A.C., T.V. and telephone.

2. SCOPE OF WORK:

i) Management of 100 Million Guest House of PPT at Paradip Port Township.

The successful tenderer has to provide a supervisor, who will be in charge for carrying out following responsibilities.

- a) Overall supervision of the Guest House with the co-ordination of OE Section of Paradip Port Trust.
- b) Co-ordination with the respective Departments of the PPT for attending to major repairs..
- c) To carry out any other related work to the guest house, as per the instructions from Secretary, PPT and/or an Officer nominated by him.
- d) To coordinate for making arrangements at the guest house for meetings, conferences, other functions organized by PPT including the food services as per the request received from Administrative Department of PPT.
- e) To ensure that the Guest House is maintained in neat and clean condition.
- f) To ensure compliance of providing the services as required under the contract.
- g) Any other work assigned by the Secretary, PPT.
- h) The successful tenderer has to provide receptionist, required no of housekeeping staff, cooks, waiters / room attendants etc. as may be required for maintaining the guest house and providing services at the level equivalent to services provided in 3 starred hotels.

ii) Hospitality service at 100 Million Guest House of Paradip Port Trust at Paradip Port Township.

To provide management services in the VIP Guest House in such a manner that the services rendered are of very high quality level to that of a 3 starred Hotel. The works to be carried out by the Contractor are as under:-

- (a) **FRONT OFFICE:** To provide Reception service manned by qualified persons, who will welcome the guests on their arrival, check their identity details, and inform them about the room allotted, charges for room and other services, facilities provided etc.
- (b) **ITEMS FOR GUEST COMFORT:** The Contractor should provide guest comfort items such as Toiletries, New Papers, Magazines etc. of standard quality in each suite / room / dormitory.
- (c) **CATERING SERVICES:** The Contractor should provide good quality of catering service for which they have to keep qualified cook who can prepare hygienic food for Breakfast, Lunch and Dinner. They should use standard quality of ingredients for cooking as per the prescribed menu from time to time.

- (i) The contractor shall be responsible for purchase of raw materials, cooking of food articles and serving to the guests in both guest houses at his own cost.
 - (ii) The eatable served by the contractor to the guests shall be of good quality & completely hygienic. Raw materials used like tea, coffee, masala, ghee, refined oil, vegetables, food grains, rice, pulses and other eatables like bread, butter, jam, fruits etc. to be served to the guests shall be fresh and of good quality. The contractor shall ensure that there is no scope for any complaint from the guests.
 - (iii) The contractor should provide the following items such as Kitchen utensils, Crockery, Cutlery, Serving dish and Gas/stove/fridge/cold storage /oven/mixer/grinder etc., at his / her own cost.
- (d) **LAUNDRY SERVICES:** The contractor should provide laundry services such as washing / Dry cleaning of the Bed Covers, Bed Sheets, Curtains, Pillow Covers, Cloth Napkins and Towels etc. at his own cost. For guest laundry, contractor can recover the laundry charges directly from the guests.
- (e) **NEWS PAPER/PERIODICALS:** The Contractor should provide minimum 2 English and 2 local daily newspapers at the reception lobby at his own cost. He may also keep one or two monthly / fortnightly periodicals / magazines at the reception lobby at his own cost. The contractor should provide daily newspaper to the visiting guests as per their requirement, on chargeable basis.
- (f) **HOUSEKEEPING SERVICES:** The contractor shall ensure adequate housekeeping staff with a supervisor to ensure very good and regular cleaning and housekeeping services in the guest house. The Contractor will ensure regular and efficient House-keeping Services to the entire satisfaction of the guests and the Port Administration. The supervisor will monitor the working of House-keeping staff by checking the standard of cleanliness, i.e. sweeping, cleaning, moping of the floors, dusting the furniture, Vacuum cleaning of the carpets, dusting / sweeping of the windows and its fixtures, cleaning of toilets, changing of bed linen, bath & hand towel. Before arrival of any new guest, House-keeping supervisor will check the room to ensure that Room is ready in all respect for the occupation of the guests. (i.e. fresh hand towel, bed sheet, toiletries items etc.).
- The Contractor should provide sufficient number of the following items such as Bucket, Mug, Pillow, Blanket, Towels, Hand Towel, Tooth brush, Soap & soap stand Bed Sheet (single or double or as required), Bed Cover etc. at his own cost.

Besides these contractor should

- Maintain & replace the curtains of all suites and Rooms.
- Maintain the sofas, chairs, dining tables etc., provided in the rooms, suites and halls in clean condition.

Tenderers are advised to visit the Guest House and find out the actual position of the TV sets to be maintained. The contractor will also be responsible for the maintenance of the TV sets provided during the contract period as and when required.

(g) **ROOM RENT COLLECTION:**

- (a) The payment from the guest for the stay as per approved rates as notified by PPT will be collected by the contractor. The collected amount should be deposited to PPT account
- (b) All rooms are to be allotted with the authorized letter of Secretary, PPT
- (c) In the event GST is applicable and collected from the clients it is the liability of the successful bidder to remit the collected GST amount to the Customs Department using his GST registration number

(h) **MINOR REPAIRS:**

The minor repairs of sanitary fittings/electrical fittings/ Air Conditioner and replacement of parts/items, if any, shall be the responsibility of the Contractor.

Tenderer should have minimum three years experiences in managing at least one V.I.P. Guest house as of any Major Port Trust, PSUs, autonomous bodies/departments under the Central Government or State Government or having experience in Hotel Business at-least at the level of three star Hotels.

Paradip Port Trust shall provide the following services such as Security, Gas, Electricity, Water Supply at free of cost. to the Contractor for successful running of the Guest House. Interest bidders may quote their offer (lump-sum amount to be paid by Paradip Port Trust) for annual basis for successful management of Guest House as per the above terms and conditions. The offer may reach to the Office of Secretary, Paradip Port Trust **on or before 1st April, 2019 either by Post/ Courier/Email**. Address for communication is as under:-

Office of the Asst. Secretary,
Administrative Department,
Paradip Port Trust
Administrative Building,
Post: Paradip – 754 142,
Dist: Jagatsinghpur (Odisha)
Mob: 9937466663
E-mail: secy@paradipport.gov.in

Sd/-
Asst. Secretary (Admn.),
Paradip Port Trust

Copy to -

1. All HODs/CVO, PPT for favour of kind information.
2. The Dy. Director, EDP Cell, PPT for information with a request to upload the EOI in the PPT website for a **period upto 01.04.2019 at 1700 hrs.**
3. The PRO, PPT for information with a request to publish the UOI in the ensuing Port Gazette and one leading English (National Edition) & Odia Daily newspaper.
4. All Notice Board(s), PPT.