

**REQUEST FOR PROPOSAL (RFP)
FOR
RUNNING HEALTH CENTRE AT KINFRA SMALL INDUSTRIES
PARK, KORATTY**

BID NO : KINFRA/KRRTY/HEALTHCENTRE/2024-25/RE-TENDER 2



Kerala Industrial Infrastructure Development Corporation (A Statutory Body of
Govt. of Kerala)
KINFRA HOUSE, TC NO.31/2312, SASTHAMANGALAM P.O,
THIRUVANANTHAPURAM-695010
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Issued to:



KERALA INDUSTRIAL INFRASTRUCTURE DEVELOPMENT CORPORATION(KINFRA)

(A statutory body of Govt of Kerala)

KINFRA HOUSE, TC 31/2312, Sasthamangalam, Thiruvananthapuram -695 010

Tel: 0471-2726585 | **Fax:** 0471-2724773 | **Email:** kinfraannexe@gmail.com | **Web:** www.kinfra.org

Bid No : KINFRA/KRTY/HEALTHCENTRE/2024-25/Re-tender2

Name of the Work : Running Health centre at KINFRA Small Industries Park, Koratty

Locality : KINFRA Small Industries Park, Koratty, Kerala

Last date of Submission : 09.05.2025

Name of the bidder :

Address of the bidder :

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DISCLAIMER

All information provided as a part of this Request for Proposal (RFP) document to the prospective Applicants by the Kerala Industrial Infrastructure Development Corporation (KINFRA), is subject to the terms and conditions set out in this RFP and any addendum to the same (as and when issued in writing).

This RFP document is not an agreement by the KINFRA to the prospective Applicants or any other person. The purpose of this document is to provide interested parties with information that may be useful to them in the formulation of their Proposals.

This RFP document does not claim to contain all the information each Applicant may require. Each Applicant is advised to conduct its own due diligence and check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources as deemed necessary. KINFRA makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP document. KINFRA may at their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

*Kerala Industrial Infrastructure Development
Corporation (KINFRA) (A Statutory Body of Govt. of
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Notice inviting Request for proposal



KERALA INDUSTRIAL INFRASTRUCTURE DEVELOPMENT CORPORATION (KINFRA) (A statutory body of Govt of Kerala) KINFRA HOUSE, TC 31/2312, Sasthamangalam, Thiruvananthapuram -695 010

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Managing Director, KINFRA invites **Item rate** tenders in **Two cover** bid system for the following work in the prescribed form, from competent and eligible companies registered in India or Registered Partnership/ proprietary firms who fulfill the eligibility criteria as prescribed in tender.

Tender No.	Name of work	Minimum Floor price	EMD	Tender fee (Non-refundable)	Last date of submission of Tender document,	Date of opening of Technical Bid
KINFRA/KRITY/ HEALTHCENTRE /2024-25/RE-TENDER 2	Request for proposal for Running Health Centre at KINFRA Small Industries Park, Koratty.	16489/- plus GST @ 18% per month	4950/-	590/-including GST@18%	09.05.2025 at 02.00 PM	09.05.2025 at 02.30 PM

- Tender Purchase:** Tender document (Non- transferable) can be purchased from the office of KINFRA Small Industries Park, Koratty on any working days from 23.04.2025 to 08.05.2025 (between 09:30 am and 05:00 pm) on a payment of tender fee 590/- including GST @18% Bidder has to submit request for issue of document.
- Tender Submission:** Bidder shall submit their offer in two cover system:-
 - Cover-1 to be addressed and superscribed '**PART-1 Technical Bid**' and should contain all the necessary documents including EMD. The name of the work and the address of the bidder should be written on the cover.
 - Cover-2 to be addressed and superscribed '**PART-2 Financial Bid**' and should contain Price bid document
 - Both covers No.1 & 2 shall be put together in cover No.3 and shall be duly sealed and indicate the name and address of the bidder. This cover shall be addressed and superscribed "**Request for proposal for Running Health Centre at KINFRA Small Industries Park, Koratty.**". Demand draft number and date shall be written on this cover and shall be dropped in the tender box. **Tenders without EMD will not be considered for further process and will be rejected summarily.** The tender should reach KINFRA Hitech Park, Opposite Cooperative medical college, HMT Colony, P O Kalamassery Pin: 683503 Ph: 0484-2541650 on or 09.05.2025, 2:00 PM.
- The technical bid received will be opened on 09.05.2025 at 02:30 pm in the office of KINFRA Hitech Park Kalamassery, Ernakulam.

