



“EXPRESSION OF INTEREST (EOI) FROM THE ELIGIBLE AGENCIES FOR THE FUNCTIONALIZATION, OPERATION & MAINTENANCE OF NEWLY CONSTRUCTED INTERNATIONAL HOSTEL AND OPERATION & MAINTENANCE OF EXISTING OLD HOSTEL AT THE NIHF”

TENDER NOTICE NO.-NIHF / WS / 37-7 / 2022

Published Date:-27-05-2022

**Last Date & time for receipt of EOI, Technical Bid
30-06-2022 at 2:30 PM (Revised Date)**

**The National Institute of Health and Family Welfare,
Baba Gangnath Marg, Munirka, New Delhi-110067.**

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The National Institute of Health and Family Welfare (Hostel)

NIHFW / WS /37-7/ 2022
Date:-20th June, 2022

CORRIGENDUM

The following amendments/changes have been made in the EOI, kindly consider the followings:-

1. **EXPERIENCE:-** The agency should have the experience of running Hotel/Guest House having capacity of at least Fifty Rooms (50 Numbers).
2. **CONTRACT TENURE:-** The tenure of the contract for the selected agency is being considered for 03 years instead of 02 years and further extendable for 01 year on performance basis only.
3. **FSSAI LICENCE:-** The condition for FSSAI licence is essential and is being included as one of the qualifying criteria for the agencies.
4. **GST INCLUSION:-** The Rates (existing rates for Hostel & International hostel) will be Inclusive of GST.
5. **LAST DATE EXTENSION:-** The Last date for the receipt of EoI (Technical) is extended till 30th June, 2022, 2:30 PM from 23rd June 2022.
6. **RELAXATION:-** Considering the requests of the agencies, relaxation has been given in the ISO criteria.
7. **PRESENTATION:-** The agency will have to propose the Investment and its execution plan for the International and Old Hostel i.e. in one go OR in phased manner. The Investment / execution plan shall be the part of presentation. The date of presentation will be shared after the receipt of EoI (technical).

PRE-BID CLARIFICATIONS

The Pre-bid meeting for Outsourcing of the Existing and Newly Constructed International NIHFW hostels was held on 14/06/2022 at 11:00 AM in the Board Room, Administration Block. The meeting had the presence of concerned officials from institute and following agencies who participated in the Pre-Bid meeting:-

1. M/s Aggarwal Associates
2. M/s JRD Hotels

3. M/s K-2 International
4. M/s EKab
5. M/s Naagar Infrastructure (P) Ltd.
6. M/s AtoZ Facilitators Pvt. Ltd.
7. M/s Sunshine Enterprises
8. M/s Dhanusi Construction Pvt. Ltd.

Specific queries raised by the participating agencies and their respective remarks/clarification by the institute are as under:-

M/s Sunshine Enterprises

S. No.	Queries	Remarks/Response
1.	Please consider the tenure of the project from 2 years to minimum 3 years with an extendable period of 2 more years (depends on past performance).	<p>Since the agency will have to do the capital investment in the hostels to make it functional and operational, the initial tenure of the project is being increased from two years to three years with the extension of one year based on the performance.</p> <p>It is also to be mentioned that the capital investment will be done in a phased manner and the agency will have to propose the investment plan during the presentation.</p>
2.	Please clarify the pre-fixed rates to be charged from clients you have discussed during the meet including the GST amount or to be charged other than the rates mentioned.	The pre-fixed room rent will be charged Inclusive of GST.
3.	The initial investment like LED, Fridge, Crockery, Table & Chairs for pantry area, etc. which we have to initiate, is there any provision to reimburse the amount or how you will compensate the amount after the completion of tenure of project.	The institute will not compensate/reimburse the amount of invested items. The capital investment will be done in a phased manner and the agency will have to propose the investment plan during the presentation. The sharable profit percentage will be quoted accordingly.
4.	Please consider only one ISO Certificate (ISO 9001:2015) while calculating the Marking Scheme.	<p>Based on the essential nature of the ISO 9001:2015 certification, it is added to the eligibility/qualifying criteria. In case the agency is having any other ISO certification(s), one additional mark will be given for each certification subject to a maximum of five marks.</p> <p>In addition to ISO 9001:2015, FSSAI License is also added to the</p>

