

BIDDING DOCUMENT

For

Hiring of Services of Hotels



PUNJAB HEALTHCARE COMMISSION

185- Ahmed Block, New Garden Town, Lahore.

TEL: 042-99333161-8, FAX: 042-99333169,

Email: Procurement@Phc.Org.Pk



PUNJAB HEALTHCARE COMMISSION

Request for Proposals

HIRING OF SERVICES OF HOTELS

The Punjab Healthcare Commission (PHC) is an independent regulatory authority, established under the PHC Act, 2010. The Commission invites bids/ proposals/Rates for Hiring of Hotel Services all over Punjab from eligible firms/hotels, having sales tax and income tax registration.

Tender No.	Description	Submission	Opening
No. 3/2021-Hotels	Corporate Rates from the Hotels (From all Tehsils and Districts of the Punjab)	Till 03:00pm, 23rd August, 2021	03:30pm, 23rd August, 2021

1. All Proposals / Rates must reach at below mentioned office address or through e-mail at the given e-mail address, within the prescribed schedule. All interested/participating parties, will be considered for an opportunity to provide the services.
2. Responding parties are requested to declare their interest and provide following information:
 - **Room rent with a Covering Letter**
 - **Hotel Profile**
3. No proposals shall be accepted after due date and time.
4. Incomplete, conditional bids shall not be considered.
5. The RFP/tender notice is available on the websites of **PPRA** and **Punjab Healthcare Commission**, www.ppra.punjab.gov.pk and www.phc.org.pk

Procurement Cell

185-Ahmed Block, New Garden Town, Lahore-54000
Tel:+92-42-99333161-8, Fax:+92-42-99333169. Email: procurement@phc.org.pk

A) Technical Proposal / Evaluation Criteria for the Hotels having 20 or more Rooms (CAT- 1)
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Hotel Name: _____

Address: _____

Office Address _____

Registration Nos (NTN/PRA etc.) _____

Cell Number of Manager/contacting person (available during day and night shifts:

Land Line Number: _____

Email Address: _____

Hotel Resv. Email: _____

Hotel Website: _____

No of Rooms existed in the hotel: _____

Undertaking on stamp paper worth Rs. 50/- regarding No. of rooms and applicable Tax rate:

Required Services			Hotel Remarks/ “Yes or No”
Services	Meal	Meal Facility must be available	
	Wifi / Internet	Internet/Wi-Fi facility in rooms, 24 hours basis.	
	Compulsory accommodation	Once PHC contacts the hotel for providing accommodation etc. to its staff, the hotel must provide it.	
	Stay other than Hotel	Unless decided by Punjab Healthcare Commission the PHC official will not be accommodated at any other place.	
	Attached Bath	All the rooms provided to PHC staff must have sanitized and tidy attached bathrooms with running water (Warm + cold) and	

		appropriate toiletries including slippers.	
	Air Conditioning and Warm Water	24/7 Functional AC during Summer Season 24/7 Heater and Warm Water during winter season	
	Parking Facility	Parking facility will be ensured for the PHC official vehicles.	
	Lift Facility	If available - 24/7 Functional Lift (In case of hotel having multiple floors)	
	Complimentary meal	Free Breakfast plus 1 1.5 litter or 2 0.5 litter Mineral water Bottles per day	
	Single occupancy	Allocation of room shall be on single occupancy; however, adjustment can be made in case of approval from the PHC management at the time of booking.	
	Accommodation for PHC Staff/driver	Room provided for PHC Staff/ Drivers shall be fully facilitated with Room Service, Ironing facility, attached bath, Air-conditioning /heating system Television, secure and functional power sockets etc.	
	• Alternate Power Arrangement Generator/UPS/Solar etc. (In case of power break down)		
	• Environmental hygiene & Sanitation.		
	• Neat and Clean Floor covering.		
	• Personal hygiene of staff.		
	• Daily change neat and clean towels		
	• Daily Change bed sheets and pillow covers		
	• Ensure that the blankets/quilts provided to PHC guests are sanitized and dry cleaned properly.		
	• Room cleaning on daily basis.		
<p>NOTE:</p> <ul style="list-style-type: none"> Any complaint received from PHC staff regarding hotel(s) not providing agreed services, subject hotel will be required to rectify the complaint immediately. In case the complaint persists, the hotel will account for delisting and disqualification to continue business with PHC. Room Rates must including of all kinds of applicable taxes. 			

