

Ref: No: NPC/HQ/HRM /24-25/RFQ/01

Dated : 25.06.2024

REQUEST FOR QUOTATION (RFQ)
FOR PROVIDING ROOM BOOKING
FOR CONDUCT OF RESIDENTIAL TRAINING PROGRAM
FOR A PERIOD OF ONE YEAR AT GANGTOK



HRM GROUP

NATIONAL PRODUCTIVITY COUNCIL

(MINISTRY OF COMMERCE & INDUSTRY, GOI)
UTPADAKATA BHAVAN, 5-6 INSTITUTIONAL AREA,
LODI ROAD, NEW DELHI – 110003

NATIONAL PRODUCTIVITY COUNCIL, NEW DELHI ADVERTISEMENT FOR EMPANELMENT OF HOTELS

Sub-: Request for Quotation (RfQ) for providing room booking for conduct of Residential Training Program for a period of one year at Gangtok

1. **Introduction:** National Productivity Council of India (NPC), established in the year 1958, is an autonomous organization under Department for Promotion of Industry & Internal Trade, Ministry of Commerce and Industry, Government of India. It regularly organises Residential Training Programs (with a duration of 4 nights-5 days stay) at various destinations across India for a group of around 15-25 participants from Government/Private Organisations.

NPC invites quotations in two bid system (i.e. Technical & Financial) for competitive hotel room rates and other training related facilities (including conference hall) from **Private Hotels and Government owned Hotels / Training Institutes** having facilities/properties equivalent to 3 star /4 star rating and having prior experience in providing such services required for conduct of Executive Training Programs for Senior/ Middle/ Junior Level employees.

All interested parties are invited to send their competitive rates at the earliest as per the terms & conditions mentioned in the format provided at **Annexure- I & II**. The interested parties are advised to examine all instructions, terms and conditions mentioned in this document. Any deviation from requirement as per Annexure-I & II may kindly be highlighted.

Please note that Agents are not allowed to submit the bids.

2. **Validity of Empanelment:** The empanelment shall initially be valid for a period of one year from the date of acceptance by the Private Hotels or Government owned Hotels/Training Institutes. **The hotel rates shall be applicable for all NPC Programs for a particular location at the empanelled property throughout the one-year empanelment period.** However, NPC shall have the right to terminate the empanelment based on non-performance or shortcomings in services of the Hotel.

The validity period/empanelment may be extended for any further period after completion of one year, on mutual agreement and/or on any mutually modified terms & conditions, based on the performance and feedback of the NPC officials/ participants/ faculties.

3. **How to apply:**

- 3.1 Physical Mode

Please send your bid in 2-bid format (One top outer sealed envelope containing two inner sealed envelopes for each location i.e first inner sealed envelope containing technical bid and titled as '**Technical Bid for <location name>**' (Annexure III) and second inner sealed envelope containing financial quote and titled as '**Financial Bid for <location name>**' (Annexure-IV). The top outer envelope must be titled as '**Bid for empanelment at <Location name>**'.

(In case the bids are not submitted as instructed above i.e. technical bid and financial bid are not submitted in separate envelopes, the bid shall be summarily rejected).

The sealed envelope should be sent by post/by hand to the address mentioned below at para no. 7 within stipulated date and time.

3.2 Electronic Mode

The bid may also be submitted through a mail with two separate attachments (in password protected pdf format) i.e. first attachment titled as 'Technical Bid for <location name>' (Annexure-III) and second attachment titled as 'Financial Bid for <location name>' (Annexure-IV). *The financial bid should be mandatorily password protected, if submitted online, else the bid shall be rejected.*

The bid can be emailed to hrm.hq@npcindia.gov.in within stipulated date and time. After submission of quotation by the end date & time and on successfully qualifying the technical evaluation process, NPC shall request the qualified hotels vide email to share the password of financial quotation for financial evaluation. The password is to be shared through return email only upon NPC's request.

No email shall be sent from NPC to share the password of financial quotation if the vendor does not qualify the technical evaluation/ criteria(s).

