

“Terms of Reference”

Operating Partner for Tourism & Hospitality Center of Excellence

I. INTRODUCTION TO HIMACHAL PRADESH SKILL DEVELOPMENT PROJECT

1. The Himachal Pradesh Skill Development Project (HPSDP) is an Asian Development Bank (ADB) supported program, for assistance to reinforce Himachal Pradesh’s efforts at modernizing and reforming its technical and vocational education and training (TVET) institutions, and scaling up training capacity. The project reflects the priorities of the Asian Development Bank (ADB) country partnership strategy for India, 2018–2020, which aims to support India’s efforts in facilitating inclusive growth. Skills development is a major priority of the Government of India, and a key instrument for empowering people.¹ It is aligned with ADB’s Midterm Review of Strategy 2020, which emphasized the need for ADB to focus on post-basic education and TVET to promote human capital development.² The experience gained from ADB’s two ongoing loans in the education sector in India has been reflected in the design of the project.³
2. The project is envisaged to achieve the following outputs:
 - a) Output 1: TVET in Himachal Pradesh improved and aligned to national standards
 - b) Output 2: Market-aligned skills ecosystem created
 - c) Output 3: Access to quality training institutes improved
 - d) Output 4: TVET institutional structure improved
3. Government of Himachal Pradesh (GOHP), acting through Directorate of Technical Education (DoTE), is the executing agency. Himachal Pradesh Kaushal Vikas Nigam (HPKVN) and Department of Higher Education (DOHE), are the two implementing agencies for the HPSDP for these Trainings.
4. Since the HPSDP aims to establish a unified State Skill Development Mission in Himachal Pradesh as emphasized by the National Policy for Skill Development and Entrepreneurship, 2015, and reduce duplication, the executing agency and implementing agencies coordinate with the following supporting departments:

¹ ADB. Forthcoming. *Country Partnership Strategy: India, 2018–2022—Accelerating Inclusive Economic Transformation*. Manila.

²This project will contribute to the achievement of Sustainable Development Goals 4 (Quality Education: “ensure inclusive and equitable quality education and promote lifelong learning opportunities for all”); 5 (Gender Equality: “achieve gender equality and empower women and girls”); and 8 (Decent Work and Economic Growth: “promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all”).

ADB. 2014. *Midterm Review of Strategy 2020: Meeting the Challenges of a Transforming Asia and Pacific*. Manila.

³ADB. 2013. *Report and Recommendation of the President to the Board of Directors: Proposed Loan and Administration of Technical Assistance Grant to India for Supporting Human Capital Development in Meghalaya*. Manila; and ADB. 2014. *Report and Recommendation of the President to the Board of Directors: Proposed Results-Based Loan and Administration of Technical Assistance Grant to India for Supporting Kerala’s Additional Skill Acquisition Program in Post-Basic Education*. Manila.

- a) Department of Economics and Statistics (DOES), which supports HPKVN in undertaking additional aspiration and skills-gap surveys, and in evaluating the outcomes of the project by guiding the monitoring and evaluation (M&E) firm engaged under the loan
- b) Department of Industries (DOI), which helps HPKVN and other departments in identifying apprenticeship and employment opportunities with local small and medium enterprises, and industries of Himachal Pradesh
- c) Department of Labor and Employment (DOLE), which supports HPKVN by undertaking awareness building and counseling activities in the upgraded MCCs
- d) Department of Rural Development (DORD), which supports HPKVN in planning and executing the livelihood development activities being undertaken in the RLCs for the benefit of needy rural youth and workers
- e) Department of Urban Development (DOUD), which supports HPKVN in planning and executing the livelihood development activities being undertaken in the CLCs for the benefit of needy urban youth and workers
- f) Department of Social Justice and Empowerment, which supports HPKVN in undertaking training programs for people with disabilities

5. Two high-level committees have also been established to guide the HPSDP:

- a) Project Steering Committee (PSC): It comprises the chief secretary of GOHP; additional chief secretary (ACS) of the Department of Planning and Finance; the ACS/principal secretaries/ secretaries of DOTE, DOHE, DOLE, DORD, DOUD, and DOI; adviser, DOP, and the managing director of HPKVN.
- b) Project Monitoring and Implementation Committee (PMIC): It is headed by the managing director of HPKVN, and comprises of the general managers of HPKVN, the directors of the DOHE, DOTE, and the chief engineer, PWD. The PMIC meets every quarter, or as required, to carry out its functions. Directors of the support departments (i.e. DOES, DOI, DOLE, DOUD, and DORD) are also called for some meetings to ensure seamless coordination across their respective activities.

Figure 1: Location of COE site



II. INTRODUCTION TO THE ASSIGNMENT

6. To support the objectives of HPSDP, a Center of Excellence (COE) in Tourism & Hospitality is being developed at Wagnaghat, District Solan, Himachal Pradesh to deliver advanced training in Tourism & Hospitality sector. In order ensure quality implementation, an “*Operating Partner*” will be engaged to operationalize the COE. Open Competitive Bidding (OCB) following ADB procurement guidelines on Quality and Cost Based Selection (QCBS)⁴ will be used to procure the Operating Partner for COE.

⁴ Technical Weightage- 80% and Financial Weightage 20%

7. In addition to providing advance occupational skillsets relevant to the industry, the COE is being designed with the intent to provide technical trainings to the students for better employment opportunities in the area of Tourism and Hospitality.

III. IMPACT AND OUTCOME

8. COE is envisaged to nurture the development of specialized skillsets required by youth entering workforce in this sector as well as working professionals and facilitate an accelerated career progression, thereby supporting an increase in the productivity of the sector in the State. The COE will focus on building cross cutting skills such as strong communication skills, IT skills, entrepreneurial acumen and foster innovative mind-set of candidates to prepare them for the dynamic as well as competitive Tourism & Hospitality industry. Such abilities will enhance the career opportunities for those trained at the COE.

IV. OUTPUTS

9. The outputs of this initiative are as follows:
 - a) Output 1: Demonstrate modern learning pedagogy and practices;
 - b) Output 2: Delivery of advanced level training courses;
 - c) Output 3: Showcasing the learning enterprise concept;
 - d) Output 4: Implement quality institutional management and operation;
 - e) Output 5: Improve the access for quality skill training in the State;
 - f) Output 6: Encourage out of State and overseas students to study in Himachal Pradesh;
 - g) Output 7: Enhance employment opportunities for the trained youth within the State as well as outside.

V. INSTITUTIONAL ARRANGEMENT

10. The **Governing Body** will be the apex body for overall guidance, policy framework, setting up of goals and quality parameters, review of action plan and implementation review as per action plan. The Governing Body will be responsible for providing guidance for both the Tourism & Hospitality COE as well as the IT COE.

The Governing Body will be Chaired by the Principal Secretary (Technical Education) with Managing Director, HPKVN as the Member Secretary. The members in the Governing body shall include Director- Department of Information Technology, Director- Tourism & Civil Aviation, Director – Technical Education along with the Head of the Institutions from the respective Operating Partners. Representative from Asian Development Bank shall also be included as a Member of the Governing Body.

The Governing Body shall meet on a by-annual basis. Changes in the membership of the Governing Body shall be subject to approval from the HPKVN Board of Directors (BOD).

