

**PUBLIC HEALTH FOUNDATION OF INDIA (PHFI)**

**OPEN TENDER**

**Tender No: PHFI/HQ/Admin/May 2026/001**

**REQUEST FOR PROPOSAL (RFP)**

**For selection of a FACILITY MANAGEMENT AGENCY.**

**Call for Tender Opening: 08<sup>th</sup> May, 2026 5:00 PM (PHFI website)  
09<sup>th</sup> May, 2026 (English & Hindi Newspaper,  
morning edition)**

**Cut-off Date for downloading RFP: 21<sup>st</sup> May, 2026 by 5:00 PM**

**Last date of submission of Bid: 22<sup>nd</sup> May, 2026 by 5:00 PM**

***This document is released on 08<sup>th</sup> May, 2026***

**Public Health Foundation of India**

Property No. Khasra no 293,294,295 Saidulajab Village  
4<sup>th</sup> Floor, House No.60, part of Saidulajab Extn  
New Delhi -110030

**Tel +9111 40175500 | Web [www.phfi.org](http://www.phfi.org)**

## **REQUEST FOR PROPOSAL (RFP): FACILITY MANAGEMENT AGENCY**

**Public Health Foundation of India (PHFI) Invites Tender in Two Bid (Technical and Financial) System from Experienced and Reputed Bidders.**

**Last date and time for depositing the sealed tender: 22<sup>nd</sup> May, 2026, up to 05:00PM.**

**Note:**

- Detailed information pertaining to this tender such as tender document, corrigendum (if any), and further updates will be available on the website of Public Health Foundation of India (PHFI) [www.phfi.org](http://www.phfi.org)

**Disclaimer:** This RFP is not an offer by Public Health Foundation of India (PHFI), but an invitation to receive an offer from the bidders. No contractual obligation whatsoever shall arise from the tender process unless and until a formal award is made and executed by duly authorized office bearers of PHFI.

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## **About PHFI**

The Public Health Foundation of India is a premier public health institution in India, established as a public-private initiative with the objective of strengthening public health capacity in India. PHFI works towards improving health outcomes through integrated efforts in education, research, policy development, and implementation support.

PHFI collaborates with national and international stakeholders, including government bodies, academic institutions, and multilateral organizations, to address key public health challenges. Its activities include capacity building, advanced public health training, large-scale research programs, and support to health systems strengthening across India.

## **Purpose**

The purpose of this Tender is to onboard a professional Facility Management Agency for delivering end-to-end facility services to the Public Health Foundation of India.

This engagement is intended to ensure high standards of cleanliness, safety, and infrastructure maintenance, while enabling efficient and uninterrupted day-to-day operations through structured service delivery and compliance with statutory norms.

## Schedule Of Tender Processing

Schedule of Tender Processing (Key Dates) Tender Inviting Authority		Public Health Foundation of India, House No.60, 4 <sup>th</sup> Floor, Lane No.2, Saidulajab Village, New Delhi -110 030		
Sl. No	Description	Date	Time	Remarks
1.	RFP released: Newspapers Advt. and PHFI Web Site	08 May, 2026	By 5.00 PM	
2.	Last date for receiving Queries from Agencies if any	15 May, 2026	By 5.00 PM	
3.	Last date for submission of Bids	22 May, 2026	By 5.00 PM (may be dropped in Tender Box/By Courier/Speed Post)	
4.	Opening of Tender Box and Technical Bids (Authorized representatives of Agencies may be present for opening of Tender Box)	25 May, 2026	At 11.00 AM	Bidders are allowed to participate.
5.	Intimation to the Agencies who qualify in the Technical Bids	26 May, 2026	By 5:00 PM	
6.	Interview of Qualifying Agencies (Format will be intimated through PHFI Tender email to concerned Agencies)	29 May, 2026	From 11 AM Onwards	
7.	Opening of Financial Bids (Authorized representatives of Agencies may be present for opening of Financial Bids)	01 June, 2026	11:00 AM	
8.	Interview cum Final Discussion with the short-listed Agency(s)	05 June, 2026	11:00 AM Onwards	
9.	Issue of Letter of Purchase order /Work Order/Intent/Award/Agreement	As per the decision of PHFI Management		

**Note:**

- **Validity of Bid: 90 days from the Date of Opening of the Financial Bid**
- **The Bids will be submitted in two separate sealed Envelopes, subscribing**
- **Technical Bid (2) Financial Bid**
- **Mandatory Requirement: Agencies who do not comply with the requirement of the Technical Bid, will be rejected. Those who meet the requirement will qualify for Personal Interview stage.**
- **Financial Bids will be opened for those bidders only who qualify in Technical bid and Personal Interview.**

