

GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
GENERAL ADMINISTRATION DEPARTMENT
DELHI SECRETARIAT, NEW DELHI – 110002

Expression of Interest for “Empanelment of Five-Star Hotels” to provide hospitality services for functions/conferences/meetings/events organized by General Administration Department.

1. General Administration Department (GAD), Government of National Capital Territory (NCT) of Delhi organizes high-level functions on behalf of Chief Minister Office and Offices of Council of Ministers and several State Level Functions and programmes. To provide hospitality services for functions/conferences /meetings/events the Department invites proposals, from reputed five-star hotels located in NCT of Delhi. These services shall normally include catering lunch, dinner, high-tea etc. and other ancillary services/arrangements. The purpose of this EOI is to empanel a select group of five-star hotels capable of delivering high-quality, reliable and cost-effective hospitality services on need basis for a period of two (02) years, with the possibility of extension for an additional year, subject to satisfactory performance and mutual agreement.

2. SCHEDULE OF BID OPENING

SNo	Activity	Date
1.	Publishing of EoI	24.09.2025
2	Last date for submission of EoI (after 21 days of publication)	16.10.2025
3	Opening of Technical Bids received (next day at 11:30 am)	17.10.2025
4	Declaration of shortlisted bidders for empanelment	To be informed

3. SCOPE OF WORK

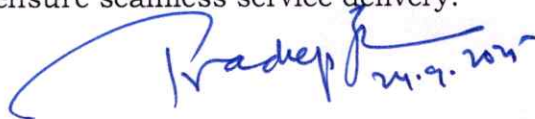
The hotels empanelled for this purpose shall provide hospitality services, broadly classified as under:-

3.1 Catering Services:

- Lunch/Dinner:** Multi-course meals with vegetarian and non-vegetarian options, including Indian, Continental and regional cuisines, adhering to high culinary standards, ensuring protocol-appropriate presentation.
- High Tea:** A curated selection of snacks, hot and cold beverages (tea, coffee, juices) and desserts for mid-day or evening events.
- Service Styles:** Options for buffet-style service, plated service or a combination, based on requirement of the programme/event/function.

3.2 Venue and Ancillary Services:

- Venue Availability:** Provision of Banquet Halls, Conference Rooms or outdoor spaces with capacities ranging from 50 to 400 attendees, as specified by the Department for the event.
- Event Setup:** Arrangement of seating, audio-visual equipment (e.g., projectors, microphones, screens), and minimal décor.
- Staffing:** Deployment of trained and professional staff, including waiters, supervisors and event coordinators, to ensure seamless service delivery.


24.9.2024

- d. **Compliance:** Strict adherence to hygiene, food safety (FSSAI standards), fire safety and other statutory regulations applicable in NCT of Delhi.

3.3 **Categories of events/programmes:** The broad category of events consists of:

- a. High-level official meetings, conferences & seminars.
- b. Government receptions, award ceremonies & protocol-driven events.
- c. Training programmes, workshops & cultural/community events/functions.

3.4 **Estimated volume/Frequency:**

- a. Events/functions may range from small gatherings (50-60 attendees) to large functions (up to 400 attendees).
- b. Estimated frequency: Approximately 8-10 events/functions per year, subject to variation based on the requirement of the Department.

3.5 **Basis of award of work:** As per Lowest (L-1) quotations and availability of space on per-event basis, from the empanelled hotels.

Note: The specific requirement and any other addition or deletion in Scope of Work will be decided as per requirement of individual event and would be as per bids for the specific event and inputs/feedback received during the pre-bid meeting.

4 ELIGIBILITY CRITERIA

The participating bidders must meet the following mandatory criteria:

- a. **Star Classification:** The hotel must be classified as a five-star or five-star deluxe property by the Ministry of Tourism, Government of India.
- b. **Geographical Location:** The hotel must be located within the territorial jurisdiction of the NCT of Delhi.
- c. **Experience:** A minimum of five (05) years of experience in providing hospitality services for Union/State/UT Government Organizations/Public Sector Undertakings.
- d. **Licenses and Certifications:**
 - a. Valid Food Safety and Standards Department of India (FSSAI) license.
 - b. Compliance with all applicable local, state and national regulations, including fire safety, health and environmental standards.
- e. **Financial Stability:** Average annual turnover of at least INR 50 Crore for the last three financial years (2022-23, 2023-24, 2024-25) [CA Certificate in this regard to be submitted].
- f. **Non-Blacklisting:** The hotel or its parent entity must not have been blacklisted or debarred by any Union/State/UT Government Department/Organization/Agency or Public Sector Undertaking. (A self-declaration on an official letterhead, duly signed, must be submitted.)

Note: i) Participation through consortium is not allowed & ii) Sub-letting of the contract is also not permitted.

5. EMPANELMENT PROCESS

- a) The Department may empanel multiple hotels to ensure flexibility and availability for various events/functions/programmes.



- b) Empanelled hotels are required to provide quotations and confirm availability for specific events/functions as requested by the Department.
- c) The Department reserves the right to negotiate rates and terms for individual events.

