

**MINISTRY OF EXTERNAL AFFAIRS
PROTOCOL DIVISION**

**NOTICE INVITING EXPRESSION OF INTEREST
FOR PAN-INDIA EMPANELMENT OF HOTELS**

Name of Work	Empanelment of Hotels For holding Diplomatic Events and hosting of Dignitaries in India
Duration of Empanelment	Two years (extendable for another one year)
Date and Time for Start of Submission of EOI	3 November 2017
Date and Time for Close of Submission of EOI	24 November, 2017
EOI to be Submitted to	Shri Mayank Singh Deputy Chief of Protocol (Ceremonials) Ministry of External Affairs Room No. 1139, Jawaharlal Nehru Bhavan 23-D Janpath, New Delhi- 110011 Ph. 011-4901 6615
Tentative Date for Issue of Detailed Request for Proposal	1 December, 2017
Contact Person (for questions/clarifications)	Shri Vipul Pawar Protocol Officer, Ministry of External Affairs Room No. 1139, Jawaharlal Nehru Bhavan 23-D Janpath, New Delhi - 110011 Ph. 011-4901 6647

BACKGROUND

1. Ministry of External Affairs (MEA) seeks to empanel reputed hotels which may be utilized for making logistical arrangements (*accommodation, meeting rooms, convention halls, catering, restaurant, banqueting etc.*) for organising diplomatic events and hosting visiting dignitaries.

2. MEA invites Expression of Interest (EoI) from reputed hotels which meet the eligibility criteria given in Para 3 below, in the following three categories, as certified by the Hotel and Restaurant Approval and Classification Committee (**HRACC**), Ministry of Tourism, Government of India:

- a. **Category I:** (a) **5 Star Deluxe**; and (b) **Heritage Grand**
- b. **Category II:** (a) **5 Star**; and (b) **Heritage Classic**
- c. **Category III:** (a) **4 Star**; and (c) **Heritage Basic**

ELIGIBILITY CRITERIA FOR SUBMISSION OF EOI

3. The minimum eligibility criteria for each category is given below:

S. No.	Criteria	Category I	Category II	Category III
1	<p><u>HRACC CERTIFICATION</u></p> <p>Copy of HRACC certificate, valid for at least two years from the date of submission of EoI, to be provided.</p> <p><i>(Please Note: Rating by any industry association/ body would not be considered in lieu of HRACC certification.)</i></p>	<p>5-Star Deluxe</p> <p><i>or</i></p> <p>Heritage Grand</p>	<p>5-Star</p> <p><i>or</i></p> <p>Heritage Classic</p>	<p>4-Star</p> <p><i>or</i></p> <p>Heritage Basic</p>
S. No.	Criteria	Category I	Category II	Category III

2	<p align="center"><u>ANNUAL TURNOVER</u></p> <p>Certificate from Chartered Accountant and/or Audited Account Statement to be provided.</p> <p><i>(Please Note: Turnover should be in each of the past two financial years, i.e. 2015-16 and 2016-17, specific to the bidding hotel and not of the corporate group/chain that the hotel may be a part of).</i></p>	<p align="center">25 crores</p> <p align="center"><i>(Rupees twenty-five crores)</i></p> <p align="center">In past two FYs</p>	<p align="center">15 crores</p> <p align="center"><i>(Rupees fifteen crores)</i></p> <p align="center">In past two FYs</p>	<p align="center">10 crores</p> <p align="center"><i>(Rupees ten crores)</i></p> <p align="center">In past two FYs</p>
3	<p align="center"><u>SECURITY CLEARANCE</u></p> <p>Copy of clearance, specific to the bidding hotel and <u>not</u> for the corporate group/chain that the hotel may be part of, to be provided</p> <p><i>(Please Note: If clearance has been granted for a particular period of time, then it should be valid for at least two years from date of submission of this EOI.)</i></p>	<p>Clearance from Govt. of India and/or State Govt. security agencies for hosting dignitaries and holding diplomatic events at the level of Head of State and Head of Government</p>	<p>Clearance from Govt. of India and/or State Govt. security agencies for hosting dignitaries and holding diplomatic events at the level of Head of State and Head of Government</p>	<p>Clearance from Govt. of India and/or State Govt. security agencies for hosting dignitaries and diplomatic events.</p>
4	<p align="center"><u>EXPERIENCE</u></p> <p>Letter(s)/Certificate(s) from concerned Ministry/ Deptt. of Govt. of India and/or State Govt. and/or CPSE/SPSE to be provided.</p> <p><i>(Please Note: Criteria is specific to the bidding hotel and not of corporate group/chain that the hotel may be part of.)</i></p>	<p><u>For all Categories:</u> At least five (05) years of regular operations from date of submission of this EOI, with at least three (03) years of providing hospitality services to Ministries/Departments of Government of India and/or State Governments; and/or Central or State Public Sector Enterprises (Maharatna, Navratna or Miniratna-I status)</p>		
5	<p align="center"><u>NO DEBARMENT</u></p>	<p><u>For all Categories:</u> A notarized affidavit to be submitted with the EOI certifying that the bidding hotel and the corporate group/chain that the hotel may be part of, have not been blacklisted or debarred by any Ministry/Department of Govt. of India or by any State Govt. or by any Central or State Public Sector Enterprise at any time.</p>		

