

**U.T. Administration of
Dadra & Nagar Haveli and Daman& Diu
Department of Health and Family Welfare
Silvassa**

No. DMHS/AYUSH/Pati Hospital/SPA/2026-27/154/33

Date: 22.09.2026.

A. Tender Notice/Notice Inviting Tender (NIT)

The Department of Health & Family Welfare, DNH & DD on behalf of President of India, invites online tender on <https://dnhtenders.gov.in/nicgep/app> from the reputed agencies for Selection of Specialized Agency for Allotment of Space on Rent/Lease basis to Operate, Manage and Maintain a World Class Ayurvedic SPA and Wellness Centre at Government Ayurvedic Hospital, Pati, Silvassa under Directorate of Medical & Health Services, DNH&DD.

Sr. No.	Particulars	Tender Fees	(E.M.D.) Earnest Money Deposit
1.	Selection of Specialized Agency for Allotment of Space on Rent/Lease basis to Operate, Manage and Maintain a World Class Ayurvedic SPA and Wellness Centre at Government Ayurvedic Hospital, Pati, Silvassa under Directorate of Medical & Health Services, DNH&DD.	₹. 5000/-	₹.1,50,000/-

Bid document downloading Start Date	:	22.09.2026
Bid document downloading End Date	:	12.10.2026, 10:00 Hrs.
Last Date & Time for receipt of Bid	:	12.10.2026, 10:30 Hrs.
Preliminary Stage Bid Opening Date	:	12.10.2026, 11:00 Hrs.
Technical Stage Bid Opening Date	:	12.10.2026, 11:30 Hrs.

Bidders have to submit Technical Bid and Price Bid in Electronic format only on <https://dnhtenders.gov.in/nicgep/app> website till the last date and time for submission. Technical Bid and Price Bid in Physical format shall not be accepted in any case. All documents uploaded/scanned must be legible and readable.

Bid submission should be done along with Tender Fees & EMD in original by R.P.A.D./Speed Post or to be deposited in the tender box kept in the office of the Central Procurement Branch, Silvassa as per Rule 170 of the General Financial Rules (GFR), 2017. However, Tender Inviting Authority shall not be responsible for any postal delay. Tenders can be downloaded from <https://dnhtenders.gov.in/nicgep/app> and www.dnh.nic.in

1. The Tender Fees & EMD should not be forwarded by cash.
2. The Tender Fees will be accepted only in form of DD/Bankers Cheque of any Nationalized or Scheduled Bank of India payable at Daman in favour of “**DADRA NAGAR HAVELI AYUSH SOCIETY HOLDING AC**”. The Tender Fees will be **Non-Refundable**.

3. The EMD will be accepted in form of DD, FDR or Bank Guarantee from any Commercial Banks in an acceptable form payable at Daman in favour of the “**DADRA NAGAR HAVELI AYUSH SOCIETY HOLDING AC**”.
4. The EMD will remain valid for a period of 45 days beyond the final bid validity period as per Rule 170 of the General Financial Rules (GFR), 2017.
5. Bids must be submitted through the e-procurement portal only; manual or offline bids shall not be accepted as per Rule 160 of the General Financial Rules (GFR), 2017.

The tender inviting authority reserves the right to accept or reject any or all the tender to be received without assigning any reasons thereof. In case bidder needs any clarification on the process of bidding for participating in online tender for further details, correspondence can be made on E-mail: cppp-nic[at]nic[dot]in, Mobile No: +91-7878007972 and +91-7878007973, Tel No. 1800 3070 2232 Website: <https://dnhtenders.gov.in/nicgep/app>

Sd/-
In-charge,
Central Procurement Branch
DNH&DD
E-mail Id: cpbdnhdd@gmail.com

Copy to: -

- 1) The I.T. Department, DNH&DD with a request to publish in Website.
- 2) Director, Medical & Health Services, DNHDD.

