

Government of India
Ministry of External Affairs



Formats for (EOI) Submission
July-August 2016

**Short listing of Operator for operating
facilities at the Pravasi Bharatiya Kendra
(PBK), New Delhi**

(MEA reserves the right to cancel this request for EOI and / or invite afresh with or without amendments to this request for EOI, without liability or any obligation for such request for EOI and without assigning any reason. Information provided at this stage is indicative and MEA reserves the right to amend / add further details in the RFP document.)

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EXPRESSION OF INTEREST

Ministry of External Affairs, New Delhi invites Expression of Interest (EOI) from eligible organisations for shortlisting of Operators for operating hospitality and other facilities at the Pravasi Bharatiya Kendra (PBK), New Delhi.

2. The prospective Operator should have experience of at least 7 years in the hospitality sector. They should be presently providing catering, banqueting, conferencing services etc in a similar facility in Delhi/India. They should have demonstrated expertise and proven track record in providing such services.
3. The prospective Operator should have stable and sufficient resources (human and financial) to provide these services of an international standard.
4. The scope of work for the prospective Operator is as follows:
 - (a) To provide hospitality services in all guest rooms (24) which are already furnished.
 - (b) To obtain license and run a multi-cuisine restaurant.
 - (c) To provide all necessary services for operation of Conference/Meetings Rooms including Banquet Hall.
 - (d) To bear all charges towards electricity, water and other utilities as well as applicable taxes, duties, licence fees etc. for the building.
 - (e) To provide for all operating supplies- fixtures, equipment, crockery-cutlery, linen etc for the kitchen as well as consumables.
5. Public/private sector organisations which fulfil the above criteria may submit their detailed proposal (in the enclosed format) in a sealed cover superscribed: “Expression of Interest for Operator for operating facilities at the Pravasi Bharatiya Kendra (PBK), New Delhi to O/o Director, Establishment, Room No. 1077, Jawaharlal Nehru Bhawan latest by 1500 hrs on Thursday, 4th August 2016.
6. Based on the written proposals, Ministry of External Affairs will invite selected applicants to make a presentation on their proposal on Friday, 5th August 2016. [*Time and venue of presentation will be notified to the shortlisted applicants via email/phone*]
7. Request for Proposals [RFP] will thereafter be issued only to short-listed applicants.

About the PRAVASI BHARATIYA KENDRA

Ministry of External Affairs (MEA), Government of India has constructed a Pravasi Bharatiya Kendra (PBK) located at 7, Rizal Marg, Chanakyapuri, New Delhi. The PBK will serve as the focal point for networking with, and amongst Overseas Indians. Over time, the PBK is expected to develop into a hub of activities for sustainable, symbiotic, and mutually rewarding intellectual and cultural engagement between India and its Diaspora, through medium such as workshops, cinemas, plays, performances, get-togethers, etc. and also provide room/ accommodation to visiting Overseas Indians and Indian Guests of the PBK

The PBK is constructed on a plot area of 9800 square meters with a total built up area of 18,678 square meters. It has a basement of 6,230 square meters having space for 95 car-parking

Floor- Wise Details of PBK Facilities and Utilities

PLOT AREA	9800 SQM.
TOTAL BUILT-UP AREA	18678 SQM.
NUMBERS OF FLOORS	BASEMENT + G.F. + THREE FLOORS

FLOORS	AREA IN SQM.
Basement	6230
Ground Floor	3372
First Floor	3250
Second Floor	3384
Third Floor	2442

Facilities at PBK:

- (a) **Guest Rooms:** The PBK has 24 guest rooms for accommodating the Overseas Indians, and guests of the PBK.
- (b) **Restaurant:** The PBK has a Restaurant at ground floor of 350 pax capacity in an area of 575 sqm serving both meals i.e. vegetarian and non-vegetarian menu.
- (c) **Banqueting:** The PBK has a large banquet area of 437 sqm (at ground floor). PBK has also designed one large mother kitchen (at ground floor) and pantries at all floors well-connected through service-lifts meeting the overall requirements of the PBK.
- (d) **Multi-Purpose Hall:** There is one multi-purpose hall at second floor with theatre type sitting with a capacity of approximately 360 pax having an area of 630 sqm. This multi-purpose hall will be equipped with all audio-visual facilities and can be used as an auditorium to host big seminars/ conferences or any other cultural events.
- (e) **Meeting/ Lecture Halls/ Conference Room:** The PBK has meeting/ lecture halls/ conference rooms to serve the multiple needs of the overseas delegates/ MEA officials, etc. with latest conferencing and audio-video facilities. The details are as follows:

Type	Numbers	Area in sqm.	Floor
Meeting Room-I	1	88.70	Ground
Meeting Room-II	1	99.69	Ground
Meeting Room-III	1	87.23	Ground
Lecture halls	4	122.00 (each)	First

- (f) **Pravasi Museum:** The PBK has a Pravasi Museum at the first floor with an area of 851 sqm.
- (g) **Library/ Resource Centre:** The PBK has one library/resource centre on the second floor with an area of 302 sqm. The library will be open to general public.
- (h) **Lounges:** The PBK has lounges at all the floors i.e ground, first, second and third floor exclusively for its guests. The lounges will serve tea/coffee/sandwiches, etc. There is also a VVIP lounge at the second floor to cater to the needs of distinguished guests and Indian diaspora.
- (i) **Art Galleries:** The PBK has an art gallery on the second floor with an area of 63 sqm and one on the third floor with an area of 96 sqm.
- (j) **MEA's Office Space:** There is a board room, Minister's cabin, PS cabin, Secretary's office and 3 small offices on the second floor for the MEA officials.

(Note: Facilities (a) to (e) will be part of the scope of work of the operator)

Utilities:

- (a) **Lifts and Escalators:** The PBK has 2 lifts (including 1 service lift) and escalators for rapid mass vertical transportation.
- (b) **Parking:** The PBK has a huge basement car and two-wheeler parking to park approximately 95 cars at any given point of time. The parking facility will be free for its specified users.
- (c) **Air Conditioning:** The PBK has fully centralized air-conditioning plant with a capacity of 360 TR for chillers & other HVAC equipment.
- (d) **Electricity/ KV Sub-Stations:** The PBK has two DG sets of 750 KVA each and one DG set of 500 KVA to meet all its requirements.
- (e) **Power back-up:** The PBK has generators each to provide 100% power back-up facility to the Centre.
- (f) **CCTV Surveillance:** The PBK has a non-intrusive security system in place.
- (g) **Fire Fighting Equipment:** There will be a fully addressable fire detection/ fire suppression system in place with a fire tank of 200 KL capacity.
- (h) **Server Rooms:** There will be fully integrated Wi-Fi connectivity in the PBK with well-networked server rooms at each floor.
- (i) **Water Treatment Plant:** The PBK has a domestic water tank of 60 KL capacity and a raw water tank of 60 KL Capacity.
- (j) **Sewage Treatment Plant (STP):** The PBK has a STP in place with 60 KLD capacity sewage treatment plant.

The Facilities are to be used by :

- (a) **Accommodation facilities to be used by**
 - (i) Pravasi Bharatiya Samman Awardees.
 - (ii) Participants in MEA organized programmes for Pravasis.
 - (iii) Members of all MEA affiliated organizations
 - (iv) OCI, PIO Card holders
 - (v) Indians with employment visa, work permit and permanent residency abroad
- (b) **Halls/Conference/Meetings Rooms, Banquet Hall**
 - (i) MEA and its affiliated organisations.
 - (ii) All other Ministries/ Departments/PSU under Government of India
 - (iii) State Governments/
 - (iv) State PSUs for Pravasi related issues
 - (v) Events organized by PIO/OCI registered organizations recommended by HoM/HoP
 - (vi) All the persons who are eligible for reservation of accommodation.
. If the underlying theme of the programme is regarding Pravasis.
- (c) **Restaurant**
 - (i) All Pravasis
 - (ii) All the persons who are eligible for using Halls/ Conference/Meeting Rooms, Banquet Hall
 - (iii) All officers/ diplomats of Foreign Missions based in India

Outline of Presentation

As mentioned on page 2, selected applicants will be called to make a detailed presentation on their proposal in about 10-15 minutes.

The presentation format should be as follows:

- (a) Facilities: The presentation should detail an overview of the concept of the applicant in running each of the following facilities:
 - (i) Convention/conference facilities
 - (ii) Banquet facilities
 - (iii) Accommodation facilities
 - (iv) Restaurant
- (b) Work plan: The presentation should also outline the work plan, deployment of manpower resources and proposed timelines.

It should also indicate possible revenue sharing models as well as suggest tariffs for the various facilities

ANNEXURES

1.1 FORMAT OF COVER LETTER

[On the letter head of the Applicant]

Date:

To
Office of Director (Establishment)
Ministry of External Affairs
Government of India
Room no. 1077, Jawaharlal Nehru Bhawan
Janpath, New Delhi- 110001

Ref: Operator for operating facilities at the Pravasi Bharatiya Kendra (PBK), New Delhi

Sir,

Being duly authorised to represent and act on behalf of _____ (hereinafter referred to as the "Applicant"), and having reviewed and fully understood the evaluation criteria and information provided, the undersigned hereby apply in response to the EOI document for Operator for Operating facilities at the Pravasi Bharatiya Kendra (PBK), New Delhi.

We are enclosing our Expression of Interest with the details as per the requirements of the EOI document, for your evaluation.

Yours faithfully

(Signature of Authorised signatory)

(Name, title, address)

1.2: Description of the Applicant

- (i) Name, country of Incorporation, address of the registered office, corporate headquarters, and its branch offices, if any, in India and date of incorporation and or commencement of Business
- (ii) Brief description of the applicant including details of its main lines of business, its turnover in last 3 financial years and proposed role and responsibilities in this Project
- (iii) Details of Individuals who will serve as the point of contact. Communication with MEA
- (iv) Name, Designation, Company, Address, Phone, Email, Fax, Mobile