6. TERMS AND CONDITIONS OF EMPANELMENT

- a) **Empanelment Period:** The empanelment shall be valid for two (02) years, with an option for extension for one additional year, subject to satisfactory performance and approval by the Department.
- b) **Performance Standards:** Empanelled hotels must maintain consistent quality in food, service and facilities, as per government standards and event-specific requirements.
- c) **Engagement Process:** Empanelled hotels will be contacted for quotations and availability on a per-event basis. The Department reserves the right to select hotels based on event requirements, pricing and availability.
- d) **Payment Terms:** Payments for individual events shall be processed within 30 days of receipt of valid invoices. Invoice(s) must include detailed breakdowns of services, number of attendees, applicable taxes etc.
- e) **Removal from Empanelment:** Department may remove a hotel from the empanelment list with 30 days' written notice for non-performance, breach of terms or failure to meet quality standards. Hotels may request withdrawal from empanelment with 60 days' notice, subject to completion of committed events/functions/programmes.
- f) **Confidentiality:** Empanelled hotels shall maintain confidentiality regarding details, attendees and related information of the events/functions.
- g) **Force Majeure:** Neither party shall be liable for delays or failure to perform due to unforeseen circumstances beyond their control, including natural calamities, government orders or other *force majeure* events.
- h) **Dispute Resolution:** Disputes shall be resolved through mutual consultation.

IMPORTANT

- 1) The copy of this EOI will be sent to all the Five-Star Hotels, situated in NCT of Delhi, through 'Speed Post' and also through official e-mail of this Department to the official e-mails of the respected hotels. Interested Five-Star Hotels may respond either through 'Speed Post' or through 'e-mail'.
- 2) Shri Pradeep Tayal, Joint Secretary (GAD), 2nd Level, C-Wing, Delhi Secretariat, New Delhi shall be the Nodal Officer in this regard and the contact number is **011-23392265** and email ID is **sgad@nic.in**.
- 3) The validity of this EoI document will be 90 days beyond the date of opening.



Pradeep Tayal

Details of the company/firm (on the letterhead of the participating bidder)

1	Name & Legal Status of the company/firm/bidder	
2	Organization Registration Details (Incorporation or Commencement of Business/ Other Statutory Registrations etc.)	
3	GST Number:	
4	PAN Number:	
5	Name, e-mail and contact details of the Authorized Signatory	
7	Office Address & Contact Details:	
8	Names and Designations of the persons authorized for single point interaction with the Department (with Mobile No. and e-mail)	
10	If the company is empanelled with the Departments of Central/State/ UT Government, please submit documents.	
11	Any other information (if any)	

For and on behalf of.....

Name:.....

Designation:.....

Seal:.....

 M.S. NR

(To be submitted on the company/firm's letter head)

UNDERTAKING

I/We do hereby undertake that I/we have not been declared ineligible/blacklisted/banned/debarred by any Central/State/UT Department/PSU/Ministry/Organization/Agency from participation in its Tender Processes in last two years period.

Yours faithfully,

For and on behalf of.....

Name:.....

Designation:.....

Seal:.....

 24.9.2015

Covering letter with the proposal in response to EoI
(To be submitted on the letterhead of the participating bidder)

To

The Joint Secretary,
General Administration Department,
Govt. of NCT of Delhi, 2nd Level, Delhi Secretariat,
I.P. Estate, New Delhi-110002

Subject: Submission of proposal in response to the EoI for "Empanelment of Five-Star Hotels".

Respected Sir,

1. Having examined the EoI document, I/we, the undersigned, herewith submit our proposal in response to your EoI dated _____ for "Empanelment of Five-Star Hotels", in full conformity with the said EoI document.
2. The proposal is made by me/us on behalf of
(Company/Firm/Association of individuals) in the capacity of duly authorized to submit the proposal.
3. I/We understand that General Administration Department reserves the right to reject any proposal without assigning any reasons thereof.
4. I/We undertake that all the information furnished by me/us in the proposal is true to the best of me/our knowledge and belief. If any of the information is found to be false on subsequent verification, I/We undertake that I/We may be excluded from the list of empanelled Firms.
5. I/We undertake, if my/our proposal is accepted, to adhere to the scope of engagement or such modified plan as may subsequently be mutually agreed between us and General Administration Department.
6. I/We agree to unconditionally accept all the terms and conditions set out in the EoI document and also agree to abide by this bid response for a maximum period of 180 days from the date fixed for bid opening and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this bid's response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and General Administration Department.
7. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the General Administration Department as to any material fact.
8. I/We agree that General Administration Department is not bound to accept the lowest or any bid response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ service specified in the bid response without assigning any reason whatsoever.
9. It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/ firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Yours faithfully,

For and on behalf of.....

Name:.....

Designation:.....

Seal:.....

CHECKLIST

SNo.	Description	Required Documents (Yes/No)
1	The hotel must be classified as a five-star or five-star deluxe property by the Ministry of Tourism, Government of India. (copy of the document to be submitted)	
2	Bidder should have valid PAN, GST registration. (Copy of PAN & GST registration)	
3	The Bidder should have a registered office in NCT of Delhi. (Valid address proof of office in NCT of Delhi)	
4	Average annual turnover of at least INR 50 Crore for the last three financial years (2022-23, 2023-24, 2024-25) [CA Certificate in this regard to be submitted].	
5	A minimum of five (05) years of experience in providing hospitality services for Central/State/UT Government Department/Agency/Organization/Public Sector Undertakings. (copies of the work order with invoice or successful completion certificate to be submitted)	
6	Annexure - I, II and III, duly signed with stamp by the Authorized Signatory to be submitted 'in original'.	
7	Valid Food Safety and Standards Department of India (FSSAI) license. Further, necessary compliance with all applicable local, state and national regulations, including fire safety, health and environmental standards. (copies to be relevant document to be submitted)	
8	Any other information/documents.	

 Pradeep K. 24.9.2024