U.T. ADMINISTRATION OF DADRA & NAGAR HAVELI AND DAMAN & DIU,



National AYUSH Mission

Department of Health and Family Welfare, DNH & DD

Request for Proposal

for

Selection of Specialized Agency for Allotment of Space on Rent/Lease basis to Operate, Manage, and Maintain a World-Class Ayurvedic Spa & Wellness Centre at Government Ayurvedic Hospital, Silvassa.

Ref No. DMHS/ AYUSH/Pati Hospital/SPA/2026-27/154

O/o Director

Medical & Health Services, DNH & DD

4th Floor Vidhyut Bhawan (Secretariat), Kachigam

Daman- 396 215

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1. SCHEDULE OF TENDER EVENTS

Tender Document Download Start Date	22 nd September, 2026,10:00AM
Last Date & Time for Submission of Bids	12 th October, 2026, 10:30 AM
Date & Time of Opening Technical Bids	12 th October, 2026, 11:30 AM
Date & Time of Opening Financial Bids	To be communicated to technically qualified bidders
Tender Processing Fee (Non-Refundable)	₹5,000/- (Rupees Five Thousand Only) via Demand Draft
Earnest Money Deposit (EMD)	₹1,50,000/- (Rupees One Lakh Fifty Thousand Only) via FDR/ Demand Draft/ BG
Initial License Period	3Years (Extendable upto 2 further years subject to satisfactory performance)

2. BACKGROUND & OBJECTIVE

The Directorate of Medical and Health Services ,U.T. Administration of Dadra & Nagar Haveli and Daman & Diu, is about to operationalise a state-of-the-art100-Bedded World Class Government Ayurvedic Hospital at Silvassa. To integrate holistic wellness, therapeutic rejuvenation, and traditional Ayurvedic hydrotherapy/massage therapies for both hospital patients and external wellness seekers, the Administration intends to license out a dedicated built-up space within the hospital premises to a qualified, experienced, and reputable professional agency on a monthly rental basis.

The objective is to establish a high-end, hygienic, and authentically managed Ayurvedic Spa & Wellness Centre that adheres to NABH standards, promoting holistic healthcare, medical tourism, and traditional wellness therapies.

The hospital aims to deliver quality Ayurvedic healthcare services with emphasis on patient care, cleanliness, infection prevention, nutrition, therapeutic healing environment, and efficient hospital management.

3. DETAILS OF SPACE & FACILITIES PROVIDED

Location	Ground Floor OPD Block, Govt. Ayurvedic Hospital, Pati, Silvassa
Carpet Area Offered	7.9 x 6.3 Mtrs = Total 49.77 Sq. Mtrs. including lavatory facilities
Minimum Reserve Monthly Rent	₹ 23,444/-per month (including Municipal Taxes, Electricity & Water charges)
Annual Rent Escalation	5% annual enhancement on the base monthly license fee

4. SCOPE OF WORK FOR THE AGENCY

The successful bidder/agency shall be responsible for the following:

- a. **Interior Fit-Out & Ambience:** Interior aesthetic embellishment, installation of specialized Ayurvedic therapy tables (Droni), steam boxes, relaxation lounges, and aromatherapy/spa fixtures at its own cost, without structural alterations to the hospital building.
- b. **Services Allowed:** Classical Ayurvedic wellness therapies, rejuvenation therapies, hydrotherapy, detox therapies, reflexology, body polishes, herbal steam baths, and therapeutic spa rituals under expert supervision and wellness consultations.
- c. **Prohibited Activities:** The Licensee shall not undertake any clinical or medical treatments reserved for the Government Hospital, sell unauthorized products, sub-let or transfer the licensed premises, permit cross-gender massage/therapy services, or engage in any activity that is illegal, unethical, or in violation of applicable laws, Government guidelines, or the terms of the Agreement. Any such violation shall constitute a breach of contract and may lead to termination of the agreement and other legal action.
- d. **Staffing Requirements:** Deploying qualified and certified Panchakarma therapists, spa masseurs, aesthetic experts, and administrative staff. All staff must possess formal certification from recognized institutes (e.g., BAMS, Diploma/certificate in Ayurvedic Nursing/Therapy).
- e. **Consumables & Products:** Utilizing only high-grade, GMP-certified Ayurvedic oils, herbs, and spa formulations. No prohibited, synthetic, or non-compliant chemical products shall be used.
- f. **Hygiene & Quality Maintenance:** Maintaining pristine cleanliness, linen sterilization, bio-medical waste segregation (if applicable), and compliance with NABH / AYUSH safety protocols.
- g. **Utility Charges:-** The electricity, water and other utility charges for the licensed premises shall be borne by the agency.
- h. **Tariff Structure:** Offering competitive tariff rates.

5. ELIGIBILITY & TECHNICAL QUALIFICATION CRITERIA

Bidders must fulfill all of the following criteria to qualify technically:

Sr. No.	Criteria	Requirement / Supporting Document Needed
1	Legal Entity	Proprietorship, Partnership Firm, LLP, or Private/Public Limited Company registered in India. (Certificate of Incorporation / Registration required).
2	Operating Experience	Minimum 3 years of continuous experience (as of 31 st March 2026) in operating Ayurvedic Spa or Wellness Centres, in reputed Hospitals / resorts / malls.(Work orders /completion certificates).
3	Financial Turnover	Average Annual Financial Turnover of atleast ₹ 35 Lakhs during the last 3 financial years (2023-24, 2024-25, 2025-26). (CA Certificate with UDIN & Audited P&L).
4	Statutory Registrations	Valid GST Registration, PAN Card and EPF/ ESI registrations (if applicable).
5	Non-Blacklisting	Self-declaration on ₹ 100 Stamp Paper confirming the firm is not blacklisted by any Govt./PSU/ Autonomous body.
6	e- Forward Auction	In the forward auction stage, the highest bid received in the e-tender stage shall be displayed to the bidders on the https://dnhtenders.gov.in , and thereafter any subsequent highest bid in e- forward auction stage on a real time basis. During the e-forward auction stage, the bidders will have the option of increasing the bid price by them at e – tender stage in their bid in multiples of Rs. 1,000 and to increase up to seal limit of 100%. At the end of the E- forward auction highest bidder will be identified by the system, the system will check all bids relieved in e- tender and e- forward auction and identify the bidder who has quoted the highest bid price therein (“Highest Financial Bid”). The final quoted financial bids by each bidder will be taken into consideration in order to determine the ‘Highest Bidder’.
7	Selection criteria	The highest bidder (H1) in the E- Forward auction stage will be qualified as the successful bidder for the said project. The bidder shall quote the financial price above the reserve price as given in the tender document.
8	Tender Fees & EMD	Tender Fees is Rs. 5,000/-and Earnest Money Deposit (EMD) of Rs.1,50,000/-in form of FDR in Favour of “DADRA NAGAR HAVELI AYUSH SOCIETY HOLDING AC” payable at Silvassa shall be sent physical through speed Post/Courier to the O/o, The Director of Medical and Health Services, 4th Floor, Department of Health and Family Welfare, DNH & DD, Vidhyut Bhavan, Kachigam, Daman- 396215.

6. BID EVALUATION & SELECTION METHODOLOGY

The selection will be conducted through a **Two-Bid System (Highest Financial Rent Bidding - H1)** among technically qualified bidders:

- 1. Stage 1 (Technical Evaluation):** Technical bid (signed and stamped tender document along with mandatory documents needs to be uploaded online). Scrutiny of document submissions, past performance, turnover certificates, and staff qualifications. Hospital inspection committee may inspect existing premises operated by the bidder.
- 2. Stage 2 (Financial Evaluation):** the bidder shall submit the overall cost excluding taxes in the online financial bid only. Financial bids of only those bidders who clear Technical Evaluation will be opened. The bidder offering the **Highest Monthly License Fee (Rent)** above the Minimum Reserve Rent of ₹ 23,444/- per month in E- Forward auction shall be declared as the Successful Bidder (H1).

Award of Tender:- The bidder quoting Highest Monthly License Fee (Rent) will be decided on the basis of highest cost (lump sum cost) offered subject to fulfillment of tender conditions and technical specifications.

Note: In case of a tie in the H1 financial bids, the bidder with higher average financial turn over the last 3 financial years shall be selected.

7. NABH & AYUSH COMPLIANCE REQUIREMENTS

Given that the Centre operates within an accredited/accreditation-track Government Ayurvedic Hospital, the Concessionaire shall be contractually bound to comply with the following, throughout the contract period:

- Adherence to the applicable National Accreditation Board for Hospitals & Healthcare Providers (NABH) standards for Wellness Centres/AYUSH facilities, including (as relevant) Facility Management & Safety, Hospital Infection Control, Care of Patients, Patient Rights & Education, Human Resource Management, and Continuous Quality Improvement chapters.
- Obtaining NABH accreditation/certification for the Wellness Centre in its own right within 18 months of commencement of operations, and maintaining such accreditation for the remainder of the contract period (including extensions); failure to do so shall be treated as a material default, without prejudice to continued compliance with all underlying standards.
- Deployment of only AYUSH-qualified/certified therapists and consultants, as detailed in Section 5, with documented competency records maintained on site for inspection.
- Use of only GMP-certified/AYUSH-licensed products and formulations, with batch/traceability records maintained and produced on demand.
- Documented Standard Operating Procedures (SOPs) for each therapy offered, informed consent from clients prior to any therapy, and a client grievance/feedback redressal mechanism.
- Fire safety, electrical safety, and structural safety compliance certificates for all fit-out and equipment installed by the Concessionaire.
- Periodic health screening of therapists/staff for communicable diseases, and maintenance of hygiene records, to the satisfaction of the Hospital's Infection Control Committee.

- Submission of a quarterly compliance report to the Hospital Administration/NAM Programme Management Unit, and cooperation with periodic inspection/audit by the Hospital's Quality/Infection Control Committee and by NABH assessors, as applicable.

8. KEY TERMS & OPERATING CONDITIONS

- a. The Director (Medical & Health Services), DNH & DD invites online bids through E-Tender portal for the work of Selection of Specialized Agency for Allotment of Space on Rent/Lease basis to Operate, Manage, and Maintain a World-Class Ayurvedic Spa & Wellness Centre at Government Ayurvedic Hospital, Silvassa”. The Period of contract will be of one (01) year, which can be extended for further 2 years, one (01) year per time, 5% annual enhancement on the base monthly license fee, terms and conditions based on performance of bidder and/or further decision by the Authority.
- b. To obtain first-hand information on the assignment and on the local conditions, the Service Provider/ Agency is advised to pay a visit to the project site before submitting a proposal if any. The Service Provider/ Agency must fully acquaint himself of local and site conditions and take them into account in preparing their proposal failing which deemed provisions shall be applicable.
- c. The proposal must be properly signed as detailed below:
 - (a) By the proprietor in case of a proprietary firm;
 - (b) By the authorised partner holding the Deed of Partnership in case of a firm in partnership (A certified copy of the Deed of Partnership shall accompany the proposal); and
 - (c) By a duly authorized person holding the Power of Attorney in case of a Limited Company or a Corporation (A certified copy of the Power of Attorney shall accompany the proposal).
- d. **BID VALIDITY PERIOD (DAYS):** 225 Days from the date of opening of Financial Bid.
- e. In the event of violation of any contractual or statutory obligations by the Service Provider / Agency, the Service Provider / Agency shall be fully and solely responsible for the same. Further, in the event of any action, claim, damages, suit initiated against the Department by any individual, agency or government authority due to acts of the Service Provider / Agency, the Service Provider / Agency shall be liable to make good/compensate such claims or damages to the Department. As a result of the acts of commissions and commissions by the Service Provider / Agency, if the Department is required to pay any damages to any individual, agency or government authority, the Service Provider / Agency would be required to reimburse to the Department such amount along with other expenses incurred by the Department, or Director (Medical and Health Services) DNH &DD reserves the right to recover such amount from the amount of security deposit of the Service Provider / Agency lying with the Institute.
- f. **Security Deposit / Performance Guarantee:** The successful bidder shall deposit an interest-free Performance Security Deposit equivalent to 6 months of the quoted monthly rent in the form of a Bank Guarantee / Fixed Deposit Receipt before signing the agreement.
- g. **Sub-leasing Prohibited:** The licensed space shall strictly be used by the selected

