

INVITATION FOR EXPRESSION OF INTEREST (EOI)
For
SELECTION OF FACILITIES MANAGEMENT AGENCY FOR MAIN BUILDING OF
THE SHILLONG TECHNOLOGY PARK,
In
NEW SHILLONG, MEGHALAYA

No: MITS.12/2021/3, Dated 22nd December, 2021

Meghalaya Information Technology Society
(A Society under Information Technology Department, Govt. of Meghalaya)
NIC Building, Secretariat Hill, Shillong 793 001



Table of Contents

1. INTRODUCTION.....	4
1.1 ABOUT MEGHALAYA	4
1.2 ABOUT MITS.....	4
1.3 MISSION OF THE TECHNOLOGY PARK.....	5
1.4 POTENTIAL OF TECHNOLOGY PARK	5
1.5 SERVICE OFFERINGS.....	5
1.6 EXPECTED COMMENCEMENT OF TECHNOLOGY PARK OPERATIONS	6
1.7 DEPLOYMENT OF LOCAL RESOURCES.....	6
2. INFORMATION TO BIDDERS.....	7
2.1 INVITATION FOR EXPRESSION OF INTEREST.....	7
2.2 ISSUER.....	7
2.3 ADDRESS FOR BID SUBMISSION & CORRESPONDENCE	7
2.4 KEY EVENTS & DATES.....	7
2.5 RIGHT TO TERMINATE.....	8
2.6 SUBMISSION OF RESPONSES	8
2.7 EOI PROPOSAL PREPARATION COSTS & RELATED ISSUES	8
2.8 SHORT LISTING OF BIDDER	9
2.9 EVALUATION PROCESS	9
2.10 DETAILS REQUIRED IN THE PROPOSAL.....	9
2.11 PERIOD OF ENGAGEMENT	10
2.12 PROCESS OF ENGAGEMENT	10
3. ELIGIBILITY AND PRE-QUALIFICATION CRITERIA.....	11
3.1 ELIGIBILITY CRITERIA	11
3.2 PRE-QUALIFICATION CRITERIA	11
4. SCOPE OF WORK	13
4.1 BROAD SCOPE OF WORK FOR FACILITIES MANAGEMENT AGENCY	13
4.2 DETAILS OF THE TECH PARK BUILDING	14
4.3 MASTER PLAN AND FLOOR PLANS OF THE TECHNOLOGY PARK	16
ANNEXURES.....	21
APPLICATION FORM FOR EOI	22
ANNEXURE :I	24
ORGANISATIONAL DETAILS	24
ANNEXURE-II DETAILS OF DIRECTORS/PARTNERS/PROPRIETORS.....	25

ANNEXURE-III LIST OF FACILITIES MANAGEMENT ASSIGNMENTS COMPLETED IN LAST 5 YEARS	26
ANNEXURE-IV: LIST OF MAJOR FACILITIES MANAGEMENT ASSIGNMENTS IN PROGRESS....	27
ANNEXURE-V	28
FINANCIAL STATUS.....	28
ANNEXURE-VI: LIST OF EQUIPMENT AVAILABLE WITH THE FIRM FOR CARRYING OUT FACILITIES MANAGEMENT	29
ANNEXURE: VII: DETAILS REGARDING PRESENCE IN SHILLONG	30
ANNEXURE VIII: TENTATIVE BILL OF MATERIAL FOR RUNNING THE TECHNOLOGY PARK 24x7 TO BE SUBMITTED BY THE BIDDER (PARTIES ARE ENCOURAGED TO PROVIDE THEIR SUGGESTIONS)	31
ANNEXURE IX: LIST OF CONSUMABLES (TO BE FILLED BY BIDDERS)	32
ANNEXURE X: TENTATIVE ACTIVITIES FOR RUNNING THE TECHNOLOGY PARK BIDDERS ARE EXPECTED TO ADD ANY ADDITIONAL ACTIVITIES REQUIRED TO MAKE THE SOLUTION COMPLETE.....	33
ANNEXURE XI: DETAIL WRITEUP ON THE PLAN FOR RUNNING THE SHILLONG TECHNOLOGY PARK	35
ANNEXURE: XII AFFIDAVIT.....	36
ANNEXURE: XIII COMPLIANCE & CHECKLIST	37

1. Introduction

1.1 About Meghalaya

GoM through IT&C Department plans to realise its vision of transforming the state of Meghalaya into one of the most preferred and leading destinations for investments in IT/ITES, high-end technology & electronics industry.

Meghalaya has shown a positive economic outlook in the recent past. It has recorded a 7.7% GSDP growth rate over a five year period from INR 6,559 Crore (2004-05) to INR 10,259 Crore (2010-11). This GSDP growth is higher than the aggregate growth rate of the North-east region (6.3%) and only 1.1% lower than the National GDP growth rate during the period. Additionally, a shift has been observed in the sector contribution towards the GSDP as the share of primary activities towards the GSDP dropped by 7% and was covered by a 4% increase from the secondary and a 3% increase by tertiary sector.