# TECHNICAL BID

**For Agencies Participating in Facility Management Agency**

*Part – A: Mandatory Prequalification Criteria*

*Part – B: Scope of Work*

**TECHNICAL BID**  
**Mandatory Prequalification Criteria**  
**(PART – A)**

1. Name of the Agency : \_\_\_\_\_
2. Address of the Agency : \_\_\_\_\_
3. Phone No.: \_\_\_\_\_ (Mob.) \_\_\_\_\_ (Fax.) \_\_\_\_\_
- i. Web site: \_\_\_\_\_ Email: \_\_\_\_\_
4. Whether Proprietary or Partnership : \_\_\_\_\_ Firm or a Company

The bidder must be registered agencies/firms holding valid license as applicable under Contract Labour (Regulation & abolition) Act, and should be having ESI, EPF Code No., Income Tax and GST. The agency should have minimum experience of 3 years and expertise in providing Facility Management agency in large multi-national companies/industries of reputed Educational Institutes/PSUs/ NGO/Nationalized Banks etc.

Required Documents	Yes/No
Shop and Establishment Certificate / Partnership Deed/ Incorporation Certificate	
A list of Owner/Partners of the firm/Directors and their contact Details (Emails & Telephone numbers)	
Attested copy of GST Registration Certificate	
A Copy of PAN Card of a Proprietor or Partnership firm or a Company	
Duly signed & stamped Declaration that the firm is neither blacklisted by any Government department nor any criminal case registered against the firm or its owner/partners anywhere in India.	
Attested copy of License under Contract Labour Act	
Attested copy of PF registration with Regional PF Commissioner	
Attested copy of ESI Registration	
Submit duly signed undertaking enclosed with the Tender document.	
Copy of terms and conditions and every page of the Tender duly signed with seal of the firm, in token of acceptance of terms and conditions and Tender as quote.	
Any Other document/s specified anywhere in the entire Tender document	

5. Is there any relative of the owner of Facility Management agency or its partners working at Public Health Foundation of India (PHFI/IIPHs) If so, please indicate below the name of such a relative and the relationship:

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6. Annual Turnover of last three financial years.

*Note: Please enclose trading, P&L and Balance Sheet of last three financial years.*

7. Attach a statement showing details of the Facility Management Agency contracts/agreements during last three years with names of the Organizations, contact person's name and contact details with number of total manpower (Including housekeeping staff, Pantry, supervisors security, multi-technicians and others) deployed, total monthly amount for each contract/agreement as per the below tables a) & b):

**a) Details of Existing Contracts/Agreements**

S. No.	Name and address of the Organizations /Institutes.	Contact person's name and contact details		Number of total manpower deployed	Value of contract (In INR)	Duration of contract/agreement		Additional information /remarks, if any
						From (DD/MM/YYYY)	To (DD/MM/YYYY)	

Note: The above details duly signed and sealed by the authorized signatory of the firm/company, and be enclosed with the Technical Bid document.

**b) Details of Manpower deployed**

Name PF Number	Gender (M/F)	Educational Qualification	Category (Pantry/Housekeeping/Security/Clerical)	Associated since (No. of Years)

Note: The above format be used to provide employee details and be enclosed with the Technical Bid document.

Dated: \_\_\_\_\_

Place: \_\_\_\_\_

Authorized Name  
Authorized Seal & signatory

**TO WHOMSOEVER IT MAY CONCERN**

(Date)

**No Blacklisting nor any Criminal Case**

On behalf of (Name of the Agency) I hereby declare that, (Name of the Agency) has at any point of time not been black listed by any government agencies nor any criminal case registered.

I further declare that (Name of the Agency) has no involvement in any type of fraud or unethical practices.

On behalf of (Name of the Agency)

Signature: \_\_\_\_\_

Name:

Designation:

# UNDERTAKING

*(To be printed on Agency/Firm's Letter Head)*

I/We \_\_\_\_\_ have carefully gone through and understood the Contents of the Tender and its Terms & Conditions including Annexures and I/we undertake to abide by Myself/ourselves by all the Terms and Conditions set forth.

In case my Agency is awarded the Agreement, I shall undertake to provide the complete services as per the scope of Work within 20 days of issue of Service Agreement.

Date:- \_\_\_\_\_

SIGNATURE

Place:- \_\_\_\_\_

NAME

(Authorized Name & Signatory of Agency/firm with seal/ stamp of the Agency/Firm)

# **TECHNICAL BID**

## **SCOPE OF WORK (PART – B)**

We will require Facility Management Services including facilities Services for our offices located in Delhi and Gurugram.

