

**Corrigendum No. 2, dated January 01, 2015 to the
Tender No: 63/2014-15/NGS, dated 20/12/2014 for the
Request for Proposal (RfP) for Selection of an Agency for Providing
Total Facility Management Services for Games Village of the
35th National Games at Menamkulam, Thiruvananthapuram**

Tender No: 63/2014-15/NGS.

Date: 20/12/2014

I. Extension of Last Date of submission of Bid

Last date for submission of the bids stands extended to January 5, 2015 and the Section 1.3 (a) Key Dates Page 9 stand revised as below:

No	Events	Details
5	Last date for Submission of Bid	3:00 p.m January 08, 2015
6	Date and Time for Opening of Technical Bid	3:00 p.m January 12, 2015
7	Invitation for Technical Presentations	January 13, 2015
8	Technical Presentations	January 14, 2015
9	Date and Time of Opening of Financial Bids	To be intimated later
10	Declaration of Successful Bidder	To be intimated later

II. Responses to Queries on RfP

With respect to the queries received on the RfP following are our clarifications / responses:

S. No.	Query by the bidder	Response by NGS
1	The Total Facility Manager is required to manage day to day facility management, housekeeping, security, operations and periodic maintenance of the Common Areas, Equipments and Services, Help Desk, Customer relations Management,	<i>The revised BOQ/Price Bid incorporating all services mentioned in the scope of TFM is being attached as part of this Corrigendum</i>

	<p>Maintaining Indoor Horticulture as mentioned in detailed scope of work.</p> <p>a) The BOQ is exclusively designed for cleaning services including manpower, machinery and consumables.</p> <p>b) There is no BOQ for the other services mentioned in the scope of work. Please clarify the format for these services also.</p>	
2	<p>The scope of work also indicates security services Also in Page 56 it indicates One shift of Help Desk to be manned by Security. Please clarify whether provision of security guards etc are to be covered and if so the scope of the same and BOQ for the same</p>	<p><i>Security Services is not in the scope of the Total Facility Management Services. Kindly ignore if security services appears anywhere in the scope of services.</i></p> <p><i>RfP for Security Services has been uploaded separately. Hence the night shift of the Help Desk is not in the scope of the TFM Service Provider but comes under the scope of Security Services Provider.</i></p>
3	<p>Please clarify on the quantity column of the BOQ – whether it specifies man hours or anything else</p>	<p><i>Please refer the revised BOQ.</i></p>
4	<p>In the specific conditions of the services agreement it is specified</p> <p>(a) The successful Service Provider will have to commence the work within 30 days of acceptance of contract.</p> <p>(b) The contract shall initially be valid for a period of 2 (Two) year and maybe extended further on a yearly basis subject to satisfactory performance, on the same terms and conditions up to a maximum of five years. NGS however</p>	<p><i>Kindly ignore Annexure 9 (Specific Conditions of the Services Agreement & BOQ Format) & SLA 1: Property Management Services Agreement Annexure 10 (Services Level Agreement). These two Sections have been removed from the RfP document.</i></p>

	<p>reserves the right to terminate the contract by serving three months' notice in writing to the Service Provider. The contract may also be terminated with mutual consent by giving one month's notice.</p> <p>(c) The successful Service Provider must provide standard liveries as per list provided by him with the bid, to its staff /supervisors /managers, with their identity properly displayed. Samples of liveries will have to be submitted by successful bidder for the approval of NGS – we need to provide the details to then NGS and along with sample once awarded the tender also need little more calcification on this</p> <p>(d) As per the above clause “c” it is indicated the service provider must provide liveries as per list provided by him . Please clarify whether this includes breakfast /lunch / dinner etc and if so any subsidized amount available for the same.-please clarify this where we need to took some food coupon and where there will be any change for this.</p> <p>(e) In the absence of the same whether there will be separate place provided for changing rooms/ lunch and dinner facilities which can be bought by the concerned staff</p> <p>(f) Whether a separate room with Electricity and water will be provided to the service provider for their administrative functions. Also for storing machineries and materials</p> <p>(g) Please also clarify water and electricity will be provided for executing cleaning job free of cost</p>	
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	(h) Kindly indicate the reporting structure of the Service Contractor to the NGS appointed officer. In other words the nodal officer who will be representing the NGS as once point contact	
5	While the tenure of services is mentioned for 20days, Annexure 9 no. 38 mentions 33 The contract shall initially be valid for a period of 2(Two) year and maybe extended further on a yearly basis subject to satisfactory performance, on the same terms and conditions up to a maximum of five years. NGS however reserves the right to terminate the contract by serving three months' notice in writing to the Service Provider. The contract may also be terminated with mutual consent by giving one month's notice.	<i>Kindly ignore Annexure 9 (Specific Conditions of the Services Agreement & BoQ Format) & SLA 1: Property Management Services Agreement in Annexure 10 (Services Level Agreement). These two Sections have been removed from the RfP document.</i>
6	Annexure 6 mentions 35 th National Games - Games Village Master Plan, Area Statement, Plans of the Individual Components & Location Map but there are no drawings enclosed.	<i>The Annexure 6 drawings and documents are enclosed as part of this Corrigendum.</i>
7	While the scope of work is vast (including electro-mechanical maintenance, helpdesk etc.), the price bid is only for cleaning of toilets, villas etc. Where are the balance costs to be incorporated?	<i>The revised price bid (BoQ) is attached as part of this Corrigendum. The BoQ format given in the original RfP and in e-tender Portal, previously, is removed.</i>
8	It is mentioned that the Help Desk would offer 16 hours service and after that it would be handled by the security which means that the 3 rd shift is not to be factored in to the cost.	<i>Yes. Only 2 shifts need to be considered for Help Desk while quoting.</i>
9	Is it mandatory to have police verification for all the employees? If so, is there a special cell or directive to the Kerala Police for carrying out the verification of the staff of the national games?	<i>This is mandatory and shall be arranged.</i>