Explanation –

- i. In case, a hotel chain applying for multiple properties at a particular location, then also separate bids must be submitted with two inner envelopes titled 'Technical bid' and 'Financial Bid' **for each of the properties.**
 - ii. In case, the rates are variable during the year, such variation in the rates applicable in the respective month, must be clearly mentioned in the relevant column in Annexure-IV.
4. **Selection Criteria:** The eligibility of hotels for considering the financial quotations will be decided after evaluation of the technical proposal as per evaluation criteria (refer Annexure-V). Only those hotels who are found eligible as per technical evaluation will be considered for financial evaluation.
 5. **Right to extend Dates:** NPC has the right to extend or postpone the last date for submission of the quotation. NPC has right to reject any bid(s) that are found to be incomplete and not having requisite details for the technical evaluation. The NPC reserves the right to cancel this RfQ at any time / stage or amend / withdraw any of the terms and conditions contained in the both Technical & Financial information.
 6. **Right to Negotiate:** NPC reserves the right to further negotiate the financial terms / other facilities with the Hotels as per the specific requirement of the residential training Program.
 7. **Application Address:** The bids should be addressed to the following address:

Program Coordinator
Human Resource Management Group
National Productivity Council,
(Under Ministry of Commerce & Industry, Govt. of India),
Lodi Road, New Delhi – 110003

8. **Last date to Apply:** Please send your technical and financial quotation on or before 08/07/2024 as explained at para 3 above.
9. **Important Dates:** The quotation must be submitted within stipulated date and time (Tentative)
 - i. Advt. published date and time: 25/06/2024
 - ii. Bid submission start date : 25/06/2024
 - iii. Bid submission end date : 08/07/2024
 - iv. Technical proposal opening date & time : (tentative) : 10/07/2024 (Tentative)
 - v. Financial proposal opening date & time : (tentative): 12/07/2024 (Tentative)

A. NPC Standard Package Requirements

National Productivity Council (NPC) organizes its residential training programmes (duration of 4 nights – 5 Days stay each) for a group of around 15-25 participants. The following are standard requirements:

1. The check-in time to be 'on or after 12:00 noon' on Monday and the check-out time from the hotel to be 'before 12:00 noon' on Friday.
2. Welcome Drink on arrival.
3. Double-bed Rooms on single occupancy basis on APAI plan with standard accommodation amenities like air conditioning, 24 hours hot water and cold water facility, clean bedsheet, 2 soaps, toiletries and dental kit, hand towel, bath towel, two mineral water bottles (1 Ltr. each) daily in each room, each day.
4. Bed Tea with Cookies/Tea/Coffee maker in each room.
5. Buffet Breakfast, Lunch and Dinner with good spread of itemized menu (veg. and non-veg.)
6. 2 times Tea/Coffee with Cookies/snacks during the conference (i.e.one service each during FN & AN)
 - FN – Tea/Coffee with Cookies/snacks
 - AN – Tea/Coffee with Snacks
7. U-Shape/ Round Table seating arrangement in conference hall with basic conference facilities like LCD projector, Board/LCD screen, whiteboard / flipcharts with markers, mints/toffees, water bottle, Audio (ampli-speaker sound system) for all 5 days.
8. One evening networking dinner with 2 Veg. & 2 Non-Veg snacks, juices, soft drinks.
9. One Complimentary room for Programme Director/Coordinator/Faculty on APAI plan.

B. Additional Package Requirements on Chargeable Basis

10. 2 nos. half day site-seeing to cover all important spots of tourist with good (bus /car) vehicles.
11. Arrangement of collar / cordless mike on demand.
12. Rooms on double occupancy basis on APAI plan (Minimum rates for accompanying spouse to be quoted separately to be settled by delegates directly with the hotel)
13. Children policy with age to be quoted separately with extra bed and without extra bed, which will be settled by delegates directly with the hotel)
14. Additional Charges of Breakfast, Lunch and Dinner for non-resident Guests.
 - **All rates to be applicable for one year.**
 - **Rates should be inclusive of all taxes..**