### **SCOPE OF WORK: PANTRY STAFF**

- The Pantry Boys will do the pantry job. Preparation of tea & coffee and serve the same to all PHFI employees and Guests.
- Attending visitors, promptly providing water, tea, coffee, juice and other needs.
- Maintain cleanliness in the entire office.
- Emphasis on quality & hygiene.
- Staffing with proper uniforms & footwear with head & mouth gear for serving, cleaning etc.
- Cleaning utensils and keeping them at their respective places.
- Arranging conference/meeting rooms as per the requirement.
- Serving lunch/snacks during the meetings.
- Maintaining the entire office including meeting/conference halls, cafeteria/pantry etc.

### **SCOPE OF WORK: HOUSE KEEPING STAFF**

- Perform diversified cleaning and housekeeping activities of the Premises.
- Carry out all scheduled work.
- Maintain all areas assigned in a perfect state of cleanliness. Cleaning including general work areas, all meeting/conference rooms/washrooms/ and pantries/stair case/common area etc.
- Proper use of chemicals and other cleaning agent.
- Collection and disposal of garbage.
- Carry out any other duty as instructed by the working supervisor Housekeeping.
- Respond to calls from PHFI employees requesting immediate assistance for cleaning purpose.
- Maintain work area and equipment in a clean & orderly condition following all prescribed regulations
- Cooperate with members of the PHFI and facility on all emergency conditions regarding internal customers, visitors and staff safety.
- Make daily rounds of premises as assigned by supervisor.
- Abide by all relevant facility policies & procedures.

### **SCOPE OF WORK FOR THE RECEPTIONIST (Front office Executive)**

- Greet and assist visitors with a warm and friendly demeanor. Answer and direct phone calls to the appropriate departments.
- Manage incoming and outgoing through EPABX telephone console,
- In coordination with admin team to organize meetings, workshops, trainings etc,
- Maintaining of Call log register (Obtain caller's contact details and route to the concerned department/ person.
- Provide administrative support as and when required.
- Co-ordinate for travel, accommodation etc. as per requests received under the guidance of the admin team. and prepare voucher.
- Responsible for dispatch (incoming & outgoing) and maintaining recordkeeping.
- Maintain stock to perform the cleaning, housekeeping and pantry Items.
- Any other operational tasks assigned by the supervisor

### **SCOPE OF WORK FOR Clerical Staff –Finance (Highly Skilled)**

- Prepare, verify, and maintain vouchers, ensuring proper documentation, numbering, and storage.
- Operate and process project wise expenditure in google spreadsheet.
- Operate and process expenditure on the Public Finance Management System (PFMS).
- Maintain TDS records and ensure timely transfer of TDS to PHFI from Public Finance Management System (PFMS).
- Record all financial transactions accurately in Oracle-ERP.
- Support PHFI and its projects related data entry, and reconciliation of accounts.
- Assist in reconciliation of dedicated bank accounts of the projects.
- Support processing and verification of travel claims, vendor payments.
- Documentation and maintain physical files related to projects.
- Reports generation from Public Finance Management System (PFMS) and reconciliation with ERP.
- Any other work assigned by supervisors.

## GENERAL TERMS & CONDITIONS OF THE RFP

1. PHFI intends to engage a Facility Management Agency, which can provide facility services of high quality with expertise in the latest techniques.
2. *The agency shall be hired for a period of **One** year subject to review after three months, which may be extended depending upon the performance of the agency. Depending on the performance of the Agency and on mutual agreed terms and conditions thereafter, PHFI solely reserves the right to renew the agreement subsequently.*
3. *The Facility services agreement shall be for the PHFI Offices located in Delhi and Gurugram, Haryana.*
4. *The Agency shall deploy the facility staff between the age of 20-45 years.*
5. *The agency shall ensure that all his facility staff observe cleanliness and wear neat and clean Uniforms with proper Agency insignia and ID Cards duly displayed. The Facility staff should be courteous, polite and prompt while rendering efficient service in their respective areas. The Agency shall have full control over the facility staff engaged by them. The Agency shall give necessary guidance and directions to their staff to carry out the jobs assigned to them by the Agency and/or PHFI. The Agency shall also be responsible for the payment of their wages and/or dues to their employees.*
6. All liabilities arising out of violation of local laws and/or central laws shall be their responsibility. The Agency shall furnish a detailed fortnightly duty chart of their employees and keep the concerned authority of the PHFI informed of any change in the list from time to time. The duty chart for the fortnight should give the specific names of employees and the respective duties they are required to attend to.
7. The agency will provide all equipment(s) required for day to day cleaning services (Vacuum Cleaner, Floor-Cleaning Machine etc). PHFI shall provide all the cleaning material.
8. The Agency shall maintain a register for marking the attendance by facility staff deployed by them, which shall be seen by the concerned authority of PHFI, periodically.
9. The Staff deployed at the reception will ensure that only the authorized persons enter the PHFI premises after proper verification.
10. The agency and the persons employed by them shall not divulge to outsiders any information about the equipment(s) installed in the PHFI, divulge information about the employees of PHFI as well as the activities of the PHFI. The Agency will also have the responsibility to safeguard the PHFI's moveable and immovable property, besides protecting the environment.
11. The facility staff on duty should abstain from indulging in gossip, using of mobile phone, reading of newspapers/magazines.
12. The agency shall ensure opening and proper shut down of Office equipment and locking of all floors of PHFI premises
13. In case of any theft, breakage, pilferage of any fixture and/or fittings, furniture, equipment, etc. the responsibility shall be of the Agency and will be reported to the office. If after a departmental enquiry, it is found that the loss has occurred due to negligence of the Agency's facility staff, PHFI Admin will have full power to recover the