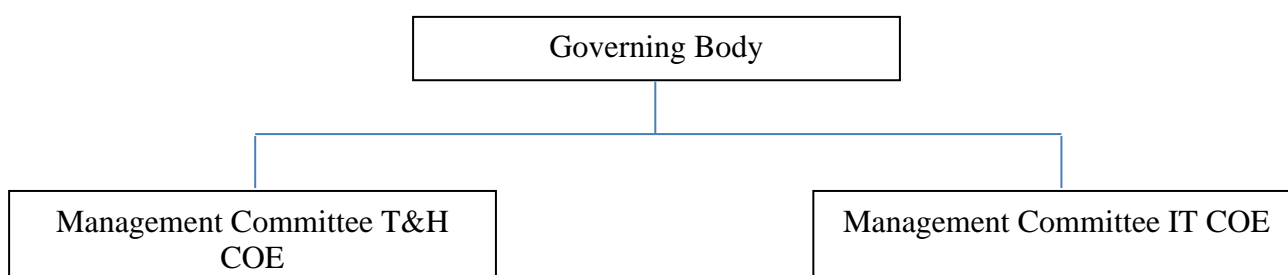
11. **Management Committee**, will be formed with the responsibility of managing the operations, monitoring quality of training and ensuring maintenance of the Centre. Separate Management Committees shall be formed for the Tourism & Hospitality

COE and IT COE. The Management Committee shall be chaired by the Head of the Institution of the Operating Partner, with Head of the Department nominated by the Head of the Institution as the Member Secretary.

The members of the Management Committee for Tourism & Hospitality COE will include General Manager-HPKVN, Joint Director- Director Tourism & Civil Aviation and senior members of the Operating Partner including the Head of Departments, Industry expert and the LEM Hotel Manager. In addition, representative from the Industry shall also be nominated as members in the Management Committee by the Governing Body (Ex-post facto approval will also be considered).

The indicative institutional structure of the for COE is given below:

Figure 1: Institutional Structure of COE



VI. SCOPE OF SERVICES

12. HPKVN intends to engage a reputed institution/organization to perform the duties of an independent '*Operating Partner*' for providing advanced occupational training courses in 5 domains of Tourism & Hospitality sectors which may include amongst others Hotel Operations and Management; Food & Beverage Operations and Management; Food & Beverage Production; Food Technology; and Fitness & Wellness.
13. The Operating Partner will operationalize the COE using a Learning Enterprise Model (LEM) wherein, in addition to the high end training, students will get an opportunity to work real time in the Hotel located within the campus and provide service to visitors and produce commercial products for sale in the COE. The period of the Contract with the Operating Partner shall be Five years. In order to facilitate the Operating Partner, HPKVN will provide financial support as defined in Annexure A.
14. The key aspects of partnership between Operating Partner and HPKVN are listed below:
 - a) HPKVN shall act as the sponsor of the "Operator led Partnership" model.
 - b) HPKVN shall hire a suitable and reputed institution as an independent "Operating Partner".
 - c) HPKVN will sign a Contract Agreement with the Operating Partner for a period of Five years. Thereafter, the Contract Agreement may be extended, based on the performance of the Partner on mutually agreed terms and duration.

- d) HPKVN shall engage a Civil Work Contractor for the construction of COE building separately. The Operating Partner may be required to work closely with the Contractor to ensure that adequate facilities required for training as well as service delivery through the learning enterprise are incorporated in the infrastructure design.
- e) HPKVN shall procure all equipment required for operationalization of the COE. The equipment shall be finalized by HPKVN in consultation with the Operating Partner and Management Committee.
- f) The Operating Partner shall:
- i. Assist HPKVN in procuring and installing the required training equipment and basic IT facilities for delivering the skill training program.
 - ii. Operate, manage and maintain the infrastructure (including the COE training wing, Training Hotel, Students Hostel, Staff Residences, Principal's Residence), training equipment etc.
 - iii. Submit a Performance Bank Guarantee with the value of 5% of the total competitive cost at the time of signing the Contract Agreement.
 - iv. Implement advanced training courses in the form of Pre-employment Trainings (PET) and Continuous Employment Training (CET) modules in industry relevant domains of the Tourism & Hospitality sectors.
 - v. Coordinate with the respective Sector Skill Councils for alignment of the curriculum with National Skills Qualification Framework (NSQF) defined by the Ministry of Skill Development and Entrepreneurship, Government of India for the Flagship PET Training Courses to be executed in the COE. The curriculum will also take into account the inputs of industry practitioners and business owners.
 - vi. Mobilize and enroll candidates as per eligibility criteria for the training programs as approved by the Governing Body.
 - vii. Liaise with relevant government agencies in India for appropriate accreditation of PET training courses.
 - viii. Maintain high standard accommodation facilities for around 100 students.
 - ix. Establish industry linkages at National and international level for internship as well as placement of candidates.
 - x. Undertake regular assessment of candidates and award industry recognized certification to students who successfully complete the training courses.
 - xi. Ensure achievement of performance targets, with regards to quality of trainings, enhanced placement of successfully certified candidate (PET courses), maintenance of infrastructure and other aspects as discussed in this document.
 - xii. Submit bi-annual training plan to the Governing Body for approval incorporating details of PET enrollment/internship/placement/events to be organized etc; and CET courses to be imparted, target group, duration, fee etc.

- xiii. Will develop necessary Information Education and Communication (IEC) material including prospectus, brochures, webpage, handle social media platforms and other documents.
- g) Payments to the Operating Partner would be subject to achievement of Service Level Agreements (SLA) which shall be defined in RFP and finalized during the Contract negotiation stage.
- h) At the end of contract period, the Operating Partner shall hand over the assets under the assignment to HPKVN in 'as is where is' operational condition.
15. The responsibility matrix for both HPKVN and the Operating Partner in the Partnership Model are defined in table below:

Table 1: Responsibility Matrix of COE

S. No.	Description	Responsibility Owner
1.	Provision of COE infrastructure (including training wing, training hotel, student hostel, staff residence and Principal's residence)	HPKVN
2.	Coordinate with Civil Work Contractor to provide critical inputs for Layouts	Operating Partner
3.	Procurement of training equipment, machinery and basic IT facilities, etc.	HPKVN in consultation with Operating Partner and Management Committee
4.	Furniture and Furnishing of COE infrastructure (including training facility, LEM hotel, student hostel and faculty accommodation)	HPKVN in consultation with Operating Partner and management Committee
5.	Interior decoration of LEM Hotel	HPKVN in consultation with Operating Partner
6.	Administration (Security, Housekeeping, concierge, reception, helpdesk)	Operating Partner
7.	Operations Management – Electricity, water, general maintenance etc.	Operating Partner
8.	Design of training programs including development of curriculum for PET courses with NSQF alignment and CET courses by self or in coordination with industry partner incorporating inputs from industry.	Operating Partner with due approval from Governing Body before execution of courses.
9.	Deploy Experienced Management, Trainers and Staff	Operating Partner
10.	Enrolment of candidates	Operating Partner
11.	Counselling of candidates	Operating Partner
12.	Delivery of advanced training programs	Operating Partner
13.	Internship/project work	Operating Partner
14.	Assessment and Certification	PET Courses: Third Party Assessment through Operating Partner (in consultation with HPKVN). Co-branded or Dual Certification. CET Courses: Operating Partner or co-branded with

S. No.	Description	Responsibility Owner
		the Industry Partner
15.	Placement of trainees	Operating Partner
16.	Quality management (training equipment & delivery)	Operating Partner (monitoring by HPKVN)
17.	Boarding & lodging of students availing residential facilities.	Operating Partner
18.	Boarding & Lodging of Staff in the residential facility located within the COE campus.	Operating Partner
19.	All Facility Management	Operating Partner (Operator may outsource Facility management, but responsibility resides with the Operator)
20.	Maintenance of equipment and building infrastructure including repairs and upgrades	Operating Partner
21.	Physical security to machinery	Operating Partner
22.	Accidents and Safety Management	Operating Partner
23.	Waste disposal	Operating Partner
24.	Liabilities incurred in operations of COE (standard 1x of the total fee paid)	Operating Partner
25.	Meet performance standards of accreditation agencies	Operating Partner
26.	Financial Support to cover Operational Cost	HPKVN (Nature of financial support elaborated at Annex A)
27.	Monitoring of performance	Governing Body
28.	Formation of Governing Body	HPKVN BOD
29.	Representation in Management Committee	HPKVN and Operating Partner
30.	Development of IEC material	Operating Partner
31.	Maintenance of student and other necessary record	Operating Partner
32.	Handover of all assets in 'as is and where is' operational condition.	Operating Partner
33.	Monitor maintenance of infrastructure through regular inspection visits	Management Committee

16. The broad scope of services of the Operating Partner will include but not be limited to the following:

A. Nature of Trainings and Target Group

17. Two types of training programs will be implemented in the COE, i.e. Pre-employment training (PET) in specialized domains, which will be the Flagship training course for the COE. In addition, the Operating Partner may also implement Continuing Education and Training (CET) courses.