Managing Director

**Invitation for Request for Proposal (RFP) for Running Health Centre at KINFRA
Small Industries Park, Koratty**

Request for Proposal (RFP) is invited by the Managing Director, KINFRA, at KINFRA Small Industries Park, Koratty for Running Health Centre at KINFRA Small Industries Park, Koratty.

Kerala Industrial Infrastructure Development Corporation [KINFRA] aims to bring together all suitable resources available in the state to develop infrastructure to facilitate the industrial growth of the state. KINFRA is dedicated to catalyze industrial growth in Kerala by providing the best industry-specific-infrastructure.

KINFRA has identified over 20 core competency areas. It has 24 well-defined industrial Parks, most of which are functional and some are in the launching phase. Each of these Parks offers comprehensive infrastructure and support services to the entrepreneurs.

KINFRA provides single window clearance facilities for industrial units for regulatory licenses and clearances.

KINFRA has established KINFRA Small Industries Park, Koratty with a vision of creation of manufacturing infrastructure that invites precision manufacturing industries with high value outputs, in Food & Beverages, Packaging industries, General Industries etc. In view of the same various industrial friendly infrastructures has been constructed in the park and almost every building space and land has been sold out. It is estimated that around 1500 people are employed in various units operational in the park.

Pursuant thereto, KINFRA is inviting proposals for Running Health Centre at KINFRA Small Industries Park, Koratty. KINFRA has constructed a health centre building in the Park compound for the ease availability of medical help for employees in the companies.

The selected Bidder shall run health centre facility in accordance with the Applicable Laws, Good Industry Practices and Set Up Plan approved by KINFRA as well as

arrangement of requisite finance, equipment, machinery, security, licenses and other clearances and permits as required at their own costs as detailed in Annexure-A.

If any services, functions or responsibilities are not specifically described herein or in any other related document(s) which are an inherent, necessary, ancillary and/ or customary part of the Services or are reasonably required for proper performance of the Services in accordance with the RFP, they shall be deemed to be included within the scope of services as if such services, functions or responsibilities were specifically described in this RFP.

The Healthcentre facility must be functional within 4 weeks from the date of Letter of Award. The operation period of the project shall be valid for 3 years from the date of commencement or completion of 4 weeks from the date of Letter of Award, whichever is earlier, which will be renewed for one more year as per the performance.

The Operation Fee will consist of Rent for the Space allotted by KINFRA as described below:

The Space Rent for Health centre at KINFRA Small Industries Park, Koratty at base price of Rs. 16,489/- per month plus GST @18% (effective from the date of commencement) plus applicable taxes with an escalation of 12% every two years. The bidders have to quote the rent amount competitively above the base price. KINFRA desires interested Bidders to quote the Rent they will pay per month.

1. Eligibility Criteria

1.1. Bidders who fulfil the following requirements shall be eligible to apply:

1.1.1. The bidder should have at least one-year prior experience, during the last five years, of running a Health centre /clinic

1.1.2. Should have GST Registration in Kerala.

1.2. The intending bidder must read the terms and conditions of RFP document carefully. He should only submit his bid if he considers himself eligible and he is in possession of all the documents required.

