



**“TENDER FOR FUNCTIONALIZATION, OPERATION & MAINTENANCE
OF NEWLY CONSTRUCTED INTERNATIONAL HOSTEL AND
OPERATION & MAINTENANCE OF EXISTING OLD HOSTEL AT THE
NIHFW”**

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

DATED: 30.11.2022

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

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DISCLAIMER

The information contained in this document or subsequently provided to bidder(s) (the “Bidder”/ “Applicant”), whether verbally or in documentary or any other form by or on behalf of the NIHFW (the “Licensor”/ “NIHFW”) or any of their employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this document and such other terms and conditions subject to which such information is provided.

This document is not an agreement and is neither an offer nor invitation by the NIHFW to the prospective Bidders or any other person. The purpose of this document is to provide interested parties with information that may be useful to them in making their offer pursuant to this document (the "Bid" or “Proposal”). This document includes statements, which reflect various assumptions and assessments arrived at by the NIHFW in relation to the operation & maintenance of old & new (international) hostel. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This document may not be appropriate for all persons, and it is not possible for the NIHFW, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this document. NIHFW understands that the assumptions, assessments, statements and information contained in this document, may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained herein and obtain independent advice from appropriate sources.

Information provided in this document to the Bidder(s) is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The NIHFW accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

The NIHFW, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this document or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the document and any assessment, assumption, statement or information contained therein or deemed to form part of this document or arising in any way during the entire bidding process.

The NIHFW also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this document. The NIHFW may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this document. The issue of this document does not imply that the NIHFW is bound to select a Bidder or to appoint a bidder (the “Selected Bidder”/ “Licensee”) for the operation & maintenance of old & new (international) hostel and the NIHFW reserves the right to reject all or any of the Bidders or bids without assigning any reason whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the NIHFW or any other costs incurred in connection with or relating to its bid. All such costs and expenses will remain with the Bidder and the NIHFW shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the bid, regardless of the conduct or outcome of the bidding process.

This document is structured in such a way that the Bidders fully understand and acquaint themselves with the requirements of NIHFW. All offers of the Bidders shall be unconditional and once accepted whether with or without modifications by the NIHFW shall be binding between the NIHFW and the Selected Bidder.

Director, NIHFW

KEY DATES & EVENTS

1.	Name of the Project	Tender for Functionalization, Operation & Maintenance of Newly Constructed International Hostel and Operation & Maintenance of Existing Old Hostel at the NIHFW"
2.	About the Project	Functionalization, Operation & Maintenance of Newly Constructed International Hostel and Operation & Maintenance of Existing Old Hostel over a period of 3 years (36 Months) and further extendable for two years (1+1) on performance basis only from the effective date of commencement of the project.
3.	Tender Inviting Authority	Director, The National Institute of Health and Family Welfare
4.	Date of Publication	ON 30-11-2022 <ul style="list-style-type: none">• Bid document can be downloaded from Web Site: www.nihfw.org and https://eprocure.gov.in under the "Tender" link.
5.	Cost of Document	INR 5000/- (Rs Five Thousand Only) (non-refundable) At the time of submission of the bid document the bidder has to submit the bid amount against a non-refundable tender fee in the form of demand draft in favor of "Director, NIHFW" payable at Delhi. <u>Those agencies who participated in the previous call for EoI published on 27/05/2022 need not to submit Rs. 5000/- again.</u>
6.	Contact person for clarification	Dr. Monika Saini, Member Secretary, Hostel OR In-Charge, Workshop Maintenance Section (WMS)
7.	Correspondence Address	Workshop & Maintenance Office, The National Institute of Health and Family Welfare Baba Gang Nath Marg, Munirka, New Delhi-110067. (E-Mail ID: wms@nihfw.org)
8.	Dates for site visit along with the nominated members (2 members) details	Monday to Friday from 11:00 AM to 04:00 PM from 07th to 09th December 2022.
9.	Date & Venue for Pre Bid Meeting	ON 12/12/2022 @ 11:00 AM Board Room , 1st Floor Administration Block, The National Institute of Health and Family Welfare, Baba Gang Nath Marg, Munirka, New Delhi-110067.
10.	Last date for submission of Tender and Opening of Technical Bid	Submission up to 15:00 Hrs (3:00 PM) on 23/12/2022 Opening of Technical Bid 15:30 Hrs (3:30 PM) on 23/12/2022 Tender should be dropped in designated tender box kept near the reception in the Ground Floor of Administrative Block, The National Institute of Health and Family Welfare (NIHFW), Baba Gang Nath Marg, Munirka, New Delhi-110067.

11.	Earnest Money Deposit (EMD)	INR 2,00,000/- (Rs. Two Lakhs Only) . The Bidder (Prime bidder in case of consortium) shall furnish, as part of its bid, abid security in the form of <u>Demand Draft</u> in favor of "Director, NIHFV" for an amount of Rs. 2,00,000/- (Rs. Two Lakhs Only) payable at Delhi.
12.	Security Deposit	The successful agency has to deposit the Performance Security money (within 15 Days) in shape of <u>Demand Draft/Fixed Deposit/Bank Guarantee</u> of Rs. 25,00,000/- (Twenty-Five Lakhs only) in favor of "Director, NIHFV"
13.	Date of presentation as part of technical bidder	Same shall be communicated later.
14.	Date, Time & Venue for the opening of Financial Bid for Qualified Bidders	Same shall be communicated later.

Tender for "Functionalization, Operation & Maintenance of Newly Constructed International Hostel and Operation & Maintenance of Existing Old Hostel At TheNIHFW"

INTRODUCTION

ABOUT THE NATIONAL INSTITUTE OF HEALTH AND FAMILY WELFARE

The National Institute of Health and Family Welfare (NIHFW), was established on 9th March, 1977 by the merger of two national level institutions, viz. the National Institute of Health Administration and Education (NIHAE) and the National Institute of Family Planning (NIFP). The NIHFW, an autonomous organization, under the Ministry of Health and Family Welfare, Government of India, acts as an "apex technical institute" as well as a "think tank" for the promotion of health and family welfare programmes in the country. The Institute addresses a wide range of issues on health and family welfare from a variety of perspectives through the departments of Communication, Community Health Administration, Education and Training, Epidemiology, Management Sciences, Medical Care and Hospital Administration, Population Genetics and Human Development, Planning and Evaluation, Reproductive Bio-Medicine, Statistics and Demography and Social Sciences.

The National Institute of Health & Family Welfare (NIHFW) is situated in South Delhi, near Jawaharlal Nehru University and DDA Flats Munirka on Baba Gang Nath Marg and It is easily Accessible from Airport as well as New Delhi Railway Station. The Munirka Metro Station is nearest Metro Station is on walk-able distance.

ABOUT THE INTERNATIONAL HOSTEL

International Hostel is situated inside the campus of the Institute, with exclusive and fully secured premises of its own. It comprises of a three storied International Hostel building. The building is also having the facility of Dining services, kitchen, Gymnasium, Conference hall and porch area. The porch area may also be used for conducting small activity.

