

No. GOA/ATI/HR-ER/2025/EOI/2688465

Date: 17.12.2025

### **EXPRESSION OF INTEREST (EOI) NOTIFICATION**

**EOI for Operation, Maintenance & Marketing of world class facilities for Meetings, Incentives, Conferences, and Exhibitions (MICE) at ATI, ONGC, Betul, South Goa**

#### **1. Introduction:**

Advanced Training Institute, Goa of Oil & Natural Gas Corporation Ltd (ONGC Ltd) [engaged in exploration & production of Oil & Gas] is presently running a Learning & Development Institute located within its campus of 250 Acres on a plateau 30-40 m high above MSL, at Betul, South Goa. Additionally, the following facilities viz: Convention Centre, Management Development Facility (MDF), Exhibition Hall, Utility Building, Jetty etc. are upcoming in the campus.

The EOI is intended to assess the suitability of operating, maintaining and marketing of World class facilities for MICE at ATI, ONGC Goa through outside agencies having hotel/hospitality industry background with the intention to provide facilities comparable to global best-in-class MICE facilities.

#### **2. Objective:**

This EOI is invited for those interested agencies having requisite experience to provide operation, maintenance and marketing services of World class facilities for MICE at ATI, ONGC Goa with effect from **01.02.2026**. The agencies should be reputed Organization/Corporate Agency with Hotel/ hospitality industry background. Marketing will imply acquisition & management of events.

#### **3. Experience:**

The applicant-agency-service provider should have the following experience & recognitions:

a) Operation & maintenance of Integrated Facility Management (IFM) like Hospitality Operations & Convention Centre, involving housekeeping, security, technical upkeep (HVAC, AV, Electrical systems), food services, Landscaping, marketing, and ensuring seamless guest experiences, much like 5 star hotel, Airport, Large Convention centre (over 500 persons capacity) or large multi-use complex like Stadiums, arenas, theatres, auditorium, exhibition halls, Shopping malls, large corporate campuses etc., having over 500 persons capacity, with minimum area of 5000 square meters.

b) Handled more than **25 events** (National and International brands) with experience in organizing large-format event, expertise includes iconic outdoor spectacles, theatricals, musical concerts, opening and closing ceremonies, expos, tradeshow, product launches, fairs, government events, and award ceremonies.

c) Should have recognition at State/National/International level with awards and accolades.

d) Specialization in a wide range of events, including corporate events, virtual and hybrid events, large-format events, conferences, seminars, workshops, product launches and MICE, consisting of **250 or more International and National delegates/celebrities** in Govt. Sector/Semi Govt./PSU/Private sector (reputed company).

e) Should be in similar business for last **05 years**

#### 4. Scope of Work:

India is poised to become a global hub for MICE (Meetings, Incentives, Conference & Exhibitions), driven by its economic growth, expanding middle class, and increasing integration into global trade and knowledge networks. In this regard, National strategy for MICE industry dated 29.04.2022, was formulated by Ministry of Tourism wherein road map to promote India for MICE was laid down.

ATI Goa, has constructed a new Convention Centre, Permanent Exhibition Hall and Management Development Facility along with related utilities admeasuring a **built-up area** of approximately **39,000 square meters, with able support of M/s EIL (Engineers India Limited), New Delhi**. Besides, a jetty is also under construction. All the facilities are under advanced stage of construction & shall be in place for India Energy Week (**IEW**) - 2026 event from 27<sup>th</sup> to 30<sup>th</sup> Jan 2026. The facilities are connected all the year round by land, air (helipad with four parking points) and sea (jetty with an elevator option).

In this regard, ONGC Advanced Training Institute (ATI) Goa is looking to involve relevant stakeholders for optimal utilization and generation of revenue to offset maintenance cost of infrastructure. The same may also be an enabler to the Ministry of Tourism, Government of India & Govt. of Goa in its objective to be a prominent player on global map.

The scope consists of Operation, Maintenance & Marketing of World class facilities for MICE at ATI, ONGC Goa, bring in networking, business development & business opportunities for large events (National/ International), Meetings, Conferences and Exhibitions, attracting visitors, tie-up with high end Hotels Industry, and supporting local businesses at ATI Goa.

For such a model of operations, partner with domain expertise in organizing Meetings, Incentives, Conferences and Exhibitions (MICE) is required.

#### Facility Overview

**Gross Construction Build up area: 39,000 square meters approximate**

a) **Convention Center:** Convention Center is an oval shaped building with lower ground floor, ground floor, first floor and second floor. It has a seating capacity of around 4000 persons at a time with dimensions of **143\*93 meters at its maximum points**. The Build-up area for Convention Center is **20870 square meters**.

It comprises of a VVIP room, a VVIP Green room, two VIP Room, two VIP Lounge, CEO's meeting room, 5 CEO's translator rooms, Bilateral Rooms, office spaces, 3 Lounges, Dining Hall, Dry Pantries, Elevators/ Escalators, a large Foyer etc.



**b) Management Development Facility:** Management Development Facility (**MDF**) is a rectangular shaped building with Ground + First floor with dimensions of **91.6\*54.3** meters. The build-up area for Management Development facility (MDF) is **8353 square meters**.

It comprises of Offices space, Dining Hall, Conference rooms, 182 seater Auditorium, VIP Lounge, Office rooms, breakout rooms, 8 syndicate rooms, 11 classrooms etc.



**c) Exhibition Hall:** Exhibition hall is a large hall suitable for big scale exhibitions, trade shows with dimensions of **120\*60 meters**. The total build-up area for exhibition hall is **6669.29 square meters**.



**d) Utility Building:** Utility building comprises of various utilities required to support the functioning of Convention Center & Exhibition Hall etc. like air-conditioning, power back-up, STP etc. The build-up area of utility building is **2589.68 square meters**.

**e) ONGC GOA JETTY (one year defect liability period with the constructor):** A floating jetty (40.5m x 8m) with access infrastructures (elevators & staircase), gangway & ramp, with a waiting lounge at the top is under construction to facilitate mobility also through the sea route.





**f) Micro-Grid(one year defect liability period with the integrator) :** ATI, Goa operates a 01 MWp ground mounted Solar Plant with 1.128 MWh Li-ion battery energy storage system (BESS) which is being augmented with 1.6 MWp rooftop solar plant, a 30 kW Vertical Axis Wind Turbine system at ONGC Jetty location and additional 10 MWh Li-ion BESS constituting India's largest "Behind The Meter (BTM)" 05 MW MICROGRID system to provide stable power to ATI Goa in line with the aim of ONGC's Net Zero carbon emissions.

### **Features**

The buildings are equipped with comprehensive fire-safety systems, Wi-Fi connectivity, centralized air-conditioning, solid waste management facilities, a Zero Liquid Discharge (ZLD) scheme and is targeted to meet GRIHA rating requirements, supported by extensive green-belt development and rainwater-harvesting infrastructure and landscaped areas with gardens and outdoor features surrounding the premises and ample parking and open spaces for outdoor events. For details refer website <https://atongc.com/> wherein current pictures, available facilities & walk through are available for ready reference.

### **Services expected from Service provider**

**All the facilities (Sl. No. 'a' to 'd' & "f" above) are under defect liability period from M/s Engineers India Limited (EIL), New Delhi one year from date of commissioning (Shall be intimated in due course).**

**The contractor has to provide end-to-end marketing of facilities for acquisition & management of events and operations, maintenance, and generation of revenue for the company, inclusive of but not limited to following viz:**

- **General maintenance** (electrical (including elevators/escalators), civil (Plumbing, Carpentry etc.), air-conditioning): Contractor shall undertake electrical (including lifts), civil (plumbing, carpentry), Complex Audio Visual (AV) systems, CCTV, BMS & Access control, Networking, WIFI and HVAC maintenance to ensure smooth functioning of building operations. Including routine checks and quick-response repairs.
- **Horticulture** (maintaining of plants inside building and surrounding areas): Contractor shall maintain indoor and outdoor plants, landscaped areas, gardens, and green zones; includes pruning, watering, re-plantation, and upkeep of aesthetic standards.
- **Regular disposal of waste** (Bio-degradable and Non-biodegradable): Contractor shall ensure daily segregation, collection and disposal of biodegradable and non-biodegradable waste in compliance with environmental norms, and

- **Public relations:** Contractor shall be responsible for end-to end marketing and promotion of the ATI convention, exhibition hall etc. to ensure strong public visibility for all the events along with opening channels for attracting major corporate, government, national and internal events.
- **Translation:** Contractor shall provide on-site and remote interpretation and document translation in multiple languages to support international delegates and multilingual sessions/events/conferences etc.
- **Media:** Contractor shall be responsible to position the facilities competitively in the events markets.
- **Travel Agency:** Contractor shall be responsible to ensure guest experience excellence in terms of managing travel & logistics.
- **Transportation:** Contractor shall provide end-to-end transport services such as airport transfers, Sea route transfers through jetty, shuttle operations, VIP vehicles, logistics transport, and internal campus movement.
- **Decoration & Design:** Contractor shall create event-specific décor, thematic installations, stage/backdrop design, and venue aesthetics in line with event requirements and branding guidelines in line with the specific event requirement.
- **Stand Construction:** Design, fabricate, and install exhibition booths and display structures, ensuring safety standards, durability, and branding compliance.
- **Freight Forwarders:** Handle logistics for exhibitor materials including pick-up, customs clearance, movement to the venue, unloading, and return-shipment coordination etc.
- **Housekeeping:** Contractor shall provide daily / weekly / monthly housekeeping and cleaning services for the complexes which includes cleaning of premises (including facade, pavement blocks, glasses etc.), rooms including bathrooms, corridors, common toilets, elevators, Furniture, vacuuming of sofas, acoustic panels etc. so that the facility is maintained at five star level. Further, contractor shall provide housekeeping in surrounding facilities / roads / roundabouts / parking's etc. Contractor has to provide equipment's / tools and consumables at its own cost.
- **Medical Services:** Contractor shall offer on-site first aid stations, emergency response and availability of trained medical staff, ambulance support and coordination with nearby hospitals in line with company's policies.
- **Registration:** Contractor shall set up and operate visitor and delegate registration counters, digital check-in systems, badge printing, queue management, and on-site help desks.
- **Technology Providers:** Contractor shall supply and manage audio-visual equipment, IT infrastructure, Wi-Fi, networking, event apps, digital platforms, and technical support for seamless operations to support the company's IT requirements as and when required by the company.
- **Catering:** The contractor has to provide catering facilities of five star level as per the requirement of the organization. Contractor has to operate kitchens, dining halls / meeting spaces and cafeterias. This includes catering related activities and services i.e. to serve breakfast, mid-morning tea and snacks, lunch, afternoon tea and snacks and dinner, apart from special requirements. Contractor will have to provide food as per the menu and reputed brands. Apart from this, Chinese or Asian or International menu need to be provided as and when required. Catering involves management and maintenance of catering related space, equipment and infrastructure. Procurement of catering, FnB equipment's shall be taken care by Service provider. Gas and other supplies to be arranged by contractor.
- **Pest & Rodent control:** Contractor shall provide scheduled pest control treatments for all buildings and surrounding areas to maintain hygiene and prevent infestation.

- **DTH Connections for TVs:** Contractor shall install, maintain and manage DTH services for all televisions for all buildings and surrounding areas, ensuring uninterrupted viewing and channel availability.
- **Laundry services for linen:** Contractor shall offer cleaning, ironing, and inventory management of linens used in meeting spaces, dining areas, guest zones, and other facilities.
- **Security / Access control:** Contractor shall offer round-the-clock access control to all the facilities
- **Any other need based miscellaneous services**

#### 5. Broad indicative Evaluation Criteria:

The evaluation criteria is Quality cum Cost Based Selection (QCBS) using 70:30 weightage for Quality and Cost respectively.

S. No.	Topic	Technical Evaluation criteria	Max. Marks
A	<p>(i) Operation &amp; maintenance of large <a href="#">Integrated Facility Management (IFM)</a> involving minimum of 500 persons.</p> <p>(ii) Acquired and Organised at-least 25 multi-day events (3 days or more) in physical mode, preferably International conferences and exhibitions hosted by Government Departments, PSUs, multilateral/ bilateral institutions having participation at the level of President/Prime Minister/Governor/ Chief Minister/Union Minister/ State VIP/Corporate Heads/CEOs.</p>	<p>Operation &amp; maintenance of large <a href="#">Integrated Facility Management (IFM)</a> involving minimum area of 5000 square meters and / or capacity of:</p> <p>500 – 1000 persons = 5 marks</p> <p>1001–2000 persons = 10 marks</p> <p>&gt; 2000 persons = 15 marks</p> <p>Weightage 50%</p> <p>The Event Management Agency should have worked organizing multi-day events</p> <p>25-50 events = 5 marks</p> <p>51 – 75 events = 10 marks</p> <p>&gt;75 events = 15 marks</p> <p>Weightage 50%</p>	15
B	Years of Experience	<p>Minimum 5 years' experience of Operation &amp; maintenance:</p> <p>5 Years' experience – 5 marks</p> <p>&gt;5-10 Years' Experience – 10 marks</p> <p>&gt;10 years – 15 marks</p> <p>Weightage 50%</p> <p>Minimum 5 years' experience of Event Management:</p>	15

		5 Years' experience – 5 marks >5-10 Years' Experience – 10 marks >10 years – 15 marks Weightage 50%	
C	Multi day Events organized in India	At least 5 event = 5 marks 6-10 events = 10 marks >10 events = 15 marks	15
D	Participation Level in event	Hon'ble President / PM – 10 marks Hon'ble Governor / CM / Union Cabinet Minister – 05 marks State VIP/Corporate Heads/CEOs – 03 marks	10
E	Average Annual Turnover	Average Annual Turnover of last 03 years a. Rs. 10 – 15 Crores = 05 marks b. >Rs. 15 – 25 Crores = 10 marks c. > Rs 25 Crores = 15 marks	15
F	Presentation by the agency (PPT or in any other format)	The presentation should focus on marketing of venue & bringing business and operation, maintenance of existing facilities, innovation & digitalization of events, branding, , business driver for participating companies, International / National level clients, organizing mega events & end customer event experience & satisfaction.	30
	<b>Total Marks</b>		<b>100</b>

**Note:** The qualifying score for the Technical bid to be considered for opening of financial bid shall be 70 out of 100 and minimum 10 marks in conceptualization presentation.

Firms/Bidders securing minimum 40 marks (cumulative in parameter A to E above) will only be called to make the Presentation.

**Price element:**

**Option-1**

- a) Contractor's fixed annual management fee per annum:
- b) Tiered revenue share model performance which shall be shared with ONGC: \_\_\_\_\_% EBITDA.

**Option-2**

- a) Contractor's fixed annual management fee per annum:

b) Tiered revenue share model performance which shall be shared with ONGC: \_\_\_\_\_% revenue share above threshold.

### Option-3

a) Contractor's fixed annual management fee per annum:

b) Tiered revenue share model performance which shall be shared with ONGC: \_\_\_\_\_% EBITDA above threshold. If EBITDA is 5% more than the threshold, then share % shall be less 1%, 10% more than threshold then share % shall be less 2% and so on.

Threshold is to be estimated for revenue (Revenue as Rs \_\_\_\_\_ crores per annum with EBITDA as 30%) for evaluation purpose (is to be declared in the case).

### Option-4

Tiered revenue share model performance which shall be shared with ONGC: \_\_\_\_\_% EBITDA above threshold after considering annual management fee per annum. If EBITDA is 5% more than the threshold, then share % shall be less 1%, 10% more than threshold then share % shall be less 2% and so on.