- agency and cannot be sub-leased, under-let, or assigned to any third party.
- h. **Code of Conduct & Discipline:** High standards of decorum, professional ethics, and security must be maintained. The hospital environment must be respected; loudnoise, alcohol, drugs, or illegal activity will Lead to immediate cancellation and police action.
 - i. **Working Hours:** Operating hours shall generally be from 07:00 AM to 08:00 PM, aligned with hospital administration guidelines.
 - j. **Penalties for Deficiency in Service:** A penalty ranging from ₹ 2,000 to ₹ 10,000 per instance may be imposed for cleanliness lapses, uncertified staff usage, or consumer complaints.
 - k. **Termination Clause:** Either party can terminate the agreement by giving 3 months' written notice. The hospital administration reserves the right to terminate the license with 15 days' notice in case of breach of agreement or statutory violation.
 - l. In the event of the Service Provider / Agency failing to perform the terms and conditions of the agreement or causing any loss to the Government, the Performance Guarantee shall be forfeited without prejudice to other remedies available.
 - m. The successful Service Provider / Agency shall execute an agreement with the Department of Health and Family Welfare, DNH&DD. Terms and conditions, payment terms and mode of payment, price bid documents, letter of acceptance and the agreement shall form the contract document.
 - n. Tender shall not make conditional offer and if made, will be deemed as non-acceptance of the tender conditions and same shall be summarily rejected.
 - o. The Department of Health and Family Welfare, DNH &DD shall not be responsible for death, injuries, etc. to the persons engaged by the Service Provider / Agency which may arise out of and in the course of their duties at Ayurvedic Hospital, Pati. The Department of Health and Family Welfare, DNH &DD shall also not be liable to pay any damages or compensations to such persons and in case the department is made or required to pay any damages or compensations to such persons, the Service Provider / Agency shall be liable to reimburse the said amount to the Department of Health and Family Welfare, DNH &DD.

9. ARBITRATION:

- a. In case of any kind, such question/difference arising under this contract in connection therewith, the same shall be referred to the sole arbitrator of Department of Health and Family Welfare, DNH&DD or any person nominated by him. The venue of the arbitration proceeding shall be the office of the Director (Medical & Health Services) or any other place as the Arbitrator decides.
- b. The performance of the Service Provider / Agency may be monitored and evaluated by committee duly constituted of the Department of Health & Family Welfare, DNH &DD. In case of any serious lapse in service delivery shall attract penalties as specified in the tender conditions and as determined by the competent authority. Continuous poor performance for 10 days together shall result in termination of the Contract on recommendation of the committee without giving any additional notice.
- c. Jurisdiction: - Only the courts at DNH shall have jurisdiction in respect of any matter(s) relating to or arising out of this Tender / Contract.