The International Hostel building comprises the following Accommodation / Conferencing facilities as listed below: -

<u>Particular</u>	<u>Rooms & Other Details</u>	<u>Room Detail Floor wise</u>	<u>Remark</u>
Ground Floor	Total 09 Rooms + Dining Hall + Kitchen area	7 Rooms + 2 VIP rooms	Reception, Waiting Area, service rooms, CCTV Control room, Electric Panel room, Store etc.
First Floor	Total 10 Rooms	8 Rooms + 2 VIP rooms	Conference Hall + Gym
Second Floor	Total 16 Rooms (Double Seated)	12 Rooms + 4 VIP rooms	
Third Floor	Total 16 Rooms (Double Seated)	12 Rooms + 4 VIP rooms	
	Total = 51 Rooms	39 Rooms + 12 VIP rooms	

The Building is newly constructed. All the rooms are well furnished with Beds, Bed Side Table, Mattress, pillows, wardrobes, study table & chair, waste-bins, curtains etc. All the rooms including VIP Rooms are equipped with provision of internal telephone line, provision of television, hot and cold water supply etc. Each Guest room has attached toilet and independent balcony sit-out. All the rooms/halls are having the facility of central Air Conditioning.

ABOUT EXISTING NIHFW HOSTEL

NIHFW has a hostel in the NIHFW campus having **76 single rooms with reception, lounge with T.V and modular kitchen facilities.** All the rooms are having Air conditioners and attached bath rooms. The services of the hostel are offered to the NIHFW MD Students, trainees of different training programs conducted at NIHFW comprising of mainly medical officers, Asst. Professors, Associate Professor, Professor and different categories of medical and Para-medical staff.

The Institute has boarding and lodging facilities and can accommodate more than 100 persons at a time. The rooms are fully furnished and facilities of common room (for visitors, reading and watching TV. etc.). There is a well-equipped Mess with dining room and kitchen having all modern facilities. An administrative function of the hostel is fully computerized. Hostel is also connected with the campus wide computer network. The details of rooms are as under:-

<u>Particular</u>	<u>Rooms</u>		<u>Total Rooms</u>	<u>Other services</u>	<u>Remark</u>
	<u>VIP Rooms</u>	<u>Normal Rooms</u>			
Ground Floor	09	14	23	Dining Hall + Kitchen area, Reception, Waiting Area,	Store, Warden Room etc.
First Floor	09	22	34		
Second Floor	-	22	25		
<u>Total Rooms</u>	18	58	76		

NOTE:- The old hostel is under renovation, the projected renovation period is for 04-06 months, afterwards the Hostel will be handed over in phased wise manner for operation & maintenance purposes.

ELIGIBILITY OF THE AGENCIES/ BIDDER FOR THE TENDER:-

The agency which can fulfill the following parameters are eligible to apply: -

1. The agency should have minimum 05 (Five) years of experience in Providing of Hotel/ Hostel/ Guest House Management Services including Reception, Room allotment, General maintenance services, catering services, etc., for a minimum of 30 rooms of Hostel / Hotel / Guest house OR management of 60 guests. Bidders should have national presence (Submit details of the services (as per balance sheet) undertaken during the period duly certified by the Chartered Accountant).
2. The agency shall have a minimum **average** yearly turnover of **Rs. 50 Lakhs for last 03 years in Operation and Management of Hostel/ Hotel/ Guest House services. As per Audited Financial Statement** CA certificate for the same is required.
3. The bidder / Company / Firm / Agency should have at least 2 successfully executed contracts (Minimum Value **50 lakhs** each) in the last 3 years in Operation & Maintenance of Hostel / Hotel / Guest House or similar services for a minimum of **30 Rooms of Hostel / Hotel/ Guest house** or **60 numbers** of guests in Public Sector Companies / Government Departments / Research Organizations / reputed private organizations of these, one should be preferably 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)
4. The bidder/ Company / Firm / Agency should be registered with the appropriate registration authority (ies), ESI, EPF etc.
5. The bidder / Company / Firm / Agency should have a valid PAN Number, GST Number and ITRs of the last three years i.e. 2019-20, 2020-21, 2021-22 and may preferably be a member of HRANI (Hotel & Restaurants

Association of Northern India) and FHRAI (Federation of Hotel & Restaurant Association of India).

6. Either the Registered Office or one of the Existing Branch Offices of the bidder should be located in Delhi (Proof for the same to be attached).
7. The agency should submit a duly notified affidavit that it has not been blacklisted by any Public Sector Companies / Government Departments / Research Organizations / reputed private organizations since last 7 years.
8. The Bidder should have personnel, holding professional qualifications and training in Hotel Management/Catering/Food & beverages from recognized Institutions (enclose Scan Copy of the requisite certificates evidencing such professional qualifications & training).

Important Terms and Conditions:-

9. The self-attested copies of all necessary certificates also have to be enclosed with the entire supporting document including Technical bid Performa "Annexure-A" for the Technical bid.
10. Bidders must submit documentary proof in support of meeting each of the above criteria. A simple undertaking by the bidder for any of the stated criteria will not serve the purpose.
11. In enclosed Performa addressed to the Director, shall be submitted latest by 3.00 PM. on 23/12/2022 in a sealed cover marked "Tender for the "Functionalization, Operation & Maintenance of Newly Constructed International Hostel and Operation & Maintenance of Existing Old Hostel at the NIHFW ". Bid has to be dropped in the Tender box kept at the reception of Administrative Block of NIHFW, Munirka, New Delhi-67. No tender will be accepted after the above date and time.
12. The bidder has to submit Tender fee of Rs. 5000/- (Rupees Five thousand only) in favor of Director, NIHFW in the form of Demand draft along with the Bid and supporting documents in one envelope superscripted with "Tender for the Functionalization, Operation & Maintenance of Newly Constructed International Hostel and Operation & Maintenance of Existing Old Hostel at the NIHFW" on its top. All the documents should be properly sealed in the envelope, failing which tender will be treated as rejected. Those agencies who participated in the previous call for Tender published on 27/05/2022 need not to submit Rs. 5000/- again.
13. Each agency can come to NIHFW on the scheduled date with maximum 2 officials to visit the International hostel and give their presentation as per the scheduled time of tender in front of senior authorities keeping in mind the goal of providing excellent service to the Institute.
14. Centralized software should have to be procured/established by the agency which will cater all the information of occupancy of the rooms all the time.
15. For the allotment of Rooms/Space, the Institute i.e. NIHFW will share the trainings, meetings, seminar or any other Program in advance. A detailed online calendar should be made available both with the agency and NIHFW in order to see the availability of any room or VIP room at point of time. When the rooms are not required by NIHFW, the agency can let out these rooms to only Govt. officers/PSUs after the prior approval of the Institute at a pre fixed rate.
16. The Institute may also share the detail terms & conditions, Rates room wise and meal rates for the Institute & other Guests etc.
17. A detailed agreement will be made with the successful agency, which will be signed by the Company owner of the selected agency and the Director, NIHFW. The period of contract will initially be for 3 (Three) years and may be extended further for two years (1+1) based on the performance.
18. The selected agency will record the entire expenditure/income in software. The Institute's authorized officer has right to cross examine all expenditure/income.
19. The agency may share the monthly income and expenditure (ledger) occurred through digital mode.

