

Response to Queries

Date: 13/06/2016

In reference to RFP No. 2629/6(2)/49/Estate/NRDA/2015 Naya Raipur dated 17.05.2016, "RFP for Comprehensive Operation, Maintenance and Management of Facilities and Utilities at Southern and Northern Portion of Central Park, Naya Raipur for a period of 3 years", the Authority has received queries/amendment requests via e-mail and during the pre-bid meeting held on 27/05/2016. The final responses to the queries/amendment requests may be referred below:

S. No.	Question / Query	RFP Reference	Response to Query
1	Please clarify the Pest control services as this is an open area where stalls & canteen/restaurant will be operated	Pg no. 19, point - 5.1(d)	Kitchen and food areas shall be treated regularly to prevent the same from pests. However, to take care of mosquitoes in the lawn, garden and other areas, regular fumigation shall be carried out. While doing any chemical treatment, human health safety shall be kept in view in deciding chemical, its quantity and frequency.
2	Needs to clarify the Scope of Pest control services as this is an open area where stalls & canteen/restaurant will be operated	Pg no. 19, point - 5.1(d)	Kitchen and food areas shall be treated regularly to prevent the same from pests. However, to take care of mosquitoes in the lawn, garden and other areas, regular fumigation shall be carried out. While doing any chemical treatment, human health safety shall be kept in view in deciding chemical, its quantity and frequency.
3	Needs to clarify the Capping of insurance as total asset cost is not provided in tender	Pg. no. 19, point - 5.1 (j & k)	Maximum value of insured items shall be INR 6 crore.
4	Needs to clarify the Solid Waste Collection, Segregation and Disposal dumping space as it is not available at present	Pg. no. 19, point - 5.1 (d)	Dumping shall be done in the Raipur dumping ground beyond Naya Raipur boundary limits.
5	Needs to consider the revision in Civil Works and replacement of sculpture penalties due to open area	Pg. no. 74, point - B (5)	Repairing should be done within 48 hours and for replacement work we may give 15 days' time. Reduced from INR 300000/sculpture to INR 3000/day after 15 days up to a maximum penalty of INR 150000/sculpture.
6	We requests NRDA to reconsider the Invoicing period from 3 months to 1 month		Invoicing period reduced from 3 months to 1 month.
7	Kindly clarify if the Park operations time is flexible and can be changed/extended in the future as required		Yes, could be changed in consultation with NRDA or at the behest of NRDA

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8	Kindly clarify whose responsibility will be to Finance and Execute any Advertising activities in the future		Except for advertisement activity planned by NRDA, financing and execution of all other advertising activities planned by the Contractor shall be the responsibility of the Contractor. However, the Contractor shall have to take permission from NRDA before starting any such activities. For advertisement activity planned by NRDA, NRDA shall finance, execute and use the created asset(s).
9	Technical criteria states that bidder must have experience in revenue generation, whereas the work is of facility management, thus you are requested to consider the experience in FM services and remove the revenue generation criteria	Page No 15 Point 4.3.3- b- iii	No change. The provision is OK
10	Technical criteria states that bidder should have experience in restaurants, whereas non of the FM agencies will be having restaurants, and to fulfill that they have to do JV. Thus you are requested to remove those criteria as the major work is of FM services only.	Page No 15 Point 4.3.3- b- iv	No change. The provision is OK
11	The payment terms need to be amended as minimum wages is revised twice in a year thus the same escalation need to be incorporated in the tender as it is a manpower based work. Or some yearly increase in price need to be provided by the department to cope up with increased wages. Also payment should be made on monthly basis and not on quarterly basis.	Page No. 24 Point 6.2 & 6.3	Invoicing period reduced from 3 months to 1 month. Increase in wages annually is not considered as the footfall as well as activities to be monetized shall increase year on year.
12	Page 73 Appendix-D Point A- 1 states that park premises need to be cleaned 2 hrs before the park visiting time. Park will open in the morning at 5.00 am that way is will be difficult to meet these criteria before 3 am. Thus you are requested to amend the same.	Page 73 Appendix-D Point A- 1	Preliminary cleaning to be done after closing of park. NRDA can exempt that 30 minutes before the Park visit time.
13	Point no A- 2 of Appendix D the frequency of cleaning wall, windows, fan, tube light, night lamp should not be 3 times a day because that will require huge no of manpower to be deployed to	Point no A- 2	It can be considered for 1 time a day.