Meghalaya has a young population with 53% of its residents between the ages 15 to 59 years. Additionally, the state has a high literacy rate at 74.4% and a major section of society that speaks fluent English. This has been made possible through the education infrastructure that has been established throughout the state. It covers institutions for school education, universities, Polytechnics, ITIs, Teacher training schools etc.

Meghalaya has vast potential to become the IT hub of the North-East by tapping into its human capital. With a high literacy rate and a major section of society that speaks fluent English, Meghalaya is in a good position to support the development of the IT industry. Furthermore, the supporting education infrastructure that covers institutions for school education, universities, Polytechnics, ITIs etc. provides potential for harnessing and nurturing young entrepreneurs.

Government of Meghalaya, through the IT&C Department has acquired around 80 acres of land for setting up of Technology Park in the State Capital. The land acquired is situated in Mawdiangdiang Area in the New Shillong Township side. The government wants to develop the area and to create a conducive environment for attracting IT companies from outside the state to set up offices in the Technology Park. One G+3 building for IT & BPO have been constructed with an approx. area of 1 lakh sq ft and one Guest house G+2 inside the Shillong Technology Park Campus.

1.2 About MITS

The Meghalaya Information Technology Society (MITS) is a society registered under Information Technology & Communications (IT&C) Department, Government of Meghalaya, and the Meghalaya Societies Registration Act, 1983.

Meghalaya Information Technology Society (MITS) was established in the year 2008 under Meghalaya Society Registration Act 1983 and is the designated state nodal agency which carries out various projects and capacity building programs under the erstwhile National e- Governance Plan (NeGP) and the present Digital India programme. MITS has been driving various ICT projects, ICT

promotional schemes, capacity building programs and other ICT enabling assistance activities in the state of Meghalaya. The major focus has been to implement and rollout various projects and framework belonging to the National e-Governance Plan (NeGP). MITS has achieved a commendable rate of implementation of NeGP initiatives and it has been able to establish some of the important infrastructure in the field of e-governance like the MSWAN, MSDC, Common Service Centers (CSCs), State Portal and State Service Delivery Gateway (SSDG) etc.

MITS is the State Nodal Agency for implementing the Technology Park at New Shillong.

1.3 Mission of the Technology Park

“To promote entrepreneurship and technological innovation primarily in the ICT, ITeS, and Electronics sectors, by providing facilities which are self-sustainable and an environment, which is conducive for attracting investment, expertise and talent from high potential individuals and organizations, thereby generating employment and contributing to the socio-economic development of the State and the region and building ‘Brand Shillong’ as a preferred investment destination.”

1.4 Potential of Technology Park

The Technology Park is to be built over 80 acres in the new Shillong Township. The Technology Park is to be a step in the direction of realising the Government’s vision of transforming Meghalaya into one of the most preferred and leading destinations for investments in the North-east region. The plan would look at the optimal utilisation of the 80 acres, the services envisaged to be provided by the Tech-Park, potential anchor tenants and other activities that would need to be performed to ensure success of the Tech-Park.

1.5 Service Offerings

The facilities provided by the Tech-Park would be one of the main factors in attracting tenants. The services to be provided through the Park have been determined based on the strengths of the State and further influenced by factors that ensure success of Tech-Parks.

IT & BPO Services

Most global businesses are now dependent now on Outsourcing services. Business process outsourcing is a process to get many tasks done outside the office. It saves businesses time and cost and is an effective way of completing the business needs while using fewer resources. One of the main benefits of BPO services is that businesses can get work done efficiently and completed within a stipulated time frame with the use of fewer resources at the business end. It means businesses can allocate some or multiple tasks of their business to an outsourcing agency and wholly focus on their core areas to maximize business output.

There are two basic types of business process outsourcing services – Voice based BPO service and Non-voice based BPO service.

Voice Based BPO services

Various voice services can be outsourced like customer help desk services, marketing - selling services and many other value added services as voice based BPO services. The role of the outsourcing firm in outsourcing voice services is to monitor the quality of the services with quantity production. The BPO service provider company has skilled and experienced resources to meet the outsourcing requirements successfully. For example, big manufacturing companies that are aiming to give the best services to their customers during pre-sale or post sale, they may outsource the helpdesk to a BPO service provider that has good public relations and experience in dealing with customer issues satisfactorily for its clients. Through this, the manufacturing firm can manage and satisfy all of its customers and can further increase sales.

Non-voice based BPO services

Non-voice BPO services is also known as Data business process outsourcing. Various types of services are included in this segment like data entry services, data processing services, document scanning services, document management, OCR services etc. Many companies need to maintain the large number of database of their customers or their companies' online inventory etc. Thus they need profession data entry service providers who can convert the hard data into the soft data in the required data format. Data entry is a particular type of expertise/skill that is built on fast and accurate data entry. Such services allow companies to outsource non-productive work and optimise usage of time and resources.

1.6 Expected Commencement of Technology Park operations

The Technology Park, New Shillong, is in the final stage of completion.

The Tech Park is expected to be inaugurated on the sidelines of the Golden Jubilee celebrations of the statehood of Meghalaya on **21st January 2022** and the Tech Park will be operational immediately thereafter.

1.7 Deployment of local resources

The Facilities Management firm is expected to deploy a minimum of 80% of its human resources for the project from the local residents of Meghalaya.

2. Information to Bidders

2.1 Invitation for Expression of Interest

The Bidders are advised to study the EOI document carefully. Submission of Bids shall be deemed to have been done after careful study and examination of the EOI document with full understanding of its implications. This section provides general information about the Issuer (i.e. MITS), important dates and addresses and the overall eligibility criteria for the Bidders.

*Bidders are advised to study all instructions, forms, requirements and other information in the EOI documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the EOI document and bidders also expected to physically visit the Shillong Tech Park Building for full understanding of the ground situation and scope and quantum of work. The address for the Shillong Tech park is **New Shillong Township, Adjacent to NIFT Shillong new campus, Umsawli, Shillong.***

The response to this EOI should be full and complete in all respects. Failure to furnish all information required by the EOI documents or submission of a proposal not substantially responsive to this document will be at the Bidder's risk and may result in rejection of its Proposal.

MITS reserves the right to float a limited Request for Proposal (RFP) only to those firms / companies who respond to this EOI, in subsequent stages of the bidding process.

2.2 Issuer

State Nodal Agency would herein after refer as MITS (Meghalaya Information Technology Society) invites EOI proposals for “SELECTION OF FACILITIES MANAGEMENT AGENCY FOR MAIN BUILDING OF THE SHILLONG TECHNOLOGY PARK, NEW SHILLONG.”

2.3 Address for Bid Submission & Correspondence

Member Secretary, Meghalaya Information Technology Society (MITS),
NIC Building, Ground Floor, Secretariat Hill, Shillong 793 001, Meghalaya
E-Mail: shelter.war@nic.in, dit-meg@nic.in
Phone number: 0364 - 2500400, 9856050830, 8415902915

2.4 Key Events & Dates

Event	Date
Pre-submission Online Conference	07.01.2022 at 11:00 AM
Submission of EOI	12.01.2022 at 3:00 PM
Opening of EOI	12.01.2022 at 3:30 PM
Presentation on EOI by short-listed Bidders	13.01.2022 at 11.00AM

The prospective participants need to inform MITS on the mail id mentioned above regarding its intention to attend the Pre-Submission conference.

2.5 Right to Terminate

- (i) MITS, GOM may terminate the EOI process at any time and without assigning any reason. MITS GOM makes no commitments, express or implied, that this process will result in a business transaction with anyone. This EOI also does not constitute an offer by MITS, GOM.

2.6 Submission of Responses

- (i) The bids shall be submitted in a single sealed envelope and superscripted “**EOI for SELECTION OF FACILITIES MANAGEMENT AGENCY FOR THE MAIN BUILDING, AT TECHNOLOGY PARK, NEW SHILLONG, MEGHALAYA**”. This envelope should contain **two hard copies** of EOI proposal marked as “**First Copy**” and “**Second Copy**” and one **soft copy** by email to **shelter.war@nic.in**
 - a. Bids shall consist of supporting proofs and documents as defined in the Pre-qualification section
 - b. Bidder shall submit all the required documents. It should be ensured that various formats mentioned in this EoI should be adhered to and no changes in the format should be done.
- (ii) Envelope should clearly indicate the name, address, telephone number, Email ID and fax number of the bidder
- (iii) Each copy of the EOI should be a complete document and should be bound as a volume. The document should be page numbered, must contain the list of contents with **page numbers** and each page shall be initialed by the Authorized Representative of the bidder.
- (iv) Different copies must be bound separately.
- (v) Bidder must ensure that the information furnished by him / her is identical to that submitted by him in the original paper bid document. In case of any discrepancy observed by the IT&C Dept, GOM in the contents and original paper bid documents, the information furnished on original paper bid document will prevail over the soft copy.
- (vi) The entire proposal shall be strictly as per the format specified in this Invitation for Expression of Interest and any deviation may result in the rejection of the EOI proposal.

2.7 EOI Proposal Preparation Costs & related issues

- (i) The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of

proposal, in providing any additional information required by MITS, GOM to facilitate the evaluation process.

- (ii) MITS, GOM will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- (iii) This EOI does not commit MITS, GOM to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this EOI.
- (iv) All materials submitted by the bidder will become the property of MITS.