- loss in full or adjust from the dues or security deposit of the agency. The decision of the PHFI Admin in this regard will be final and binding on the agency.
14. During surprise checks by any authorized officer of the PHFI, if a particular facility staff is found negligent/sleeping/drunken on duty, the agency will have to withdraw the facility staff from the PHFI forthwith, and it may even entail cancellation/termination of the agreement for the rest of the period.
  15. The Agency will have to enter into an agreement for executing the facility services within 20 days from the date of issuance of the Service Agreement on a non-judicial stamp paper of appropriate value.
  16. The agency shall make payment of wages etc. to the persons so deployed by the agency within the 7<sup>th</sup> of every respective month and inform the authorized representative of the PHFI, so that there is no disruption on the performance of duties of the deployed persons.
  17. Agency shall be paid at monthly intervals upon submission of its bill(s) and compliance with all statutory requirements prescribed by the Government.
  18. The agency will pay rates and wages and observe hours of work and conditions of employment as per existing rules under Minimum Wages Act of the respective states. It shall be the responsibility of the agency to ensure that it pays its workmen/women wages that are not lower than the minimum wages as prescribed from time to time by the Government(state/UT). The agency shall be responsible to register itself and obtain a valid license under the Contract Labour (Regulation and Abolition) Act. and shall comply with and carry out all the provisions and obligations under the said Act and rules and furnish all information(s) to the concerned authority as may be required by the Act and Rules. The agency shall indemnify the PHFI against any penalties/claims arising from any default on its part. Such Indemnity Bond has to be provided/executed on a non-judicial Stamp Paper of appropriate Value, which shall be borne by the Agency.
  19. The agency shall furnish to PHFI a list of facility staff deputed to PHFI, detailing the name, age, qualification, present and permanent address, latest copy of police verification certificate and the number of pension payment order for the record of PHFI. Deployment of any new facility manpower in replacement should be only with the prior permission from PHFI.
  20. The agency will provide Police Verification certificate of all the deployed facility staff every year.
  21. The agency shall fully comply with all the applicable laws, rules and regulations relating to PF Act including the payment of PF contributions, payment of Bonus Act, Minimum Wages Act, Workmen's Compensation Act, ESI, Contract Labour (Regulation & Abolition) Act relating to certificates of registration, relating to license, relating to issue of employment card and relating to annual returns of the principal employer, Essential Commodities Act, Migrant Labour Act and/or such other Acts or Laws or regulations passed by the Central, State, Municipal and Local Government agency or authority, including TDS as per IT Act, and any other act as may be relevant as applicable to him from time to time. The Agency shall obtain all clearances from the Government authorities, wherever required. for the personnel deployed by it.
  22. The agency shall be solely responsible for all the claims of their employees and the employees of the Agency shall not make any claim whatsoever against PHFI.
  23. PHFI, shall have the right to inspect, verify, and call for any statutory records, registers, documents, or evidence of compliance from the Agency, including but not limited to, in the following circumstances:
    - 23.1. Non-payment or delayed payment of wages/salaries to personnel deployed under the agreement.
    - 23.2. Non-deposit, delayed deposit, or non-compliance in respect of statutory dues and benefits, including Employees' Provident Fund (EPF), Employees' State Insurance

(ESI), Gratuity, Statutory Bonus, Maternity Benefits, or any other statutory obligations applicable under prevailing labour laws.