- 1.3. Tender forms can be obtained from the Park Centre, KINFRA Small Industries Park, Koratty, Thrissur District, during office hours on all working days, by paying Rs.590/- including GST @18% towards the cost of the tender. Interested bidders are advised to visit the Park and the site / building / facility being rented out by KINFRA and get any additional information that they may require. Insufficient / inadequate facilities etc. will not be entertained after submission of the bids.
- 1.4. Earnest Money Deposit (EMD) amounting to Rs 4950/- (Rupees Four thousand nine hundred and fifty only) to be remitted through demand draft payable at Thiruvananthapuram and drawn in favor of Managing Director, KINFRA. The EMD of all unsuccessful Bidders will be returned within a period of thirty (30) days from the date of issuing the work order with the successful Bidder. The EMD of any Bidder, whose Bid is rejected on account of being Non-Responsive or Non-Reasonable in accordance with the RFP, will be returned within a period of thirty (30) days from the date of intimating the rejection of bid by KINFRA to the Bidder.
- 1.5. Security Deposit, the amount collected at the time of executing contract agreement, will be 5% of the quoted amount/rental amount for one year and the deposit will be retained till 3 months after the expiry of contract agreement. The successful bidder shall make this **interest free security deposit** by demand draft payable at Thiruvananthapuram and drawn in favor of Managing Director, KINFRA.
- 1.6. Manpower: The Operating Agency is required to employ necessary manpower to ensure the smooth operations of the restaurant. Compliance to this condition is a mandatory requirement, failing which the Operating Agency shall lose their right to operate, maintain and manage the facility. The Bidder shall ensure the following regarding the personnel being deployed:
- The personnel
- i. shall be over 18 years of age.
 - ii. shall have no police record.
 - iii. shall have no history of alcohol or drug abuse
 - iv. shall have no chronic / contagious diseases
 - v. shall be physically and mentally fit

vi. shall be an experienced and competent person

- 1.7. All bids submitted shall consist of a **Technical Bid and a Price Bid and should be submitted in two separate sealed envelopes**, super scribed "Request for proposal for Running Health centre at KINFRA Small Industries Park, Koratty" (Ref Annexure C) and "Price Bid for Running Health centre at KINFRA Small Industries Park, Koratty" (Ref Annexure D) respectively, which will then be enclosed in one single sealed envelope clearly superscribed "Technical Bid & Price Bid for Running Health centre at KINFRA Small Industries Park, Koratty". This sealed cover shall be addressed to **The Deputy Manager, KINFRA Hitech Park Opposite Cooperative medical college HMT Colony P O Kalamassery Pin: 683503 Ph: 0484-2541650**
- 1.8. The tender in the prescribed format along with EMD and other required details in sealed cover should reach KINFRA Hitech Park Opposite Cooperative medical college HMT Colony P O Kalamassery Pin: 683503 Ph: 0484-2541650 on or before 09.05.2025, 2:00 pm. Only hard copies of Bids shall be accepted.
- 1.9. The bidder is advised to submit the bids well before the stipulated date and time. In this regard, KINFRA shall not be responsible for any kind of issues faced by the bidder due to delay in postal/courier services.
- 1.10. The bidders who submit their bids for this tender shall accept that they have clearly understood and agree to the terms and conditions including the Form/Annexures of this tender. Mention of price details at any place other than the designated place, shall disqualify the bid and the bid shall be summarily rejected.
- 1.11. The Bids should be duly signed by the bidder. The bids shall be typed or written in indelible ink. The bidder shall initial any corrections/amendments made to the bid. Any material change to a submitted bid must be received before the bid due date. Material changes in the bid will not be permitted after the bid due date.
- 1.12. The Technical bid shall be opened first on due date and time as mentioned above. The time and date of opening of financial bid of bidders qualifying the technical bid shall be communicated to them at a later date.

1.13. The competent authority on behalf of Managing Director, KINFRA does not bind itself to accept the highest or any other bid and reserves to itself the authority to reject any or all the bids received without the assignment of any reason. All bids in which any of the prescribed condition is not fulfilled or any condition including that of conditional rebate is put forth by the bidders shall be summarily rejected.

1.14. The competent authority on behalf of Managing Director, KINFRA does not bind itself to accept the highest or any other bid and reserves to itself the authority to reject any or all the bids received without the assignment of any reason. All bids in which any of the prescribed condition is not fulfilled or any condition including that of conditional rebate is put forth by the bidders shall be summarily rejected.

1.15. Canvassing whether directly or indirectly, in connection with bidders is strictly prohibited and the bids submitted by the bidders who resort to canvassing will be liable for rejection.

1.16. The competent authority on behalf of Managing Director, KINFRA reserves to himself the right of accepting the whole or any part of the bid and the bidders shall be bound to perform the same at the rate quoted.

