



## STATE HEALTH SYSTEMS RESOURCE CENTRE, MEGHALAYA

### REQUEST FOR QUOTATIONS

**Purchaser:** *State Health Systems Resource Centre (SHSRC), Meghalaya, Department of Health & Family Welfare, Government of Meghalaya*

**Contract title:** *Services of On-site cum Manager, Security Guard and Housekeeping Staff to be stationed at Centre for Health Innovation and Care Economy (CHICE), Umsawli, Shillong-East Khasi Hills.*

| S# | Description                              | Date & Time                                                                                                                                                                                                                                                                                                                                    |
|----|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1  | Date of Issue of RFQ                     | 26 <sup>th</sup> October 2026                                                                                                                                                                                                                                                                                                                  |
| 2  | Last Date and Time of submission of RFQs | 3 <sup>rd</sup> November 2026                                                                                                                                                                                                                                                                                                                  |
| 3  | Opening of RFQ                           | 5 <sup>th</sup> November 2026                                                                                                                                                                                                                                                                                                                  |
| 4  | Address for Communication                | State Health Systems Resource Centre, 1st Floor, State Medical Guest House, Health Complex, Red Hill Compound, Laitumkhrah, Shillong, Meghalaya<br>Phone: Ph: +919401811029; +916009433372<br>Email: <a href="mailto:admin@megshsrc.in">admin@megshsrc.in</a> ; <a href="mailto:procurement.megh@meghssp.org">procurement.megh@meghssp.org</a> |



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No. DHS/NHM/SHSRC/RHFWTC/Training/Program/2025-26 (IV)  
Dated: 23.10.2026

## REQUEST FOR QUOTATIONS

**Subect: INVITATION FOR QUOTATIONS FOR PROVIDING SERVICES OF ON-SITE cum HOSTEL MANAGER, SECURITY GUARD AND HOUSEKEEPING STAFF ON A MONTHLY BASIS AT CENTRE FOR HEALTH INNOVATION AND CARE ECONOMY (CHICE), UMSAWLI, SHILLONG-EAST KHASI HILLS.**

The State Health Systems Resource Centre (SHSRC), Meghalaya, is a technical support unit of the Department of Health and Family Welfare, Government of Meghalaya, established to strengthen the state’s public health system and improve health outcomes

Its work broadly focuses on:

- **Health systems strengthening** and institutional development
- **Evidence-based planning and policy support**
- **Human Resources for Health (HRH)** planning and management
- **Health financing and outcome-based budgeting**
- **Data systems, monitoring and analytics**
- **Capacity building** of health-system personnel
- **Program design, implementation and evaluation**
- **Research, learning and documentation of good practices**
- Technical support to the **Department of Health & Family Welfare, districts and health facilities**

The current SHSRC mandate also includes strengthening data and analytical capacity and supporting the design, rollout and evaluation of public-health programs.

SHSRC has been involved in initiatives such as outcome-based budgeting, health-system status reporting, implementation learning, and technical studies including the Annual Health Survey of Meghalaya.

Presently, SHSRC invites sealed quotations in **ONE SINGLE ENVELOPE** for the following services from renowned service providers to be stationed at the **Centre for Health Innovation and Care Economy (CHICE), Umsawli, Shillong-East Khasi Hills.**

**\*Detailed ToR and other Terms & Conditions for each capacity are provided at Annexure I**

| Sl. No | Category                   | Numbers | Minimum Working Hours |
|--------|----------------------------|---------|-----------------------|
| 1      | On-site cum Hostel Manager | 2       | 24*7                  |
| 2      | Security Guard             | 12      | 24*7                  |
| 3      | Housekeeping Staff         | 12      | 24*7                  |

**1. Place of Service: Centre for Health Innovation and Care Economy, Umsawli**

**2. Quotation Price**

- a) All eligible taxes shall be included in the total price.
- b) Goods and Services Tax (GST) should be indicated separately, if applicable.



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- c) The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to adjustment on any account. The contract period is for one year.
- d) The Prices shall be quoted in Indian Rupees only.

### 3. Qualification of Bidders

- a) Have the legal capacity to enter into a contract;
- b) Not be insolvent, in receivership, bankrupt, or being wound up, or subject to legal proceedings for any of these circumstances;
- c) Not have had the business activities suspended or debarred from public procurement by the State Government of Meghalaya or Government of India.