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	do the same.		
14	Point no A- 8 to 10 Appendix D. Replacement of sanitary item requires time to replace, thus the same need to be provided and no penalty should be imposed for few days.	Point no A- 8 to 10 Appendix D	At the most 2 days could be given to replace.
15	Point no A-12 Penalty of replacement CFL's is on a higher side and same need to be reduced.	Point no A- 12	Provision is as per market analysis.
16	Page No. 74. Appendix D Point B-4 Non-compliance limit should be increased and penalty need to be reduced for repairing of sculptures.	Page No. 74. Appendix D Point B-4	Refer point no. 5
17	Point B-5 of Appendix D, Replacement of sculpture will be done with the consent of NRDA and same will be time consuming work. Thus more time need to be provided and penalty need to be reduced, because that is on a very higher side.	Page No. 74. Appendix D Point B-4	Refer point no. 5
18	Appendix D, Drinking Water Fountain Point 1. Since it is a machinery and if some major breakdown will accrue same need time to repair thus more time need to be provided and penalty amount also need to be reduced.	Appendix D	Could be maximum 1 day. AMC shall be taken for facilities like Drinking Water Fountain.
19	Page 75, Appendix D, Horticulture Work, Point 1 to 5, frequency of doing all the horticulture work need to be done area wise, as it's a regular work and all these services will be provided in a part of lawn on daily basis. Thus you are requested to define the non-compliance limit area wise and also request you to reduce the penalty on the same. Especially for Point no 1 & 2.	Page 75, Appendix D	No change. The provision is OK
20	Page 76 Appendix D, Irrigation Point 4. The scheduled time need to be increased and penalty need to be reduced.	Page 76 Appendix D	No change. The provision is OK
21	Page 77 Appendix D, Pathway, Point 1. Since it's an open area thus the penalty for anti-termite treatment need to be reduced.	Page 77 Appendix D	No change. The provision is OK

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22	The department has asked for Annual amount for providing O&M Services. You are requested to provide the benchmark for minimum manpower and machinery requirements. Also some formats need to be added for bidders in which they have to mention the proposed deployment and cost breakup.	Page 102	Bidder has to submit the schedule of work, manpower, staffing schedule and as well as machineries to be deployed as a part of the Technical Proposal.
23	Replacement of the sculptures penalty should be reduced	Pg.no. 74 point 5	Reduced from INR 300000/sculpture to INR 3000/day after 15 days up to a maximum penalty of INR 150000/sculpture
24	All stalls will be under scope of NRDA, We don't want to take the responsibility to operate the stalls.		No change. The provision is OK.
25	NRDA should provide an office to the Contractors mangers and staffs with one store room for chemicals & consumables other store room for the equipment, tools & tackles.		The Contractor shall be allowed to use the stores and rooms available within the Park premises for various purposes including office space and storage rooms based on approval from NRDA.
26	All repairing work such fountain change of bulbs, civil boundary wall repair should be given a sufficient time of 15 days by NRDA. And penalty to be reduce.		Repairing should be done within 48 hours and for replacement work we may give 15 days' time.
27	Wind Mill & Solar panel maintenance will not be in Contractor's scope.		Maintenance of wind mill and solar panel (if any installed) shall not be under Contractor's scope.
28	Conducting any event or party, NRDA should allow to permission to play music after 10pm also.		This could be considered with consent and approval of NRDA, but any such approval from NRDA shall be subjected to clearance from concerned government agency(ies) or department(s) to conduct such event.
29	Payment will be done by NRDA within 30 days after submission of bill.		Payments shall be released within 30 days of submission of commercially acceptable invoices.

Chief Executive Officer