		eligibility/qualifying criteria as it is an essential license.
5.	Please clarify the Electricity Charges to be made by the agency on which rate. And also other than electricity charges, who will bear the major fault expenses, if any, as the Operations & maintenance is with another agency or NIHFW.	The prevailing electricity charges (BSES rate) will be applicable on the agency. However, the electric meter will be installed by the NIHFW. Both the hostels have IGL connections and their respective charges will be borne by the agency. Major fault(s) that occur outside the building will be borne by the institute while the expenses caused by the internal fault(s) (major/minor) will be repaired and paid by the agency.
6.	Please ensure the fire fighting/fire alarm systems are in working condition in both the Hostels.	Functioning of the fire fighting/fire alarm will be demonstrated by the hostel/maintenance staff while handing over the hostel to the agency.

M/s JRD Luxury Boutique Hotel

S. No.	Queries	Remarks/Response
7.	If there will be a lockdown period in future due to Covid, Then the agency will bear all expenses like Electricity Bill, Salary of Staffs and other expenses or NIHFW will do that .	Under such events/scenario, force majeure terms and conditions will be applicable and accordingly decision will be taken by the competent authority.
8.	Profit Ratio (Profit will be after all expenses or before expenses), What will be the ratio of agency and NIHFW	Format of price-bid will be shared with the agency(ies) who qualify the technical bid and the agency(ies) will have to propose the percentage of revenue share from the generated profit. The agency quoting the highest percentage of profit will be selected.
9.	If New meter will be installed then the charges will be residential or commercial.	In case of electricity meter, BSES norms will be followed and for gas meters, IGL norms will be complied by the agency.
10.	Is there any norm to rethink to get outsider Guests (Government & Non-Government)	Since the hostel building comes under the government property, non-governmental guests will not be allowed. However, in case of non-occupancy of the rooms, further decision may be taken by the authority.
11.	Presentation to be given by documented or verbally	Agency will have to make the presentation verbally and the hard copy of the presentation will be submitted to the

committee on the day of presentation (Date of the presentation will be decided after the receipt of technical bid).

M/s Naagar Infrastructure Pvt. Ltd.

S. No.	Queries	Remarks/Response
12.	<p>Addition of ISO 27001:2013 - ISO/IEC 27001 is a security standard that formally specifies an Information Security Management System (ISMS) that is intended to bring information security under explicit management control. As a formal specification, it mandates requirements that define how to implement, monitor, maintain, and continually improve the ISMS. It also prescribes a set of best practices that include documentation requirements, divisions of responsibility, availability, access control, security, auditing, and corrective and preventive measures. Certification to ISO/IEC 27001 helps organizations comply with numerous regulatory and legal requirements that relate to the security of information.</p>	<p>The agreement will have the inclusion of the clause of "Security Breaching" which will be signed by the selected agency. Addition of ISO 27001:2013 - ISO/IEC 27001 may be considered as and when required.</p>
13.	<p>Inclusion of valid FSSAI LICENSE for Delhi- As per the regulation, all food business operators in India must have an FSSAI registration or license if they are involved in the manufacturing, storage, transportation or distribution of food products.</p>	<p>FSSAI License will be added in the eligibility/qualifying criteria as it is an essential license.</p>
14.	<p>Kindly amend the Contract period at least for 5 years. Since As per visit of Hostel since there has been requirement of huge amount for investment to establish minimal requirement of facilitation.</p>	<p>Since the agency will have to do the capital investment in the hostels to make it functional and operational, the initial tenure of the project is being increased from two years to three years with the extension of one year based on the past performance.</p> <p>It is also to be mentioned that the capital investment will be done in a phased manner and the agency will have to propose the investment plan during the presentation.</p>

15.	Please also inform approx power consumption for both Hostels in Summer and Winters, so that we can calculate fixed Monthly expenses.	<p>Since the institute has a centralized meter, it is difficult to estimate the power consumption of old hostel. However, tentatively the annual power expenses of the old hostel are Rs. 15-18 Lakhs.</p> <p>Similarly, the monthly power expenses for the international hostel can't be estimated as the international hostel is not operational/functional.</p>
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M/s A to Z Enterprises