Category of Services		Marks	Required Services	Marks Obtained
Operational Facilities	50 Marks	5	24/7 Functional Reception	
		10	Room Service: (5 Marks for each) 1. Room Cleaning (on Daily Basis) 2. Bedding i.e. Bed Sheets, Bed Covers and pillow covers (to be changed on daily basis) 3. Neat and dry cleaned blankets/ quilts must be provided at the time of checking in the room. 4. Air Conditioning and Heater must be available in the room. 5. 24/7 Room Service	
		10	Hotel amenities: To be changed/replaced daily: (5 Marks for each) 1. Tooth brush + Paste 2. Shampoo + Soap (change on daily basis) 3. Washroom/ Toilet cleaning (Twice a day) 4. Neat and clean towels (change daily) 5. Slippers	
		10	(5 Marks for each) 1. Intercom 2. TV	
		05	Availability of services of visiting Doctor / Medical Facility in case of any Health Emergency situations	
		10	(5 Marks for each) 1. Full time laundry Services 2. In-house dining facility.	
Suitability (Location of Hotel)	15 Marks	10	Within 15 KM radius of District Court	
		5	More than 15 KM of District Court	
Security	20 Marks	10	External Security – Security Guard	
		10	Internal Security – CCTV Camera	

Alternate Power Arrangement Generator/UPS/Solar etc. (In case of power break down)	10 Marks	10		
Free Parking facility for PHC vehicles	05 Marks	05		
Total Marks		100	Minimum Marks to Qualify: 65	

Note: Bids complete in all respects shall be sent at the following PHC address or can alternatively emailed at official email address of PHC procurement cell till the closing date and time i.e. 23rd August, 2021 at 03:00 PM.

Procurement Cell

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Seal & Signature of Hotel/Bidder_____

B) Technical Proposal / Evaluation Criteria For the Hotels having 10 to 19 Rooms (CAT- 2)
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Hotel Name: _____

Address: _____

Office Address _____

Registration Nos (NTN/PRA etc.) _____

Cell Number of Manager/contacting person (available during day and night shifts):

Land Line Number: _____

Email Address: _____

Hotel Resv. Email: _____

Hotel Website: _____

No of Rooms existed in the hotel: _____

Undertaking on stamp paper worth Rs. 50/- regarding No. of rooms and applicable Tax rate:

Required Services			Hotel Remarks/ “Yes or No”
Services	Meal	Meal Facility must be available	
	Wifi / Internet	Internet/Wi-Fi facility in rooms, 24 hours basis.	
	Compulsory accommodation	Once PHC contacts the hotel for providing accommodation etc. to its staff, the hotel must provide it.	
	Stay other than Hotel	Unless decided by Punjab Healthcare Commission the PHC official will not be accommodated at any other place.	
	Attached Bath	All the rooms provided to PHC staff must have sanitized and tidy attached bathrooms with running water (Warm + cold) and appropriate toiletries including slippers.	