10	Please confirm if people related consumables like hand wash liquid soap, toilet rolls, C-fold paper towels etc. will be provided by NGS. If not, please confirm the types of consumables that have to be provided and quantities.	<i>The consumables in the toilets are to be replaced by the successful Bidder. Please refer item iii, page no. 60 of the RfP. The replacement of consumables in all the toilets is under the scope of the successful bidder. The list of consumables needs to be submitted by the Bidder for approval by NGS. Please refer Clause 2.5 page 15 of the RfP.</i>
12	If we are to bring staff from other parts of the state/country, can staff/labour accommodation be provided by NGS?	<i>No accommodation shall be provided by NGS. Bidder has to consider this cost also while quoting.</i>
13	Are basic facilities like drinking water, toilets and canteen facilities provided to the staff who would be working in this contract?	<i>Canteen facilities will not be provided to the staff of the TFM service providers. All other basic facilities like drinking water, toilets, rest room etc. will be provided to the staff.</i>

III. Changes in the RFP

1. Clause 1.2 Definitions stands revised as follows:

Throughout this document, the following definitions are used:

- “NGS” means the National Games Secretariat, a Society registered under the Society’s Registration Act, 1860 Registration No. District East/Society/604/2013
- “Bidder” or “Tenderer” means a company incorporated under the Companies Act 1956, that submits, or intends to submit, a proposal in response to this RFP;
- “Facility Manager”, ”Facility Management Service Provider”/ “Facility Manager”/ “Service Provider”/ “Property Manager” means the Bidder(s) awarded a Contract resulting from this RFP;

- “Implementation Partner” or “Sub-contractor” is any company or agency or person hired by the Facility Manager to discharge any service/ services or responsibility defined under “Annexure 1- Scope of Work”.
- “Common Area” is defined as the entire area of GV other than the area occupied by 365 Individual Housing Units for the Participants and Team Officials and 40 Chef De Mission Housing Units.

This shall include:

- ✓ Reception Area
 - ✓ Office Space
 - ✓ Commercial Space
 - ✓ Services Block
 - ✓ Gardens, landscaping, roads, pathways, security cabins, toilets in security cabin, boulevard area, etc.
 - ✓ Tennis court, basket ball court, swimming pool and swimming pool side
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- “Contract” means the agreement entered into between e NGS and the successful Bidder as evidenced by the Facility Management Agreement;
 - “Must”, “mandatory” or “required” means an absolute minimum (basic requirements) function or capacity, which, if not satisfied in the proposal, may result in disqualification in the final evaluation;
 - “De-identification” is the process of removing from data any information from electronic media that identifies a particular individual.
 - “RFP” means this request for proposal including any amendments, attachments, and/or clarifications pertaining to this RFP that may be issued prior to the closing date; and,
 - “Should”, “may” or “is desirable” means desirable but not mandatory functions or capacities. Bidders who are able to provide these functions or capacities may be evaluated more favorably than those who cannot.
 - “Services” mean the services as required under this RFP and whose scope is detailed in **Annexure 7**;
 - “RFP Qualification Criteria” are the criteria set out in Section 3.2;
 - “Technical Bid” is a bid in response to this RFP received by NGS in the form set out in Section 3.14 Part 1.