18. The Target Group for both types of trainings will be:

- a) **PET**: Students having three years diploma with two years' work experience; or NSQF level five with five years of work experience; or Bachelor's degree in the relevant field of study with the zeal to enhance their practical experience and pursue specialized training courses relevant to the industry will be eligible to participate in the PET courses.

The course will be open to eligible candidates from across the country based on competitive selection with preference to Himachali candidates. Minimum 60% seats shall be reserved for Himachali Candidates. Few seats shall be reserved for NRI and foreign students.

- b) **CET**: This mode of training will be open to all working professionals with atleast two years of experience in the Tourism & Hospitality industry.

B. Type of Training Courses

i. PET Courses

19. The PET training courses at COE shall cater to the demand of specialized skill set required by the industry and shall be aligned to India's National Skills Qualification Framework (NSQF) level 6 and above.

20. The PET Program shall be conducted in five domains which may include amongst others Hotel Operations & Management, Food & Beverage Operations, Food & Beverage Production, Fitness & Wellness and Food technology.

21. The duration of each training course shall be one year including three month internship/ project work in 4/5 star properties (hotel/resort etc). Industry 4.0 IT skills, entrepreneurship, digital marketing and functional speaking skills in atleast two foreign languages (French, German, Spanish etc) shall be integrated in the curriculum. The indicative framework for the PET courses is given below.

22. The Bidder shall propose the tentative domains along with the framework for implementation of the PET courses in the EOI along with justification. The list of PET courses will be finalized during RfP Stage.⁵ The indicative framework is presented below.

Figure 2: Indicative Framework for Training Programs for PET at COE

Cross Cutting Skillsets (Trimester 1)	Industry 4.0 for Hospitality, Tourism, F&B, and Food Processing Industries				
	Food Safety & Regulation				
	Occupation Health & Safety				
	Workplace Communication & Foreign language speaking skills				
	Service Quality				
	Innovation through Entrepreneurship, Digital Marketing & Social Media Marketing				
	Principles of Accounting				
	Business Law & Applied Data Analytics in Business				
	Principles of Management				
	Hotel Operations and Management	Food & Beverage Operations and Management	Food Production	Fitness & Wellness	Food Technology

⁵ After finalization of the Domains as per the Contract Agreement, the same shall not be changed during the operation period.

	Job Roles	Essential Content	Job Roles	Essential Content	Job Roles	Essential Content	Job Roles	Essential Content	Job Roles	Essential Content
Domain Skillsets (Trimester 2 and 3)	Front Office	1. Lodging Operations 2. Lodging Management 3. Hospitality Service Experience 4. Revenue Management for Hospitality and Tourism	Bar Services	1. F&B Operations 2. F&B Cost Management 3. Wine and Beverages 4. Food Safety and Hygiene 5. Service Practicum	Culinary Western	1. Culinary Practicum / Baking and Pastry Practicum 2. F&B Cost Management 3. Food Safety and Hygiene 4. Food Science & Product Knowledge	Fitness and Sports	1. Sports, Exercise Science, and Fitness / Body Therapy and Spa Treatment 2. Fitness Training and Program / Client Consultation and Program 3. Wellness Psychology 4. Gym Operations / Spa Operations	Agro-processing	1. Food Chemistry and Additives 2. Food Preservation, Sensory Science 3. Nutrition and Culinary Science 4. Baking and Confectionary Science 5. Food Packing & Product Shelf Life
	Reservation		Restaurant Services		Culinary Asian		SPA and Esthetics Services		Food Preservation New Product development, sensory evaluation	
	Housekeeping		Café Services		Baking and Pastry				Food Safety & Packaging & Product Shelf Life	
	Laundry Operation		Event and Function Services						Food Nutrition	
	Concierge									
Internship / Project Work (Trimester 4)		Hotel Practice / Hotel Opening		Restaurant Practice / Restaurant Opening		Culinary Practice / Restaurant Opening		Gym or Spa Practice / Gym or Spa Opening		Food Technology Practice / Innovation in Food Creation or Preservation Practical Case Studies in Food Applications

23. During the period of construction of the COE, the Operating Partner shall use its existing training facilities to train at least 100 PET students in the first academic session. The location for the trainings during this period along with details of the infrastructure available for training of candidates in sync with the course structure shall be elaborated by the bidder during the RFP stage.
24. In addition, during this period the Operating Partner shall set up temporary mobilization cum counseling center at Shimla Town/ State Head Quarter and shall mobilize necessary human resources for the candidate selection and other necessary processes. The implementation plan for this period shall be elaborated by the Bidder during the RFP stage.
25. From the second academic session onwards, the Operating Partner will be required to conduct five PET courses with a batch size of around 25-30 students within the COE campus at Waknaghat. There will be two enrollments per year for PET students (after construction of the COE building is completed and operational). Hence, the Operating Partner shall train at least 150 PET students annually once COE building is operational.

26. The Operating Partner shall widely publicize the PET courses using different IEC mediums including amongst other brochures, prospectus, website page, social media channels etc. IEC material will be duly submitted to the Management Committee for approval.

ii. CET Courses

27. The duration of CET courses will be planned by operating partner keeping in mind the operational capacity of COE.
28. CET courses will cater to the up-skilling and multi skilling requirements of professionals engaged in the T&H industry. The courses may be organized in partnership with reputed industry partners and may include aspects such as e-commerce & digital marketing, event management, wedding planning, revenue management, entrepreneurship, branding & promotion, safety and legal aspects of adventure tourism, sustainable tourism practices, eco- tourism etc.
29. In addition, the CET courses may include tailor made courses catering to the demands of requesting hotel/s. The operating partner may also offer capacity building courses, such as leadership training, TVET teachers training, curriculum design and development training and advanced domain skill training for national and international participants.
30. The plan for CET courses shall be submitted by the Operating Partner to the Governing Body on bi-annual basis for approval.
31. The IEC material for publicizing the CET courses shall be submitted to the Management Committee for review and approval.
32. The bidder shall propose tentative CET courses in the EOI.

C. Curriculum

33. The Operating Partner will bring in its own curriculum based on technical expertise and past successes. In case of PET courses the curriculum shall be aligned with NSQF level 6 and above.
34. In case of the CET courses, the Operating partner shall have the option of developing and implementing the curriculum on its own or in coordination with the Industry Partner.
35. Proposed curriculum would incorporate hands-on practical training as a part of the training module. Practical Training of candidates through the learning enterprise model along with Internship / project work in 4 star/ 5 star properties shall be also be incorporated.
36. Trainers/Instructors needs to be certified on PET courses by respective Sector Skill Council in India.

D. Implementation of LEM Model

37. In order to provide practical experience to the candidates and prepare them well for the industry, a fully functional Hotel has been included as a part of the COE infrastructure.
38. The Operating partner shall be responsible for operationalization of the Hotel using the manpower provided by the candidates enrolled in the PET and CET courses.

The Hotel shall be operationalized by the Operating partner as per the standards of a 4 Star hotel.

E. Close association with Civil Works Contractor

39. Layouts of workshop/training laboratories and other training facilities will be determined by the curriculum. The Operating Partner shall work closely with Civil Works Contractor for training facilities' specifications.
40. For reference, the Civil Work for COE would include practical training block, learning enterprise block (training hotel, restaurant and bakery with public access) academic block, administration block, faculty accommodation block, and students' accommodation block. Accommodation facilities for 20 staff members and 100-110 students will be provided at the COE.

F. Counseling and Enrollment

41. The Operating Partner shall ensure that only aspirational students willing to enhance their skillset and employment opportunities as well as fulfilling the eligibility criteria for the respective courses, are selected for training at COE. The criteria for selection of candidates will be proposed by the Operating partner in the EOI.
42. The State guidelines for reservation of seats will be applicable for the admission process. The reservation will be applicable only to the seats reserved for HP bonafide candidates since their fee shall be subsidized by the State Government. The Governing Body and Management committee shall be responsible for ensuring that the reservation policy is implemented.

Training equipment and facilities

43. Training and equipment required for operationalization of the COE will be procured by HPKVN in consultation with the Operating Partner and Management Committee.
44. Basic IT facilities will be procured by HPKVN on the recommendations of Operating partner.
45. The details related to indicative equipment's are mentioned in Annexure B to Annexure K corresponding to the indicative courses mentioned in figure 2. Operating partner shall propose the list of equipment's and specifications (Technical and Functional) in sync with the domains proposed by the Bidder along with EOI.
46. The Operating Partner will be responsible for maintenance of the machinery and equipment including repair and upgradation.

G. Assessment and Certification

47. Formative assessment of trainees should be an integral part of the course curriculum. The assessment reports and marks obtained by each trainee, shall be submitted to the Management Committee on a regular basis. The assessment of the PET courses will include cross functional skills, domain skills, performance in the training hotel as well as internship/project work. The mechanism for assessment of candidates for both PET and CET courses shall be proposed by the bidder in the EOI.

48. On successful completion of the PET training course, the operating partner may issue dual certification to the candidates (separate certificates by Operating Partner and SSC) or certificates with cobranding by the Operating Partner, concerned SSC and HPKVN. The decision on the same will be taken by the Governing Body.
49. In case of CET courses, the certificates may be issued by the Operating partner or cobranding by the Operating partner and industry partner. The nature of certification will be shared by the Operating Partner in the bi -annual plan.

H. Conducting National / international Internship / Project work

50. All PET students shall mandatorily undertake internships/project work. It shall be the responsibility of the Operating Partner to organize national or international internship/project work with 4/5 Star properties.
51. The Operating Partner shall be responsible for facilitating travel and ensuring boarding and lodging, food facilities and safety for the trainees during this period. The travel cost for the candidates for the internship along with the boarding and lodging expenses for only the first academic session shall be borne by HPKVN under HPSDP. Thereafter, all travel, boarding lodging and other related expenses shall be borne by the candidates.

I. Placement commitment

52. The Operating partner shall ensure that all successfully certified and interested PET students are able to secure job placement after training. The bidders shall submit their approach on meeting decent remuneration commitment⁶.

VII. KEY RESOURCES

53. The Key Resources required throughout the duration (full-time deployment) of the project are given in the table below:

Table 2: Summary of minimum key resources

S. No.	Key/ Non-Key Expert	Role ⁷	Quantity
1	Key Expert	Director	1
2	Key Expert	Head- Admin and Finance	1
4	Key Expert	Senior Domain Expert ⁸	5
5	Key Expert	Industry Liaisoning Expert	1
6	Key Expert	Learning Enterprise Management Lead	1
7	Non-Key Expert	Domain Expert (2 for each domain)	10

54. The detailed resumes of the above key resources shall be evaluated at the RFP stage. The Operating partner shall deploy other resources as per the requirement for Operationalization of the COE as per industry standards.

⁶ Minimum CTC should be INR 3 Lakh per annum.

⁷ Detailed qualifications of key resources would be shared during RFP Stage.

⁸ Academic Head – The Senior Domain Expert with the highest experience would be designated as the Academic Head on rotational basis.

55. The details of the resources to be appointed along with their Terms of Reference shall be submitted by the Bidder during the RFP stage and the same shall be finalized during the Contract negotiation.

VIII. PROPOSED FEE STRUCTURE

56. The following Fee structure for the five years of operations of COE will be as follows:

a) **PET students:**

50% fee subsidy will be provided to Himachali Students for the contract period of 5 years while full fees will be charged to the non-Himachali candidates. The course fee will be paid by all the candidates to HPKVN and further HPKVN will pay the full fee amount to the Operating Partner through the ADB funded HPSPDP.

An Endowment / Sustenance fund will be created from the fee paid by the Himachali and non Himachali candidates during the period of availability of funds under ADB funded HPSPDP. The Endowment Fund will be maintained by HPKVN and will be used to subsidize Himachali candidates after the completion of HPSPDP. The shortfall in the endowment fund for the remaining three years will be met by the State Government.

The boarding and lodging fee for all students for the first academic session will be paid by HPKVN through ADB funded HPSPDP. From the second academic session onwards, the boarding and lodging fee shall be borne by all candidates themselves.

Fee Component		Himachali Candidates	Non Himachali Candidates
Course Fee	Academic Session 1, 2, 3, 4 & 5	50% of course fee	100% course fee
Boarding & Lodging⁹	Academic Session 1	Expenses to be borne by HPKVN under HPSPDP	
	Academic Session 2 onwards	Expenses to be borne by candidates	

b) **CET students:** The CET students shall pay fee for the training courses. The Fee structure for the CET courses shall be market aligned and duly reviewed by the Management committee and placed for approval by the Governing Body. In case of CET courses, revenue sharing will be undertaken between HPKVN and Operating Partner wherein for the first 200 candidates no revenue sharing will be applicable and thereafter 10% of CET course fee per candidate will be shared by the Operating Partner with HPKVN.

57. The Operating Partner shall propose financial model in the RFP stage to make the COE financially sustainable.

⁹ Including internship period

IX. Eligibility of Bidders

58. National/international institutions/ organizations well-recognized by the Government of India / Government of Himachal Pradesh / Asian Development Bank in meeting the following criteria shall be eligible for submitting their proposal for the assignment:

- a) Bidder should have at least 7 years of relevant experience delivering quality training in the hospitality and tourism sector.
- b) Bidder should be able to demonstrate at least 7 years experience of placement of candidates in T&H industry on its own accord or in partnership with industry.
- c) Bidder should be able to demonstrate experience of at least 5 years of executing Learning Enterprise Model (or equivalent) for training delivery.
- d) Bidder should have atleast 5 years of experience in organizing internship / project work for students of COE in 4 star / 5 star property nationally or internationally. Bidders should provide information on the processes of clearing appropriate visa for attachment/ internship / project work, and clearly demonstrate the kind of internship / project work available at the RFP stage.
- e) Bidder should have well-established authentic training facilities (in sync with the PET training programme) either in India or overseas facilities to train 100 students during the first academic session of concession period. (while the COE infrastructure is being constructed).
- f) Bidder should have a minimum annual turnover of USD20 million (INR 150 crores) or if it is a public institution or not for profit organization should have an annual operational budget of USD 20 million (INR 150 crores).¹⁰
- g) Bidder should be a well-established organization either in India/overseas. For overseas organization, it should be registered / accredited in the country of its origin.

X. Operator Evaluation Criteria

59. The evaluation criteria for the assignment is given below:

Evaluation Criteria		Max. Marks
1	Technical Experience of Bidder (furnish certification or work order or contract document or information available in public domain from the client)	70 Marks
1.1	Lead Organization should have experience and evidence of learning pedagogy to infuse & integrate industry practice, standards and operations into teaching & learning similar to Learning Enterprise Model (LEM) / Authentic Learning Model (AL) etc in Tourism Culinary / Hospitality sectors and has experience of imparting training through the same- <ul style="list-style-type: none"> • 5-7 years = 7 Marks 2 marks for each subsequent year subject to maximum of 15 marks (Certificate of establishment of training hotel within existing campus of the organization clearly highlighting year of establishment/ description of	15

¹⁰ JV is allowed.