Threshold is to be estimated for revenue (Revenue as Rs \_\_\_\_\_ crores per annum with EBITDA as 30%) for evaluation purpose (is to be declared in the case).

### Option-5:

a) Contractor's fixed annual management fee per annum:

b) Contractor's lease amount per annum for the facilities:

### Option-6:

Contractor's lease amount per annum for the facilities after considering annual management fee per annum:

Bidder with highest marks after applying QCBS, gets award of work.

## 6. Submission Details:

Each agency having the requisite experience is encouraged to make **presentation** of their proposal for marketing, operating, & maintaining above facilities.

Agencies having the requisite capabilities and experience shall **register** and submit their response (Expression of Interest Document along with copy of presentation and **confirmation** by firms for attendance on the day of meet) **on or before 23.12.2025** to the following:

**Ms. Akрати Bhatia, Sr. PRO, ONGC, ATI, Betul, South Goa. Mob: 7710065370**

Participating agencies may also respond to this EOI in electronic format (**pdf files only**) via mail to email **bhatia\_akrati@ongc.co.in**. Prospective agencies may inspect the site to fully acquaint themselves about the buildings and working conditions. ONGC official(s) shall accompany for inspection of the site between 11:00 AM – 4:00 PM (Monday – Friday).

**Date-time-venue for EOI Conference (Online / Offline (at Betul) mode): 24.12.2025**

### Zoom Meeting Link:

<https://ongc-co-in.zoom.us/j/0d2d0bd5-22e8-463c-b18b-cf2a688836ec>

**Meeting ID: 978 2416 8374**

**Passcode: 776655**



For any queries please contact: **Ms. Akрати Bhatia, Sr. PRO, ONGC, ATI, Betul, South Goa. Mob: 7710065370**

## **7. Expectation from Agency:**

ONGC expects out of box ideas for, Marketing, Operation & maintenance of World class facilities for MICE at ATI, ONGC Goa with an optimum costing. The EOI participants are expected to bring out any queries-requirements-clarifications to submit a comprehensive proposal to meet the stated objectives and deliverables of the EOI. The participating firm-agencies are requested to present/ demonstrate their capabilities, experience and other details as submitted, for a maximum duration of **30 minutes**. The proposal submitted by the Agency can be as per their own experience & ONGC is open to ideas which create a win-win scenario.

The participants are required to submit a soft copy of their presentation-proposal along with suggestions, if any, to ONGC immediately after the meeting.

It is also clarified that mere response to EOI, or enlistment through EOI does not guarantee award of job. ONGC will make NO payment towards preparation-submission-presentation in connection with EOI. ONGC will not charge any fees for participation in the EOI.

**8. Peripheral Subcontractors which shall be required to be deployed by bidder:** Public relations, Translation, Media, Travel Agency, Transportation, Decoration & Design, Stand Construction, Freight Forwarders, Housekeeping, Medical Services, Branding & Publicity, Registration, Technology Providers & Catering etc.

**9. Addition of the facilities under India MICE Advantage Program in line with** National Strategy for MICE Industry, 2022 & seeking incentives under the policy. Service provider should work towards:

- Hosting inspection teams from Associations for selection of destinations for International events
- Hosting of renowned International guest speakers at International events
- Local tourist attractions, cultural functions and other facilities for delegates of International events
- A customised package could be offered for Mega International events.
- Seeking Incentives under Government schemes like Champion Sector Service Scheme and MDA scheme to give impetus to MICE industry.
- Facilitation Counter at major International Airport for major events
- Designated Coach Parking areas at the Airport for delegates.

## **10. Confidentiality:**

All information received as part of this EOI will remain the property of ONGC and will be treated as strictly confidential, to be used for Internal purpose only.

## **11. Disclaimer:**

ONGC reserves the right to alter, modify, or withdraw the scope of work at any stage. This EOI is exploratory in nature and does not constitute any commitment to award a contract.

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