A. Payment Terms & Condition of NPC

1. Billing of pax on actual check-in/check-out basis
2. No retention charges are payable by NPC.
3. Part payment of 50% would be made by NPC during the conduct of program.
4. Balance payment will be made after processing of the final bill after the conduct of the training programme within 15 days.
5. The bills raised by the Hotel shall clearly mention the billing components (basic tariff, taxes etc) Check-in, Check-out details of guest(s).
6. Billing to be done to: NATIONAL PRODUCTIVITY COUNCIL

B. General Terms & Conditions of NPC, Training Programs

1. NPC will pay only for the boarding and lodging for the participants on APAI basis. Any personal expense including family expenses (spouse, family & relatives if any) would be borne by the individuals/participants only and to be collected by the Hotel/Resort before checking out. NPC shall be in no way be responsible for such payments.
2. No Minimum Guarantee for Number of Rooms, however regular update of increase/decrease in room requirements will be made to the Contact person of the Hotel by the NPC in advance.
3. Rates to be applicable for one year initially. It may be extended for another one year on mutually agreed terms & conditions.
4. Any other complementary services (non-chargeable) provided by the hotel need to be mentioned by hotel.
5. The Hotel accommodation will have facility to provide first aid and doctor on call facility for medical emergencies on chargeable basis.

Format for Technical Proposal**QUOTATION FOR PROVIDING ROOM BOOKING FOR THE RESIDENTIAL TRAINING PROGRAMMEMES FOR A PERIOD OF ONE YEAR AT <location>****(To be submitted on Company/Hotel letterhead)****A) HOTEL PROFILE**

1.	Hotel Name:	
2.	Hotel Address:	
3.	Hotel Contact Person (Single Point of Contact for all purpose):	
4.	Hotel Phone No.:	
5.	Hotel Fax No.:	
6.	Distance of the hotel from airport / railway station / main bus stand	
	a) Nearest airport and distance :	
	b) Nearest railway station and distance :	
	c) Nearest main bus station and distance :	

"Hotel" refers to the interested Private Hotels or Government owned Hotels/Training Institute.

B) Please select only one appropriate option against each: -

1. Category of Hotel/ Resort (3 Star / 4 Star & equivalent)

Details	Please tick
4 Star category	<input type="checkbox"/>
3 Star Category	<input type="checkbox"/>
Less than 3 Star Category	<input type="checkbox"/>

2. Number of Restaurants with capacity to accommodate around 20-25 persons at the same time.

Details	Please tick
Two or more	<input type="checkbox"/>
only one	<input type="checkbox"/>
No restaurant facility	<input type="checkbox"/>

3. Number of conference hall(s) with capacity to accommodate 20-25 persons at the same time with chair and table along with LCD projector, Screen, Sound Systems, Cordless mike, White Board, marker, Flip Charts, Marker– (for entire duration of residential training/conference)

Details	Please tick
Two or more	<input type="checkbox"/>
only one	<input type="checkbox"/>
No Conference Hall facility	<input type="checkbox"/>

4. Capacity of Conference Hall (s) with capacity to accommodate participants in U-shaped setting with chair and table along with LCD projector, Screen, Sound Systems, Cordless mike, White Board, marker, Flip Charts, Marker– (for entire duration of residential training/conference).

Details	Please tick
capacity for 30 plus participants in U-shape setting	<input type="checkbox"/>
capacity less than 30 but more than or equal to 20 participants in U-shaped setting	<input type="checkbox"/>

capacity less than 20 but more than or equal to 10 participants in U-shaped setting	<input type="checkbox"/>
capacity less than 10 in U-shaped setting	<input type="checkbox"/>

5. Availability of double rooms, on single occupancy basis, with standard accommodation amenities with Breakfast, Lunch and Dinner (APAI basis) for 5 Days and 4 nights.