	Air Conditioning and Warm Water	24/7 Functional AC during Summer Season 24/7 Heater and Warm Water during winter season	
	Parking Facility	Parking facility will be ensured for the PHC official vehicles.	
	Lift Facility	If available - 24/7 Functional Lift (In case of hotel having multiple floors)	
	Complimentary meal	Free Breakfast plus 1 1.5 litter or 2 0.5 litter Mineral water Bottles per day	
	Single occupancy	Allocation of room shall be on single occupancy; however, adjustment can be made in case of approval from the PHC management at the time of booking.	
	Accommodation for PHC Staff/driver	Room provided for PHC Staff/ Drivers shall be fully facilitated with Room Service, Ironing facility, attached bath, Air-conditioning /heating system Television, secure and functional power sockets etc.	
	• Alternate Power Arrangement Generator/UPS/Solar etc. (In case of power break down)		
	• Environmental hygiene & Sanitation.		
	• Neat and Clean Floor covering.		
	• Personal hygiene of staff.		
	• Daily change neat and clean towels		
	• Daily Change bed sheets and pillow covers		
	• Ensure that the blankets/quilts provided to PHC guests are sanitized and dry cleaned properly.		
<p>NOTE:</p> <ul style="list-style-type: none"> Any complaint received from PHC staff regarding hotel(s) not providing agreed services, subject hotel will be required to rectify the complaint immediately. In case the complaint persists, the hotel will account for delisting and disqualification to continue business with PHC. Room Rates must including of all kinds of applicable taxes. 			

Category of Services		Marks	Required Services	Marks Obtained
Operational Facilities	50 Marks	5	24/7 Functional Reception	
		10	Room Service: (5 Marks for each) 6. Room Cleaning (on Daily Basis) 7. Bedding i.e. Bed Sheets, Bed Covers and pillow covers (to be changed on daily basis) 8. Neat and dry cleaned blankets/ quilts must be provided at the time of checking in the room. 9. Air Conditioning and Heater must be available in the room. 10. 24/7 Room Service	
		10	Hotel amenities: To be changed/replaced daily: (5 Marks for each) 6. Tooth brush + Paste 7. Shampoo + Soap (change on daily basis) 8. Washroom/ Toilet cleaning (Twice a day) 9. Neat and clean towels (change daily) 10. Slippers	
		10	(5 Marks for each) 3. Intercom 4. TV	
		05	Availability of services of visiting Doctor / Medical Facility in case of any Health Emergency situations	
		10	(5 Marks for each) 3. Full time laundry Services 4. In-house dining facility.	
Suitability (Location of Hotel)	15 Marks	10	Within 15 KM radius of District Court	
		5	More than 15 KM of District Court	
Security	20 Marks	10	External Security – Security Guard	
		10	Internal Security – CCTV Camera	

Alternate Power Arrangement Generator/UPS/Solar etc. (In case of power break down)	10 Marks	10		
Free Parking facility for PHC vehicles	05 Marks	05		
Total Marks		100	Minimum Marks to Qualify: 65	

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Seal & Signature of Hotel/Bidder _____

C) Technical Proposal / Evaluation Criteria For the Hotels having less than 10 Rooms (CAT- 3)
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Hotel Name: _____

Address: _____

Office Address _____

Registration Nos (NTN/PRA etc.) _____

Cell Number of Manager/contacting person (available during day and night shifts):

Land Line Number: _____

Email Address: _____

Hotel Resv. Email: _____

Hotel Website: _____

No of Rooms existed in the hotel: _____

Undertaking on stamp paper worth Rs. 50/- regarding No. of rooms and applicable Tax rate:

Required Services			Hotel Remarks/ “Yes or No”
Services	Meal	Meal Facility must be available	
	Wifi / Internet	Internet/Wi-Fi facility in rooms, 24 hours basis.	
	Compulsory accommodation	Once PHC contacts the hotel for providing accommodation etc. to its staff, the hotel must provide it.	
	Stay other than Hotel	Unless decided by Punjab Healthcare Commission the PHC official will not be accommodated at any other place.	
	Attached Bath	All the rooms provided to PHC staff must have sanitized and tidy attached bathrooms with running water (Warm + cold) and appropriate toiletries including slippers.	