- 23.3. Engagement or deployment of manpower by the agency without holding a valid and subsisting Labour Licence, wherever required under applicable laws.
- 23.4. Non-maintenance, non-production, or improper maintenance of statutory registers, records, returns, or other documents as mandated under applicable labour and employment laws.
- 23.5. In case of failure to pay the abovementioned components to the deployed personnel, an appropriate penalty will be charged from the Agency. PHFI shall have the right to recover such amounts, including applicable penalties and interest, from any payments due or becoming due to the Agency under the agreement, without prejudice to any other legal remedies available.
24. The agency shall be responsible for proper maintenance of all Registers, Records and Accounts so far as these relate to the compliance of any statutory provisions/obligations. The agency shall be responsible for maintaining record pertaining to payment of Wages Act and also for depositing the PF/ESI contributions with authorities concerned.
25. The agency's rate(s) shall be exclusive of all applicable taxes and levies. If there is any change in minimum wages notifications and applicable taxes by the Government, the rates will be subject to change automatically and will be binding on both parties.
26. Income tax/other taxes/charges levied from time to time by the Govt. shall be deducted at source by PHFI from the monthly bills of the Agency on the full amount of bill.
27. In the event of a facility manpower not reporting for the duty, an alternate arrangement shall be made by the agency, immediately without jeopardizing the functioning of the PHFI.
28. The agency or their nominee shall ensure their presence at a short notice as and when required by the PHFI.
29. No residential accommodation, subsidized food or transport will be provided to the facility manpower deployed by the agency.
30. The agency shall properly maintain an account for all the items of furniture, registers, etc. prescribed by PHFI.
31. PHFI reserves the right to cancel/terminate the agreement at any time during the duration of the agreement after giving one month's written notice to the agency.
32. The agency shall deploy personnel who are medically fit. They should be free from all infections/diseases. The Agency shall get their employees medically examined before deploying them at the PHFI once in a year and submit medical fitness certificate as instructed by the PHFI.
33. The agency shall obtain adequate insurance policy in respect of their manpower to be engaged for the work, towards meeting the liability of compensation arising out of death/injury/disablement at work etc.
34. The agency shall provide weekly off/holidays to their manpower as per labour laws but it will be their responsibility to ensure uninterrupted services to PHFI on all days throughout the year.
35. No manpower shall be deployed on double duty during consecutive duty timings. In case such a deployment is noticed, it would be viewed seriously and may result in termination of the agreement.
36. No property of PHFI of any kind is removed by any official/private person without a proper gate- pass issued by the authorized officials of PHFI.

37. Any loss/damage to goods or property of PHFI due to negligence on the part of the facility staff deployed at our premises will be reported to the agency and will be recovered by PHFI within the 7 days of the communication to the agency. Non-compliance of the same shall entail recovery of the loss in part or in full from the dues and/or termination of the agreement.
38. No report for any loss/damage to property of PHFI shall be lodged with police by the agency without the written approval of Admin Head, PHFI as the case may be.
39. PHFI Admin shall have the right to adopt any measures/set-up a system for ensuring proper performance of duty of facility personnel deployed by the agency. The number of manpower can be increased or decreased depending upon the requirement to be assessed by PHFI and intimated to the Agency.
40. It shall be the duty of the agency to remove all the persons deployed by them on termination of the agreement for whatsoever reason and ensure that no person create any disruption/hindrance/problem of any nature to the PHFI.
41. In the event of any question, dispute/difference arising under the agreement or in connection herewith (except where resolution has been specifically provided under the agreement) the same shall be referred to the Sole Arbitration of the authorized signatory, PHFI. The award of the arbitrator shall be final and binding on both the parties.
42. Dispute, if any, arising out of the agreement, shall be settled by mutual discussion, alternatively by legal recourse under jurisdiction of Delhi courts only.

**Sub-letting:** The Agency will not sub-let the agreement for these services to any other Agency or individual (s)

**The agency that offers services under this tender should have a clear recruitment and exit policy for the personnel. A copy of the same should be submitted along with other documents.**

**43. Reserved Rights:** PHFI reserves the following rights with regard to this tender:

- (i) To cancel this Tender at any stage without assigning any reason.
- (ii) To disqualify any Applicant(s) based on Applicant(s) failure to follow solicitation instructions
- (iii) PHFI reserves the right to waive any deviations by Applicants from the requirements of this solicitation that in PHFI 's opinion are considered not to be material defects requiring rejection or disqualification; or where such a waiver will promote increased competition;

44. No proposal shall be accepted unless it is properly sealed. Agencies shall not be allowed to fill in or seal their proposal at the PHFI office. The documents should be sent by speed post/registered post/courier or hand delivered.

45. If the envelope is found to be open, not sealed and not marked as instructed above, PHFI will not be responsible for misplacement or premature opening of the

proposal submitted. Any proposal opened prematurely due to this cause shall be rejected.