20. The Institute also reserves the right for the transaction audit of International hostel.
21. The Institute will not bear any kind of Capital i.e. additional cost etc. against the Investment made by the successful agency.
22. Structural Changes are not allowed in the building, minor addition/alteration only temporary in nature may be allowed after the prior approval of the Institute's Authority.
23. The agency will have to make the International Hostel state-of-the-art and operate it in a professional manner.
24. The agency will be liable for complying the labour laws such as ESIC, EPF, Minimum Wages, Bonus etc.
25. At any time, prior to the deadline for submission of the bids to the Institute, for any reason the institute may modify the Tender documents by suitable amendments and the same will be displayed intimated on the Institute's web site before due time. All the interested bidders may go through the Institute website before dropping of the bid in the Tender box.
26. **DEDUCTION OF INCOME TAX/GST:** NIHFW will deduct income tax and any other tax at source from all the payments to be made to the contractor (if any) under this contract in accordance with the provisions of Indian Income Tax/Laws as applicable, from time to time.
27. Since the agency will have to pay applicable goods and services tax (GST) on the pre-determined room rates (refer Annexure C), the agency may include additional applicable GST charges in the current approved hostel rates (Hostel Room Charges + Applicable GST).
28. No interest shall be payable by the Institute on the Security Deposit.
29. **Force Majeure:-** In the event of either party being rendered unable by force majeure to perform any obligation required to be performed by them under this agreement, the relative obligation of the affected party by such force majeure shall be suspended for the period during which such cause lasts. The term "force majeure" as employed herein shall mean, acts of god, war, revolt, riot, fire, flood and acts and regulations of the Government of India or any of its authorized agencies. Upon the occurrence of such cause and upon its termination the party alleging that it has been rendered unable as aforesaid thereby shall notify the other party in writing within 15 (Fifteen) day of the alleged beginning and ending thereof giving full particulars and satisfactory proof. The time for performance or relative obligations suspended by the force majeure shall be extended by the period for which the cause lasts or condoned by the Institute without any penalty. If the work is suspended by force majeure conditions lasting for more than 1 (one) month, the Institute shall have the option of cancelling the contract in whole or in part thereof at its own discretion. Any situation of force majeure shall not be payable by the Institute under any circumstances. For the period of force majeure, no amount shall be payable to the service provider.
30. The Institute will setup checks, to ensure the quality of food, services, maintenance as well as hospitality.
31. The Institute will facilitate the agency for maximum occupancy of Hostel & International Hostel and will also share the institute's training calendar and approximate occupancy pattern of the hostel with the agency. However, no minimum business guarantee will be given by the institute.
32. **TAXES, DUTIES, LEVIES etc:** The contractor shall be responsible for the payment of all taxes, duties, levies etc. on all material articles that may be used in this work.
33. During the contract, if any lacuna found or identified or come to the Notice of the Institute's officials, then same shall be corrected / revised/ amended in accordance with the directions made by Officer-In-Charge nominated by the Director for the same or through a committee constituted at the Institute level (The Agencies representative may also be part of the committee, if deemed fit by the Director, NIHFW) and the revised terms & conditions for the same will also be the part of contract and the agency had to comply the same.
34. Earnest Money Deposit of Rs. 2.00 lakhs (Rs. Two lacs only) in the form of Demand Draft ("Earnest Money") only in favor of "Director NIHFW" payable at New Delhi, which shall be liable to be forfeited in case the bid is found to be non-responsive of documents and information supplied by the Bidder are found to be untrue.

35. The Selected Bidder shall enter into a contract with NIHFW for the scope of work. The contract shall be for a period of 03 Years (36 Months) and further extendable for two years (1+1) on performance basis.
36. The bidder with major up-gradation/renovation plans will be allowed after permission from the concerned agency to install their own generators for electricity backup. The selected Bidder shall ensure that the generator installed will be of good quality and the exhaust/noise level of the same should meet the State Pollution Control Committee, environment regulations and the same should be installed within the Licensed Premises allotted to the parties' subject to permission from NIHFW.
37. No unauthorized vending will be allowed in hostel premises and any complaints in this regard will be dealt with on priority basis.
38. NIHFW expects the Selected Bidder to make prompt payment of various dues towards the consumption of electricity, water, PNG etc. Delay in payment will attract penalty or administrative action etc.
39. The application/proposal pursuant to this document ("Proposal"/"application") must be able to demonstrate the track record of the applicant in terms of experience in successfully running/managing quality food and beverage outlets/service during the technical presentation. The quality of food and beverages and the type of cuisine being served at the existing outlets shall be indicated and the process being used to maintain quality must also be highlighted. Also the details of outlets directly or indirectly being operated by the applicants or their associates shall be furnished
40. NIHFW reserves the right to ask the justification (if any) of quoted rates before the award of contract.
41. Dispute, if any, arising out of the contract in question shall be resolved through an arbitrator to be nominated by Director, NIHFW.
42. The jurisdiction to any dispute arising in the contract will be executed under the Indian law at the courts located at New Delhi.
43. DIRECTOR, NIHFW RESERVES THE RIGHT TO ACCEPT OR REJECT ANY/ALL BIDS WITHOUT ASSIGNING ANY REASON.

FINANCIAL CRITERIA

44. Only Technically qualified agencies are eligible for the financial bid.
45. The Financial bid is enclosed as Annexure-B (i) and the agency has to quote the best percentage rate in the Financial Bid.
46. The Investment plan is enclosed as Annexure-B (ii) the agency has to propose Best Investment plan in a said Format.
47. The Sharing/transferring of revenue will be on Monthly basis i.e. on and before of 10th of every month.
48. The sharable amount is on percentage rate and it is calculated on total of actual occupancy and Room wise on approved Rates. The Example of the same is as under: -
 - i. Suppose the Room Charges for single bedded is Rs. 1000/- Per day and it is occupied by a Guest for 18 days in a month.
 - ii. Suppose the agency quoted revenue sharing of 15% in its financial bid and the occupancy for 1 single bedded room is for 18 days, then the calculation is to be made as follows: -

Total Days	=	18 Nos.
Room Charges	=	Rs. 1000/-
Total charge Collected	=	Rs. 1000/- X 18 Nos.

	=	Rs. 18,000/-
Institute's share @ 15%	=	15% of Rs. 18,000/-
	=	Rs. 2700/-

The agency has to transfer Rs. 2700/- into the Institute's account, within the prescribed time limit i.e. on or before 10th of month after passing of Quarter (3 Months).

49. Mechanism to be adopted for selection of an Agency: - Whosoever has the highest sum of total of quoted percentage, Proposed Investment and Marks Obtained in Technical will be selected as successful agency.

- A. The sum of total will be done from the followings: -
- i. Percentage Rate quoted in the price bid (Annexure-B(i))
 - ii. Investment proposal (Annexure-B(ii))
 - iii. Marks Obtained in the Technical Criteria.

Example: - Suppose an agency had Quoted 15% as a Revenue sharing in Total Occupancy, and proposes Rs. 75 Lakhs asan Investment and the agency got 80 number in the technical criteria. The calculation will be made as under: -

i) Percentage Quoted	=	15
ii) Investment Offered (Rs.75,00,000 / 10,00,000)	=	7.5
iii) Marks Scored in Technical (80 /100)	=	8.0

Total (i+ii+iii)	=	30.5

IMPORTANT: - The agency having the Highest sum of total will be selected as successful agency. However, the RevenueSharing will be in accordance with the Quoted Percentage on Actual occupancy.