**4. Documents Evidencing Qualification:** Bidders are requested to submit copies of the following documents as evidence of your qualification.

- a. Valid trading license/registration or equivalent/Exemption Certificate.
- b. Valid certificate of GST registration;
- c. Past Performance Certificate/Completion Certificate/Work order etc wherein the vendor has provided similar services in the past two years, i.e., 2023-24; 2024-25. The same will be verified if needed.
- d. Self-declaration to the effect that the bidder is not insolvent, in receivership, bankrupt, or being wound up or subject to legal proceedings for any of these circumstances.
- e. Self-declaration that the bidder's business activities are not suspended or debarred from public procurement by the State Government of Meghalaya, any other State Government or Government of India.
- f. The Firm must have been in operation for a minimum period of 3 years

**5. Validity of Quotation:** Quotations shall remain valid for a period not less than 90 days after the deadline date specified for submission.

**6. Evaluation of Quotations:** SHSRC will evaluate and compare the quotations that are determined to be substantially responsive, i.e., which

- (a) are properly signed; and
- (b) conform to the terms and conditions.
- (c) GST will not be taken into consideration while evaluating the quotations.
- (d) Any historical information, if required, may be asked from the bidders during evaluation of quotes.

**7. Award of contract:** SHSRC will award the Work Order to the bidder whose quotations have been determined to be substantially responsive and who has offered the lowest evaluated quotation price, as well as compliance with the requirements of SHSRC as per the ToR.

The announcement for this assignment will be published at <https://www.meghssp.org/>

- a. Notwithstanding the above, SHSRC reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract. The numbers against each category may increase or decrease prior to issuing the Work Order.
- b. The bidder whose quotation is accepted will be notified of the issue of the Work Order by SHSRC prior to expiration of the quotation validity period. The terms of the accepted offer shall be incorporated in the Work Order.

**8.** At any time, prior to the date of submission of quotations, SHSRC may, for any reason, modify the RFQ Document by amendments (*all updates will be published on the above website*), and these amendments will be binding on you



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9. You are requested to submit the quotation via hard copy to the address: State Health System Resource Centre, 1st Floor, State Medical Guest House, Health Complex, Red Hill Compound, Laitumkhrach, Shillong, Meghalaya on or before **1600 hours of 3<sup>rd</sup> Nov, 2026**. Quotations received after the stipulated deadline shall not be considered.

10. We look forward to receiving your quotations and thank you for your interest in this assignment.

Shri. RamKumar S, IAS  
Mission Director  
National Health Mission

## ANNEXURE I:

### FORMAT OF QUOTATION \*

| Sl. No. | Category                      | Number          | Unit Rate | GST and similar other taxes applicable on finished Goods/ Services | *Total Price per line item at Destination - inclusive of discounts, all taxes and duties |          |
|---------|-------------------------------|-----------------|-----------|--------------------------------------------------------------------|------------------------------------------------------------------------------------------|----------|
|         |                               |                 |           |                                                                    | In Figures                                                                               | In Words |
| 1       | On-site cum Hostel Manager    | 2               |           |                                                                    |                                                                                          |          |
| 1       | Security Guard (8 hourly)     | 12 (4per shift) |           |                                                                    |                                                                                          |          |
| 2       | Housekeeping Staff (8 hourly) | 12 (4per shift) |           |                                                                    |                                                                                          |          |

**Gross Total Cost: Rs. ....**

We agree to supply the above services in accordance with the ToR (provided in Annexure-A) for a Total Price of INR..... amount in figures) (INR ..... amount in words) within the period specified in the Invitation for Quotations and it shall remain binding upon us and may be accepted at any time before it expires.

We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery or collusive agreements with competitors.

## ANNEXURE I:

We understand that you reserve the right to:

- a. accept or reject any Quotation and are not bound to accept the lowest evaluated cost Quotation, or any other Quotation that you may receive, and
- b. annul the RFQ process at any time prior to the award of the Contract without incurring any liability to Suppliers.