	Air Conditioning and Warm Water	24/7 Functional AC during Summer Season 24/7 Heater and Warm Water during winter season	
	Parking Facility	Parking facility will be ensured for the PHC official vehicles.	
	Lift Facility	If available - 24/7 Functional Lift (In case of hotel having multiple floors)	
	Complimentary meal	Free Breakfast plus 1 1.5 litter or 2 0.5 litter Mineral water Bottles per day	
	Single occupancy	Allocation of room shall be on single occupancy; however, adjustment can be made in case of approval from the PHC management at the time of booking.	
	Accommodation for PHC Staff/driver	Room provided for PHC Staff/ Drivers shall be fully facilitated with Room Service, Ironing facility, attached bath, Air-conditioning /heating system Television, secure and functional power sockets etc.	
	• Alternate Power Arrangement Generator/UPS/Solar etc. (In case of power break down)		
	• Environmental hygiene & Sanitation.		
	• Neat and Clean Floor covering.		
	• Personal hygiene of staff.		
	• Daily change neat and clean towels		
	• Daily Change bed sheets and pillow covers		
	• Ensure that the blankets/quilts provided to PHC guests are sanitized and dry cleaned properly.		
	• Room cleaning on daily basis.		
<p><u>NOTE:</u></p> <ul style="list-style-type: none"> Any complaint received from PHC staff regarding hotel(s) not providing agreed services, subject hotel will be required to rectify the complaint immediately. In case the complaint persists, the hotel will account for delisting and disqualification to continue business with PHC. Room Rates must including of all kinds of applicable taxes. 			

Category of Services		Marks	Required Services	Marks Obtained
Operational Facilities	50 Marks	5	24/7 Functional Reception	
		10	Room Service: (5 Marks for each) 11. Room Cleaning (on Daily Basis) 12. Bedding i.e. Bed Sheets, Bed Covers and pillow covers (to be changed on daily basis) 13. Neat and dry cleaned blankets/ quilts must be provided at the time of checking in the room. 14. Air Conditioning and Heater must be available in the room. 15. 24/7 Room Service	
		10	Hotel amenities: To be changed/replaced daily: (5 Marks for each) 11. Tooth brush + Paste 12. Shampoo + Soap (change on daily basis) 13. Washroom/ Toilet cleaning (Twice a day) 14. Neat and clean towels (change daily) 15. Slippers	
		10	(5 Marks for each) 5. Intercom 6. TV	
		05	Availability of services of visiting Doctor / Medical Facility in case of any Health Emergency situations	
		10	(5 Marks for each) 5. Full time laundry Services 6. In-house dining facility.	
Suitability (Location of Hotel)	15 Marks	10	Within 15 KM radius of District Court	
		5	More than 15 KM of District Court	
Security	20 Marks	10	External Security – Security Guard	
		10	Internal Security – CCTV Camera	

Alternate Power Arrangement Generator/UPS/Solar etc. (In case of power break down)	10 Marks	10		
Free Parking facility for PHC vehicles	05 Marks	05		
Total Marks		100	Minimum Marks to Qualify: 65	

Note: Bids complete in all respects shall be sent at the following PHC address or can alternatively emailed at official email address of PHC procurement cell till the closing date and time i.e. 23rd August, 2021 at 03:00 PM.

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Seal & Signature of Hotel/Bidder_____

(B) Financial Proposal

Name of the Hotel: _____

Particulars	To be filled by Hotel	
Rates of Single bed including all applicable taxes (for Executive, Deluxe and low cost Driver room)	Executive	
	Deluxe	
	Driver	
Rates of Double bed including all applicable Taxes (for both deluxe room and low cost driver room)	Executive	
	Deluxe	
	Driver	
Any other additional charges to be mentioned with its title		
Workshop/ Seminar/ Meeting Package (including all applicable Taxes) The rates should be finalized/negotiated at the time of availing the service		
With Hi Tea (Per Person)		
With Lunch and 2 times tea (Per Person)		

NOTE: Room rent for short layover (up to six hours stay) shall be charged at 50% (fifty percent).

Seal & Signature of Hotel/Bidder _____