- “Financial Bid” is a bid in response to this RFP received by NGS in the form set out in Section 3.14 Part 2.
- “Bid” or “Proposal” means any of the Technical Bid or the Financial Bid or both;
- “Equipment” means the non-exhaustive list of assets at Games Village. The Bidders are expected to make themselves aware of the equipment at GV through a site visit.

2. In Clause 2.3 the following items are included as and is revised as below:

1. Solid Waste Treatment and Disposal/Reuse and Sewage Treatment
2. Making available **three phase 440 volts low tension power supply** in required designated points at the Games Village.
3. MEP Fittings for Replacement will be provided by NGS
4. In Temporary Overlays Kitchen hall area is excluded from the scope of the TFM.

3. Clause 2.4 Client Expectations of Service Provision stands revised as follows:

For each of the Services, Client expectations of Service provision is given below: in the heads, viz., Services Expected, Duration, Infrastructure Support Available, Quantity Specification, Quality Specification, Manpower Requirement, Services Demand, Supplies Expected, Frequency of Services, Contingency Plan and Estimated Cost.

This table is indicative and the bidder has to submit his bid judiciously.

HOUSE KEEPING	
<i>SERVICES</i>	Baggage Handling/Cloak Room services
	Cleaning of Resident units, premises and peripherals except dining and kitchen area
	Waste/Garbage collection and disposal
	Setting up and maintaining the housing unit interiors
	Pest control
	Delivery of drinking water
<i>DURATION</i>	Skeletal services required from 25 January 2015
	Full fledged services required from 28 January to 17 February 2015

INFRASTRUCTURE SUPPORT AVAILABLE	Storage space
	Water, Electricity
	Waste Dispenser System
	Waste Bins at the rooms
	Cloak room fixtures
	Drinking Water
	Bed linens, Towels, Pillows, Mattresses, Cot, Pillow covers, Blankets
QUANTITY SPECIFICATION	400 cottages spread in 30 acres of land
	Accommodation strength of 5000 people
	Internal roads measuring up to 250,000 Sqft
	Temporary overlays measuring up to 100,000Sqft
	About 2000 toilets and bathrooms in residential units and common area
QUALITY SPECIFICATION	Clean, Healthy, Presentable staff required at the facility
	Standard dress code to be followed
MANPOWER	400 Service staff
	50% of the manpower engaged are to be women
	Fair proportion of staff speaking English, Hindi, Malayalam
	Ratio of one supervisor to 10 staff, Dedicated supervisor for service discharges to VIPs
SERVICES DEMAND	24 hrs Total hygiene management excluding sewage treatment
	Linen changing and Inventory management
SUPPLIES EXPECTED	All cleaning materials and support equipments
	Pest control equipments free from strong chemicals
	Staff uniforms, garbage bags,
	Pavement cleaners, cleansing antiseptic lotions/soaps
FREQUENCY	Linen changing once in 2 days in average
	Room Service- 24 hrs
	Cottage Cleaning- Twice a day
	Toilets and Bathrooms- In every 6 hrs

	Common area to be maintained litter free 24hrs, Common area cleaning- twice a day
CONTINGENCY	Services requirement is fairly lesser from date 15 January to 25 January 2015
	Onsite staff familiarization requires early occupancy of the property and discharge of duties

4. Clause 2.7 Milestones and Payment stands revised as below:

The Selected Agency shall be paid on achievement of each milestone as per the schedule of payments mentioned below:

Sl. No.	Milestone	Payment (% of contract value)
1	Upon Submission and approval of Detailed Operation Plan with Manpower deployment and Schedule of individual Services and for overall Facility Management. Upon delivery of Equipment and verification by NGS; in stages (equipment list and delivery schedule shall be as submitted in the Technical bid and shall be included as an Annexure to the Agreement)	25%
2	Upon successful completion of operation during transient period. On completion of successful 10 days operation	50%
3	On completion of successful 20 days operation. On verification and handing over of assets (verifying condition of properties of NGS and handing over of equipment provided by NGS)	25%

**** Stage wise Payment shall be made based on the performance evaluation and approval by Authorized officer of NGS GV.**

5. Annexure 6 – Attachments uploaded

- A. Master Plan
- B. Area Statement
- C. Water Distribution Network
- D. Sewerage Network
- E. Road Network
- F. Housing Unit – Interior Layout
- G. Chef-De-Mission – Interior Layout
- H. Services Block – Interior Layout

6. Annexure 7 – Scope of Work Page 52, paragraph 1

Read Annexure 8 as Annexure 10.

7. Annexure 9 has been removed from the RfP Document

8. Annexure 10 stands revised as below:

Kindly ignore SLA 1: Property Management in Annexure 10. This has been removed from the RfP document.