S. No.	Queries	Remarks/Response
16.	Contract Tenure: The contract tenure to be made for 03 years and extendable to another 02 years instead of 02 years.	<p>Since the agency will have to do the capital investment in the hostels to make it functional and operational, the initial tenure of the project is being increased from two years to three years with the extension of one year based on the performance.</p> <p>It is also to be mentioned that the capital investment will be done in a phased manner and the agency will have to propose the investment plan during the presentation.</p>
17.	Electricity - Please provide clarity on the electricity meter reading, rates etc and how it is to be charged and paid to the electrical authorities. Also, the electricity rates not to be based on commercial after the commencement of the contract.	<p>The prevailing electricity charges (BSES rate) will be applicable on the agency. However, the electric meter will be installed by the NIHFW.</p> <p>Both the hostels have IGL connections and their respective charges will be borne by the agency.</p> <p>Presently, both the buildings have lift (old hostel) and HVAC facilities which are being run on three phase electrical system and their respective readings are charged as per the BSES policy.</p>
18.	Electrical AMCs: Who would bear the cost of the major electrical breakdowns or faults. Do we have this covered under AMC by a third party agency or in house maintenance team.	Major electrical fault/breakdown that occurs outside the building will be borne by the Institute while the expenses caused by the internal fault (major/minor) will be repaired and paid by the agency.
19.	GST - GST applicability on the billing of room tariff, food, services etc. Does the tariff include the GST or this is to be charged separately.	The pre-fixed room rent will be charged inclusive of GST.

20.	<p>Capital Investment recovery: There is a need for the capital investment in the rooms, kitchen and pantry area like Fridge, electric kettle, washing machines, LPG stoves, Baine Marie, dining tables & chairs, deep fridge, oven, utensils, crockery etc. Is there any provision for recovering/reimbursing the amount invested on these items.</p>	<p>The Institute will not compensate/reimburse the amount of invested items. The capital investment will be done in a phased manner and the agency will have to propose the Investment plan during the presentation. Further, the sharable profit percentage will be quoted accordingly.</p>
21.	<p>Room Tariff rates: Please clarify the pre fixed rates to be charged you had discussed during the meeting including GST amount to be charged in addition to the rates.</p>	<p>The Pre-fixed room rent will be charged inclusive of GST.</p>
22.	<p>Solar Power: Is your organisation open to solar power installation to achieve cost savings. Is there any provision of subsidy on the solar power installation by the institution through Govtscheme.</p>	<p>The Institute is open to the installation of the solar power. However, the Institute will not bear any charge/expenses incurred against the installation of the solar system. Regarding subsidy, if there is any provision from government or BSES side, same will be applicable. Additionally, power generated from solar panel will automatically reduce the total load (Power consumption) of the building.</p>
23.	<p>Minimum Guarantee: Is there any assurance of minimum booking of rooms? Please share the room bookings trend data of previous one year.</p>	<p>There will be no assurance regarding minimum booking of rooms. However, the Institute will make efforts to ensure the maximum booking of the rooms. In case the agency wishes to see the booking trend data of the previous one year of the hostel, they may personally visit and check the booking data of the hostel. It is also pertinent to note that during the COVID period, hostel had a relatively low booking rate.</p>
24.	<p>Books of accounts: Please share last 01 year books of accounts for the Hostel.</p>	<p>The hostel runs on no profit no loss basis. In case the agency wishes to see the account book of the hostel, they may personally visit and check the account book of the hostel.</p>
25.	<p>Annual Maintenance Contract of the equipment: Please share the details of the equipment like lifts, generators, electrical panels & Distribution board, pumps, AC system, fire system, CCTV etc, their warranty/AMC documents,</p>	<p>The successful agency will be provided with the AMC of the available equipment along with the validity. It is also mentioned that after expiration of the existing AMC, the selected agency will have to get the AMC's of the respective equipment.</p>