### **Signature of Supplier**

Name of the person duly authorized to sign the Quotation on behalf of the Supplier: *[insert complete name of person duly authorized to sign the Quotation]*

Title of the person signing the Quotation: *[insert complete title of the person signing the Quotation]*

Signature of the person named above: *[insert signature of person whose name and capacity are shown above]*

Date signed *[insert date of signing]* day of *[insert month]*, *[insert year]*

Phone No :

Email ID:

**ANNEXURE I:**  
**TERMS OF REFERENCE**

| Sl. No. | Category        | Minimum Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Minimum Qualification & Experience                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|---------|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | On-Site Manager | <ol style="list-style-type: none"> <li>1. Overall Site and Facility Management: Oversee the day-to-day operations of the Skill Lab Centre, including training facilities, hostel accommodation, dining areas, classrooms, skills laboratories, washrooms, and common areas, ensuring efficient functioning and adherence to prescribed service standards.</li> <li>2. Hostel and Hospitality Management: Manage room allocation, occupancy, linen and bedding distribution, food services, and other accommodation-related arrangements for trainees, faculty, resource persons, staff, and authorised visitors.</li> <li>3. Housekeeping, Hygiene and Waste Management: Supervise housekeeping personnel and ensure regular cleaning, sanitation, waste segregation and disposal across all residential and operational areas. Conduct routine inspections and coordinate periodic deep cleaning, pest control, and other hygiene maintenance activities in accordance with applicable institutional and public health standards.</li> <li>4. Security and Access Control: Ensure effective security arrangements across the premises, including enforcement of access control protocols at entry and exit points, verification of authorised visitors, and maintenance of physical and digital registers for visitors, trainees, staff, and vehicles. Ensure prevention of unauthorised entry into restricted and residential areas.</li> <li>5. Supervision of Support Staff: Supervise security guards and housekeeping personnel, including duty allocation, shift roster preparation, attendance monitoring, daily briefings, and performance oversight, to ensure adequate staffing and compliance with assigned responsibilities.</li> <li>6. Safety and Emergency Preparedness: Ensure the proper functioning and routine inspection of fire extinguishers, hydrant systems, smoke detectors, panic alarms, CCTV systems, perimeter alarms, and access control equipment. Coordinate periodic fire drills and safety awareness sessions for staff and trainees, and ensure timely reporting and resolution of identified safety risks.</li> <li>7. Maintenance and Inventory Management: Monitor the upkeep of the premises and coordinate timely repairs and maintenance with</li> </ol> | <p>Essential:</p> <ol style="list-style-type: none"> <li>1. Master in Management/ Hospitality Management or any equivalent degree from a recognised university.</li> <li>2. Minimum 3-4 years of experience as a manager or similar role.</li> </ol> <p>Desirable:</p> <ol style="list-style-type: none"> <li>1. Hands-on experience in housekeeping and facility/security management within a hostel, training facility, educational campus, hotel or residential complex</li> <li>2. Certification in Industrial Safety, First Aid, or Firefighting (NEBOSH, OSHA, or State Fire Service certifications)</li> <li>3. Proficiency in computer applications (MS Office, Google Workspace) and familiar with CCTV management, or Facility Management Software (CAFM).</li> </ol> |

## ANNEXURE I:

| Sl. No. | Category           | Minimum Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Minimum Qualification & Experience                                                                                                                                                                |
|---------|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|         |                    | <p>relevant service providers. Maintain and periodically verify inventories of linen, bedding, toiletries, cleaning materials, safety equipment, and other site-related supplies, ensuring appropriate stock levels and accountability.</p> <p>8. Incident Management and Reporting: Respond promptly to incidents, including security breaches, theft, medical emergencies, harassment, conflicts, and other safety concerns; initiate appropriate immediate action, escalate matters to the designated authorities, and coordinate with local authorities or emergency services wherever necessary.</p> <p>9. Records and Compliance Management: Maintain updated records and logs relating to hostel occupancy, food services, staff attendance, visitor movements, security checks, cleaning schedules, inventory audits, maintenance requests and their resolution, lost-and-found items, safety inspections, and incident reports. Submit periodic operational reports to the designated authorities and ensure timely follow-up on identified issues.</p> |                                                                                                                                                                                                   |
| 1       | Security Guard     | <ol style="list-style-type: none"> <li>The security personnel shall maintain a visible presence and provide round-the-clock security services, including access control, surveillance, and monitoring of the health facility.</li> <li>They shall enforce security protocols and respond promptly to any security incidents or emergencies.</li> <li>The security personnel shall maintain a professional and courteous demeanor while dealing with patients, visitors, and staff.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <ol style="list-style-type: none"> <li>Minimum 10th Grade Pass .</li> <li>Minimum 2 years of experience as a Security Guard or similar role.</li> <li>Registered as a security officer</li> </ol> |
| 2       | Housekeeping Staff | <ol style="list-style-type: none"> <li>The housekeeping staff shall ensure the cleanliness and hygiene of all areas within the health facility, including patient rooms, waiting areas, restrooms, corridors, and other common spaces.</li> <li>They shall perform regular cleaning tasks, such as dusting, mopping, vacuuming, sanitizing, and waste management, according to established protocols.</li> <li>The housekeeping staff shall promptly report any maintenance or repair requirements to the health facility management.</li> <li>Any other work as required.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <ol style="list-style-type: none"> <li>Minimum 8<sup>th</sup> Grade Pass.</li> </ol>                                                                                                              |

