

Expression of Interest (EOI)

For

5-Year Operation & Maintenance (O&M) of Rest Houses (6 Nos.) in Ujjain District



Mela Office, Kothi Road, Ujjain -465010

November 2025

NIT No. USCL/406

Tender ID: 2025_UAD_463117_1

Place: Ujjain, Date: 17/11/2025

Expression of Interest (EOI) for 5-Year Operation & Maintenance (O&M) of Rest Houses (6 Nos.) in Ujjain District

1. Background

Looking at the upcoming Simhastha 2028, District Administration, Ujjain through MP-PWD/MPBDC is developing a series of Rest Houses (6 nos.) across Ujjain District (the facilities), to cater the accommodation requirements of officials and dignitaries during Simhastha 2028 and thereafter for other administrative purposes.

For carrying out operation and maintenance of the facilities, on request and on behalf Zila Panchayat-Ujjain; the Ujjain Smart City Limited (USCL) invites Expression of Interest (EOI) from the interested eligible agencies.

2. Objective

To select an experienced agency for:

- Comprehensive operation and maintenance of the facilities.
- Providing professional hospitality, housekeeping, landscaping, and facility management services.
- Ensuring readiness and upkeep of premises for official use during Simhastha 2028 and routine administrative periods thereafter.

3. Facilities under Scope

3.1 Facilities in Rural Areas, Ujjain:

SNo	Facility Name / Location	Type	Capacity / Area	Status	To be ready by
1	Rest House, Panthpiplai	2 suited with 4 Nos Type-I Staff quarters (Refer Appendix-A)	2 Suite Rooms + Drawing+ Dining+ Kitchen	Under Construction	June 2026
2	Rest House, Chandukhedi			Under Construction	June 2026
3	Rest House, Narvar			Under Construction	June 2026
4	Rest House, Najarpur			Land being finalized	Dec 2026
5	Rest House, Tajpur			Land being finalized	Dec 2026
6	Rest House, Sodang, Ghattiya			Under Construction	June 2026

4. Scope of Work

A. Facility Operations

- Reception management

- Guest booking, check-in/check-out services
- Coordination for official and dignitary visits

B. Maintenance

- Civil, electrical, and plumbing upkeep
- Periodic maintenance of HVAC, lifts, DG sets, and lighting
- Painting, minor repair, and pest control

C. Housekeeping & Hygiene

- Daily cleaning, linen, and waste management
- Landscaping, gardening, and upkeep of open areas

D. Security & Safety

- 24x7 security deployment
- Fire safety compliance, CCTV and surveillance maintenance

E. Utilities & Record Keeping

- Electricity, water, sanitation, and solid waste management
- Record of occupancy, usage, and billing (if applicable)

F. Periodic Reporting

- Monthly O&M reports to the Authority
- Asset condition reports every six months

5. Duration

The O&M period shall be 5 years, extendable based on performance and mutual consent.

6. Eligibility Criteria

- Minimum 3 years' experience in facility management / hotel / guesthouse/ institutional O&M / housekeeping services.
- **At least 2** similar completed / ongoing O&M contracts of value \geq **₹25 lakhs each**
- Average annual turnover \geq **₹50 Lakhs** during the **last 3 years**.
- Preferably operational base or representative office in Madhya Pradesh.
- Registered company / partnership / society with valid GST, PAN, EPF and labour licenses.

7. Submission Requirements

Interested agencies are invited to submit their EOI with:

1. Applicant's profile and legal documents
2. Experience and list of similar projects
3. Financial statements (last 3 years)
4. Concept plan and proposed approach for O&M
5. Organization structure and manpower plan
6. Any innovative model for energy/water efficiency or digital management

8. Evaluation Process

Evaluation shall be based on:

- Relevant experience (40%)
- Technical & management approach (40%)
- Financial capacity (20%)

Shortlisted agencies will be invited for presentation, followed by issuance of a Request for Proposal (RFP) for financial submission.

9. Important Dates

Release of EOI: 17 November 2025

Pre-bid Meeting: 24 November 2025

Submission of EOI: 03 December 2025

[Submission Details](#)

EOI should be submitted in a sealed envelope super-scribed:

"EOI for O&M of Rest Houses, Ujjain District"

and addressed to:

Executive Director

Ujjain Smart City Limited

Simhastha Mela Karyalaya, Kothi Road, Ujjain - 456010

Email: ujjainsmartcity@mpurban.gov.in; Phone: 0734-2520319

10. Contact Information

For further details/clarifications:

- (i) Sh. Shreyansh Kumat, Chief Executive Officer, Zila Panchayat (+91 9636868915)
- (ii) Sh. Sandeep Shiva, Chief Executive Officer, Ujjain Smart City Limited (+91 9111911193)
- (iii) Sh. Sanjay Shakya, Team Leader, PDMC, Ujjain Smart City Limited (+91 8003772222)