Evaluation Criteria		Max. Marks
	implementing practical trainings through LEM / AL etc in reports and other evidence of implementation in the organization)	
1.2	<p>Lead Organization should have the experience of placement of trained and certified candidates in 4/ 5 Stars hotels nationally or internationally. No. of successfully certified candidates placed in the last 3 academic years (2016-17, 2017-18, 2018-19)</p> <ul style="list-style-type: none"> • < 75 trainees = 0 marks • 75-150 trainees = 5 marks • 150-225 trainees= 10 marks • Greater than 225 trainees = 15 marks <p>(Self declaration including Name of Organization, No. of candidates placed and annual CTC in INR including contact details of Human Resource)</p>	15
1.3	<p>Lead Organization should have experience of training candidates in Tourism & Hospitality sector in the last 3 years. (academic year 2016-17, 2017-18, 2018-19) (All types of training modules shall be considered including short term certificate courses, diploma, degree etc).</p> <ul style="list-style-type: none"> • < 200 number of candidates = 0 Marks • 200-600 numbers of candidates= 2.5 Marks • 601 and above candidates = 5 Marks <p>(Self-declaration on letter head of the organization by the respective Head of the Departments clearly mentioning the domains, along with brief description of the training courses and year wise no. of candidates enrolled)</p>	5
1.4	<p>Lead Organization should have experience of implementing minimum one-year training programmes in domains related to Tourism & Hospitality. Number of trained candidates for the past 3 academic years i.e. (2016-17, 2017-18, 2018-19)</p> <ul style="list-style-type: none"> • <200 = 0 Marks • 201-500 numbers = 5 Marks • > 500 = 10 Marks <p>(Copy of printed brochure of the organization with list of training courses along with self-declaration of year wise no. of candidates enrolled by the Head of the Institution on the organization letter head).</p>	10
1.5	<p>Organization should have at least an average annual turnover of US\$ 20 million (INR 150 Crore) of last 3 years (2016-17, 2017-18, 2018-19).</p> <ul style="list-style-type: none"> • <US\$20 million (INR 150 Crores) = 0 mark • Between US \$20 million (INR 150 crores) to \$ 30 Million (INR 225 crores) = 3 Marks • Between US \$ 30 million (INR 225 Crores) to US \$ 40 million (INR 300 crores) = 6 marks • Greater than US\$ 40 Million (INR 300 crores) = 10 marks <p>(Audited Balance sheet of the organization shall be submitted, Net worth of Lead partner should be positive). JV (comprising of Maximum 2 Parties) is allowed to enhance bidder capacity. One partner must meet 40% of the required turnover and each partner must meet 25% of the required turnover.</p>	10
1.6	<p>Domain Subject Matter Specialists employed by the Lead Organization for conducting trainings in the Tourism and Hospitality sector in the training courses mentioned in point 1.3 above</p> <ul style="list-style-type: none"> • < 15 Trainers/ Specialist = 0 mark • Between 15 to 30 trainers/specialist = 5 Marks • 30 Trainers/ Specialists = 15 marks <p>(Self Declaration on organization Letter head by Head of the HR department clearly specifying course wise Name of trainer/specialist, Designation, Qualification, Years of Experience and Year of appointment in the organization. Only Domain Trainers with more than 2 years of experience will be considered)</p>	15
2	Approach and Methodology	30 Marks
2.1	Approach and Methodology for achieving the training targets within contract period including the following aspects:	

Evaluation Criteria		Max. Marks
	<ul style="list-style-type: none"> • Vision for Operationalization of COE • Enrolment Mechanism • Proposed Domains/Specializations for PET courses and framework for implementation (along with Job roles under each specialization) with Justification • Proposed CET Courses and associated industry partners • Mechanism for Certification of PET and CET candidates and level of recognition (National/International) • Approach for Alignment of curriculum with NSQF and associated certificate • Incorporation of LEM model • Internship/ Placement mechanism • Workable solutions for execution of TOR • Proposed faculty (no. of faculty, qualifications) and staff plan (any other staff for facility management, security agency, catering, technical staff) for operationalization of the Center of Excellence • Learnings from existing LEM Model operationalized (Photographs and Video Links minimum 10 minutes covering existing training facility, faculty, students experience) 	
3	Additional Information (Mandatory with Eol)	
	<ul style="list-style-type: none"> • List of training equipment's corresponding to proposed Domains/Specializations for PET courses along with Job roles under each specialization with Justification 	

XI. Monitoring and Reporting Requirements

60. HPKVN will monitor the implementation of the assignment and shall incorporate the feedback/ suggestions of the stakeholders in the Governing Body.

61. The Operating Partner shall also submit:

- a) **Inception report:** Details of enrolment mapping, anticipated training and 12-month activities plan with incorporation of LEM (within 2 months);
- b) **Quarterly progress report:** Batch Formation and progress including status of the work, Memorandum of Understanding (MoUs) with industry partners for international internships/project work, number of students under classroom & practical training, number of students under international internships/project work, number and salary of placed students, etc.
- c) **Closure report:** Final list of trained, certified and placed students and detailed success stories, best practices and opportunities for scale up.

Annexure A- Tentative Cost Components

1) Tentative Components of CoE Cost (Non-Exhaustive List)

A. Tentative Competitive cost per candidate at Waknaghat would be inclusive of the following but not limited to-

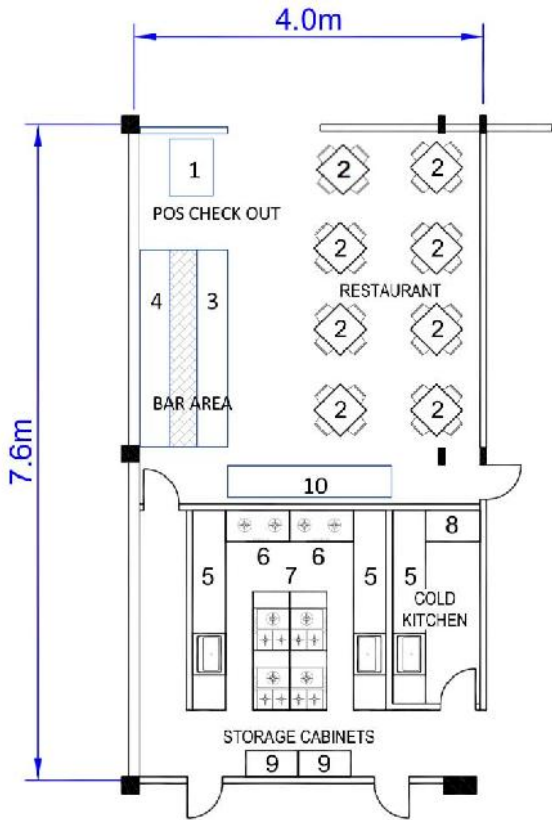
- Cost of training candidates at own facility for the first academic session.
- Integrated Facility management
- Key experts, Trainers, faculty, lectures by industry experts etc
- Hostel Management staff including hostel warden.
- Office Staff and support staff
- Curriculum development and Pedagogy
- Assessment and Certification
- Security of campus
- Operationalizing and maintenance of LEM Hotel
- Operational Expenses including (Water Expenses, Electricity Expenses, Telephone, Internet Charges, Centralized Server charges, Facility Management Cost (entire campus), Annual Maintenance Charges etc)
- Any other cost to operationalize the CoE

2) Tentative Non-Competitive cost (based on actual cost)

- Travel cost (Onward and return journey for each student for training and internship)
- Lodging and boarding cost of students for the first academic session when trainings will be undertaken in the Operating Partners own premises.

Annexure B: Training Restaurant Layout, TFN and Equipment List

Training Facilities Norms and Major Training Equipment Required for Training Restaurant



Recommended Space for Training Restaurant **7.6m X 4m = 30.4m²**

S/N	Training Equipment / Furniture	Quantity	Remarks
1	Restaurant Point of Sales (POS)	1	
2	Dining Tables with Chairs	8	Combination of 2 seaters and 4 seaters
3	Bar Counter with Water Source and Sink	1	Come complete with all cocktail apparatus
4	Storage Cabinet	1	For alcohol storage and display
5	Work-table (half-height) with sink	3	One cabinet come with dishwasher; Under counter chiller and freezer included
6	Induction Heater Stove	4	Use in modern commercial kitchen and come with oven
7	Cooking Stove	4	Gas stove according to context and come with oven
8	Storage Cabinet	1	Reach-in Refrigerator
9	Storage Cabinet	2	Include one reach in freezer for storing frozen products
10	Buffet Counter	1	

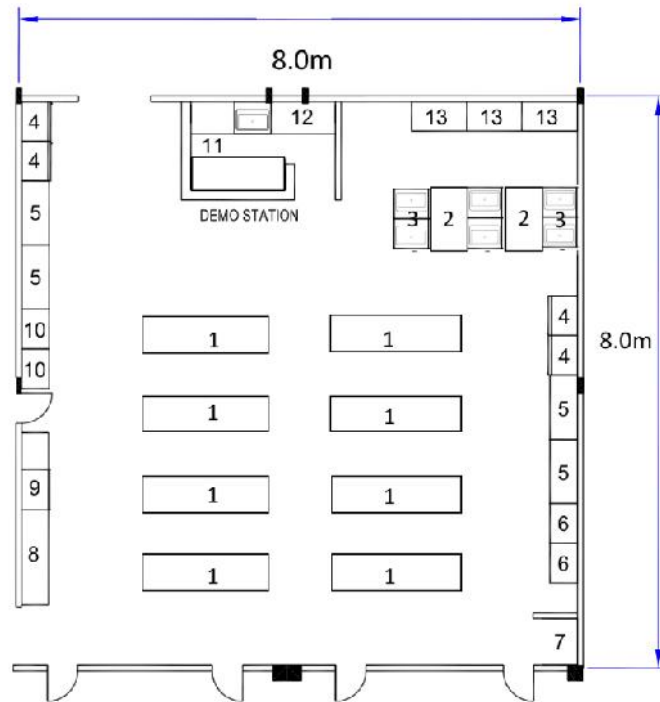
S/N	Description	Recommended Specifications
1	Floor Location	Any
2	Ventilation	Restaurant / Kitchen HVAC system with air curtain at entrance / exit of restaurant and kitchen
3	Type of Flooring	Ceramic Tile treated with melted glass glaze / Luxury Vinyl Tile. Materials should be anti-slip and pre-treated for infection control
4	Electrical Installation	Three-phase supply with isolation, control and protection features. Lighting and power circuit in accordance with latest local regulation.
5	Fire Fighting / Prevention Facilities	Fire alarm system and fire-fighting equipment in accordance with building control regulation
6	First-aid Facilities	First-aid box for commercial kitchen
7	Emergency Feature	3 emergency power supply cut-off switches one in cold and two in hot kitchen
8	Entrance / Exit	At least one 2-meter wide door for shifting in of equipment
9	Ceiling	Floor to ceiling height of at least 3.2 meters

Annexure C: F&B Practical Room, TFN, and Equipment List

Training Facilities Norms and Major Training Equipment Required for F&B Practice			
Recommended Space for F&B Practical Room		7m X 5m = 35m²	
S/N	Training Equipment / Furniture	Quantity	Remarks
1	Restaurant table with chairs	8	Combination of 2 seaters and 4 seaters
2	Bar area	1	
3	Bar Counter with Water Source and Sink	1	Come complete with all cocktail apparatus
4	Storage Cabinet	1	For utensils and crockeries
5	Point of Sales Station	1	
S/N	Description	Recommended Specifications	
1	Floor Location	Any	
2	Ventilation	Restaurant HVAC system	
3	Type of Flooring	Ceramic Tile treated with melted glass glaze / Luxury Vinyl Tile.	
4	Electrical Installation	Three-phase supply with isolation, control and protection features. Lighting and power circuit in accordance with latest local regulation.	
5	Fire Fighting / Prevention Facilities	Fire alarm system and fire-fighting equipment in accordance with building control regulation	
6	First-aid Facilities	First-aid box	
7	Emergency Feature	Nil	
8	Entrance / Exit	At least one 2-meter wide door for shifting in of equipment	
9	Ceiling	Floor to ceiling height of at least 3.2 meters	

Annexure D: Baking & Pastry Kitchen Layout, TFN, and Equipment List

Training Facilities Norms and Major Training Equipment Required for Baking & Pastry Kitchen



Recommended Space for Baking & Pastry Kitchen		8m X 8m = 64m ²	
S/N	Training Equipment / Furniture	Quantity	Remarks
1	Quartz counter-top table	8	Come with under counter chiller, storage counter, portable induction stove, digital weighing scale, and table-top mixer
2	Counter-top table	2	Stainless Steel
3	Sink	3	Stainless
4	Proofer	4	Commercial grade
5	Convection Oven	5	Commercial grade
6	Commercial Mixer 1	2	Commercial grade
7	Mop Sink Room	1	
8	Dish Storage cabinet	1	
9	Dish Washing Machine	1	Commercial Grade
10	Dry Storage Cabinet	2	
11	Demo Counter Top	1	For Instructor / Lecturer
12	Cabinet with Sink	1	Stainless Steel Sink
13	Reach-in Refrigerator	3	
S/N	Description	Recommended Specifications	
1	Floor Location	Any	
2	Ventilation	Kitchen HVAC system with air curtain at entrance / Exit	

3	Type of Flooring	Ceramic Tile treated with melted glass glaze / Luxury Vinyl Tile. Materials should be anti-slip and pre-treated for infection control
4	Electrical Installation	Three-phase supply with isolation, control and protection features. Lighting and power circuit in accordance with latest local regulation.
5	Fire Fighting / Prevention Facilities	Fire alarm system and fire-fighting equipment in accordance with building control regulation
6	First-aid Facilities	First-aid box for commercial kitchen
7	Emergency Feature	Four emergency power supply cut-off switches spread over the kitchen
8	Entrance / Exit	At least one 2-meter wide door for shifting in of equipment
9	Ceiling	Floor to ceiling height of at least 3.2 meters

Annexure E: Hotel Room Layout, TFN, and Equipment List

Training Facilities Norms and Major Training Equipment Required for Training Hotel (Hotel Room)



