

Request for Proposal (RFP)

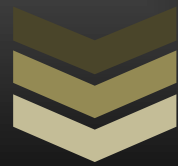
For Selection of Private Partner

for

“Institute of Hotel Management”



Manipur
Jewel of India



**Department of Tourism
- Manipur**

The Department of Tourism envisages developing a wide capacity base for the development of the Hospitality Industry. This Request for Proposal is the first cornerstone for such an initiative.

Disclaimer

This Request for Proposal (RFP) is issued by **The Department of Tourism – Manipur (DOT, Manipur)**

Whilst the information in this RFP has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither DOT, MANIPUR, nor any of its officers or employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed Project, or makes any representation or warranty, express or implied, with respect to the information contained in this RFP or on which this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

The information contained in this RFP is selective and is subject to updating, expansion, revision and amendment at the sole discretion of DOT, MANIPUR. It does not, and does not purport to, contain all the information that a recipient may require for the purposes for making a decision for participation in this process. Neither DOT, MANIPUR, nor any of its officers, employees nor any of its advisors nor consultants undertakes to provide any Party with access to any additional information or to update the information in this RFP or to correct any inaccuracies therein which may become apparent. Each Party must conduct its own analysis of the information contained in this RFP, to correct any inaccuracies therein and is advised to carry-out its own investigation into the proposed objectives of the Project, the regulatory regime which applies thereto and by and all matters pertinent to the said Project and to seek its own professional advice on the legal, financial and regulatory consequences of entering into any agreement or arrangement relating to the Project.

This RFP includes certain statements, estimates, projections, targets and forecasts with respect to the said Scope of the Project. Such statements, estimates, projections, targets and forecasts reflect various assumptions made by the management, officers and employees of DOT, MANIPUR, which (the assumptions and the base information on which they are made) may or may not prove to be correct. No representation or warranty is given as to the reasonableness of forecasts or the assumptions on which they may be based and nothing in this RFP is, or should be relied on as, a promise, representation or warranty.

DOT, MANIPUR shall be the sole and final authority with respect to qualifying a panel of consultants through this RFP. The decision of DOT, MANIPUR in qualifying a respondent into the panel of consultants who may bid DOT, MANIPUR reserves the right to reject any or all the bids without assigning any reason thereof. DOT, MANIPUR further reserves the right to negotiate with the qualifying agencies to enhance the value through this project and to create a more amicable environment for the smooth execution of the project.

Note: This document is non-transferable. All Bidders are requested to go through the website for any information, corrigendum etc.

Important Information to the bidders

Sl. No	Particulars	Details
1	Document Reference Number	DOT,MANIPUR/RFP/SC/23.06.2014
2	Notice Inviting Tenders	21.10.2014
3	Start Date of the issue of the RFP	21.10.2014
6	Date and Time of Receiving of Bid Queries	24.10.2014
7	Closing Date of the issue of the RFP	29.10.2014
8	Last date of Submission	06.11.2014 till 3.00 P.M
8	Date and Time of Opening of Bids	07.11.2014 at 11.00 A.M. in the office chamber of the Principal Secretary (Tourism), Government of Manipur
9	Notification to the bidders (through e-mail communiqué)	07.11.2014
10	Bidders Presentation	12.11.2014 at 3.00 P.M. in the in the office chamber of the Principal Secretary (Tourism), Government of Manipur
11	Evaluation of the Financial Bids	13.11.2014
12	Award of Contract	24.11.2014 (Tentative)
13	Portal for RFP Information and uploading of Tender Responses	www.manipurtenders.gov.in
14	Office Address of DOT,MANIPUR	North AOC, DM Road, Imphal - 795001
15	Nodal Contact Person	Director - Tourism
16	Validity of the Proposal given by the bidders	90 days
17	Legal Jurisdiction	High Court of Manipur, Imphal
18	Right to Accept or Reject the Proposal will be with	DOT,MANIPUR
19	Earnest Money Deposit (on the State Bank of India, payable in Imphal)	Rs. 2 Lakh only. This amount will be converted to Performance Bank Guarantee for the successful Bidder. The EMDs of the others will be refunded.
20.	Submission Checklist	1. Company Profile. 2. Audited Balance Sheets of the past 3 years. 3. Technical Proposal as per Formats given.

Section 1: Invitation for Proposal

Background: Department of Tourism (DoT), Government of Manipur (GoM), through Department of Tourism, has embarked on a major initiative for growth of tourism and hospitality sector in Manipur. The in-principle approval of the Project has been accorded by the Honourable President of India, at Nongmaiching, Imphal. The Project will be coordinated by the State Society for Management of Institute of Hotel Management, Catering Technology & Applied Nutrition, Imphal (Manipur). As part of this initiative, GoM intends to set up a world class Institute of Hotel Management at Imphal. The following are the highlights of the envisaged project:

- The Project will be built on approximate area of 6 acre prime land.
- The Project is to be developed under Public Private Partnership (PPP) Model.
 - Infrastructure will be provided under Central / State Government schemes.
 - Academic models and operations to be provided by the Private Partner.
- The Project will be structured on Design, Build, Own and Operate Model.
- The initial tenure of the Project is 20 years after which further extension will be considered.
- Setting up core infrastructure and Project Management and Implementation policies.
- Design of appropriate industry oriented academic curriculum to ensure student absorption.
- Introduction of other courses are permitted if those are NCHMCT/AICTE/others recognized, and are related to the Hospitality or Tourism Industry.

The Private Partner is expected to adhere to the following Indicative Scope of the Project

- Conduct a detailed process study
- Prepare of a Detailed Project Report
 - Create a sustainable action plan for the running of the institute.
 - Design Employment Guaranteed Programme for Manpower Deployment.
 - Orientation and Guidance for Self Help Groups etc.
- Plan, Initiate and Operate the Project
 - Planning, designing, financing and establishing the facility, including construction, provision of relevant assets, equipment, faculty, ancillary services and amenities related to the institute.
 - Operating, maintaining and managing the facility during the Concession Period.
 - Comply with standards/guidelines as per affiliating agency or minimum as per by National Council for Hotel Management & Catering Technology (NCHMCT).

Implementation Model: The implementation of application solution for accomplishing the IHM in Manipur would adopt an “integrated bundling of services” approach coupled with an “integrated service delivery” approach. The implementation of the complete model shall include the following major components:

- Process Study
- System Requirement Specifications
- Process Engineering
- Development of Curriculum to address Key Requirements with specific focus on the North East
- Development of Systems Infrastructure
- Development of Industry Collaboration Models
- Defining Business Model for Service Provisioning and Delivery

While implementation will be subsequently in accordance with the Project Execution outlined in the Project Management Framework, the outcomes expected out of the project and the citizen impact it is likely to have, needs to be defined as a first phase of undertaking the activity. DOT, MANIPUR invites proposals from all the interested and credible Institutions who have had prior experience in conducting similar activities.

Scope of Work: The scope of work of the Private Partner as envisaged by DOT, MANIPUR is encapsulated as under:

Phase 1: Planning and Initiating Implementation

The objective of this stage is to have a detailed plan in the form of a Detailed Project Report and a Project Management Plan

➤ **Preparation of an Inception Report**

- ▶ The Approach and the Methodology to be adopted
- ▶ The Expectation from the Department
- ▶ The Milestones and Timelines

➤ **Assessment Study and preparation of the Detailed Project Report**

- ▶ “As Is” Process Study
- ▶ “To Be” Report
- ▶ Gap Analysis and Functional Requirement Analysis
- ▶ Process Engineering & Change Management Interventions
- ▶ Existing Best Practices and their suitability in the present project
- ▶ Curriculum Design and Upgradation Strategies. The following courses are envisaged to be conducted by the Society along with the Private Partner.

Course	Indicated Student Intake
Three Year BSc degree	80
One and Half year Trade Diploma in Food Production	40
One and Half year Trade Diploma in Food & Beverage Service	40
One and Half year Trade Diploma in Bakery & Confectionary	40
One and Half year Trade Diploma in Housekeeping	40
One and Half year Trade Diploma in Front Office Operations	40

- ▶ The Audit Structure
- ▶ Outcome and Impact Analysis Framework
- ▶ Financial Models and Estimates
 - Cost estimate of the project and the sources of funding
 - Recurring and Non-recurring estimates during plan period and beyond
 - Cost-Benefit Analysis and Social Cost-Benefit Analysis for analysing the project suitability
- ▶ Risk Mitigation Strategies
- ▶ Project Sustainability / Continuity Plan

➡ **Preparation of the Project Management Plan**

- ▶ Define Project Requirements and work required to complete them
- ▶ Propose the appropriate Project Team
- ▶ Create the Work Break-down structure
- ▶ Define Quality Standards and the Acceptance Plan
- ▶ Determine Faculty Profiles and their participation
- ▶ Determine the Procurement Plan and the Bill of Material
- ▶ Document the Project Monitoring & Control Framework
- ▶ Document Project Operationalization Methodology

➡ **Formation of a Project Management Unit (PMU)**

Phase 2:

The purpose of phase is to monitor and control project implementation and ensure sustainability

➡ Preparation of Faculty Selection Criterion and the structure of the Academic Council

- ▶ Encapsulation of Benchmarks
- ▶ Appointing Faculty Selection Committee.
- ▶ Faculty Qualification Criterion.
- ▶ Selection criterion etc.

➡ Infrastructure Management through selection of appropriate vendors

- ▶ Conducting bid meetings with the Manipur Development Society who are entrusted with Infrastructure Development.
- ▶ Clarify doubts, incorporate changes, publish corrigendum if required
- ▶ Conduct bid opening procedure
- ▶ Call for presentations / discussions
- ▶ Help in selection of appropriate vendors if required, through e-tendering process.

Implementation, Monitoring & Operations

➡ Promotion of IHM

- ▶ Preparation and Execution of Institutional Promotion Strategies
 - Print and Electronic
 - Periodicity
- ▶ Identification and Implementation of Curriculum Improvement Interventions
- ▶ Initiation and Growth of Industry Interventions
- ▶ Obtain Formal Acceptance of Deliverables and facilitate conflict resolution
- ▶ Conduct Review Meetings
- ▶ Control changes
- ▶ Stabilize Institutional Activities and Put it in systematic operation within a period of one year.

Note:

- *The above list is indicative and is liable to be altered as to suit the project objectives.*
- *The Central/ State Government will broadly provide the following paraphernalia:*
 - *Central Assistance of Rs. 12.00 Cr of which a maximum of Rs. 8Cr will be utilized for construction of Institute Building, Rs. 2Cr for construction of hostel and Rs. 2Cr on the purchase of equipments.*

- *The State Government will provide basic services and utilities such as roads, sewerage, water, electricity etc.*

Section 2: Instructions to Bidders (ITB)

2.1 Clarifications and amendments of RFP

- a) During process of evaluation of the Proposals, The Department may, at its discretion, ask Bidders for clarifications on their proposal. The Bidders are required to respond within the prescribed time-frame.
- b) The Department may for any reason, modify the RFP from time to time. The amendment(s) to the RFP would be clearly spelt out and the bidders may be asked to amend their proposal due to such amendments.

2.2 Submission of Proposal

- a) Bidders can download the Bid Document from www.manipurtenders.gov.in.
- b) Bidders shall submit their Proposals as one single document upload in the portal www.manipurtenders.gov.in. The document shall be in three Parts as is given below:
 - i. Part 1: Pre-Qualification
 - (A) Company Profile – Organization Structure, Years of Operation, Board of Directors Etc.
 - (B) Scanned Copies of Audited Balance Sheets for the last 3 years.
 - ii. Part 2: Technical Proposal as per given formats in Section 3 of this document
 - iii. Part 3: Commercial Proposal as per given formats in Section 3 of this document

Note: The EMD draft details is to be mentioned in the portal but the physical copy has to reach the office of the Director – Tourism at least 24 hours prior to the bid opening.
- c) The address of the Director – Tourism is as given below:

Director – Tourism
Directorate of Tourism
North AOC (Near Government Oil Depot)
Imphal : 795001
- d) Every page of the documents submitted by the bidder must be duly signed by the authorized signatory of the firm/ Company along with the Company seal.
- e) The two parts of the Proposal should be as per following:
 - i. Technical Proposal outlining the Project Vision, Project Methodologies and Sustainability Plans and
 - ii. Commercial Proposals outlining expected Turnovers and % share envisaged for the State.

2.3 Process for Selection of the Private Partner

The response received in reciprocation to this Request for Proposal will be evaluated as per the criterion given below:

Selection Criterion: Evaluation of Technical Proposals for Private Partners (Institutions with an average turnover of Rupees Two Crore (Rs2 Cr) over the past three (03) years are eligible) will be on the following criterion:

- a. Past Relevant Experience (5 marks)
- b. Detailed Work Plan and Methodology for Project Management (10 marks)
- c. Detailed Profiles of Personnel Constituting Project Team (10 marks)
- d. Curriculum Design and Curriculum Delivery Models (10 marks)
- e. Presentation on the Project Approach Methodology (10 marks)
- f. Understanding and Clarity of Operating on a PPP mode (5 marks)
- g. Presentation covering all the above mentioned parameters before the 'Selection Committee' (20 marks)
- h. Percentage of Financial Share for the State starting from a minimum of 2.95% of the total turnover (30 marks)
 - i. The first three years will be the period of concession.
 - ii. From the fourth to the sixth year the State share will be at a minimum floor of 2.95%. However, the private partners can propose higher share.
 - iii. From the seventh year onwards the private partners need to quote the State Share for a period of at least 14 years.

Note: Joint Ventures and Consortiums

Interested National or International firms, Joint Ventures, Consortium, Hoteliers or Educational Institutions, complying with the following qualitative requirement are invited to submit their proposals:

- (a) Experience in operating or managing at-least one recognized three star hotel in India or its equivalent abroad or; experience in operating or managing a hospitality related training institute in India or abroad for minimum 2 years or; experience in operating or managing an educational institute in India or abroad for minimum 3 years.
- (b) Individual entities (if bidding alone) or entities in Joint Venture or Consortium (either individually or cumulatively), shall meet the following financial criteria:

- ✓ A firm or consortium of firms taken together must have an aggregate tangible net worth of Rs. 3 Crore on March 31, 2014, as per audited financial results, excluding re-evaluation reserve, goodwill and other intangible assets to be certified by a chartered accountant; or
- ✓ Individual reputed firms or corporate houses having a net-worth of Rs 1 Crore

2.4 Earnest Money Deposit (EMD)

- a) The bidder shall furnish, as part of the Pre-qualification Proposal, an Earnest Money Deposit (EMD) amounting to Rs. 200,000/- (Rupees Two Lac Only).
- b) The EMD shall be in Indian Rupees and shall be in the form of Bankers Cheque or Demand Draft or Bank Guarantee.
- c) In case EMD submitted in the form of Bankers Cheque / Demand Draft, the same should be in Indian Rupees and from any of the Nationalized Bank in favour of "**State Bank of India**" payable at **Imphal**.
- d) The earnest money of the successful bidder shall be converted to Performance Bank Guarantee for the successful completion of the first three years of the project.

2.5 Award of Contract:

DOT, MANIPUR will notify the successful bidder in writing for finalizing the contract conditions. The successful bidders will be asked to sign the **Contract Agreement** within 10 days of the notification. After

signing of the Contract Agreement, no variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

2.6 Confidentiality

- a) Information relating to the examination, clarification and comparison of the Proposals shall not be disclosed to any Bidder or any other persons not officially concerned with such process until the selection process is over. The undue use by any Bidder of confidential information related to the process may result in rejection of its Proposal. During the execution of the project except with the prior written consent of the Department, the Project Consultant or its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Contract.
- b) Confidential information shall mean and include any and all confidential or proprietary information furnished, in whatever form or medium, or disclosed verbally or otherwise by the Bidder/ Consultant and/ or the Department to each other including, but not limited to, the services, plans, financial data and personnel statistics, whether or not marked as confidential or proprietary by the parties.

Section 3: Bid Proposal Formats

The Department invites the Proposals from Consultants for e-Governance in Municipalities project in the Department. Bidders are required to submit following proposal formats for submitting their Proposals for selection as “*State Implementation Consultant*” under the RFP.

S.No.	Form	Description
1.	Form-1	Covering Letter
Technical Forms		
2.	Form-2a	Past Relevant Experience
3.	Form-2b	Understanding of Work and Methodology
4.	Form-2c	Profiles of Personnel Constituting Project Team
5.	Form-2d	Work Plan
Commercial Form		
6.	Form-3	Commercial Proposal Format

3.1 Form-1: Covering Letter to be attached along with the Technical Proposal

Date: Reference No. :

[Bidders are required to submit the covering letter as given here on their letterhead]

To,

Sub: Proposal for Selection as Private Partner to implement and operate IHM, Manipur

Dear Sir,

1. We, the undersigned, having carefully examined the referred RFP, offer to Propose for the selection as State Private Partner, in full conformity with the said RFP.
2. We have read the all the provisions of RFP and confirm that these are acceptable to us.
3. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
4. We agree to abide by this Proposal, consisting of this letter, our Pre-qualification, Technical and Commercial Proposals, the duly notarized written power of attorney, and all attachments, for a period of 90 days from the date fixed for submission of Proposals as stipulated in the RFP and modifications resulting from contract negotiations, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.

5. Until the formal final Contract is prepared and executed between us, this Proposal, together with your written acceptance of the Proposal and your notification of award, shall constitute a binding contract between us.
6. We declare that we do not have any interest in downstream business, which may ensue from the RFP prepared through this assignment.
7. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation or misinterpretation contained in it may lead to our disqualification.
8. We understand you are not bound to accept any proposal you receive, not to give reason for rejection of any proposal and that you will not defray any expenses incurred by us in bidding.

Signature..... In the capacity of.....
Duly authorised to sign Proposal for on behalf of..... Date.....
Place.....

[*Strike off whichever is not applicable]

3.2 Form-2a: Past Relevant Experience

[Bidders are required to provide details of relevant experiences in the format give below, highlighting experience of designing & implementing similar e-Governance projects (minimum of 2 projects). Use separate sheet for each citation]

S. No.	Particular	Details	
1.	Citation Serial Number		
2.	Name of Project		
3.	Name of Client		
4.	Address of Client		
5.	Contact Person Name & Mobile/ Telephone		
6.	Total assignment value(Rs)		
7.	Value of Consultancy Work		
8.	Start & End Date	From:	To:
9.	Project Timelines/ Duration (in months)		
10.	Whether completed or ongoing		

11.	If on-going: ■ which of the assignments have been accomplished ■ which are in pipeline & on- going	
12.	No. of personnel man-months provided by the Consultant	
13.	Project Consultancy Team Size	

S. No.	Particular	Details
14.	Name of key team personnel involved and functions performed by them	
15.	Brief narrative description of the Project	
17.	Plan for bringing knowledge and experience of into this project	
18.	Please furnish information on the following: A. Whether the organization is an approved Skill Knowledge Provider B. Whether your courses are approved by UGC or any agency of the Government of India?	

Signature.....

In the capacity of..... Duly authorised to sign Proposal for And on behalf of.....

Date..... Place.....

3.3 Form-2b: Understanding of Work & Methodology

Based on the broad areas of work outlined in the RFP and bidder's own experiences, bidders are required to provide details of bidder's understanding regarding:

1. Functions of the Department
2. Requirements of the assignment and activities of work involved as Project Consultant in executing the IHM project
3. Approach & methodology intended to be adopted to address the requirements

Note: The details on above must be precise, coherent and complete.

3.4 Form-2c: Profiles of Personnel Constituting Project Team

[Bidders are required to provide the profiles of resources who will be involved in the assignments in the format given below (their resumes need to be attached separately). Use separate sheet for each team member. Each citation shall be signed by the respective staff themselves or by authorized signatory]

Summary of Past Professional Experience(s)/ Skill Set (in the areas of Mgmt., Development Economics, BPR & Financial Analysis) that best illustrates capabilities to handle task(s) under the current assignment(s) [This should be restricted to a maximum of 5 citations of maximum 10 lines per citation with focus on following points

1.	Name of Project (s):		
	Period From:	To:	Position held:
	Client Name:		
	Client Address:		
	Main project features:		
	Activities performed:		
Specific Position under the current Project			
Whether part-time or full-time involvement under current Assignment			

Role and Job Description(s) to be performed under the current Project	
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I, the undersigned, certify that above profile correctly describes about qualifications and experiences about myself/ my staff to the best of my knowledge. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

[Signature of staff member or authorized signatory and on behalf of.....]

Date.....

Place.....

3.5 Form-2d: Work Plan

2d.(i): Team Composition & Task Assignment

S. No.	Name of Staff	Area of Expertise	Position under the Current Assignment	Tasks/Activities Assigned
Professional Staff				
1.				
2				
n.				
Support Staff				
1.				
2				
n.				

2d (ii) Indicative Format for Work Plan

[Bidders are required to provide a detailed work plan reflecting each milestone, deliverable and related task along with resource allocation, effort estimate, and time schedule to ensure that the work is completed in time. The proposed work plan should reflect the activities/ tasks of the methodology proposed, showing a good understanding of the assignments to be undertaken and ability to translate them into feasible working plan]

Phases	Milestones	Deliverables	Time-Line					
			M1	M2	M3	M4	M5	M6
Phase1		Inception Report						

		“As Is” & “To Be” Process Documents							
		Detailed Project Report							
	Formation of PMU								
		Acceptance of DPR							

Note: Bidders are expected to define the Deliverables for the Implementation and Operational Phases

3.6 Form 3: Commercial Proposal Format

[To be submitted by the bidder as per the format given below on their letterhead in a separate sealed cover]

Parameters	Timeline in Years																			
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
Turnover Projected in Cr Rs																				
State Share Proposed in %	Concession			Minimum Floor of 2.97%			Proposed % for the State													

Note:

All taxes quoted will be assumed to be as on 10th day prior to the date of submission of bid. Any changes in the statutory taxes or levies affected by Central/State/Other Government bodies after this date will be considered and applied after due authorization.

Dated this [day / month / year]

Authorized Signatory (in full and initials):

Name and title of signatory:

Duly authorized to sign this Proposal for and on behalf of [Name of Consultant]

Name of Firm:

Address: