

Government of India
**Office of Controller General of Patents, Designs & Trade
Marks**
Ministry of Commerce & Industry



**Pre-qualification document for providing Facilities
Management Services**

At
**INTELLECTUAL PROPERTY OFFICE (IPO)
MUMBAI, DELHI, KOLKATA AND CHENNAI**



1.0. Schedule for Invitation for Pre-qualification proposal:

- a) Name of the Purchaser:
i. President of India acting through the
“Controller General of Patents, Designs, Trademarks &
Geographical Indications”.
- b) Address for the downloading of tender document:
The tender form can be downloaded from the office website:
<http://www.ipindia.nic.in> or www.tenders.gov.in
- c) Date of issue of prequalification document: 25-11-2009
- d) Last date of issue of prequalification document: **24-12-2009 up to 11.00 A.M.**
- e) Last date of receipt of prequalification document: **On or before 24.12.2009 upto 3.00 P.M.**
- f) Date time and place of opening of prequalification document:
24-12-2009 at 4.00 P.M. at Conference Hall, I.P.O. Boudhik Sampada Bhavan,S.M. Road, Antop, Hill, Mumbai 400 037.
- g) Address at which prequalification document to be submitted.

The Administrative Officer , IPO, Boudhik Sampada Bhavan, Near Antop Hill Post Office, S. M. Road, Antop Hill, Mumbai 400 037.
- h) For any further Administrative clarification contact:
Shri. D.K.Borate , Administrative officer, Ph no. 022-24134555
- i) For Technical Clarifications;
Mumbai - Shri A.T.Patre,Asst.Controller 022 24156396
Kolkata – Shri Madhurjya Thakur, Asst. Controller 033 23671987
Chennai – Shri T V Madhusudan, Asst. Controller 044 22502066
Delhi – Dr Rajesh Dixit, Asst. Controller 011 28034313

j) Address of the Offices :

Boudhik Sampada Bhavan, Near Antop Hill Post Office, S. M. Road, Antop Hill, Mumbai- 400 037. Phone: 022-2414 8165/24134555, Fax No. 24130387 E-mail : mumbai-patent@nic.in	Boudhik Sampada Bhavan, Plot No 35, Sector 14, Dwarka New Delhi- 110 001. Phone: 011-28034319, Fax No. 011-28034301/02 E-mail : delhi-patent@nic.in
Intellectual Property Bhawan IPR Building, GST Road, Guindy, Chennai- 400 032. Phone: 044-22502031-32-34, Fax- 044-22502066 E-mail : chennai-patent@nic.in	Intellectual Property Bhawan, CP-2, Sector-5, Salt lake City, Kolkata- 91 Phone: 033-23670086,033-23671987 Fax No. 033-23671988 E-mail : kolkata-patent@nic.in

Pre-qualification document for facilities management services

The Office of the Controller General of Patents, Designs & Trade Marks (CGPDTM) comes under the Department of Industrial Policy and Promotion, Ministry of Commerce and Industry, Government of India. The CGPDTM is in the process of inviting proposals from Facilities Management Companies (FMC) with intent to enter into a contract for Facilities Management services for its offices located at Mumbai, Delhi, Chennai & Kolkata.

1.0 Scope of services

The scope of services under the facilities management services is as follows:

I. Technical Services (operation & maintenance of)

- HT & LT Electrical Systems
- Diesel Generating Sets
- UPS Systems
- Air – Conditioning systems
- Mechanical Ventilation systems
- Fire Protection systems
- Vertical Transportation systems (lifts)
- Building maintenance
- Plumbing & sanitation
- Water supply systems

II. Custodial Services

- Cleaning services
- Pest control
- Gardening
- Roads, Grounds & drains
- Facade cleaning
- Waste Management
- Food court management

III. Security and auxiliary Services

- Physical guarding Services
- Traffic management
- Car park management
- Visitor Management
- Crisis management

Facilities Management Company information

Business Background

1. How many years has your firm been in business? How many years under its present business name?
2. Include a brief discussion about the firm's growth (including revenue, profitability and personnel) during the past five years and your growth expectations (for the same categories) for the next five years.
3. What is the primary source of your firm's competitive advantage relative to the Facilities Management services provided by your firm's competitors?
4. Attach a current organizational chart and include the total number of employees in your firm in India, by various locations.

Claims and Suits (Explain any "yes" answers)

5. Has your firm, its subsidiaries or its parent companies, ever filed for Bankruptcy?
6. Has your firm ever failed to complete work awarded to it?
7. Are there any judgments, claims, arbitration proceedings or suits pending or outstanding against your firm or its officers?
8. Has your firm filed any lawsuits or requested arbitration with regard to any contract(s) within the last five years?

Geographic Capability

9. What is your firm's capability in Mumbai, Delhi, Chennai and Kolkata?
10. Please provide a listing of your offices in India (with contact info, phone & fax numbers, e-mail etc) and a listing of the areas in which your firm has performed Facilities Management services.

Financial Information

11. Please provide copies of your firm's audited financial statements (income statement, balance sheet, cash flow statements) for the last 3 years.

Safety Information

12. Please provide a general overview of your firm's safety program. Please attach a copy of your written safety program.

13. Does your company have a safety-training program? Please attach.
14. Indicate the individuals responsible for the safety program on your firm's organisational chart. What are their responsibilities?
15. How many man-hours did your employees (including sub contractors) work in the last 12 months?
16. How many recordable accidents did your employees have in the last 12 months?
17. How many lost workday cases did your employees have in the last 12 months?
18. Describe the safety culture of your company and measures you employ to establish that culture. Provide examples to support your descriptions.
19. Please provide details of how you select subcontractors for your projects.
20. Does your company have an emergency response plan? If so, please provide an example of a project specific emergency response plan, complete with identified roles and responsibilities.
21. Does your company have an incident report and investigation program? If so, please provide an example of a written incident reporting & investigation program.
22. Has your firm been cited by any regulatory agency for a safety violation in the last 5 years? If yes, describe the incident and the action your firm took to resolve the problem.

Cost Control and Forecasting

23. What type of cost control measures does your firm currently have in place?
24. Describe the cost tracking system used by your firm. Please list all the software that your firm uses for cost control and forecasting.
25. Please provide a list of the cost indicators and performance/productivity metrics your firm uses to measure your firm's success on a facility management project.
26. What cost estimating method does your firm use?
27. Please list the areas of the FM scope outlined which your firm is able to self-perform.
28. Typically, what percentage of your firm's work is self-performed?

Procurement

29. Describe your firm's purchasing processes and capability.
30. Is your procurement function typically based at the project site or at your corporate offices? Please explain why.

Technical Experience & Capabilities

31. Describe your internal accounting and information systems. To what extent are these systems automated and integrated into your Facilities management model? Please describe software packages you currently use.
32. Do you have internal audits ? What kind of auditing practices does your firm employ besides the statutory audit of accounts ?
33. Do you have a published environment policy? Are you ISO 14000 certified ? What are your processes for handling Hazardous Materials?
34. Will your company be able to provide the necessary equipment to perform sustaining service on-site? Please list major equipment your company owns. If you do not own the necessary equipment, what is your plan to ensure that it is accessible?
35. Do you have a training package to train people in client specific FM areas ? How is this plan developed and how is the effectiveness monitored ?
36. Are you registered
 - with the Government of India/ State Government/ Government Undertaking as an “A” grade contractor?
 - under PF Act, ESI Act and Shops & Establishment Act?
 - with the Labour Commissioner?

A copy of the registration papers along with code numbers attached to the company should be provided. Documentary evidence of valid service tax registration number should be provided.

37. What are your management processes for ensuring the reliability of the facilities you maintain ? Do you have a stated Quality Policy ? Please list your firm’s certification like ISO 9000 etc.
38. Explain your process for hiring certified technicians and staff to meet client requirement. During the start-up phase, what is your normal mix of new hires versus staff deployed from other FM sites ?
39. Do you maintain a flex force? Is this flex force available around the clock. Describe the process that enables you to provide flexibility and explain your plan to accommodate increases or decreases in workload as deemed necessary by our overall business climate.
40. What has been your company’s turnover rate for field personnel in the last two years? What rate do you consider an industry standard? Please explain why your rate is higher or lower than the industry standard, as applicable.

41. What is the availability of special resources and skills when needed? What is your availability escalation process? What is your capability to provide additional man power on short notice?
42. Describe your company's service guarantee policy. What are your standard metrics / SLA indicators ? How are these measured and monitored? What is the remedy process if an indicator falls short of the SLA requirement?
43. How long has your company been providing the services? Please list contact names and phone numbers for five (5) companies with which you have entered into facilities/ property management contracts, and include a brief description of the scope covered under each. Please furnish a certificate from one of the major companies for which you currently provide services.
44. Has your contract ever been terminated? What was the reason(s) for the termination?
45. Please provide two references, including contact names and phone numbers, for contracts or accounts that your company bid and lost during the last three years.
46. Please list your top five (5) customers and indicate what % of your business they represent.
47. Please give details of the nature of labor unrest, if any, and history of any work stoppages among the employees / contractors performing services on your behalf.
48. Have you / your sub-contractors ever been issued show-cause notices by any labour enforcement body / statute? If yes, please give full details of the nature and outcome of such case(s)
49. Please list your company's insurance coverage and liability limits. You will be required to provide updated certificates of insurance upon demand.
50. Who are your bankers? What is the credit limit you enjoy with various banks ?
51. What is your procurement process? Please list in detail your supplier selection, subcontract award and post award supplier / sub-contract management process.

End of document