MANDATORY INFORMATION TO BE PROVIDED WITH EOI

4. Following information may be clearly and separately provided:

I. BASIC INFORMATION

- a. **Name of Hotel** (*registered name and brand name, if different*):
- b. **Location of Hotel Site** (*with complete postal address*):
- c. **Full Name of Promoter(s)**:
- d. **Postal Address of Promoter(s)** (*with telephone number, Email ID*):
- e. **Business Antecedents of Promoter(s)** (*in about 150-200 words*):
- f. **Details of Management:** Name, Designation, Qualifications and Experience of all key personnel managing the hotel.

II. MANDATORY DOCUMENTS:

- a. **If Public/Private Limited Company:**
Copy of Memorandum and Articles of Association
- b. **If Partnership:**
Copy of Partnership Deed and Certificate of Registration
- c. **If Proprietary Concern:**
Certificate of Registration
- d. **Title of Property** (*owned/leased*):
Copy of sale deed or lease deed
- e. **Operating License:**
For operating the property as a hotel, valid for at least two years from the date of submitting this EOI.
- f. **Tax Compliance:**
Copy of valid GSTIN registration certificate
Copy of Income Tax and Service Tax Returns for last two financial years
- g. **No Objection Certificates:**
From concerned Police Department, Municipal Health Officer/ Sanitary Inspector, Fire Service Department (local Fire Brigade), clearance/ NOC/ approval required from any other authority (such as 'Consent to Operate' from State Pollution Control Board/ Coastal Regulation Zone, Union Ministry of Environment & Forests etc., as applicable.
- h. **Public Liability Insurance** (*optional, may be provided if available*):

Copy of insurance policy

III. DETAILS OF HOTEL SITE:

- a. **Total Plot Area** (*sq. meters*):
- b. **Total Built-up Area** (*sq. meters*):
- c. **Distance from Airport, Railway Station, Major Shopping Centre** (*in kms, to be provided separately for each amenity*):

IV. DETAILS OF ACCOMMODATION:

- a. **Details of types of Accommodation/Room available in the hotel** (*VVIP Suite, Standard Suite, Deluxe Room, Standard Room etc.*):
- b. **Number of Units/Rooms in each Accommodation Type:**
- c. **Size of Unit/Room in each Accommodation Type** (*sq. metres*):
- d. **Size of Bathroom in each Accommodation Type** (*sq. metres*):

V. DETAILS OF HOTEL SERVICES / FACILITIES:

- a. **Lobby/ Lounge:** Area in sq. metres, availability of refreshments/snacks with/without service with timings, any other facilities.
- b. **Restaurants/Bars:** Name, Cuisine specialisation, if any etc.
- c. **Banquet Halls:** Numbers, Sizes (*sq. metre*), ancillary facilities, if any.
- d. **Convention/ Meeting/ Conference Halls:** Numbers, Sizes (*in sq. metres*), ancillary facilities, if any etc.
- e. **Business Centre :** Size (*in sq. metres*), details of equipment/facilities
- f. **Internet Connectivity:** Details, Rates, Plans, if complimentary etc.
- g. **Round-the-Clock Services:** Services such as in-room dining, coffee shop, butler, concierge, front-desk, baggage handling etc., available 24/7
- h. **VVIP/VIP Facilities:** VIP Lounge(s) on designated floor(s), 24 hour butler services for Presidential Suite or other types of accommodation
- i. **Parking Facilities:** Surface and underground parking capacity