	manufacturer's/dealer's details.	
26.	The EPBAX system to be provided by the institution as the telephone bills and other services would be in the name of institution.	International hostel already has the provision of EPBAX facility whereas in old hostel, EPBAX facility will be set up during the on-going renovation work. However, the instruments' installation will be done by the agency.
27.	Laundry: Provision for a third party vendor for laundry to be made inside the premises to install his machines/equipment and staff.	The agency may hire a third party vendor for laundry and machines/equipment may be installed inside the hostel premises.
28.	Eligibility Criteria due to COVID19- Please refer to the eligibility criteria, serial 1 & 2, where due to COVID situation cannot be fulfilled as there were no hostel / guest houses operational. You may make suitable changes in the criteria accordingly.	Under such events/scenario, force majeure terms and conditions will be applicable and accordingly decision will be taken by the competent authority.
29.	ISO Certificate: Please consider only one ISO certificate (ISO 9001:2015) for the marks.	Based on the essential nature of the ISO 9001:2015 certification, it is added to the eligibility/qualifying criteria. In case the agency is having any other ISO certification(s), one additional mark will be given for each certification subject to a maximum of five marks. In addition to ISO 9001:2015, FSSAI License is also added to the eligibility/qualifying criteria as it is an essential license.

M/s Aggarwal Associates

S. No.	Queries	Remarks/Response
30.	Room tariff is for a double bed room. In case if two person share the room, what will be the tariff for each?	In case of double bedded rooms, the respective amount will be divided in two persons.
31.	The revenue sharing between NIHFV and agency will be for room tariff only or on the food part also?	The revenue sharing between NIHFV and agency will be only for Room tariff.
32.	Will there be a fixed check in/check out time or it will be twenty four hours? i.e. if somebody checks in at 6.AM one day	There is no fixed check-in and check-out time. However, the existing hostel charges the guests on the basis of 24 hrs. duration.

	and checks out at 8 PM next day, will he be charged for one day or two?	
33.	If somebody books a room and doesn't turn up, will he be charged retention charges?	Decision will be taken after operationalization of the hostel. However, in the present scenario, the old hostel doesn't charge any cancellation fee from the guest(s) who do not show up.
34.	The cost of fixed assets like TV, KITCHEN EQUIPMENTS, and expensive items should be borne by INSTITUTE and CONSUMABLES by the AGENCY.	The Institute will not bear/compensate/reimburse the amount of invested items. The capital investment will be done in a phased manner and the agency will have to propose the investment plan during the presentation. The sharable profit percentage will be quoted accordingly.
35.	You have asked for too many ISO certifications, those are not necessary, one ISO is needed and FSSAI license after the award of work is all it needs.	Based on the essential nature of the ISO 9001:2015 certification, it is added to the eligibility/qualifying criteria. In case the agency is having any other ISO certification(s), one additional mark will be given for each certification subject to a maximum of five marks. In addition to ISO 9001:2015, FSSAI License is also added to the eligibility/qualifying criteria as it is an essential license.
36.	In some places it is written that the agency should have experience of running hotel/guesthouse of FIFTY ROOMS, whereas at some places it is written as HUNDRED ROOMS. Which one is correct?	The criteria of fifty rooms should be considered.
37.	Is there any compulsion of employing a certain number of staff for the job or agency can hire at their own discretion?	There is no compulsion of employing a certain number of staff for the job. However, in case of complaints (if any) from guests, there will be a provision of penalty.
38.	Since the tariff of old hostel and new hostel is different, the same revenue share cannot be applicable on both hostels. There should be some formulae for calculation.	The format of price bid will have two separate components for old and International hostels.
39.	Tenure of the contract is very low and nobody would like to invest so much money for a short duration. Tenure should be fixed for minimum 5 years and extendable mutual consent.	Since the agency will have to do the capital investment in the hostels to make it functional and operational, the initial tenure of the project is being increased from two years to three years with the extension of one year based on the past performance. It is also to be mentioned that the capital

		investment will be done in a phased manner and the agency will have to propose the investment plan during the presentation.
40.	For Security can a BANK GUARANTEE be submitted in place of demand draft?	Only demand draft will be acceptable

Further, The revised technical Performa and revised technical criteria for evaluation of Technical efficiency of the agency are as under:-



आरोग्यम् मुखसम्पदा

**The National Institute of Health and Family Welfare,
Baba Gangnath Marg, Munirka, New Delhi-110067.**

PROFORMA FOR TECHNICAL BID

Sub:- Request for proposal from the eligible agencies in the field of Functionalization, Operation & Maintenance of Newly constructed International Hostel and Operation & Maintenance of existing Old Hostel at the NIHFV.