Details	Please tick
25 and above	<input type="checkbox"/>
less than 25 but more than or equal to 20	<input type="checkbox"/>
less than 20 but more than or equal to 10	<input type="checkbox"/>
less than 10	<input type="checkbox"/>

6. Availability of in-house travel desk for management of local transportation towards local sightseeing arrangements & for pick- up & drop from the nearest major Airport/Railway station/Bus stand.

Details	Please tick
Owned / in-house local transportation facility	<input type="checkbox"/>
Hired local transportation facility	<input type="checkbox"/>
No transportation facility	<input type="checkbox"/>

7. Number of years of experience in conducting similar Residential Trainings/ Conferences for State Govt. /Central Govt. / PSU's/ Public Sector Bank/ National Institute of repute during preceding years.

Details	Please tick
5 years & above	<input type="checkbox"/>
Less than 5 years but more than or equal to 3 years	<input type="checkbox"/>
Less than 3 years but more than or equal to 1 year	<input type="checkbox"/>
below 1 year	<input type="checkbox"/>

8. Numbers of Residential Trainings/ Conferences conducted during last seven years for National Productivity Council

Details	Please tick
5 numbers and above	<input type="checkbox"/>
less than 5 but more than or equal to 3	<input type="checkbox"/>
less than 3 but more than or equal to 1	<input type="checkbox"/>
No such trainings/conferences conducted for NPC	<input type="checkbox"/>

9. One complementary room on APAI plan for Program Director/ Coordinator/Faculty

For every booking of nos. of paid rooms (Pls mention number of rooms)	___nos. of rooms
---	------------------

Date: _____

(Signature of Authorized Signatory)
Name and Designation

Format for Financial Proposal

QUOTATION FOR PROVIDING ROOM BOOKING FOR THE RESIDENTIAL TRAINING PROGRAMMEMES FOR A PERIOD OF ONE YEAR AT <location>

(To be submitted on company letterhead)

A. Hotel Details

1	Name of the hotel	
2	Category of the hotel (e.g. Star rating etc.)	
3	Complete Address	
4	Phone No.	
5	Mobile No.	
6	Email	
7	Website	
8	PAN No.	
9	GST Reg. No.	
10	Bank Account No.	
11	Name of Bank & Address	
12	Branch Address and Code with ECS Details, IFSC Code	

B. Rates and Terms & Conditions Acceptance

No.	Particulars on APAI basis	Rates (in Rs.) (Including Taxes)
1	Rates per person per night - Single occupancy Room (APAI) along with Standard Package requirement mentioned at Annexure-I (A)	
2	Rates per person per night - Double occupancy Room (APAI) along with Standard Package requirement mentioned at Annexure-I (A)	
3	Pick up and drop charges (both sides) per pax	
4	Charges for the following items (PER PAX)	
	i. Site seeing Charges – By Bus	
	ii. Site seeing charges – By Car (Innova or similar)	
5	Charges for the following items on demand.	
	i. Cordless Mike per piece per day	
	ii. Collar Mike per piece per day	
6	Extra Charges for Non- Resident Guest /Participant	
	i. Extra Breakfast charges	
	ii. Extra Lunch charges	
	iii. Extra Dinner charges	

No.	Particulars on APAI basis	Rates (in Rs.) (Including Taxes)
8	Agreement & Acceptance of NPC Standard Package Requirements for conduct of Training Program as mentioned in this document (refer Annexure-I section-A) (Please select one) <i>(If not, List out the deviations proposed.)</i>	Agreed/ Not Agreed
9	Agreement & Acceptance of NPC's Payment Terms and Conditions as mentioned in this document (refer Annexure-II section-A) (Please select one) <i>(If not, List out the deviations proposed.)</i>	Agreed/ Not Agreed
10	Agreement & Acceptance of General Terms and Conditions as mentioned in this document (refer Annexure-II section B) (Please select one) <i>(If not, List out the deviations proposed.)</i>	Agreed/ Not Agreed
11	Any other chargeable facility	