50. In case of any unrealistic percentage has been quoted by the agency, then justification may be asked OR the agency (ies) bid (technical & price) may also be cancelled.
51. The Institute or employee or anybody on behalf of the Institute will not give any guarantee/commitment for the occupancy. However, the Institute will facilitate the agency for maximum occupancy of hostels and will share the institute's training calendar and approximate occupancy pattern of the hostel with the agency.
52. No overwriting or cutting is permitted in the Financial Bid Form. In such cases, the tender shall be summarily rejected. The Percentage rates should be covered up with transparent cello tape.
53. The successful agency will go for detail agreement before the commencement of the work.
54. The successful agency has to deposit the Performance Security money (within 15 Days) in shape of Demand Draft/Fixed Deposit/Bank Guarantee of Rs.25,00,000/- (Twenty-Five Lakhs only) in favor of "Director, NIHFV"
55. The Institute reserves the rights for the following checks / audits:-
 - iii. Transaction & Financial Check OR Audit
 - iv. Inventory Check OR Audit,
 - v. Quality Check OR Audit
 - vi. Performance Check OR Audits,
 - vii. Operational Check OR audits,
 - viii. Compliance checks OR audits.

56. The Institute will not bear any incurred cost against the capital Investment as well as day to day consumable cost.
57. The day to day consumables will be of good quality and of reputed/known brand.
58. The items to be procured and installed in the International Hostel and old hostel should be quality product i.e. from reputed/known branded items.
59. The selected agency will maintain the Inventory and not allowed to take out any items from the International Hostel & Old Hostel.
60. For repairable items, the agency needs to have Institute's Permission/Gate Pass.
61. The agency will regularly update the Inventory list and will also share the same with the Institute.
62. During the contract period or extension period, the Institute will not be a part of price escalation (if any) against the Items/capital items/ consumable items etc.
63. The agency has to comply all the labour laws and obtain statutory licenses like Labour registration, FSSAI, ESIC, EPF etc. to run the hostel.
64. The agency has to bear the cost of electricity and Gas.
65. The agency has to take the AMC's/CAMC's of the equipment's/services etc.
66. Outside area of both the buildings will be maintained by the Institute. However, for security reasons, the agency may deploy a security guard(s) at the parking area and surrounding area(s).
67. The agency may develop and landscaping /extra lighting/ beautification work etc. at the outside of both building(s) for enhancing the Hostel/International Hostel look.
68. The Feedback form from the Guests is mandatory and same to be shared digitally every month.
69. Form I, II & III is mandatory to be dully filled, signed and stamped by the agency and submitted along with the Price bid on Rs 100/- Stamp paper.
70. **TIME LINE:** - The Investment is divided in 3 phases and execution will be done in 3 phases as under: -
 - a. Phase 1- Time Allocated 45 days from the date of work award letter.
 - b. Phase 2- Time Allocated 225 days (45 days + 6 Months) from the date of work award letter.
 - c. Phase 3- Time Allocated 405 days (45 days + 6 Months + 6 Months) from the date of work award letter.
71. Buffer period has been allocated for 45 Days in which the selected agency has to obtain all licenses, deployment of staff, attended, manager, Reception and works/items/services mentioned under Phase-1 investment needs to be completed

Note:- Annexure B(ii) may be referred.

72. **Exit Management**

Purpose: -

- A. This clause sets out the provisions which will apply on expiry or termination of the "Contract".
- B. The successful agency shall carry out its obligations set out in this Exit Management Clause.
- C. Transfer of Assets: -
 - a) The agency shall be entitled to use the facilities for the duration of the exit management period. The "asset" / "inventory(ies)" in this regard would be considered as the complete infrastructure that is

provided to the agency by NIHFW and the infrastructure set up by the agency for the functionalization of the International Hostel & old Hostel.

- b) The NIHFW at any time during the exit management period may ask the agency to provide a complete and up to date list of the Assets within 30 days of such notice. All the Assets detailed in the list shall be handed over to NIHFW within the time period as indicated to the agency by NIHFW.
- c) Upon service of a notice as mentioned in point above, the following provisions shall apply:
 - I. The Assets, inventories etc. to be handed over to the NIHFW shall be free from any lien and liabilities.
 - II. All asset/ infrastructures, inventories etc. that is procured and installed at International Hostel & Old Hostel site by the agency shall be owned by the NIHFW.
 - III. On the expiry of this contract, the agency shall handover all confidential information and all other related materials in its possession to the NIHFW.
 - IV. The infrastructure, data and information delivered to the Agency by the NIHFW during the contract term or on expiry of the contract duration should not be sold or re-used or copied or transferred by the agency without prior written notice and approval of the NIHFW. The complete infrastructure at the International Hostel & Old Hostel shall be the legal properties of the NIHFW.

D. Cooperation and Provision of Information

During the exit management period:

- i. The agency shall allow the NIHFW or its nominated agencies OR Representatives etc. to access the information reasonably required to define the then current mode of operation.
- ii. The NIHFW or its nominated agencies OR Representatives etc. shall be entitled to copy all related information. Such information shall include details pertaining to the daily operation, asset, human resource details, booking details, room management details and other pertains to the Functionalization of International Hostel & Old Hostel. The agency shall permit the NIHFW or its nominated agencies OR Representatives etc. to have reasonable access to its employees and facilities as reasonably required to understand the International Hostel & Old Hostel operations and to assist appropriate knowledge transfer.

E. Exit Management Plan: The agency shall provide the NIHFW with a recommended "Exit Management Plan", which shall deal with at least the following aspects of exit in relation to the Project Implementation: -

- i. A detailed program of the transfer process that could be used in conjunction with a Replacement Successful Bidder including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer. The transfer process shall be smooth and hassle free.
- ii. Plans for the communication with various stakeholders including NIHFW, MoHFW (if any) etc. and any related third party as are necessary to avoid any material detrimental impact on International Hostel & Old Hostel operations as a result of undertaking the transfer.
- iii. This Exit Management plan shall be furnished in writing to the NIHFW, Exit Management schedule shall be presented by the Successful Bidder, before the expiring of contract tenure.
- iv. In the event of termination or expiry of contract, the agency shall comply the Exit Management Plan.
- v. During the exit management period, the Successful Bidder shall use its best efforts to deliver the services.
- vi. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.

73. 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	Marks Obtained (By Committee)
Number of years of experience providing Operation & Maintenance of Hostel/ Hotel/ Guest House services	08 marks for 03 years of experience, and 01 mark for each additional year subject to a maximum of 15 marks	15	
No. of contracts with 30 guest rooms or 60 guests	08 marks for 2 such contracts and 1 mark for each additional contract, subject to a maximum of 15 marks	15	
Minimum average turn-over of 50 Lakhs annually for the last 2 years in Operation & Maintenance of Hostel/ Hotel / Guest House services	8 marks for minimum turn-over (50 Lakhs each year for the last 3 years) and 1 mark for each additional 25 lakhs, subject to a maximum of 15 marks	15	
Experience in providing Operation & Maintenance of Hostel/ Hotel / Guest house Services to the Govt. organizations / Public Sector Units / large, reputed private companies.	4 marks for a minimum of two contracts of value 50 Lakhs each in the last 3 years and 2 mark for each additional contract of value 25 Lakhs and more 1 mark for each additional contract value of minimum 10 lakhs subject to a maximum of 10 marks	10	
The proposed software & its mechanism (marks will be given after presentation)	Excellent 10 Marks, Very Good 8 Marks, Good 6 Marks, Fair 4 Marks, subject to maximum of 05 Marks	05	
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	40	
Total		100	

Note: A bidder has to score an overall minimum score of **60** in the technical evaluation in order to be technically qualified.