ANNEXURE I: TECHNICAL BID FORM

(To be filled, signed, stamped, and submitted in Envelope 'A')

1.Name of the Agency / Firm	
2. Constitution (Proprietorship / Firm / Company)	
3.Registered Address & Phone No.	
4. Contact Person & Email ID	
5.PAN Number	
6. GST Registration Number	
7. Tender Processing Fee Details (DD No. & Date)	
8. EMD Details (FDR/DD/ BG No. & Bank)	
9.Years of Experience in Spa / Ayurveda Operations	
10. Financial Turnover (in Lakhs): a) FY 2022-23 b) FY 2023-24 c) FY 2024-25	a) b) c)

Enclosures Checklist:

- a. Copy of GST & PAN Cards
- b. Audited Financials & CA Turnover Certificate with UDIN
- c. Work Experience Certificates / Client Letters
- d. Non – Blacklisting Affidavit on ₹100 Stamp Paper
- e. Proof of EMD & Tender Fee Payment

Date: _____

Place: _____
Office Seal

Authorized Signatory with

ANNEXURE II: FINANCIAL BID FORM

(To be sealed separately in Envelope 'B')

To,

The Director Medical & Health Services,
UT of DNH & DD
Government Ayurvedic Hospital, Silvassa- 396230.

Subject: Financial Bid for Allotment of Space for Running Spa Centre at Govt. Ayurvedic Hospital, Silvassa.

Sir/Madam,

I/We hereby quote our financial offer for taking on rent/lease the designated space of approx. 49.77 Sq. Mtrs. at Govt. Ayurvedic Hospital, Silvassa, as per the terms and conditions set out in the Tender Document.

Description	Minimum Reserve Rent	Offered Monthly Rent Rate (In Figures & Words)
Monthly License Fee/ Rent for Spa Space (Excluding GST & Utility Charges)	₹ 23,444/- per month	₹ _____/mo nth (Rupees _____ per month)

Terms:

- 1. GST and statutory taxes shall be payable additionally by me / us at prevailing rates.
- 2. Electricity and Water charges shall be paid extra based on actual sub-meter readings.
- 3. I/We agree to the 5% annual escalation on the quoted monthly rent.

Date: _____

Place: _____
Office Seal

Authorized Signatory with

ANNEXURE III: UNDERTAKING/ SELF- DECLARATION

(To be submitted on Non-Judicial Stamp Paper of ₹ 100/-)

I/We, _____, Authorized Signatory of M/s.

_____, do hereby solemnly declare and state as under:

- 1. That I/We have carefully read and understood all the terms, conditions, scope of work, and guidelines contained in Tender Ref No. **AYUSH/SIL/SPA-TENDER/2026/04** for running the Spa Centre at Govt. Ayurvedic Hospital, Silvassa.
- 2. That our firm/company has never been blacklisted or debarred by any Central/State Government Department, Public Sector Undertaking, or Autonomous Body.
- 3. That no criminal or civil case is pending against our firm or its directors /partners in any court of law in India.
- 4. That all information provided in the Technical & Financial Bid is true, authentic, and correct to the best of my knowledge. If any document/information is found false or misleading at any stage, the Administration reserves the right to cancel our bid and forfeit the EMD/Security Deposit.

Witness 1 Signature: _____

Name: _____

Deponent /Authorized Signatory

(Name, Seal & Designation)

ANNEXURE–IV

SITE VISIT CERTIFICATE

(On the Letterhead of the Bidder/Agency)

This is to certify that we, M/s. _____ (Name of the Bidder/
Firm), have carried out a site visit on __/__/2026 at the Ayurvedic Hospital, Silvassa. The
dedicated spa service area within the hospital campus, as specified in the bid document for the
work of:

“Selection of Specialized Agency for Allotment of Space on Rent/Lease basis to Operate,
Manage, and Maintain a World-Class Ayurvedic Spa & Wellness Centre at Government
Ayurvedic Hospital, Silvassa.”

We hereby confirm that:

1. We have personally inspected the site and studied the working conditions, accessibility, nature
and scope of the work.
2. We have understood the terms & conditions stipulated in the bid document.

This certificate is submitted as a confirmation of having visited the site prior to the
submission of our bid.

For the Bidder/Agency (Signature with Seal)

Name: _____

Designation: _____

Date: __/__/2026

Place: Daman

(Note: *Submission of this Site Visit Certificate, duly signed by the Bidder/Agency is mandatory.
Bids without this certificate will not be considered for evaluation*)