2.8 Short listing of Bidder

- (i) MITS, GOM will shortlist bidders who meet the Pre-Qualification criteria mentioned in this Invitation to Expression of interest.
- (ii) Any attempt by a Bidder to influence the bid evaluation process may result in the rejection of its EOI Proposal.
- (iii) In subsequent stages of the bidding process, MITS reserves the right to float a limited Request for Proposal (RFP) only to those firms / companies who respond to this EoI and are shortlisted.

2.9 Evaluation Process

- (i) MITS, GOM will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders
- (ii) The Proposal Evaluation Committee constituted by IT&C Dept., GOM shall evaluate the responses to the EOI and all supporting documents & documentary evidence. Inability to submit requisite supporting documents or documentary evidence, may lead to rejection of the EOI Proposal.
- (iii) Each of the responses shall be evaluated to validate compliance of the bidders according to the Pre-Qualification criteria, Forms and the supporting documents specified in this document.
- (iv) The decision of the Proposal Evaluation Committee in the evaluation of responses to the Expression of Interest shall be final. No correspondence will be entertained outside the evaluation process of the Committee.
- (v) The Proposal Evaluation Committee may ask for presentation / meetings with the bidders to evaluate its suitability for the Consulting assignment.
- (vi) The Proposal Evaluation Committee reserves the right to reject any or all proposals.

2.10 Details required in the Proposal

The applications submitted by the interested Applicants should contain the following:

- a) **Profile:** Company Profile detailing the services provided, list of Clientele, ISO Certification, Awards won etc.

- b) **Plan:** Detailed Plan on how they wish to handle the entire activity. Bidders are expected to give a presentation on the plan to the evaluation committee on the specified date.
- c) **Manpower:** Assessment & deployment of total manpower required in different categories like Managerial, Supervisory, Workers, Gardeners, Technicians etc. with details like qualifications and the extent of experience, as applicable.
- d) **Equipment & Machinery:** Deployment of Equipment, Machineries, Tools & Tackles required for carrying out the job.
- e) **Consumables:** List of Consumables required for the desired level of Housekeeping, Gardening & Pest Control operations etc.
- f) **Documentation/Certification:** Details of documents to be generated for ensuring effective and prompt services and Work Done certification.
- g) **Quality Assurance Plan:** Detailed Inspection & Test Plan for activities involved indicating various levels of inspection and documentation.
- h) **Past Experience:** List of completed assignments enclosing copies of Work Orders/Contract Agreements & Work Completion Certificates or Appreciation Letters from Clients.
- i) **Ongoing Projects:** List of ongoing projects enclosing copies of Work Orders/Contract Agreements.
- j) **Financial Parameters:** Copies of certified Audit Balance Sheets & Profit and Loss Accounts

2.11 Period of engagement

The engagement of the Facilities Management Services provider will be for a **period of 3 (three) Years** from the date of notification of the same. However, MITS reserves the rights to cancel the engagement of the Facilities Management Services provider in case the services are not found satisfactory and request afresh proposals for engagement at any time.

2.12 Process of engagement

- a. Submissions of applications against the Expression of Interest (EOI) do not automatically entitle the Applicants/Bidders for award of the contract.
- b. Based on the proposals received from the interested Applicants and subsequent discussions with the respondent Applicants, MITS will formulate a detailed Scope of Work & Specifications to be incorporated in the Tender / Request for Proposal (RFP) Document.

3. Eligibility and Pre-Qualification Criteria

3.1 Eligibility Criteria

The Bidder must possess the requisite experience, strength and capabilities in executing projects to meet the requirements as described in the EOI document. Keeping in view the complexity & volume of the work involved, the following criteria are prescribed as Pre- Qualification Criteria for Bidder interested in undertaking the project. The Bidder must also possess the Technical know-how and the Financial wherewithal that would be required to successfully maintain the Shillong Technology Park and required support services sought by MITS for the Facilities management. The Bids must be complete in all respect and should cover the entire scope of work as stipulated in the EOI document. The invitation to Bid is open to all Bidders who qualify the eligibility and pre-qualification criteria as given in this EoI.

3.2 Pre-Qualification Criteria

Following are required to be submitted in the bid. In case of non- submission of requisite document(s) or providing incomplete technical details by the bidder, the bid is liable to be cancelled during the technical evaluation stage without any further reference, whatsoever.

1. Bidder should have satisfactorily completed during the last five (5) years one work or more of similar size as mentioned in the scope of work in any Government Organization/ Government Sector Co-operation/ Public Sector Organization/ Private Sector Organization. Work Orders and Completion/ Commissioning Certificates of the completed work should be submitted as proof.
2. Bidder should have minimum annual turnover in Facilities Management of Rs 1 Crores (Rupees One Crore) for each of the last three financial years (from 2017-18 to 2019-20) that is to be furnished through a Chartered Accountant certified by the Institute of Chartered Accountants of India (ICAI).
3. The networth of the Bidder should be positive for the preceding three (3) financial years. Certificate to this effect issued by registered statutory Chartered Accountant should be submitted along with the EOI proposal.
4. Bidder should submit a letter from its Banker that the Bidder has the fiscal capability to furnish a Performance Bank Guarantee of upto Rs 10,00,000/- (Rupees Ten Lakhs only).
5. Documentary Proof should be furnished that the bidder has been in Facilities Management business for at least 5 (five) years and must demonstrate that over the last 5 (five) years the firm has successfully and continuously been engaged as a general contractor in providing works/ projects similar to those required in this EOI in Meghalaya.
6. Declaration in the form of an affidavit that the company has not been involved in any litigation in the past 5 years which resulted in damages being awarded to the litigant, based on either failure to execute or poor performance of the works taken up by the firm/ individual.
7. Preference will be given to Bidders who possess ISO: 9001 certification or equivalent and in case the Bidder is not yet certified, it may give an undertaking that it will obtain the aforementioned certifications within 6 months from date of award of work.

8. Statement of average turnover in the last three financial years, along with copies of the audited statement giving the yearly turnover for last three financial years.
9. Information about total manpower on rolls with the bidder / agency in different categories, along with their qualification levels.
10. Information about the duration for which the bidder / agency is in the facilities management services business, along with documentary evidence for the same.
11. Only Bidders who possess a trading license from the Khasi Hills Autonomous District Council (KHADC), which should be valid as on the last date of submission of the EoI, shall be eligible to participate in EoI process.
12. List of current clients and clients in the previous 5 (five) years in the format given in Annexure **III & IV** of the EoI document. For each client listed, proof of successful execution of the contract should be provided.
13. Information about training programs/tie up for the training of employees for Facilities Management Services, along with records of recent past trainings conducted.
14. The bidder will be required to make a short presentation to the expert committee on the plan it has for providing facilities management services to Shillong Technology Park.

4. SCOPE OF WORK

4.1 Broad Scope of Work for Facilities Management agency

This is an indicative broad Scope of Work for the Facilities Management services. Bidders should physically visit the Shillong Technology Park project site, and assess for themselves the complete Scope of Work required and mention this in their EoI submissions.

The final Scope of Work shall be frozen based on the inputs from Bidders after the EoI process. These shall be considered for incorporation and published once accepted, in the Request for Proposal (RFP) at a later stage.

a) **INDOOR PREMISES**

- i) Mechanized Cleaning/housekeeping of the common area of the Indoor premises buildings, staircase, lift, canteens & toilets, urinals, wash places in the building.
- ii) Approx. area for housekeeping as per drawings in the annexure of this EOI.

b) **OUTDOOR PREMISES**

Cleaning / housekeeping of Outdoor premises i.e. Internal roads/pathways, paved areas, Windows, Glazing, doors etc of Shillong Tech park

c) **GARDENING / HORTICULTURE SERVICES**

- i. Horticulture / Gardening/Landscaping Services
- ii. Maintenance of gardens, maintenance of potted plants etc at Shillong Tech Park
- iii. Seeds, Plants, Saplings, Spray/ fertilizer/manure in the Garden plants etc

d) **PEST CONTROL**

- i. Pest control of Indoor premises i.e. offices, buildings, stores, godowns, canteens etc in Shillong Tech Park
- ii. Pest control of Outdoor premises/ open areas in Shillong Tech Park.
- iii. Required Pesticides

e) **HVAC, LIFT** day-to-day operation.

f) **Fire fighting** full operations and emergency handling, conducting mock drill etc.

g) **Plumbing, Water Supply**, Water Purification, Overhead Tank maintenance, water pump and related activities, ensuring water-tanks are not empty at anytime.

h) **Repair and / or replacement** of materials, pump etc

i) **Waste collection & management**, Sewage Treatment Plant, Water Drainage

j) Ensuring **cleanliness of the Parking area**

k) **Electrical**: Switching on / off of common areas including street lighting, Electric Sub-meter reading & billing.

l) **Management of Health / First-aid centre**

- m) **Quality Assurance**
- n) **Booking & management of Conference Hall** / Auditorium/ Training halls
- o) **Supply** of consumables viz. toiletries, Stationery etc
- p) **Receptionist** etc.

Preference will be given to an agency which has an online mechanism to manage the operations mentioned in the Scope of Work.

4.2 Details of the Tech Park Building

S.no	Name of the Premises	Total number of floors	Area
1	IT BPO Building in Technology Park	G+3	The building is a four storey R.C.C. frame structure. Approximate Plinth Area: Ground Floor: 2470 sq.mts First Floor: 2400 sq.mts Second Floor: 2400 sq.mts Third Floor: 2400 sq.mts Staircase room: 203 sq.mts

IT BPO Main Building

Facilities provision floor wise: Ground Floor

- (i) Reception
- (ii) Park admin
- (iii) Conference room 1 (10 people)
- (iv) Auditorium (seating for 81 people)
- (v) Skill development centre 1
- (vi) Skill development centre 2
- (vii) Incubation centre 1
- (viii) Incubation centre 2
- (ix) Record room / mail room
- (x) Security control room
- (xi) Staff maintenance
- (xii) Kitchen
- (xiii) Cafeteria
- (xiv) Storage
- (xv) Back-up power
- (xvi) Toilets
- (xvii) Circulation/ staircases/ lifts

First Floor

- (i) Network operating center
- (ii) IT and BPO services 1
- (iii) IT and BPO services 2
- (iv) IT and BPO services 3
- (v) IT and BPO services 4
- (vi) Toilets
- (vii) Circulation/ staircases/ lifts

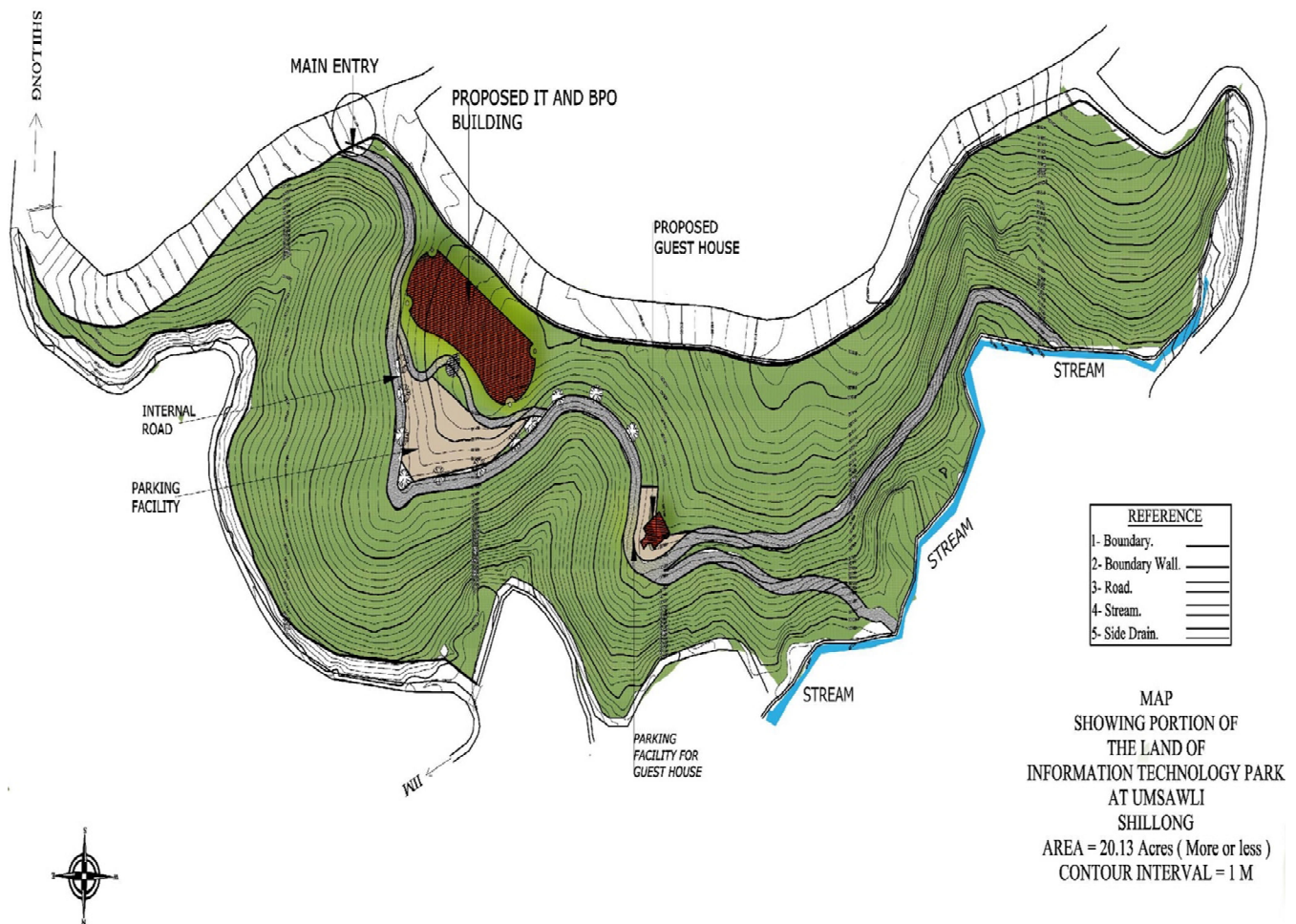
Second Floor

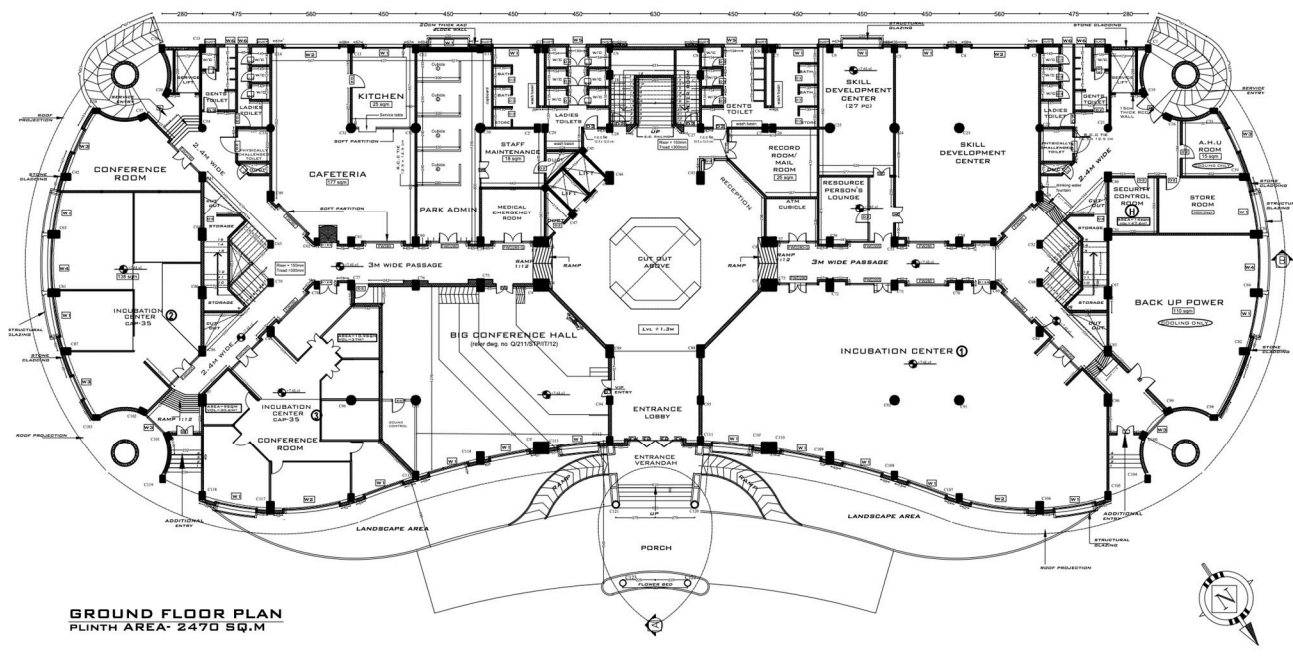
- (i) IT and BPO services 1
- (ii) IT and BPO services 2
- (iii) IT and BPO services 3
- (iv) IT and BPO services 4
- (v) IT and BPO services 5
- (vi) Toilets
- (vii) Circulation/ staircases/ lifts

Third Floor

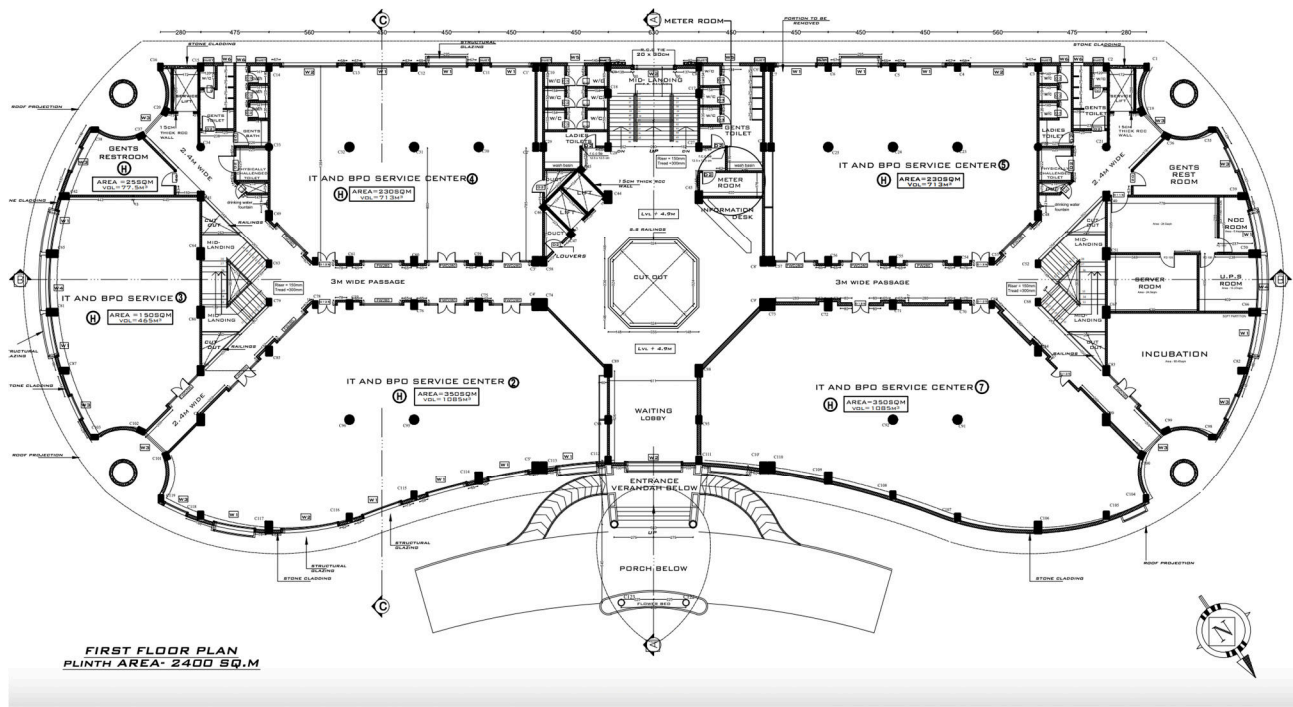
- (i) IT and BPO services 1
- (ii) IT and BPO services 2
- (iii) IT and BPO services 3
- (iv) Food court
- (v) Toilets