CRITERIA FOR TECHNICAL PRESENTATION

74. The participating agencies are requested to submit both the soft and hard copy (minimum five colored copy sets) of the presentations to the committee members.
75. The presentation should contain the following:
- a. About Company
 - i. Company Profile
 - ii. Turnover
 - iii. Existing licenses, registration, ISO's etc.
 - iv. Experience(s)
 - v. Ongoing projects etc.
 - vi. Available Infrastructure and its current status.
 - vii. Internal Resource (Details including qualifications of engaged manpower)
 - viii. Services offering / offered
 - b. Proposed Investment plan
 - i. Items & services taken into consideration for old Hostel & International Hostel
 - ii. Investment plan (one time / phase manner) along with time period / time line
 - iii. Kitchen Set-up etc.
 - iv. Development Plan of Old Hostel / International Hostel (if any)
 - c. Software
 - i. Screenshot of the proposed software
 - ii. Components taken in software
 - iii. Booking plans/policy. (if any)
 - iv. Provision of Documents (ID etc.) uploading
 - v. Inventory mechanism
 - vi. Compliant redressal (if any)
 - vii. Real time access
 - d. Services & Operations
 - i. Proposed Minimum deployment.
 - ii. Up-to which level / Star (No Star, 2 Star, 3 Star, 5 Star or 7 Star) services will be delivered.
 - iii. Catering services, Reception management etc.
 - e. Support required from the Institute's end.
 - f. Only two representatives from each agency will be allowed to be present in the meeting room.
 - g. At the time of presentation, other agencies / their representatives etc. will not be allowed to be seated in the presentation room.
76. If any agency remains absent on the day of technical presentation, that agency will not be considered for further evaluation.

77. Expectation from the Agency

- A. The scope of work of Existing International Hostel is as under: - The agency will make an arrangement for Functionalization, asset management and operation etc. of the International Hostel. The agency will have to operationalize International hostel after some basic arrangements at the International hostel such as:-
- a. Establishment of International hostel infrastructure by procurement & installation of required Items.
 - b. Make all services workable like CCTV, Wi-Fi, telephone etc.
 - c. Taking of Broadband/Internet connection
 - d. Providing and fixing of T.V. along with TV network service & connection
 - e. Providing and fixing of Mini Fridge (As per requirement)
 - f. Fixing of door bells etc.
 - g. Telephone connection
 - h. Shall obtain the applicable licenses (if any) from the local authorities before the Hostel operation.
 - i. Maintenance (AMC) of existing International Hostel services like HVAC, Electrical system & Panels, Lifts maintenance & operation, Firefighting equipment, Civil related Maintenance etc. complete in all respect.
 - j. Earmarking and mobilization facilitation/support manpower such as Manager(s), Receptionist, Attendant, Chef, cook, Waiters, housekeeping staff, store keeper etc.
 - k. Development of the Open terrace area which includes some recreational activities
 - l. Functioning of the Gym Area by procurement & Installation of Required Items.
 - m. Development of single window Software solution for entire International Hostel operation mechanism.
i.e. Room booking, inventory management, compliant redressal, financial management etc. through central software.
 - n. Operation of the International Hostel i.e. room booking etc. through central software.
 - o. Housekeeping & Security services.
 - p. In addition to above the agency may also project the requirements.
- B. The scope of work of Existing Old Hostel are as under: - As the hostel is in running stage and it is operated by the Institute itself. The renovation work of the old Hostel is initiated by the Institute and will be completed within 04-06 months. Further, the hostel has a complete list of the Items/inventories for every room with proper Reception, Waiting Hall, kitchen, Store, adequate parking area etc.

After the renovation, the Institute will hand-over the Hostel to the selected agency along with the available consumable & non-consumable inventory. Thereafter the selected bidder may add the facilities in accordance with the justified requirement(s) and run the Hostel. The mechanism of running the hostel is similar to the operation of International hostel, such as:-

- a. Shall obtain the applicable licenses (if any) from the local authorities before the Hostel operation.
- b. Maintenance (AMC) of existing Hostel services for AC's, Electrical System & Panels, Lift maintenance & operation, Firefighting equipment, Civil related Maintenance etc.
- c. Earmarking and mobilization facilitation/support manpower such as Manager(s), Receptionist, Attendant, Chef, cook, Waiters, housekeeping staff, store keeper etc.
- d. Development of single window Software solution for entire International Hostel operation mechanism.
i.e. room booking, inventory management, compliant redressal etc. through central software.
- e. Housekeeping & Security services.
- f. In addition to above the agency may project the same.

Note: -

- The Institute will hand over the available inventory of the existing old hostel and International Hostel.
- The agency will have to furnish the details i.e. lists of items to be provided in a separate sheet (s) to make International Hostel state-of-the-Art.
- After the Old Hostel renovation work is completed, the hostel will be handed over to the selected agency for operation purposes. 15 days will be granted for setting up the facilities and make it operational.
- The entire inventory/room booking/stock management/expenditure incurred etc. shall be software based.

78. DATE OF PUBLICATION: 30/11/2022

Bid document can be downloaded from Web Site: www.nihfw.org and <https://eprocure.gov.in> under the “Tender” link.

79. DATE OF VISIT TO THE NIHFV INTERANTIONAL HOSTEL:

The Agency may visit the International Hostel and Old Hostel on all working days i.e. Monday to Friday from 11:00 AM to 04:00 PM from 07th to 09th December 2022.

The visiting agencies representatives shall have the authorization letter for the Inspection of International Hostel from their agency. The prior intimation of the visit through mail & telephone is appreciated.

80. PRE BID MEETING: 12/12/2022 at 11:00 AM

Board Room, 1st Floor Administrative Block building, National Institute of Health and Family Welfare, Baba Gang Nath Marg, Munirka, New Delhi-110067. The interested bidders are requested to carry their companies' letter head so that they may submit their queries in writing. The queries shall be entertained in writing only. The Institute will consider the queries in writing only and two representatives will be allowed to attend the pre-bid meeting, along with authorization letter (if attended on behalf of the company/agency/firm etc.).

81. PERFORMANCE SECURITY:

The successful agency will have to submit the performance security of **Rs. 25 Lakhs** in a form of Demand Draft/Fixed Deposit/Bank Guarantee in the favor of "Director, NIHFV" within 15 days from the issuance of the award letter. The Security deposited with the Institute will be interest free and will be released after the completion of successful allocated time period, extension (if any).

82. OTHER TERMS & CONDITIONS

- A. The financial bid and technical bids are to be submitted together in separate envelopes clearly super subscribing on each envelope “Tender for the Technical Bid” and “Tender for the Financial Bid”. agency qualifying the technical bid will be called for presentation along with company’s profile, experience, turn over certificate duly certified by the Chartered Accountants, details of staff employed, menu and the total concept and rates to be offered.
- B. Any construction and or modification in the existing structure will not be permitted. In case any addition/construction is required, the party has to seek prior approval from NIHFV.

- C. The verification of character and antecedents of the employees employed by the Selected Bidder will be the responsibility of the Selected Bidder. The agency will observe the timings in the Licensed Premises as per the rules & regulations as prevalent in the National Capital Territory of Delhi.
- D. It shall be the responsibility of the Selected Bidder to obtain the sanction of additional electricity load, water connection, PNG Connection etc. from the agencies concerned. The responsibility of the NIHFW shall only be limited to give NOC for such sanctions wherever required. Any payment on this account will have to be borne by the Selected Bidder and the Selected Bidder shall not claim any reimbursement from NIHFW. PNG Connection is the responsibility of the Selected Bidder and any clearance required from civil bodies, fire or any other agency and for installation of PNG Connection, the Selected Bidder has to abide by the rules & regulations by-laws and laws as may be amended from time to time.
- E. Either of the parties (NIHFW/agency) can terminate/withdraw the contract any time by giving six months' notice in advance.