1.17. The bid submitted shall become invalid if:

- i. The bidder is found ineligible.
- ii. The bidder does not submit all the documents as stipulated in the bid document.
- iii. The Bids not accompanied by EMD and tender cost will be summarily rejected.

1.17. The bid for the works shall remain open for acceptance for a period of One hundred twenty (120) days from the date of opening of technical bid. If any bidders withdraw his bid before the said period or issue of work order, whichever is earlier, or makes any modifications in the terms and conditions of the bid which are not acceptable to KINFRA, and then KINFRA shall, without prejudice to any other right or remedy, be at liberty to forfeit 100% of the said earnest money as aforesaid. Further the bidders shall not be allowed to participate in the rebidding process of the work.

1.18. This notice inviting Bid shall form a part of the contract document. The successful bidder/contractor, on acceptance of his bid by the Accepting Authority shall within 15 days from the stipulated date of start of the work, sign the contract consisting of The Notice Inviting Bid, all the documents including additional conditions, specifications and drawings, if any, forming part of the bid as submitted at the time of invitation of bid and the rates quoted at the time of submission of bid and acceptance thereof together with any correspondence leading thereto.

1.19. Selection of Bidder: Bidder with highest quote for the monthly rent amount above the base price will be selected after achieving all technical qualification for the project as mentioned in the RFP

IMPORTANT INFORMATION

Sl. no.	Information	Details
1	Date of issue of RFP Document	23.04.2025
3	Last date of submission of Bid	09.05.2025
4	Earnest Money Deposit (EMD)	Rs. 4950/-
5	Bid Submission Fee (Non-refundable)	Rs. 590/- (Including GST @ 18%)
6	Technical Bid Opening date	09.05.2025
7	Total Available space	1100 sq.ft.
8	Base price for Rent (per month)	Rs.16489/ (plus GST @18%)

- A. The **Technical Bid** should be submitted with a covering letter as per Annexure B and should include all the required details in the format as given in Annexure C.
- Documents proving that the bidder is in the business of running a Health centre in the past one Financial Year
 - GST registration certificate
- B. The Financial Bid shall be submitted in the format given as ANNEXURE D in a separate sealed cover.

ADDITIONAL CONDITIONS

- i. The bidder should have at least one year of prior experience, during the last three years, of running a health centre /clinic for which he should submit the necessary proof / documents from the concerned institution / organization.
- ii. The contract will be awarded to the bidder who quotes the highest rent offered above the floor value fixed by KINFRA, based on the eligibility criteria. The rent quoted by the bidder shall remain valid for a period of 120 days from the date of submission of the tender.
- iii. Floor value of the proposed building is Rs.16,489/- (Rupees Sixteen thousand four hundred and eighty nine only) plus GST @ 18% per month.
- iv. The contract will be awarded initially for a period of three years. However, if the running of the Healthcentre is not found satisfactory during this period, KINFRA has the right to terminate the contract by giving one-month notice. The bidder can also terminate the contract by giving one-month notice and getting approval from KINFRA. The term of the contract may be extended by KINFRA for a further period, on mutually agreed terms, at the end of the existing contract.
- v. The bidder shall not use or utilise the above premises other than for the running the Healthcentre and shall not sublease the premises to any other person, without the written consent of KINFRA
- vi. The working time of the health centre will be decided by KINFRA and will be intimated to the bidder from time to time.
- vii. The bidder has to engage his own workers / staff as per his requirement. While engaging workers for the health centre, the bidder has to ensure the medical fitness of the workers / staff, as per the prevalent statutory health and hygiene rules. Necessary documents as per the PFA act, regarding this should be maintained / displayed at the premises and should be produced whenever asked for. The workers should wear clean dress / uniform, as specified by KINFRA. The workers / staff engaged by the bidder are his employees and KINFRA will have no liability for their salary, allowances, and other payments, under various laws.
- viii. The bidder is liable to pay the contributions to PF, ESI etc. for the workers /staff being engaged in the health centre. The bidder should abide by all statutory labour laws, industrial laws etc. as applicable from time to time. He shall also cover his employees under comprehensive insurance schemes and any other statutory laws prevalent at the time.