46. The bidder is advised to attach any additional information that is considered necessary in regard to establish the capabilities. No further information will be entertained after submission of application unless it is required by PHFI. PHFI, however, reserves the right to call for additional information and clarification on information submitted by the bidders.
47. Proposals must be received by PHFI at the address specified not later than the date and time specified in the tender. Proposals received after the due date and time specified will automatically be rejected.
48. Any efforts by Agencies to influence the PHFI personnel or representatives on matters relating to proposals under study in the process of examination, clarification, evaluation and comparison of proposal and in decision concerning award of agreement, shall result in the rejection of the Agencies proposal.
49. Failing to execute the Agreement within the said period may result in termination of the agreement and award the same to other Agencies/ agencies at the risk and cost of the defaulter Agency.
50. The person to sign the agreement shall be duly authorized.
51. PHFI assures that the documents and presentations by the applicants will be kept strictly confidential and will not be used for any purpose other than the process of selection of the final applicant. All documents created/prepared during the assignment by the selected application shall be the property of PHFI and they will have the rights associated with such documents.
52. **Offer Verification:** PHFI may contact applicant to confirm contact person, address, bid amount and to confirm that the bid was submitted for this solicitation.

**All queries/correspondences pertaining to this tender will be done through PHFI Tender email i.e. [tenders@phfi.org](mailto:tenders@phfi.org)**

# Selection Criteria

## **GUIDELINES FOR SUBMITTING PROPOSAL**

### **Preparing the Technical Proposal**

The Agency is required to submit a Technical Proposal and a separate Financial Proposal.

Bidders are directed to provide the required, relevant documents in support of their bid. It is the sole responsibility of the Bidder to comply with all the supporting documents. In case of any irrelevant or non-readable files, non-submission of necessary documents in support to Qualifying Eligibility Criteria, the bid may be rejected.

### **Preparing the Financial Proposal**

- a. The Financial Quotes should be given as per template provided for Financial Bid.
- b. The bidders are required to provide detailed break-up calculation in support to their financial bid.
- c. The Financial proposal will be evaluated only if an Agency qualifies based on the assessment of the Technical proposal.

### **Submission of Bids**

- a. The Bidder shall submit a sealed cover consisting of these two sealed envelopes with a clear label for each:
  - i. **Technical Proposal** super scribing on the right hand side top of the cover as Technical Bid (2 copies) and Name of the organization with complete address.
  - ii. **Financial Proposal** super scribing on the right hand side top of the cover as Financial Bid (2 copies) and Name of the organization with complete address.

All the pages of the Technical Proposal and the Financial Proposal shall be duly signed and stamped by the Authorized Signatory. Corrections, if any shall be counter signed and also fix seal of the organization.

Hard copies of the Proposals should be addressed and submitted to:

**The Chairman, Tender Committee, Public Health Foundation of India**

House Number 60, 4th Floor, Saidulajab Village, Part of Saidulajab Extn, New Delhi,  
110030. Phone No.: +91 11 40175500

**Tender No: PHFI/HQ/Admin/May 2026/001**

The last date for submission of tender with all supporting documents is **22<sup>nd</sup> May, 2026 by 05:00 PM**. Any tender received after this prescribed time will not be entertained. PHFI will not be responsible for any loss in transit or postal delay.

**All the Annexures shall form a part of this Tender.**

### **BID EVALUATION**

The bids received will be evaluated on Quality cum Cost Based Selection (QCBS) as follows:

<b>Sr. No.</b>	<b>Evaluation</b>	<b>Maximum Marks</b>	<b>Remarks</b>
1	Technical Evaluation	60	Bidder scoring 60% (36 marks) will qualify for next step (Presentation cum Interview)
2	Presentation cum Interview	20	The bidders who qualify for the Presentation cum Interview will be intimated by PHFI through email.
3	Financial Bid	20	
	Total Marks	100	

### **Evaluation Committee**

- A designated committee formed by PHFI would first examine the Technical bids to match the Qualification Eligibility Criteria.
- The Technical bids fulfilling the Qualification Eligibility Criteria will be considered for Technical Evaluation. The bids not fulfilling the Qualification Eligibility Criteria will be rejected.
- The agencies who score minimum qualifying marks in the Technical Evaluation will be considered for Presentation cum Interview and opening of the Financial Bid.

**Technical Evaluation (60 Marks)**

Technical evaluation shall be carried out based on the following:

<b>Technical Score Evaluation</b>	<b>Maximum Marks</b>												
<p>Average Annual Turn Over in the last three years (FY 2022 – 23 to 2024 – 25):</p> <ul style="list-style-type: none"> <li>• Rs. 50.0 Lakh to Rs. 75 Lakh = 04.0 Marks</li> <li>• Above Rs. 75 Lakh to Rs. 1.00 Crore = 08.0 Marks</li> <li>• Above Rs. 1 Crore: = 12.0 Marks</li> </ul> <p><b>Supporting Document:</b> Copies of duly Audited Trading and Profit &amp; Loss Account / Certificate issued by a Practitioner Chartered Accountant with UDIN.</p>	12												
<p>If you have provided similar nature of services to reputed NGOs/Institutes of National Importance during last three years: (FY 2023 – 24 to 2025 – 26)</p> <p>Maximum Institutes: 03 Marks per Institute: 02</p> <table border="1" data-bbox="140 936 890 1099"> <thead> <tr> <th>No. of NGOs/Institutes</th> <th>Year (1, 2 or 3)</th> <th>Max. Mark</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>02</td> <td>02</td> </tr> <tr> <td>2</td> <td>02</td> <td>04</td> </tr> <tr> <td>3</td> <td>02</td> <td>06</td> </tr> </tbody> </table> <p><b>The names of the NGO/Institute must be shared with PHFI</b></p> <p><b>Supporting Document:</b> Work order along with client certificate of the satisfactory performance.</p>	No. of NGOs/Institutes	Year (1, 2 or 3)	Max. Mark	1	02	02	2	02	04	3	02	06	06
No. of NGOs/Institutes	Year (1, 2 or 3)	Max. Mark											
1	02	02											
2	02	04											
3	02	06											
<p><b>If you have provided all the supporting documents mentioned in the Tender: Maximum Marks 09 will be given otherwise zero marks in case any of the required supporting document is missing.</b></p>	09												
<p>Total number of manpower working on the pay roll of bidder duly supported by EPFO challan for the month of October, November and December 2025:</p> <p>Up to 50 Manpower = 06.00 Marks Above 50 Manpower = 12.00 Marks</p>	12												
<p>Successfully completed or on going (should have completed minimum six months) <b>minimum one contract/agreement for similar nature of work</b></p>	12												

<b>during the last 03 (three) years</b> , having annual contract/agreement value (excluding GST) from the date of publication of tender:-	
Up to Rs. 50 Lakh :	04 Marks
Between Rs. 50 Lakh to Rs. 1.5 Crores :	08 Marks
Above Rs. 1.5 Crores :	12 Marks
Valid ISO Registration – 9001: 2015	02
Valid ISO Registration – 45001: 2018	02
If you have office in Delhi/Haryana for 3 or more years.	05
<b>Total of Maximum Marks</b>	<b>60</b>
Minimum score required to qualify in technical bid	60% i.e. 36 Marks

**Presentation cum Interview (20 Marks)**

Those agencies who will qualify in the Technical Evaluation will be invited for a Presentation cum Interview. The designated committee at PHFI will evaluate the Presentation cum Interview and give marks out of 20.

The bidders are expected to cover the following points during the presentation:

- How well do you understand the scope and how do you plan to meet the objective of this tender document.
- Awareness of the statutory compliances in this type of agreement/s.
- Brief about the clients being served presently for providing Facility Management Services.
- How do you plan to maintain your machinery.
- Adherence to the health and safety standards.
- Demonstrate your commitment to continuous improvement, environmental responsibilities, clear communication protocol for addressing the client needs and issues.
- Bring out any aspects of the social responsibility of your organization such as the employee benefits towards untimely death, accident, other terminal benefits and medical benefits provided to your employees.
- Any other points which the committee may feel to ask during the presentation.

The Presentation cum Interview will be in-person only and at the PHFI Saket, Delhi Office. The travel and other associated costs for appearing for the Presentaiton cum Interview will be borne by the bidder.

**Presentation cum Interview Date:** The date for Presentation cum Interview is given in the Schedule for Tender. In case of any change in the date for Presentation cum Interview, the new date will be decided by PHFI, as per the availability of the committee members. The date finalized by PHFI will be final.

**Financial Evaluation (20 Marks)**

Financial evaluation shall be carried out as follows:

For financial evaluation, the total price quoted by the agency for both Delhi and Gurugram Offices, shall only be taken into consideration.

After reviewing the correctness and reasonableness of the financial bids, full marks will be awarded to the lowest qualifying bidder. For subsequent bidders the marks will be a ratio of the lowest bidder. If the lowest bid is "X" and bid for "Y" needs to be evaluated then its marks will be "highest mark x (X/Y)".

**Selection of Agencies**

- a. Agencies are required to score a minimum of 60% (36 marks) out of 60 marks in the technical proposal in order to qualify for the next step (Presentation cum Interview).
- b. For the Final selection, the total score obtained by the bidders in all the stages (Technical Evaluation – out of 60 marks, Presentation cum Interview – out of 20 marks and Financial bid – out of 20 marks) will be taken in to consideration.
- c. PHFI shall reserve the right to negotiate with the Bidder whose proposal has scored highest marks (total of Technical Evaluation, Presentation Cum Interview and Financial evaluation).
- d. The submitted proposals will be valid for 90 days from the date of submission. PHFI will make its best effort to select the Agencies within this period.