- j. **Front Porch Capacity:** Maximum number of vehicles that can be accommodated simultaneously
- k. **Security Features:** CCTV, X-Ray scanners, metal detectors (hand-held and/or doorframe), if there is valid police verification of all support staff (both full time/part time employees or from outsourced agency, if any)
- l. **Health Club / Spa / Salon:** Size (*in sq. metres*), details of equipment, facilities, specialised staff or instructors etc.
- m. **Swimming Pool:** Size, type, depth, valid permit, safety measures etc.
- n. **Differently-abled Facilities:** Earmarked rooms, designated parking, accessibility features, designated toilets at lobby level etc.
- o. **Eco-Friendly Practices:** Rain-water harvesting, energy conservation, waste management, pollution-control, non-CFC equipment for HVAC etc.
- p. **Circulation:** Number and size of elevators/escalators.
- q. **Other Facilities:** List of standard amenities available in each type of accommodation (in-room and on-demand). Bidder may include details of any other facility/amenity available for guests and/or visitors.
- r. **In-House Shopping:** Number, Type (*apparel, souvenirs etc*), Timings

APPLICATION FEE

5. The EoI must be accompanied with Application Fee as follows:

- a. **Category I:** Rs. **25,000** (Rupees twenty-five thousand only)
- b. **Category II:** Rs. **20,000** (Rupees twenty thousand only)
- c. **Category III:** Rs. **15,000** (Rupees fifteen thousand only)

6. Application fee is to be submitted in the form of a **Demand Draft** payable to **Pay & Accounts Officer, Ministry of External Affairs, New Delhi.**

7. The application fee will be refunded to unsuccessful applicants within thirty days of issue of detailed Request for Proposal (RFP), without any payment of interest. The application fee would be retained as bid security for the RFP for the successfully shortlisted applicants.

TERMS AND CONDITIONS

- 8.** Submission of EOI *or* receipt of EOI in MEA *or* shortlisting of applicants based on the EOI for issue of RFP *or* issue of RFP, does **not** constitute an assurance or guarantee in any way for eventual empanelment of the bidding hotel by MEA.
- 9.** In case of any misrepresentation of facts being found in the EOI, either during the evaluation of the EOI, or at any later time, MEA reserves the right to withdraw the shortlisting/empanelment without notice, along with forfeiting the application fee and/or initiation of debarment/blacklisting proceedings.
- 10.** The EOI must be complete in all respects, with the information specified in Paras 3 and 4 to be provided fully and clearly. Incomplete EOI will be summarily rejected, and **no** opportunity will be given to applicants to submit any additional information or documents after the submission of their EOI (even if there is time available before the closing date for EOI submission). The EOI must therefore be prepared and submitted by applicants by exercising due care and responsibility, to be complete in all respects and with all the information provided clearly.
- 11.** Any EOI that is not accompanied with the application fee as per Para 5 above will be summarily rejected, and the application fee will **not** be accepted after the submission of the EOI (even if there is time available before the closing date for EOI submission). The EOI must therefore be prepared and submitted by applicants by exercising due care and responsibility, duly accompanied by the application fee.
- 12.** EOI submitted on/before the specified last date of submission, and found to be eligible as per the criteria given in Para 3, will be evaluated by MEA on the basis of the information provided as per details listed in Paras 3 and 4. The evaluation will be done holistically, keeping in mind the overall suitability of the bidding hotel for use by MEA to hold diplomatic events and host dignitaries, based on MEA's internal operational parameters, functional requirements and security protocols. Therefore, MEA reserves the right to shortlist or reject an EOI without assigning any reason for the same, and to issue the RFP inviting detailed Technical and Financial Bids to only those shortlisted bidders that are found to be suitable after evaluation of their EOI.

13. The EOI must be submitted along with an undertaking in the format given in **Annexure-I**. An EOI submitted without this undertaking will be rejected.

(Vipul Pawar)
Protocol Officer
Ministry of External Affairs
, 2017

FORMAT FOR 'UNDERTAKING'
(On official company letterhead)

To,
Chief of Protocol
Ministry of External Affairs
Government of India
New Delhi

UNDERTAKING

I/We have read and understood all the terms and conditions mentioned in the Notice Inviting Expression of Interest for Pan-India Empanelment of Hotels by the Ministry of External Affairs, Government of India, for making logistical arrangements for holding diplomatic events and hosting dignitaries in India, and I/we hereby agree to fully abide by them.

I/We have read and understood the information and documents that are required to be submitted, and it is certified that the information and documents provided in this Expression of Interest are complete, correct and authentic to the best of my/our knowledge. It is understood that if any misrepresentation of facts is found in the Expression of Interest, the Ministry of External Affairs reserves the right to not only withdraw shortlisting/empanelment without notice, but also forfeit the application fee and/or initiate debarment proceedings.

It is certified that I/we will abide by the decision of the Ministry of External Affairs with regard to the shortlisting of applications on the basis of the evaluation of the Expression of Interest done by the Ministry as per its own internal security, operational and functional parameters and requirements.

Name, Signature and Seal of Applicant

Place: _____

Date: _____