Annexures for EOI Submission

Annexure I – Cover Letter (on Applicant’s Letterhead)

To

Executive Director
Ujjain Smart City Limited
Simhastha Mela Karyalaya, Kothi Road, Ujjain - 456010
Email: ujjainsmartcity@mpurban.gov.in; Phone: 0734-2525856

Sub: Submission of Expression of Interest (EOI) for 5-Year Operation & Maintenance (O&M) of Rest Houses (6 Nos.) in Ujjain District

Sir/Madam,

Having examined the EOI document and understood the scope of work, we hereby express our interest to undertake the Operation & Maintenance of the said facilities as below:

- (i) 5-Year Operation & Maintenance (O&M) of Rest Houses (6 Nos.) in Ujjain District

We confirm that the information furnished herein is true and accurate to the best of our knowledge.

We enclose all the required documents and credentials as per the prescribed format.

Authorized Signatory: _____

Name: _____

Designation: _____

Company: _____

Date: _____

Annexure II – Applicant Profile

Particular	Details
Name of Organization	
Registered Office Address	
Type of Entity (Company/Partnership/Society)	
Year of Incorporation	
Registration No. / CIN	
PAN	
GST No.	
EPF No.	
Authorized Contact Person	

Designation	
Contact No. / Email	
Local Office in MP (if any)	

Annexure III – Experience in Similar Assignments

SNo	Project Name	Client / Authority	Project Description	Duration (From–To)	Value (₹ Lakh)	Status (Ongoing/Completed)
1						
2						
3						

(Attach work orders / completion certificates.)

Annexure IV – Financial Capacity

Financial Year	Annual Turnover (₹ Lakhs)	Net Worth (₹ Lakhs)
2022–23		
2023–24		
2024–25		

Attach:

- Audited financial statements for the last 3 financial years
- Certificate from Chartered Accountant verifying turnover

Annexure V – Proposed O&M Approach and Methodology

Suggested structure:

1. **Understanding of Scope and Facilities**
2. **Proposed O&M Plan** (staffing, supervision, maintenance schedules)
3. **Guest Management & Housekeeping Plan**
4. **Digital Monitoring/Smart Management Tools (if any)**
5. **Energy/Water Efficiency Measures**
6. **Sustainability & Safety Measures**
7. **Proposed Innovations / Value Additions**

Annexure VI – Organizational Structure and Manpower Plan

Designation	Qualification	Experience	Nos	Role
Facility Manager				
Housekeeping Supervisor				
Electrician/Technician				
Security Guard				
Receptionist/Clerk				

(Attach bio-data of key staff, if available.)

Annexure VII – List of Equipment, Tools & Consumables Proposed

SNo	Equipment / Item	Description / Capacity	Quantity	Remarks
1				
2				
3				
4				

Annexure VIII – Undertakings & Declarations

a. No Blacklisting Declaration

“We hereby declare that our firm/company has not been blacklisted by any Government / Semi-Government / PSU / Autonomous Body in India.”

b. Conflict of Interest Declaration

“We further declare that no conflict of interest exists between our firm and the contracting authority in relation to this assignment.”

c. Acceptance of Terms

“We accept all terms and conditions stated in the EOI without deviation.”

Authorized Signatory:

(Name, Designation, Company Seal, Date)

Annexure IX – Power of Attorney / Authorization Letter

For signing and submission of the EOI on behalf of the firm/company.

“We hereby authorize Mr./Ms. _____, Designation _____ to sign and submit this EOI for 5-Year Operation & Maintenance (O&M) of Rest Houses (6 Nos.) in Ujjain District, and represent our company in all related matters.”

(Company Seal & Signature of Managing Director / Partner)

Annexure X – Preferred Options

Option	Description	Applicant's Preferred option with brief justification
A. Annual O&M Service Contract	Fixed annual payment to operator for comprehensive O&M	
B. Hybrid O&M with Partial Commercial Use	O&M agency allowed to use some rooms during non-peak periods commercially	
C. PPP (Management Concession)	Long-term management rights with performance-linked revenue share	

Annexure XI – Checklist for Submission

S.No	Document Description	Attached (Yes/No)
1	Cover Letter (Annexure I)	
2	Applicant Profile (Annexure II)	
3	Experience in Similar Assignments (Annexure III)	
4	Financial Capacity (Annexure IV)	
5	O&M Methodology (Annexure V)	
6	Manpower Plan (Annexure VI)	
7	Equipment / Consumables List (Annexure VII)	
8	Undertakings & Declarations (Annexure VIII)	
9	Power of Attorney (Annexure IX)	
10	Preferred Modality Options (Annexure X)	
11	Supporting Certificates / Licenses (Annexure XI)	