**\*At all times it is expected that the above personnel are well-behaved, presentable and ensures time-adherence**

## **ANNEXURE I:**

### **DETAILED TERMS & CONDITIONS**

#### **(A) Minimum Scope of Work:**

- a. The hired security personnel will be responsible for maintaining a safe and secure environment within the health facility premises.
- b. The housekeeping staff will be responsible for cleaning and maintaining the cleanliness of the facility, including patient rooms, waiting areas, restrooms, and common areas.

#### **(B) Duration of the Contract:**

- a. The contract will be valid for a period of 1 Year starting from the effective date mentioned in the Work Order.
- b. Both parties may mutually agree to extend the contract upon satisfactory performance and negotiation of terms.

#### **(C) Payment Terms:**

- a. Payment will be made on a monthly basis on receiving invoices from the Service Provider, subject to satisfactory performance by each of the personnel.
- b. SHSRC reserves the right to withhold payment or terminate the contract in the event of unsatisfactory performance by the Service Provider.

#### **(D) Recruitment and Training:**

- a. The Service Provider shall be responsible for recruiting qualified and trained personnel for the respective roles.
- b. The Service Provider shall ensure that all personnel undergo proper background checks, including verification of previous employment, criminal records, and character references.
- c. The Service Provider shall provide necessary training to the personnel on safety procedures, emergency response, infection control, and any other relevant topics.
- d. The Service Provider should ensure that all personnel are provided with Mobile Phones with active network connection.

#### **(E) Replacement of Personnel:**

- a. In the event of staff absences, resignations, or terminations, the Service Provider shall ensure timely replacement with suitable and trained personnel.
- b. SHSRC reserves the right to reject any replacement personnel who do not meet the required standards or qualifications.

#### **(F) Engagement Liability:**

- a. All employees engaged by the Service Provider shall be on their payroll. SHSRC will have no liability whatsoever concerning the remuneration of the Personnel of the Service Provider.
- b. The Service Provider shall make regular and full payment of all wages to its Personnel. They shall be directly responsible for any disputes arising between them

## **ANNEXURE I:**

and the Personnel and shall indemnify against losses, damages or claims arising thereof, including any workmen's compensation etc.

- c. In the event of any additional manpower requirements or activities assigned by the SHSRC/Government of Meghalaya beyond the scope of work specified in this RFQ, the vendor may be permitted to charge an additional amount of up to 10% over and above the applicable quoted charges, subject to prior approval from the competent authority.
- d. In case of non-fulfilment of any obligations under the Contract, SHSRC reserves the right to withhold payments due to the Service Provider.
- e. In case of any dispute of any kind and in any respect whatsoever, the decision of SHSRC shall be final and binding.
- f. The Service Provider shall bear all expenses associated with the personnel appointed, including but not limited to living accommodations, food, and other related costs, throughout the duration of the project.

### **(G)Confidentiality:**

- a. All Personnel Staff shall maintain the confidentiality of patient information and other sensitive data they may come across during their duties.
- b. They shall not disclose or misuse any confidential information obtained during their employment at the health facility.

### **(H)Termination:**

- a. Either party may terminate this agreement by providing written notice to the other party at least 30 days in advance.
- b. In the event of termination, SHSRC will only be liable to pay for the services rendered up to the date of termination.