83. OBLIGATIONS OF NIHFW

- A. It will be the endeavor of NIHFW to accord prompt decisions to various requests of agency to facilitate operations of the hostel.
- B. NIHFW would provide access to the staff and workers of the agency to the said premises and the same would be regulated through photo identity cards after due verification from time to time.
- C. NIHFW will issue NOC to the concerned authorities, for necessary licenses, permits/permissions/sanctions as may be required by Licensee. The responsibility of getting these permits etc. will, however, be that of the Licensee.

NATIONAL INSTITUTE OF HEALTH AND FAMILY WELFARE

Baba Gang Nath Marg, Munirka, New Delhi- 67

Application for TENDER

To,

The Director
National Institute of Health & Family Welfare (NIHFW),Munirka,
New Delhi-110067

Sub: Functionalization, Operation & Maintenance of Newly Constructed International Hostel and Operation & Maintenance of Existing old Hostel at the NIHFW.

Dear Sir,

With reference to your TENDER document dated **30/11/2022**, I/We, have examined the document and understood its contents, hereby submit my/our application for qualification for the aforesaid project. The Application is unconditional and with veracity.

- a. All information provided by the bidder is true and correct and all documents accompanying the application are true copies of their respective originals.
- b. This statement is made for the express purpose of qualifying as a Bidder for providing the services for the aforesaid project.
- c. I/ We shall make available to the authority any additional information it may find necessary or require to supplement or authenticate the qualification statement.
- d. I/ We acknowledge the right of the authority to reject our application without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.
- e. I/ We certify that in the last three years, I/ we/any of the Consortium Members have neither failed to perform on any contract, as evidenced by imposition of a penalty or a judicial pronouncement or arbitration award, nor been expelled from any project or contract nor have had any contract terminated for breach on our part.
- f. I/ We declare that:-
 - i. I/ We have examined and have no reservations to the TENDER document, including any addendum issued by the authority.
 - ii. I/ We do not have any conflict of interest in that affects the qualification process of the TENDER document; and
 - iii. I/We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, in respect of any tender or any agreement entered into with the authority or any other public sector enterprise or any government, Central or State; and

- iv. I/ We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

- g. I/ We understand that the Institute may cancel the bidding process at any time without assigning any reasons thereof.

- h. I/ We declare that we/ any Member of the Consortium are/ is not a Member of a/any other Consortium applying for pre-qualification.

- i. I/ We certify that in regard to matters other than security and integrity of the country, we have not been convicted by a Court of Law or indicted or adverse orders passed by regulatory authority which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.

- j. I/ We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law for any offence committed by us or by any of our Associates.

- k. I/ We undertake that in case due to any change in facts or circumstances during the bidding process, we are attracted by the provisions of disqualification in terms of the guidelines referred to above, we shall intimate the authority of the same immediately.

- l. I/We, hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority in connection with the selection of applicants, selection of the bidder, or in connection with the selection/ bidding Process itself, in respect of the above mentioned project and the terms and implementation thereof.

- m. I/we agree and undertake to abide by all the terms and conditions of the TENDER document.

- n. In witness thereof, I/We submit this application under and in accordance with the terms of the TENDER document.

Yours faithfully,

(Authorized Signatory with Seal/Stamp)

Date:

Place:



आरोग्यम् मृतसम्पदा

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) PAN No. of the agency	Yes/No	D.	

6.	Income Tax Return of last 3 years	Yes/No		
7.	The bidder shall have an average annual turnover of Rs. 50 Lakhs (Operation & Maintenance of Hostel / Hotel / Guest house services) in the last 2 financial years. The agency had to furnish the CA certificate for the same.	Yes/No	2019-2020= 2020-2021= 2021-2022=	
8.	Detail of Ongoing 1 (One) similar contract for at least 30 or more rooms capacity.	Yes/No		
9.	The bidder should include the list of firms where they have provided similar services at least in the last 3 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 (Minimum Value 50 lakhs each) in the last 3 years in Operation & Maintenance of Hostel / Hotel / Guest house for a minimum of 30 Rooms of Hostel/ Hotel / Guest house or 60 numbers of guests in Public Sector Companies / Government Departments / Research Organizations / reputed private organizations of these, at least one should be preferably 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 Existing Branch Offices of the bidder should be located in Delhi (Proof for the same to be attached).	Yes/No		

13.	The agency should submit a duly notified affidavit that it has not been blacklisted by any Public Sector Companies / Government Departments / Research Organizations / reputed private organizations since last 7 years.	Yes/No		
14.	Photocopy of all necessary supporting documents submitted by the agency should be duly signed .	Yes/No		

Undertaking: I have carefully gone through & have understood the General Terms & Conditions, Workscope 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

Name of signatory:
(Signature of the authorized Signatory with stamp)

Name of the Service Provider:-

Contact Detail:-

Address:-.....
.....

Date:.....

Place : :.....



आरोग्यम् सुरवसम्पदा

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

FINANCIAL BID

S. No.	Description	Percentage (%) to be shared on the Actual Occupancy (For International & Old Hostel)
1.	The Bidder will share the revenue against the International Hostel on (Actual occupancy) after the completion of 45 Days (Buffer Period) from the date of issue of work award letter. (Rate of Rooms is Placed at Annexure-C)	
2.	The Bidder will share the revenue against the Old Hostel on (Actual occupancy) after the completion of 15 Days (Buffer Period) from the date of issue of work award letter. (Rate of Rooms is Placed at Annexure-C)	
	Total%
	In Words	

(Signature of the authorized Signatory with stamp)

Name of signatory:

Name of company/agency:

Contact Detail:

Address:

Date:

Place:

NOTE:-

1. It is advisable, kindly refer the financial criteria of this document, before quoting.
2. The rate (quotes) should be typed or covered with transparent tape, failing which bid/tender may be cancelled.
3. Buffer period is a period in which all licenses, deployment & phase-1 investment needs to be completed

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

PROPOSAL OF INVESTMENT PLAN FOR OLD & NEW HOSTEL

S. No.	PARTICULARS	SPECIFICATIONS	UNIT	TOTAL QTY	REMARK
A	ELECTRONICS				
1	Computer System	Processor (CPU): Intel Core i5 (sixth generation or newer) or equivalent, OS: Windows 10 Professional x64, Memory:-16 GB RAM, Storage:-512 GB internal Solid State Drive (SSD) OR 1 TB internal HDD, stainability EPEAT Silver rating (preferably EPEAT Gold), Monitor/Display:- 24" LCD monitor, Network Adaptor: 802.11ac 2.4/5 GHz wireless adapter, Other:- Webcam, lock, external drive for backups	Nos	2	For Reception
2	LED TV 65"	65 inch Screen Type, LED, Smart TV, Resolution Standard 4K Resolution (pixels) 3840x2160, No of HDMI Port 3, No of USB Port 2, Built In Wi-Fi, Ethernet (RJ45) 1 Analog Audio Input, Speaker Type 2CH Speaker Output RMS 20 W (Make- Sony, Samsung, LG)	Nos	6	For Dining Hall (2 Nos), Gym Area, Reception Area, For CCTV & Waiting Area
3	Smart LED TV's 32" (For IH)	32 inch, LED, Smart TV, 2 HDMI Port, 2 USB Port , Resolution HD 1366 x 768, Speaker System 2.0 Ch Speaker Audio Output (rms) 10 W, Wi-Fi (Built-in) (Make- Sony, Samsung, LG)	Nos	39	
4	Smart LED TV's 32" (For Old hostel)	32 inch, LED, Smart TV, 2 HDMI Port, 2 USB Port , Resolution HD 1366 x 768, Speaker System 2.0 Ch Speaker Audio Output (rms) 10 W, Wi-Fi (Built-in) (Make- Sony, Samsung, LG)	Nos	76	