- ix. The appropriate rules & regulations of concerned Government Departments & Local Authorities are applicable in this case also and the bidder has to abide by these conditions.
- x. The selected bidder has to make an interest free security deposit of twelve months quoted rent by way of demand draft favouring KINFRA, payable at Thiruvananthapuram, and has to execute an agreement on Kerala stamp paper of Rs.500/- upon award of the contract to him / her. After the end of the contract period, the security deposit will be returned, without interest, after adjusting any amount found due to KINFRA.
- xi. The bidder has to ensure that no damage is caused to the buildings, fixtures etc. provided by KINFRA. In case of damages, the bidder has to rectify the same as per the directions of KINFRA. The building, fixtures etc. handed over to the bidder should be returned in the same good condition on expiry of the contract. The bidder shall not put up any structure or construction on the premises without the consent of the owner in writing.
- xii. The bidder has to apply and obtain water connection for the health centre from the respective authorities. The electricity & water bills have to be paid by the bidder from time to time, during the period of contract, as per actual consumption, in addition to the rent.
- xiii. The rent for the building has to be paid, before the 7th day of every month. If there is a delay in payment, the bidder shall become liable to pay interest on the arrear rent at the prevailing rate of 10.5% per annum or the rate fixed by KINFRA from time to time. GST will be paid extra. In the event of non-payment of rent for single consecutive months, KINFRA reserves the right to terminate the contract, without giving any notice.
- xiv. The bidder has to maintain the building, furniture, fixtures, surrounding area, utensils etc. in a neat and hygienic condition. The bidder also has to make his own arrangement for the collection and disposal of the waste generated from the health centre on a daily basis, outside the Park premises at non-objectionable and permitted places at his own cost, with a view to maintain hygienic conditions.
- xv. The Park rules / procedures will have to be followed by the bidder and his staff / workers. Photo identity passes will have to be issued to all the staff / workers. The bidder should ensure that anti-social elements are not entertained and the functioning of the offices / units in the Park is not disturbed / affected in any way. No staff / worker will be permitted to stay in the health centre premises after duty hours. KINFRA will have the right to inspect the health centre at any time, by deputing its officials.

- xvi. If the bidder fails to run the health centre satisfactorily / stops the functioning of the health centre, then the bidder will be held responsible and liable for any loss incurred by KINFRA because of this. The loss will be realised from the security deposit of the bidder, lying with KINFRA, after due intimation to him.
- xvii. Governing Laws and Settlement of Disputes:
- xviii. Any claims, disputes and or difference (including a dispute regarding the existence, validity or termination of the Contract) arising out of, or relating to the contract including interpretation of its terms shall be resolved through joint discussion of the Authorized Representatives of the concerned parties. However, if the disputes are not resolved by the discussions as aforesaid within a period of 30 days, then the matter will be referred for adjudication to a sole arbitrator to be appointed by the KINFRA in accordance with the provisions of the Arbitration and Conciliation Act 1996 and rules made there under from time to time. The venue for the Arbitration will be Thiruvananthapuram and decision of the arbitrator shall be final and binding on the parties.

Jurisdiction of Court: The Contract is governed by the laws of Republic of India and shall be subject to the exclusive jurisdiction of the competent court in Thiruvananthapuram.

ANNEXURE A

SCOPE OF SERVICES TO BE OFFERED BY OPERATING AGENCIES IN HEALTH CENTRE AT KINFRA SMALL INDUSTRIES PARK, KORATTY

KINFRA desires selected Bidder running a Health centre at KINFRA Small Industries Park, Koratty. KINFRA has constructed a health centre building in the Park compound for the ease availability of medical help for employees in the companies. The Scope of Work is envisaged as below:

- KINFRA will provide built up space to the selected Bidder for the “Project” in Health centre building at KINFRA Small Industries Park, Koratty.
- The bidder has to engage his own workers / staff as per his requirement. While engaging workers for the health centre, the bidder has to ensure the medical fitness of the workers / staff, as per the prevalent statutory health and hygiene rules. Necessary documents as per the PFA act, regarding this should be maintained / displayed at the premises and should be produced whenever asked for. The workers should wear clean dress / uniform, as specified by KINFRA. The workers / staff engaged by the bidder are his employees and KINFRA will have no liability for their salary, allowances, and other payments, under various laws.
- The selected Bidder is expected to implement appropriate processes along with necessary hardware and software systems to enhance customer experience.
- The selected Bidder shall comply with the applicable statutory standards of the business, prescribed by the State and Central Regulatory Agencies, at all times. The bidders must note that they would be required to follow other prevalent applicable regulations of the Local, State and Central Regulatory Agencies, in addition to stipulations fixed by KINFRA.
- The selected Bidder shall be fully responsible for obtaining all types of permissions / licenses from the Central and State Governments, Local bodies etc. for carrying out the business of the “Project”.
- The selected Bidder shall ensure the connection with the exiting power, fresh water and sewerage lines of the KINFRA Small Industries Park, Koratty at its own cost.

- Interested Bidders are free to propose services/facilities which are not covered hereinabove only after intimating with KINFRA.
- The Operating Agency will operate, maintain and manage the facilities for a period of three years (Performance evaluation will be done annually).
- The contract will be awarded initially for a period of three year. However, if the running of the Healthcentre is not found satisfactory during this period, KINFRA has the right to terminate the contract by giving one-month notice. The bidder can also terminate the contract by giving one-month notice and getting approval from KINFRA. The term of the contract may be extended by KINFRA for a further period, on mutually agreed terms, at the end of the existing contract.

I/We hereby declare that I/we have read and understood the above instructions and the terms and conditions mentioned above are binding on me/us.

Place:

Signature of Bidder:

Date:

Full name and address:

ANNEXURE B
Format of Letter by Applicant

To:
The Managing Director,
KINFRA House, TC 31/2312,
Sasthamangalam,
Thiruvananthapuram- 695010

Sub: Running a Health centre at KINFRA Small Industries Park, Koratty

Dear Sir,

We, the undersigned Applicant have read and examined in detail the RFP Bid document for Running a Health centre at KINFRA Small Industries Park, Koratty. We confirm having submitted all the details in support of qualifying criteria as required by you along with this application and all other necessary documents. In case you require any further information in this regard, we agree to furnish the same.

We hereby declare that the Statements made in this proposal are true and accept that any misinterpretation contained in it may lead to our disqualification. We hereby declare that we were never blacklisted by any Central/ State Government/PSU/Public Authority or Organization.

We understand that you are not bound to accept all or any RFP bid you receive.

Yours sincerely,

.....

Name (Company)

.....

Signature

.....

Name of Signatory

.....

Title of Signatory

.....Date of transmittal of this form

ANNEXURE C

**Technical Bid
Running a Health centre at KINFRA Small Industries Park, Koratty**

Name of the Applicant	
Address	
Constitution (Company/ Firm/Proprietorship) <i>(if applicable)</i> [To enclose relevant document]	
Details of EMD submitted	
Documents proving that the bidder in the business of running Health centre at KINFRA Small Industries Park, Koratty [To enclose Business Plan Document]	
Details of GST [To enclose GST Details]	
ManpowerDetails [To enclose manpower details along with supporting documents]	
Contact Person (Name & Designation)	
Telephone	
Email	
Address	

Note: Additional data may be provided if required, in separate sheet

Kerala Industrial Infrastructure Development Corporation

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ANNEXURE - D

FINANCIAL BID

Name of Project: Request for Proposal (RFP) For Running a Health centre at KINFRA Small Industries Park, Koratty

Name of the Bidder:

Name of Project:	BASE RENT (per month)	Space Rent Quoted * (per sq. ft. per month)
Running a Health centre at KINFRA Small Industries Park, Koratty	Rs. 16489/- (plus GST @ 18%)	Rs..... (plus, GST @ 18%)

Note: The above quoted rates are excluding GST @ 18% and all applicable taxes.

Rent shall be calculated based on the area of land occupied by the building. There will be an escalation of 10% for rent every year.

UNDERTAKING

I / We agree to carry out the above project, at the quoted rate of Rs...../- per month (plus GST @ 18%) (Rupees.....) [Plus GST @ 18%] for a period of three year.

Date:

Signature:

Name:

Address: