

# **TERMS OF REFERENCE FOR THE MANAGEMENT AND OPERATON OF THE 50 ROOMS HOTEL AND CAFETERIA OF THE UNIVERSITY HOSPITAL KOTELAWALA DEFENCE UNIVERSITY (UHKDU)**

## **INTRODUCTION**

1. The University Hospital of General Sir John Kotelawala Defence University is a fully-fledged eco-friendly hospital complex located in Werahera. This 704 bed teaching hospital has 20 operating theatres, laboratories and boasts of ultra-modern facilities, intensive care units and an oncology unit that are on par with international standards. It also features a hybrid Cath Lab for complex cardiac interventions.

2. The 50 room hotel, located at the hospital premises is a unique feature found in any of the hospitals in Sri Lanka. The inclusion of this facility in the project Master Plan was, to provide accommodation for the relatives of local and foreign patients who seek treatment from the hospital and its renowned consultants and competent nursing staff that meet the highest standards of quality and best practices and to promote Medical Tourism. The hotel could also provide accommodation to the relatives of the local and foreign students who are studying at the Faculty of Allied Health Sciences, KDU situated within the Hospital Complex.



### **Front view of the Hotel**

3. The hotel has a cafeteria with capacity to accommodate 300 persons at one time and a fully equipped modern kitchen which could undertake 10 cooking points at a time. The potential market segment for this facility is as follows.

- a. Total numbers of hospital beds approximately - 700.
- b. Tri Service personnel accommodated at single quarters approximately - 400.
- c. Medical & Para-medical Staff employed approximately - 450.
- d. Doctors & other Professional Staff employment approximately - 400.
- e. Local & Foreign students accommodated at the hostel - 310.
- f. Families occupied at married quarters - 100.
- g. Students at Faculty of Allied Health Science approximately - 800.



**Front view of the Cafeteria**

## LOCATION

4. The hotel with the cafeteria and kitchen is located at the University Hospital premises at Werahera, Borelesgamuwa near the Department of Motor Traffic facing Colombo – Horana 120 bus route. (30 minutes from Colombo Fort).



## SCOPE OF THE SERVICE

5. The General Sir John Kotelawala Defence University is seeking prospective bidders to manage the hotel and cafeteria. The successful bidder is expected to run the management and operation of the hotel under a binding legal agreement with the University.

## EQUIPMENT AND FACILITIES

6. The following equipment and facilities are provided by the University Hospital, Kotelawala Defence University:

a. Hotel Facilities.

- (1) 50 x rooms available for occupancy.
- (2) Fully equipped furnished pantry and common dining area.
- (3) Internet facilities.
- (4) CCTV (Exterior).
- (5) Telephone facilities.
- (6) Fire alarm system.
- (7) Laundry service with modern equipment.
- (8) Public parking.

b. Room Facilities.

- (1) Rooms with attached bathrooms/toilets.
- (2) Split type air condition.
- (3) Flat LED screen television (IPTV).
- (4) Hot and cold water facility in the bathrooms.
- (5) Telephone (intercom, IDD and Local).
- (6) Coffee table and chairs.
- (7) Wardrobe.
- (8) Mini fridge.
- (9) Microwave oven.
- (10) Ironing table with iron.
- (11) Balcony table with chairs.

c. Voice and Data. Voice and data facility could be provided on payment basis.

## INFORMATION OF BIDDERS.

7. Interested bidders are invited to furnish the following information.

- a. Company profile.
- b. Financial capacity of the company.
- c. Last three (03) years track record of the company in Sri Lanka/ overseas (Experience in similar capacities).
- d. Qualifications and relevant standards/ certificates.
- e. Business Registration No, TIN No, Telephone No, fax, E-mail etc.

8. Period of contract. The contract period is four (04) years with the option to extend on an annual basis for a period up to two (02) years at the discretion of the Board of Management, General Sir John Kotelawala Defence University.

9. General policy. The service provider shall manage and operate with the view to run the hotel according to the following objectives:
- a. To manage all the departments such as food and beverage, housekeeping, front office etc.
  - b. To ensure customer satisfaction and responsiveness to the customer.
  - c. To ensure a welcoming and pleasant environment and surroundings.
  - d. To provide a flexible service.
10. Preparation of food and beverages. The bidders are required to decide the price of the meals and pattern of the meals based on the following considerations:
- a. Provision of local and international food and beverages for the customers.
  - b. Provision of healthy and nutritious meal options.
11. Customer Care. The service provider shall ensure that all customers are served effectively and courteously and that their staff shall make every effort to meet customers' needs taking into account their personals and special circumstances.
12. Accounting and Auditing. The Rental for a hotel room is to be decided by the bidder.
13. Equipment. Bidders are informed to take over and inventories the list of equipment provided by the hotel as at annex "A" including kitchen equipment, and to ensure proper maintenance of all the equipment. If the bidder includes new equipment, such equipment should be produced to UHKDU authorities in writing.
14. Security. Service provider shall ensure the security and the protection of the hotel and its premises.
15. Waste management and Pest control. Service provider shall undertake cleaning, waste management and pest control of the buildings and the premises.
16. Marketing. Service provider shall undertake marketing campaigns for promoting its services.
17. Utility bills. Service provider shall make payments for water and electricity bills.
18. Transport. The service provider shall use his own transport for the operation of the hotel.
19. Repairs and Maintenance. Repairing and replacing of furniture, equipment and utensils should undertake by the service provider in consultation with UHKDU Administration.
20. Cash Tills. The service provider shall provide their own cash registers, card payment facilities etc.
21. Visit to Hotel site. Site visit for bidders are opened from 0900 hrs to 1500 hrs on 7 September 2020.

22. Contractual agreement. Successful service provider shall sign a contractual agreement with UHKDU.
23. Terms and conditions. Bidders shall submit proposed terms and conditions along with the quotations.
24. Any other matters. Any matters in addition to above could be discussed at a pre-arranged meeting of which the date, time and venue will be notified in due course.