5	Smart LED TV's 42" (For VIP rooms I.H.)	42 inch, LED, Smart TV, Resolution Full HD 1920 x 1080, Minimum 1 HDMI Port & 1 USB Port, 2.0 Ch Speaker, Output RMS 10W, Wi-Fi (Built-in) (Make- Sony, Samsung, LG)	Nos	12	
6	Telephone with Intercom	Analog Push Button Telephone instrument should be supplied along with all accessories: Tone/Pulse dialing mode switchable, Ringer volume control switch (High/ Medium/Low), Ringer indicator, Last number redial, Pause, Flash, Mute/Hold buttons, Removable line connector cord/ Coil cord (RJ11), Desk/ Wall mountable, Rosette box, Color - Other than white (Make- Beetle, Panasonic, Matrix)	Nos	150	(International + Old Hostel)
7	Table Study Lamps	Study Table Lamp, Material- Acrylonitrile Butadiene Styrene. Colour :- White. Weight :- 500 g, Features :- Over charge and deep discharge protection, Recharging time 8-10 hours, Operating time 12hrs / strong light.	Nos	185	International Hostel & old Hostel
8	Mini Fridge	Mini Fridge, 5 Star Rating, up to 50 Ltr Capacity (As per available dedicated space), Direct Cool, Defrost free, with Temperature Control, Stabilizer Free Operation and Eco Friendly Refrigerant	Nos	133	International Hostel & old Hostel
9	Water Cooler	80 Ltr Capacity with Inbuilt RO purification and 7 stages of filtration, Fully automatic	Nos	10	International Hostel & old Hostel
10	Door Bell	Wired Doorbell, White in color, 240V Rated Voltage, with Ding Dong music, Rated Frequency - 50Hz and Matt Finish body (Make- Anchor, Orient, Havells)	Nos	51	For International Hostel
11	Wall Clock	30 CM Dia of Brand like Ajanta, Casio, Opal, Seiko.	Nos	60	(4 Clock for Reception- For displaying International Time Zone)
B	HANDLOOM / LINEN ETC.				
1	Washroom Dustbin	Plastic body with paddle lid, Capacity 10- 12 Ltr (Make-Cello, Nayasa, Signoraware)	Nos	133	International Hostel & old Hostel
2	Hand Towel Basket	Minimum 160 TC, 100% Cotton, Make:- Spaces, Bombay Dine, Trident	Nos	133	
3	Bed Sheet	Minimum 160 TC, 100% Cotton, Make:- Spaces, Bombay Dine, Trident	Nos	508	
4	Pillow cover	Minimum 160 TC, 100% Cotton, Make:- Spaces, Bombay Dine, Trident	Nos	1016	
5	Foot mat	Non slippery, water Absorber	Nos	150	

C	FURNITURE				
1	Reception Table with storage rack	Supplying, and placing in position of Reception Table , Table top made up of 36mm thick pre-laminated particle board and understructure shall be made of 25mm thick pre-laminated particle board with 2mm thk pvc edge banding . Modesty & side panel shall be 25mm thk prelma particle board with 2mm thk pvc edge banding. Table top height will be 750mm from floorlevel & one additional top at the height of 350 mm above the table top rest on SS stud/prelam vertical panel. overall ht of the table 1100mm. The working edges shall be provided with machine pressed 2mm thick PVC edging using special hot melt glue at hot temperature. Provision of PLPB Mobile pedestal of 400Lx 450Dx600HT (2 drawer + 1filling). Pedestal Top made out of 18mm thick pre laminated particle board and rest all storage to be made out of 18 mm thick pre-laminated particle board. All exposed edges shall be provided with machine pressed 2 mm thick PVC lipping glued with hot melt EVA glue. Also a provision of keyboard tray & CPU trolley. The product should be from BIFMA member & FSC/green guard certified company. The product should be from approved make/ equivalent model of Godrej/Durian/HNI/ Rock-worth/ steel case, Complete as per specification mentioned above.	No	1	For International Hostel Reception
2	3 Seater Public Sofa	Supplying, and placing in position of P/F sofas made of Stainless Steel Pipe frame assembly. The seat and back are made of foam and is finished in leatherite upholstery. The 2 nos metal tubes are on all 3 sides of sofa set. Fabric colour and type as per directions of Engineer in Charge. Three Seater Sofa 1800mm L x 720mm D x 790mm. The product should be from BIFMA member & FSC/green guard certified company. The product should be from approved make/ equivalent model of Godrej/Durian/HNI, Complete as per specification mentioned above	Nos.	5	At Open Area & lift Lobby (International & Old Hostel)
3	Sofa Center Table.	Supplying and placing in position of Contemporary Chic design 8mm thk Glass Center Table. Table size 1100mm L x 600mmD x 440mmH, Table shall be 8mm thk cleared empered oval glass top with frosted round glass shelf. The shelf to be connected to the glass top with MS chrome plated rod between top & shelf. The table to have wooden paneled MS chrome plated legs. The product should be from BIFMA and FSC certified company. from approved make/ model of Godrej/ Durian/ HNI	Nos.	12	For International Hostel

4	Chairs for Reception	Supplying, and placing in position of 360 degree revolving chair as per Image. Styled for the contemporary office space the chair boasts of a curved backrest with a central console for lower back support. this helps to improve posture and provides comfortable seating all day long. The chair is fixed to a sleek chrome vaulted base with its individual prongs powered by nylon castors. A complete executive office chair, Jordon will bring you comfort like never before. Material & type: Mesh, Dimension:(W)610mmX (D)470mm X (H)1040mm,Back Type: Medium Back, Base: Chrome Base, Base Type: Revolving, Maximum Seating Height:1040mm,Minimum Seat Height:940mm,Function:Revolving::Pneumatic Height Lift::Tilt Tension Control:: Synchro, Locking Mechanism: Synchro. The Seat are made up of 12mm thk hot pressed plywood upholstered with PVC with polyurethane foam, chair seat has foam of density 38-40 kg/m ³ . The product should be from BIFMA member & FSC certified company. from approved make/ model of Godrej/ Durian/ HNI	Nos.	2	For International Hostel Reception
D	KITCHEN				
1	Melamine Crockery (Complete Set - Plate, Bowl, Spoon etc.)	Full Plates, Small Plates, Veg Bowls, Small Bowls, Serving Spoon, Microwave safe, Break Resistant, Dishwasher safe, Scratch Free Make:- Borosil, Cello, Konvio	For 100 People		
2	Commercial Kitchen Setup	Followings were to be considered for setting-up commercial kitchen at International hostel: - 1. Refrigerators and Freezers, 2. Slicers, 3. Ovens, 4. Ranges / Cooking Line: - Gas Burners etc, 5. Mixers, 6. S.S. Exhaust hood with Baffle Filter 7. Kitchen Cooking Utensils, <u>Food preparation</u> :- Chef's Knife, Cutting board, Can Opener, Measuring Cups, Measuring Spoons, Mixing Bowls, Colander, Vegetable Peeler, Potato Masher, Whisk Salad, Spinner, Grater, Shears, Citrus Juicer, Garlic Press, Paring Knife, Bread Knife, Honing Steel, Knife Sharpener, Food Processor, <u>Cooking</u> :-Spatula, Stirring, Spoon, Tongs, Ladle, Oven Mitts, Trivet, Splatter Guard, Thermometer <u>Cookware & Bakeware purpose</u> :- Stainless Steel, Skillet, Sauté Pan, Small Saucepan, Medium Saucepan, Large Pot, Cast Iron Skillet, Grill Pan, Baking Sheet Pan, Casserole Dish, Broiler Pan, Stockpot <u>Miscellaneous Utensils</u> :- Food Storage, Containers, Aluminum Foil, Towels Sponges, Heavy Sponges, Dish Rack, Ice Cube Tray, Small Trash Bags, Large Trash Bags, Small Trash Bin, Large Trash Bin <u>Note</u> :- All the Items should be of reputed and known brand (The OEM product and company whose product is going to be used should be annual turnover of minimum Rs 250/- Crore and above)	1 Job		