# FINANCIAL BID

## Financial Bid Summary

S. No.	Description	Monthly Amount (Rs.)	Annual Amount (Rs.)
1	Total Cost to Company including Management Fee (as per Delhi Office- Wage Breakup (8 Manpower) Sl.15, Column No.(8)		
2	Total Cost to Company including Management Fee (as per Gurgaon Office- Wage Breakup (4 Manpower) Sl.15, Column No.(7)		
	<b>Grand Total</b>		

*Note: GST as per applicable rate with effect from the date of engagement in PHFI*

**(Authorized Name & Signatory of Agency/firm with seal/ stamp of the Agency/Firm)**

**Delhi Office- Wage Breakup**  
(Detailed Wage Structure w.e.f 01/04/2026)

S.No	Particulars	Housekeeping Staff	Pantry Staff	Front Office Executive/Admin Executive	Clerical Assistant / Finance	Total Monthly Amount (Rs.)	Total Yearly Amount (Rs.)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
	<b>Category</b>	<b>Unskilled</b>	<b>Semi-skilled</b>	<b>Skilled</b>	<b>Highly Skilled</b>		
	<b>No. of Manpower</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>1</b>		
	<b>Working Hours(Including 1 hr Break)</b>	<b>9 Hrs.</b>	<b>9 Hrs.</b>	<b>9 Hrs.</b>	<b>9 Hrs.</b>		
	<b>No of working days in a week</b>	<b>6 days</b>	<b>6 days</b>	<b>6 days</b>	<b>6 days</b>		

1	Minimum Wages (a + b)						
a.	Basic						
b.	DA						
2	Other Allowances (if any)						
3	Gross Wages (1+2)						
4	PF @13% on Minimum Wages (Basic + DA)						
5	ESIC @ 3.25% on Gross Wages						
6	Statutory Bonus @ 8.33% on Minimum Wages (Basic + DA)						
7	Leave as per Shops & Establishment Act						
8	Labour Welfare Fund (As per Labour Welfare Board)						
9	Uniform Allowance						
10	Gratuity on actual with effect from the date of engagement in PHFI (As per compliance)						
11	Any other components						
12	Total Cost to Company (CTC)						
13	Management Fee in %						
14	Management Fee in INR						
15	Total Cost to Company including Management Fee						

**Note: GST as per applicable rates.**

Date:

Signature

Place:

Name

**(Authorized Name & Signatory of Agency/firm with seal/ stamp of the Agency/Firm)**

**Gurugram Office- Wage Breakup**  
(Detailed Wage Structure w.e.f. 01/04/2026)

S. No.	Particulars	Housekeeping	Pantry	Front Office Executive	Total Monthly Amount (Rs.)	Total Yearly Amount (Rs.)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
	<b>Category</b>	<b>Unskilled</b>	<b>Semi-skilled</b>	<b>Skilled</b>		
	<b>No. of Manpower</b>	<b>1</b>	<b>2</b>	<b>1</b>		
	<b>Working Hours(Including 1 hr Break)</b>	<b>9 Hrs.</b>	<b>9 Hrs.</b>	<b>9 Hrs.</b>		
	<b>No of working days in a week</b>	<b>6 days</b>	<b>6 days</b>	<b>6 days</b>		

1	Minimum Wages (a + b)					
a.	Basic					
b.	DA					
2	Other Allowances (if any)					
3	Gross Wages (1+2)					
4	PF @13% on Minimum Wages (Basic + DA)					
5	ESIC @ 3.25% on Gross Wages					
6	Statutory Bonus @ 8.33% on Minimum Wages (Basic + DA)					
7	Leave as per Shops & Establishment Act					
8	Labour Welfare Fund (As per Labour Welfare Board)					
9	Uniform Allowance					
10	Gratuity on actual with effect from the date of engagement in PHFI (As per compliance)					
11	Any other components					
12	Total Cost to Company (CTC)					
13	Management Fee in %					
14	Management Fee in INR					
15	Total Cost to Company including Management Fee					

**Note: GST as per applicable rates.**

Date:

Signature

Place:

Name

**(Authorized Name & Signatory of Agency/firm with seal/ stamp of the Agency/Firm)**

**Disclaimer: This RFP is not an offer by Public Health Foundation of India (PHFI), but an invitation to receive an offer from the bidders. No contractual obligation whatsoever shall arise from the tender process unless and until a formal award is made and executed by duly authorized office bearers of PHFI.**

**\*\*\*\*\*End of Tender Document\*\*\*\*\***