

Pre Bid Clarifications for Tender for Guest House Facility Management Services

Ref: ICTS/TIFR/SER/AV-21/2018
 Public Tender Notice No. 027/APR/2018

Meeting held on 03 May 2018

Attended by:
 M/s. Rao Ideal Services Pvt. Ltd.
 M/s. Red Phoenix Hospitality Services Pvt. Ltd.
 M/s. Veda Prakash Electricals
 M/s. Quess Corp Limited
 M/s. Siesta Hospitality Services Limited

ICTS Representatives:
 Mr. Abhijit De
 Mrs. Rajalakshmi S

SI No	Query	Clarification
1	What is the value of Solvency Certificate?	The solvency certificate should be for atleast Rs. 20 Lakhs. The certificate should be recent with a validity of atleast 6 months.
2	Is there agency to do pest control? Or bidder should include this cost in proposal.	Yes. Pest control is not in the scope of this tender
3	Ref. Terms 2.1.viii. The contractor shall ensure overall general maintenance, like drainage, cleaning, garbage disposal (dry and wet garbage/plastic and non-plastic waste disposal etc., in an eco-friendly manner, using protective/closed bins), services and repairs (electrical, plumbing, HVAC etc.), breakdowns, emergency relief and help on urgent basis. To ensure that managers/ Supervisors are sufficiently trained and equipped with mobile phones. Need specification, it is general cleanliness of drainage OR periodical cleaning of drainage systems.	Day-to-day general maintenance is in the scope of the tender. However, periodical/ major maintenance will be handled by the centre's civil team.
4	Whether EMD in the form of BG/ NSIC is accepted.	NSIC Certificate is accepted only if name of Service is clearly specified as - Supply of manpower services for Guest House facility management , with valid quantitative capacity, date and monetary limit. Bank Guarantee from Nationalised/ Scheduled banks will be accepted.
5	Operating Timings of day care centre is not mentioned	The Child care Facility should be operational between 09:30 am to 05:30 pm Monday to Saturday.
6	Assistant Co-ordinator for Guest House CCF	It is mandatory to quote for Assistant Co-ordinator, however Centre will decide about the deployment as and when the requirement arises.
7	Frequency of arrivals or batch wise occupancy, average annual occupancy report (block wise)	Occupancy is about 80% average per month. The centre conducts about 18 programs per year.
8	Linen changing & locker facility availability for Agency employees	Day workers facility is available at the centre separately for men and women employees.
9	Room Service in Guest House	Room service is not required in general. However in exceptional cases, like late night check in, sick guests etc., room service may be requested.

- Please note that the pre-bid clarifications is part of the tender document. The same shall be sealed and signed and submitted along with the technical bid.
- The bids submitted without the signed and sealed copy of pre-bid clarifications is liable to be rejected.