3	Fridge Deep Freezer	Auto Defrost, Top Open Door, Power Consumption 1.50-1.99 (Kwh/24h), Capacity up to 15kg / 24h Energy Efficiency Rating 5star (Godrej, Blue star, Voltas)	Nos	2	For International Hostel
4	Refrigerator	Commercial refrigerator (Make blue star, Voltas)	Nos.	2	For International Hostel
5	Set-up of RO Water plant	On each Floor 25 Ltr Capacity Each (Wall-mount cum Counter-top water purifier, Reverse Osmosis Technology, Anti-bacteria 3-in-1 Silver Doser, Taste Conditioner and Activated Carbon as post treatment of RO, to enhance the shelf life & taste of water, No of Stages- 6 (1+5), Purification Capacity: Up to 25 LPH, Storage tank of capacity- 7 Ltrs, Built-in SMPS to operate from 120~280 V AC for erratic voltage supply, Can Attach with Water Cooler or Dispenser	Nos	10	For International Hostel
6	Electric Kettle	1.2 Litres capacity, Detachable Base, Ideal for Water Heating, Concealed Heating Element, Over-heating Protection, Power-1500 Watts, 12 Months Warranty	Nos.	70	For International Hostel
7	Water Jug with 2 Glass, 2 Cups & 1 tray	standard Quality and reputed known make	Set	150	For International Hostel
E CONNECTIONS / SERVICES					
1	Telephone Connection	2 Dedicated Land-line connection (MTNL / AIRTEL etc.) at Reception from Network Service Provider	Nos	2	For International Hostel
2	Broadband Connection & Configuration of Installed Wi-Fi Routers	Obtaining of Fibre Broadband with 1 GBPS Internet Speed and configuration with Installed Wi-Fi Routers	Job	1	For International Hostel
3	Cable / Dish TV Connection	56 DTH Connections for International Hostel & 87 DTH connections for old Hostel.	Nos	143	For International Hostel & old hostel

F	MISCELLENOUS				
1	Paintings (In Room)	Medium Size (3.5 Feet X 2.5 Feet), With 2.5 Inch uniform Frame all side	Nos	51	For International Hostel
2	Paintings (In corridor, Hall etc.)	Large Size (5 Feet X 3.5 Feet) With 2.5 Inch uniform Frame all side	Nos	20	For International Hostel
TOTAL INVESTMENT FOR –A – <u>ELECTRONICS</u> - (In Rs)					
TOTAL INVESTMENT FOR –B - <u>HANDLOOM / LINEN ETC.</u> - (In Rs)					
TOTAL INVESTMENT FOR –C – <u>FURNITURE</u> - (In Rs)					
TOTAL INVESTMENT FOR –D – <u>KITCHEN</u> - (In Rs)					
TOTAL INVESTMENT FOR –E - <u>CONNECTIONS / SERVICES</u> - (In Rs)					
TOTAL INVESTMENT FOR –F - <u>MISCELLENOUS</u> - (In Rs)					
TOTAL (IN Rs.) (A+B+C+D+E+F)					
TOTAL INVESTMENT (IN WORDS)					

MISCELLENOUS:- Under the miscellaneous Items the agency may proposed any item which they want to incorporate and deemed fit as per the requirement to run the International / Old Hostel. Like Cloth Iron, Hair Dryer, Washing Machine etc.

TIME LINE: - The Investment is divided in 3 phases and execution will be done in 3 phases as under:

Phase 1- Time Allocated 45 days from the date of work award letter.

Phase 2- Time Allocated 225 days (45 days + 6 Months) from the date of work award letter.

Phase 3- Time Allocated 405 days (45 days + 6 Months + 6 Months) from the date of work award letter.

The Execution plan of the above mentioned list is as under:-

Sr.No.	Particular	Proposed Investment Execution Plan			Remark
		Phase-1	Phase-2	Phase-3	
A	ELECTRONICS	25 %	35 %	40 %	Telephone Instrument, Door Bell, Computer System setup at Reception Mandatory in Phase-I
B	HANDLOOM / LINEN ETC.	25 %	35%	40%	
C	FURNITURE	100 %			Reception Setup is Mandatory in Phase-1
D	KITCHEN	85%	15%		Kitchen Setup is Mandatory in Phase-1
E	CONNECTIONS / SERVICES	100%			
F	MISCELLENOUS	0%	50%	50%	

APROVED RATES

S. No.	Description	Per rooms Rate (Exclusive of GST)		Remark
1.	<u>International Hostel</u>	Room Charge for institutional training/program	2500	Functional
		Room Charge for non-institutional training/program	2700	
		Personal bookings	3000	
2.	<u>Old Hostel</u>	Govt. Official Personal Visit - Single bedded	1200	Partial functional and Under Renovation, shall be handed over inphased manner
		Govt. Official Personal Visit- double bedded	1500	
		Govt. official staff- Single Bedded	600	
		Govt. official staff- Double Bedded	900	

Approved Rates for Meals

S. No.	Detail	Rate Per Diet
1	Breakfast	80
2	Lunch	120
3	Dinner	120

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 TENDER and are liable to any punitive action for furnishing false information / documents.

We have read the provisions of the TENDER, 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 NIHFW 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 NIHFW.

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, summoned, defaulted by any Government entity in India.

Signature:

Name of the Authorized Signatory:

Designation:

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

Letter of Competence

(On the Rs. 100/- Stamp Paper)

This is to certify that we, address.....is 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 NIHFW” in accordance with the scope mentioned in this Financial Bid and also in scheduled time-line.

This Financial bid is being submitted after fully understanding the objectives of the project and requirements of providing services as mentioned in the TENDER & Financial Bid.

We also certify that the quality and number of resources to be deployed by us for the work of “Functionalization, Operation & Maintenance of Newly Constructed International Hostel and Operation& Maintenance of Existing Old Hostel at The NIHFW” will be adequate to deliver the services professionally, competently, excellence as per Institute requirements and in accordance with the directions of office-In-charge.

We also certify that all the information given by us in response to this TENDER & Financial bid istrue and correct.

Thanking you,

Yours sincerely,

Name of the Authorized Personal / Owner:

Address of the agency.....

Mobile/Contact Number.....

Sign of Bidder with stamp

END OF DOCUMENT