Sl. No.	Description	Furnish Information Here		Page No. of copy enclosed
1.	Name of the Company			
2.	Full Address of the Registered office			
3.	Telephone/Mobile/Fax No			
4.	Name of Contact Person			
5.	Registration of following with the copy of registration No.		Regd. No.	
	A) Registration No. of GST	Yes/No	A.	
	B) Registration No. of EPF	Yes/No	B.	
	C) Registration No. of ESIC	Yes/No	C.	
	D) Labor License Registration No.	Yes/No	D.	
	E) PAN No. of the agency	Yes/No	E.	
	F) FASSI Licence No.	Yes/No	F.	
6.	Income Tax Return of last 3 years	Yes/No		

7.	The bidder shall have an average annual turnover of Rs. 75 Lakhs (Operation & Maintenance of Hostel services) in the last 3 financial years. The agency had to furnish the CA certificate for the same.	Yes/No	2019-2020 = 2020-2021= 2021-2022=	
8.	The bidder should have minimum 03 (Three) years of experience in Operation & Maintenance of Hostel services for a minimum of 50 Room Hostel / Guest house or 100 numbers of guests in Govt. organizations as well as a well known reputed Pvt. Organization(s).	Yes/No	Details of work like year, cost & Deptt. 1. 2.	
9.	Detail of Ongoing 1(One) similar contract for at least 50 or more rooms capacity.	Yes/No		
10.	The bidder should include the list of firms where they have provided similar services at least in the last 5 years, along with name, phone, mail-id and fax number of the contact person there, so that references for their services can be obtained, if required.	Yes/No		
11.	The bidder / Company / Firm / Agency should have at least 2 successfully executed contracts in the last 3 years in providing similar services to Public Sector Companies / Government Departments / Research Organizations / reputed private organizations of these, at least one should be for a Public Sector Company / Government Department. (Work order along with Completion certificate for the same is required- Contact number for cross verification is also required)	Yes/No		
12.	Either the Registered Office or one of the Branch Offices of the bidder should be located in Delhi & Delhi NCR.	Yes/No		
13.	Certificate on letter head that the agency shall not be blacklisted (form-2) by any Public Sector Companies / Government Departments / Research Organizations / reputed private organizations	Yes/No		

14.	Photocopy of all necessary supporting documents submitted by the agency should be duly signed.	Yes/No		
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Undertaking:- I have carefully gone through & have understood the General Terms & Conditions, Work scope and Specifications governing the tender.

Note:- Bidders must submit documentary proof in support of meeting each of the above minimum qualification criteria. A simple undertaking by the bidder for any of the stated criteria will not suffice the purpose. All documentary proof must be listed on the letter pad of the company and enclosed in a cover, to be submitted with this technical bid i.e. "Annexure-A" as well as also submission enclosed Performa(s) as Form-I, Form-II & Form-III.

I hereby confirm that I am authorized to sign the tender documents

(Signature of the authorized Signatory with stamp)

Name of signatory:
Name of the Service Provider:-
Contact Detail:-
Address:-.....
.....

Date:.....
Place:

Undertaking

Bidder should provide an undertaking in the format given below on the letterhead of the bidder's organization.

[On the letterhead of the organization]

It is certified that the information furnished here in and as per the proposal/documents/clarifications submitted is true and correct and nothing has been concealed or tampered with. We have gone through all the conditions of EOI and are liable to any punitive action for furnishing false information / documents.

We have read the provisions of the EOI, Annexure thereto and addendums. We understand that any additional conditions, variations, deviations, suggestions, assumptions if any, found in our proposal shall not be given effect to and shall not be binding on NIHFV in case our proposal is accepted.