Connecting rooms, each 34 square metre



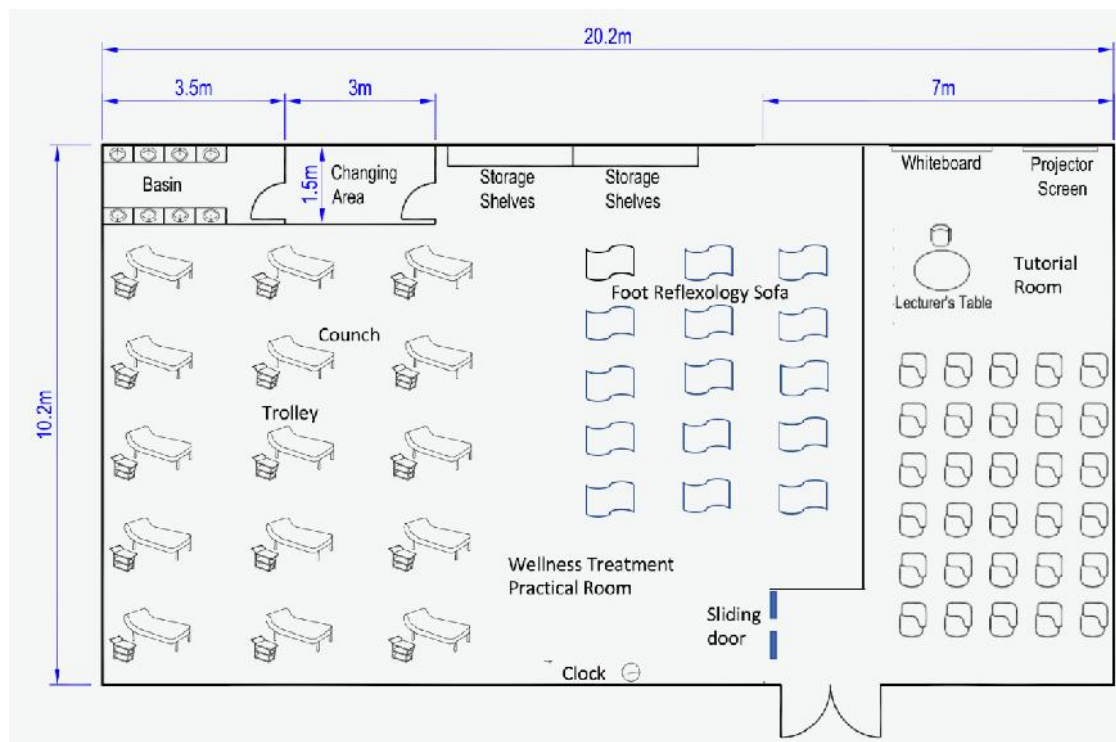
Two bay suite, 68 square metre

Recommended Space for standard room		8.5m X 4.0m = 34m²	
Recommended Space for Suite Room		8.5m X 8.0m = 68m²	
Total Rooms for Training Hotel		14 standard rooms and 1 suite room	
S/N	Training Equipment / Furniture	Quantity	Remarks
1	King size mattress and bed frame with two side table with lamp	11	Inclusive of suite room
2	Double bed and mattress with one side table with lamp	5	
3	Flat screen TV	17	Suite room include 2 TV
4	TV cabinet	17	
5	Pair of single-sofa with one side table	15	
6	Bathtub	16	
7	Standing shower with glass screen	16	
8	Bathroom sink with built-in cabinet	17	Two-bathroom sinks in suite room
9	Toilet with WC	16	
10	Lounge sofa (4-seater) with coffee table	1	Suite room
11	Carpet for coffee table	1	Suite room
12	Dining table with four chairs	1	Suite room
13	Walk-in wardrobe	1	Suite room

14	Kitchenette with induction stove and microwave oven	1	Suite room
15	Minibar fridge	16	
16	Built-in working desk	16	
S/N	Description	Recommended Specifications	
1	Floor Location	Any	
2	Ventilation	Hotel HVAC system	
3	Type of Flooring	Room: Laminated Floor / Ceramic Tile / Carpet tile Toilet: Anti slip ceramic tile	
4	Electrical Installation	Single-phase supply with isolation, control and protection features. Lighting and power circuit in accordance with latest local regulation.	
5	Fire Fighting / Prevention Facilities	Fire alarm system and fire-fighting equipment in accordance with building control regulation	
6	First-aid Facilities	First-aid box	
7	Emergency Feature	Emergency touch light	
8	Entrance / Exit	Standard door size for hotel	
9	Ceiling	Floor to ceiling height of at least 2.4 meters	

Annexure F: Wellness Treatment Workshop, TFN, and Equipment List

Training Facilities Norms and Major Training Equipment Required for Wellness Treatment Workshop

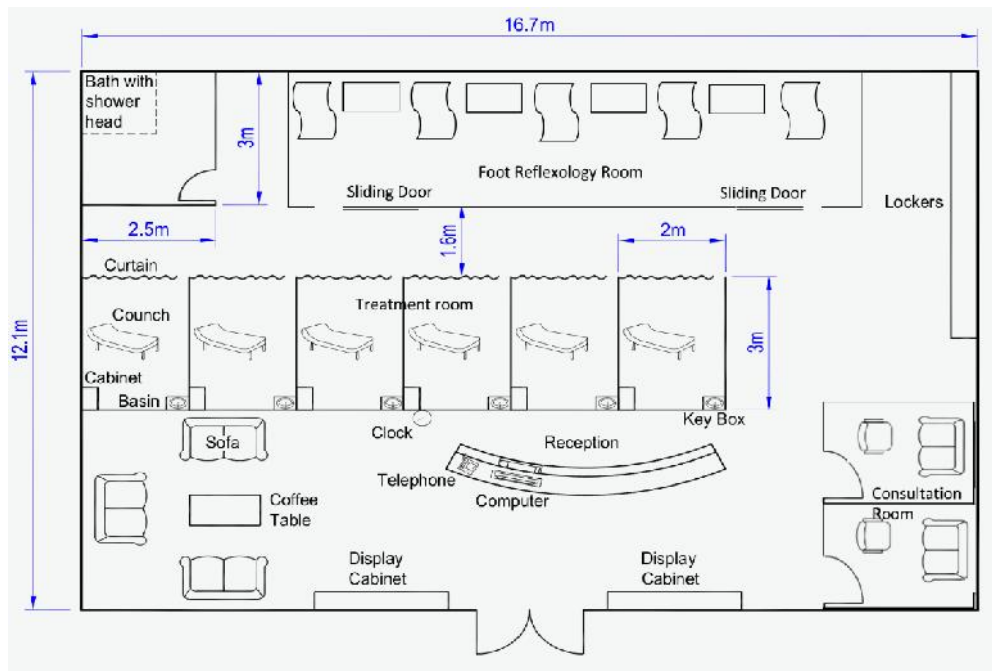


Recommended Space for Wellness Treatment Workshop		20.2m X 10.2m = 206.04m²	
S/N	Training Equipment / Furniture	Quantity	Remarks
1	Couch	15	Leather for easy cleaning
2	Treatment Trolley	15	Complete with treatment essential
3	Basic	8	Porcelain
4	Sofa	15	For foot reflexology and come complete with leg rest.
5	Short stools	15	For foot reflexology therapist
6	Storage shelves	2	For towels
7	Chair with side table	35	
8	Projector	1	
9	Whiteboard	1	
10	Lecturers' Table and Chair	1	
11	Clock	1	
S/N	Description	Recommended Specifications	
1	Floor Location	Any	
2	Ventilation	HVAC	
3	Type of Flooring	Ceramic Tile treated with melted glass glaze / Luxury Vinyl Tile. Materials should be anti-slip and pre-treated for infection	

		control
4	Electrical Installation	Three-phase supply with isolation, control and protection features. Lighting and power circuit in accordance with latest local regulation.
5	Fire Fighting / Prevention Facilities	Fire alarm system and fire-fighting equipment in accordance with building control regulation
6	First-aid Facilities	First-aid box for commercial kitchen
7	Emergency Feature	Emergency power supply cut-off switches spread over the treatment area
8	Entrance / Exit	At least one 2-meter wide door for shifting in of equipment
9	Ceiling	Floor to ceiling height of at least 3.2 meters

Annexure G: Wellness Center Layout, TFN, and Equipment List

Training Facilities Norms and Major Training Equipment Required for Wellness Center