Date: _____

(Signature with seal of Authorised Signatory)
Name and Designation

Evaluation and Selection Criteria

The quotes shall be evaluated on the following parameters of the Hotel/bidder

Sl. No	Description	Score calculation	Max. Marks
1.	Category of Hotel/ Resort	<ul style="list-style-type: none"> ➤ 4 Star category : 15 Marks ➤ 3 Star Category : 10 Marks ➤ Less than 3 Star Category : No Marks 	15
2.	Number of Restaurants with capacity to accommodate 20-25 person at the same time	<ul style="list-style-type: none"> ➤ Number of restaurants Two or more: 10 Marks ➤ Number of restaurants only one: 5 Marks ➤ No restaurant facility: No Marks 	10
3.	Number of Conference Hall with capacity to accommodate 20-25 persons at the same time	<ul style="list-style-type: none"> ➤ Number of Conference Hall - Two or more: 15 Marks ➤ Number of Conference Hall - only one: 10 Marks ➤ No Conference Hall - facility: No Marks 	15
4.	Size of Conference Hall with capacity to accommodate participants in U-shaped/Cluster at the same time	<ul style="list-style-type: none"> ➤ Conference Hall capacity for 30 and above participants : 15 Marks ➤ Conference Hall capacity for less than 30 but more than or equal to 20 participants :12 Marks ➤ Conference Hall capacity less than 20 but more than or equal to 10 participants : 7 Marks ➤ Conference Hall capacity less than 10 participants : No Marks 	15
5.	Availability of number of double rooms with standard accommodation amenities* on single occupancy basis with breakfast, Lunch and dinner (APAI basis) for 5 Days and 4 nights	<ul style="list-style-type: none"> ➤ Number of standard double rooms 25 and above: 15 Marks ➤ Number of standard double rooms less than 25 and more than or equal to 20: 12 Marks ➤ Number of standard double rooms less than 20 and more than or equal to 10: 7 Marks ➤ Number of standard double rooms less than 10: No Marks 	15

Sl. No	Description	Score calculation	Max. Marks
6.	Availability of in-house travel desk for management of local transportation towards local sightseeing arrangements & for pick- up & drop from the nearest major Airport/Railway station/Bus	<ul style="list-style-type: none"> ➤ If owned, in-house local transportation facility: 5 Marks. ➤ If hired, local transportation facility: 3 Marks. ➤ No transportation facility: No Marks 	5
7.	Experience in conducting similar residential trainings/ Conferences for Govt. /Central Govt. / PSU's/ Public Sector Bank/ National Institute of repute during preceding	<ul style="list-style-type: none"> ➤ 5 years or above: 10 Marks ➤ Less than 5 years and more than or equal to 3 years: 7 Marks ➤ Less than 3 years and more than or equal to 1 year: 5 Marks ➤ Below 1 year: No Marks 	10
8.	Experience in conducting residential trainings/ Conferences for NPC during last seven years	<ul style="list-style-type: none"> ➤ 5 nos. and above: 5 Marks ➤ Less than 5 but more than or equal to 3: 3 Marks ➤ Less than 3 but more than or equal to 1: 2 Marks ➤ No such trainings/conferences conducted for NPC: No Marks 	5
9.	One complementary room (double occupancy) for Program Director/Program Coordinator/ Faculty	<ul style="list-style-type: none"> ➤ On minimum booking of 10 paid rooms : 10 Marks ➤ On minimum booking of more than 10 and less than or equal to 15 paid rooms : 7 Marks ➤ On minimum booking of more than 15 and less than or equal to 20 paid rooms : 5 Marks ➤ On minimum booking of more than 20 paid rooms : 3 Marks ➤ No complementary room : No Marks 	10
			100

Note:- ****Standard accommodation amenities*** - shall be inclusive of facilities like air conditioning, 24 hour hot water and cold water facility and power supply, cleaned pressed bed sheet, bath towel, hand towel, 2 soaps, toiletries and dental kit, 2 mineral water bottles of 1 litre each, each day to each occupant. Accommodation will have facility to provide first aid.

- ***In order to qualify technically, the Hotel must score 55 marks out of a total 100.***
- ***The Hotel quoting the lowest rates out of the technically qualified Hotels will be selected.***