We understand that project is to be executed on Functionalization, Operation & Maintenance basis and any component or service required for completion of the project, will be made available by us without any additional financial implication to the NIHFV.

Dated this _____ day of _____ 2022

Signature
(Bidder Seal) _____
In the capacity of

Duly authorized to sign bids for and on behalf of:

Note: In case of consortium all parties have to give this declaration.

As on date of submission of the proposal, the bidder should not be blacklisted by any Government entity in India [On the letterhead of the organization]

No-Conviction Certificate

This is to certify that ----- (Name of the organization), having registered office at ---
----- (Address of the registered office), as on date of submission of the proposal, the bidder
has not been blacklisted by any Government entity in India.

Signature:

Name of the Authorized Signatory:

Designation:

Letter of Competence

(To be executed on a non-judicial stamp paper)

This is to certify that we [Insert name of Bidder.....], address.....are fully competent and financially sound to undertake and successfully deliver the "Functionalization, Operation & Maintenance of newly constructed International Hostel and Operation & Maintenance of existing Old Hostel at the NIHFWServices" in accordance with the Institute requirement. This bid is being submitted after fully understanding the objectives of the project, physically visiting the site and requirements of the Institute for providing the services to Institute.

We certify that the quality and number of resources to be deployed by us for the Functionalization, Operation & Maintenance will be adequate to deliver the services professionally and competently within the prescribed time frame.

We also certify that all the information given by us in response to this EOI is true and correct.

Thanking you,

Yours sincerely,

Signature of Authorized Signatory
Name of the Authorized Signatory
Designation
Name of the Organization
Seal

Date:-

Place:-

Specific indicators of performance and efficiency to have objective / tangible deliverable for the "Functionalization, Operation & Maintenance of Newly Constructed International Hostel and Operation & Maintenance of Existing Old Hostel at The NIHFV"

The Technical evaluation will be of 100 Marks and based on the following criteria: -

Description	Marking Scheme	Max. Marks	Min. Marks required for Qualification	Marks Obtained (By Committee)
Number of years of experience providing Operation & Maintenance of Hostel services with 50 rooms or 100 guests	04marksfor 05yearsofexperience,and 01 mark for each additional yearsubjectto a maximum of 10 marks	10	4	
ISO Certification	01 marks for ISO 9001:2015 certification and 1 marks each for additional ISO's which pertains/related required services (Subject to maximum of 03 marks)	3	1	
FSSAI License	02 Marks	2	2	
No. of contracts with 50Rooms or 100 guests	3 marks for 2 such contracts and 1mark for each additional contract, subject to a maximum of 5 marks	5	3	
Minimum average turn-over of 75 Lakhs annually for the last 3 years in Operation & Maintenance Of Hostelservices	3 marks for minimum turn-over (75 Lakhs each year for the last 3 years) and1markforeachadditional50 lakhs,subject to a maximum of 10 marks	10	5	
Experience in providing Operation & Maintenance Of Hostel Services, to the Govt. organizations / Public Sector Units / large, reputed private companies.	4marksforaminimumtwocontr acts of value 75 Lakhs eachin the last 3 years and 2 mark for each additional contract of value50 Lakhs and more 1 mark for each additional contractvalue of minimum 25 lakhsubject to a maximum of 10marks	10	4	
Feedback from Clients (from 3 clients including present)	Excellent2.5 Marks,VeryGood1.5Marks, Good 1 Mark, Fair 0 Marks, subjectto maximum of 5 Marks.	5	3	

The proposed software & its mechanism. (Marks will be given after presentation)	Excellent 2.5 Marks, Very Good 1.5 Marks, Good 1 Mark, Fair 0 Marks, subject to maximum of 5 Marks	5	3	
Presentation to the technical committee & Evaluation of the Response by the technical committee and / or site-visit to the current clients of the bidder	Evaluation by Technical Evaluation Committee	50	20	
Total		100	45	

1. A bidder has to score at least the minimum marks under each category mentioned above and also an overall minimum score of **45** in the technical evaluation in order to be technically qualified.
2. The financial evaluation will be shared/ considered / called only for the technically qualified bidders.