Recommended Space for Wellness Center

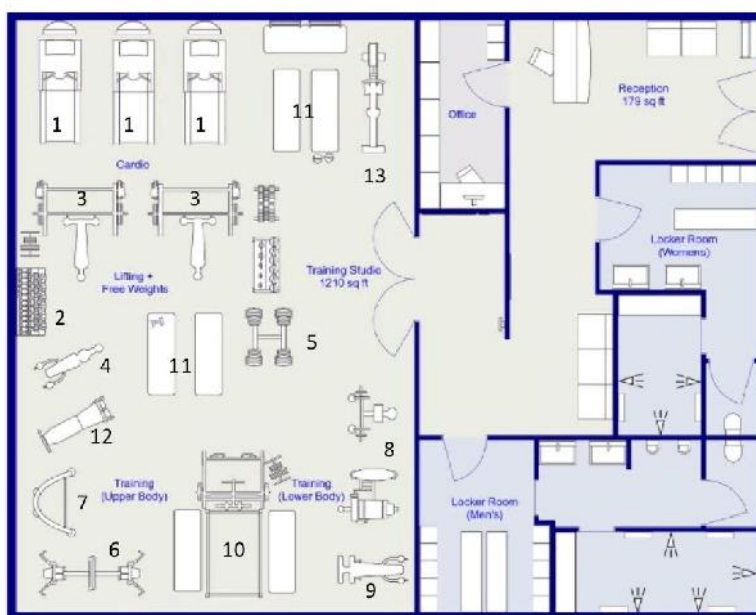
16.7m X 12.1m = 202.07m²

S/N	Training Equipment / Furniture	Quantity	Remarks
1	Couch	6	
2	Treatment Trolley	6	Complete with treatment essential
3	Storage Cabinet	6	Porcelain
4	Sofa	5	For foot reflexology and come complete with leg rest.
5	Short stools	15	For foot reflexology therapist
6	Side Table	4	For foot reflexology section
7	Lockers	20	
8	Shower Facilities	2	Recommend to have two or more
9	Sofa (2-seater)	5	Three for reception area and come with one coffee table. One each in consultation room
10	Chair in consultation room	2	
11	Basic	6	Porcelain basin in treatment room
12	Reception counter	1	Come with two receptionist seats
13	Display Cabinet	2	For displaying products
14	Clock	1	
15	Telephone	1	

16	Point of Sales system	1	
S/N	Description	Recommended Specifications	
1	Floor Location	Any	
2	Ventilation	HVAC	
3	Type of Flooring	Ceramic Tile treated with melted glass glaze / Luxury Vinyl Tile. Materials should be anti-slip and pre-treated for infection control	
4	Electrical Installation	Three-phase supply with isolation, control and protection features. Lighting and power circuit in accordance with latest local regulation.	
5	Fire Fighting / Prevention Facilities	Fire alarm system and fire-fighting equipment in accordance with building control regulation	
6	First-aid Facilities	First-aid box for commercial kitchen	
7	Emergency Feature	Emergency power supply cut-off switches spread over the treatment area	
8	Entrance / Exit	At least one 2-meter wide door for shifting in of equipment	
9	Ceiling	Floor to ceiling height of at least 3.2 meters	

Annexure H: Gymnasium Layout, TFN, and Equipment List

Training Facilities Norms and Major Training Equipment Required for Wellness Facility (Gymnasium)



Recommended Space for Baking & Pastry Kitchen		16m X 14.5m = 232m²	
S/N	Training Equipment / Furniture	Quantity	Remarks
1	Treadmill	3	Come with digital screen.
2	Dumbbell	1	Complete with standards set of weights
3	Barbell holder with barbell and bench	2	Come with standard set of weights
4	Chest Press	1	
5	Free Weight Holder	2	
6	Lat Pull Down Equipment	2	
7	Pull up bar	1	
8	Leg Press	2	
9	Leg Lifter	1	
10	Multipurpose Multi-trainer	1	
11	Bench	2	
12	Sit-up bench	1	
13	Rower	1	
14	Men Locker and Shower Facility	1	
15	Women Locker and Shower Facility	1	
16	Reception area	1	Come complete with POS, sofa, coffee table, magazine rack, and shelves for displaying health

		products
S/N	Description	Recommended Specifications
1	Floor Location	Any
2	Ventilation	HVAC
3	Type of Flooring	Training area: Concrete cement with rubber tile Shower and changing area: Luxury Vinyl Tile. Materials should be anti-slip and pre-treated for infection control Reception area: Carpet tile
4	Electrical Installation	Three-phase supply with isolation, control and protection features. Lighting and power circuit in accordance with latest local regulation.
5	Fire Fighting / Prevention Facilities	Fire alarm system and fire-fighting equipment in accordance with building control regulation
6	First-aid Facilities	First-aid box
7	Emergency Feature	Emergency power supply cut-off switches spread over gym
8	Entrance / Exit	At least one 2-meter wide door for shifting in of equipment
9	Ceiling	Floor to ceiling height of at least 3.2 meters

Annexure I: Classroom Layout, TFN and Equipment List

Training Facilities Norms and Major Training Equipment Required for Classroom			
Recommended Space for Classroom		12m X 10m = 120m²	
Number Required		5 classrooms	
S/N	Training Equipment / Furniture	Quantity	Remarks
1	Instruction Area		
2	Table and chairs	17 32	Mobile table on wheels Mobile chairs on wheel
3	Half-height cabinet (Bottom)	5	Come with steel door
4	Half-height cabinet (Top)	5	Come with glass door
5	Full-height cabinet	4	
6	Shelves	2	For students' bag
7	Utility table	1	
8	Projection screen	1	
9	Notice Board	1	
10	Key Box	1	
11	Whiteboard	1	
12	Fire Extinguisher	1	
13	First aid box		
S/N	Description	Recommended Specifications	
1	Floor Location	Any	
2	Ventilation	HVAC system with false ceiling	
3	Type of Flooring	Heavy-duty raised vinyl floorboards with opening for power and signal cables	
4	Electrical Installation	- Incoming electrical supply should be	

		<p>connected through earth-leakage circuit breaker (ELCB).</p> <ul style="list-style-type: none"> - Two 13A twin power outlets to be provided for each student and staff table. These power outlets should be protected with an ELCB. - Six 13 A twin power outlets for common facilities. - Power outlets to be installed below raised floor for flexibility. - One 13 A power outlet placed appropriately for ceiling mounted projector. - All electrical installations to comply with local regulations.
5	Fire Fighting / Prevention Facilities	Fire alarm system and fire-fighting equipment in accordance with building control regulation
6	First-aid Facilities	First-aid box
7	Emergency Feature	Nil
8	Entrance / Exit	At least one 2-meter wide door for shifting in of furniture
9	Ceiling	Floor to ceiling height of at least 2.4 meters

Annexure J: Computer Laboratory Layout, TFN and Equipment List

Training Facilities Norms and Major Training Equipment Required for Classroom			
Recommended Space for Classroom		12m X 10m = 120m²	
Number Required		3 computer rooms	
S/N	Training Equipment / Furniture	Quantity	Remarks
1	Instruction Area		
2	Table and chairs	17 32	Mobile table on wheels Mobile chairs on wheel
3	Half-height cabinet (Bottom)	5	Come with steel door
4	Half-height cabinet (Top)	5	Come with glass door
5	Full-height cabinet	4	
6	Shelves	2	For students' bag
7	Utility table	1	
8	Projection screen	1	
9	Notice Board	1	
10	Key Box	1	
11	Whiteboard	1	
12	Fire Extinguisher	1	
13	First aid box		
14	Desktop computer	30	Come with latest configuration and preloaded with office suite, accounting software, hotel reservation system (education package), and point of sales software.
S/N	Description	Recommended Specifications	
1	Floor Location	Any	

2	Ventilation	HVAC system with false ceiling
3	Type of Flooring	Heavy-duty raised vinyl floorboards with opening for power and signal cables
4	Electrical Installation	<ul style="list-style-type: none"> - Incoming electrical supply should be connected through earth-leakage circuit breaker (ELCB). - Two 13A twin power outlets to be provided for each student and staff table. These power outlets should be protected with an ELCB. - Six 13 A twin power outlets for common facilities. - Power outlets to be installed below raised floor for flexibility. - One 13 A power outlet placed appropriately for ceiling mounted projector. - All electrical installations to comply with local regulations.
5	Network	High speed Wi-Fi connection
6	Fire Fighting / Prevention Facilities	Fire alarm system and fire-fighting equipment in accordance with building control regulation
7	First-aid Facilities	First-aid box
8	Emergency Feature	Nil
9	Entrance / Exit	At least one 2-meter wide door for shifting in of furniture
	Ceiling	Floor to ceiling height of at least 2.4 meters

Annexure K: Layout of Walk in Chiller, Walk in Freezer, and Dry Store

- To have separate walk-in chiller and freezers for raw and cooked foods, as well as for bakery products to serve the needs of whole operation
- A common dry food store is needed for storing food ingredients and supplies