4.3 Master Plan and Floor Plans of the Technology Park





Floor Plan for Ground Floor



The floor plan shows a complex arrangement of rooms and corridors. Key areas include:

- IT AND BPO SERVICE CENTERS:** Five locations labeled H-1 through H-5, each with specific area and volume measurements.
- LADIES RESTROOM:** Located in the top left corner.
- A.M.U ROOM:** Located in the top right corner.
- LOBBY:** A large central open space at the bottom of the plan.
- PASSENGER WAITING AREA:** A large oval-shaped area at the very bottom.
- CORRIDORS AND PASSAGES:** Multiple narrow passages and corridors connecting the main areas.
- STAIRS:** Several staircases are indicated throughout the plan.
- STRUCTURAL GLASSING:** Indicated along the outer perimeter walls.

**SECOND FLOOR PLAN
PLINTH AREA- 2400 SQ.M**

THIRD FLOOR PLAN
PLINTH AREA- 2400 SQ.M

Floor Plan for Third Floor

SHILLONG TECH PARK, UMSAWLI.





ANNEXURES

APPLICATION FORM FOR EOI

Information to be furnished by the Applicant

Sl. No.	Particulars	Details
1.	Name of Organisation	
2.	Address	
3.	Telephone No.	
4.	Mobile No.	
5.	Fax No.	
6.	E-mail ID	
7.	Organisation Details	To be filled as per Annexure-I
8.	Details of Directors/Partners/Proprietors	To be filled as per Annexure-II
9.	List of Facilities Management Assignments completed	To be filled as per Annexure-III
10.	List of Facilities Management Assignments in progress	To be filled as per Annexure-IV
11.	Financial Status	To be filled as per Annexure-V

12.	List of permanent professional Employees and Key Personnel mentioning their specialization, qualifications, experience and association with the firm	Self-certified copies to be enclosed
13.	List of equipment available with the firm	To be filled as per Annexure- VI
14.	Local presence in Shillong	Annexure VII
15.	Bill of Material	Annexure VIII
16.	List of Consumables	Annexure IX
17.	Tentative activities for running the tech park	Annexure X
18.	Detail Writeup on the plan for running the Shillong Technology Park	Annexure XI
19.	<u>Affidavit</u>	Annexure XII
20.	Compliance Statement	Annexure XIII

Annexure :I

ORGANISATIONAL DETAILS

Sl. No.	Parameter	Details
1.	<u>Organisational Set-up:</u> <ul style="list-style-type: none">• Year of Establishment• Status of Firm (<i>Proprietorship/Partnership/Limited/Any other</i>)• Name of Directors/Partners/Proprietors• Empanelment with Govt. Organisations (<i>Mention names along with copies of Certificates</i>)	
2.	<u>Employee Strength:</u> <ul style="list-style-type: none">• Facilities Managers (nos.)• Supervisors (nos.)• Operatives (nos.)• Others (nos.) (<i>Further details may be provided by the Applicant if the employee are categorised under other heads</i>)	
3.	Details of Office Automation	
4.	Employee State Insurance (ESI) and PF Provident Fund (PF) details and any other regulatory documents (attach copies with registration nos.)	
5.	Outsourcing jobs: (<i>Specify details</i>)	

Signature of the Applicant

Name & Designation with Company's Seal

Place:

Date:

Annexure-II DETAILS OF DIRECTORS/PARTNERS/PROPRIETORS

Sl. No.	Name of Partners/Directors/ Proprietors	Academic Qualifications	Designation	Address/ Phone/Fax /Email

Signature of the Applicant

Name & Designation with Company's Seal

Place:

Date:

Annexure-III LIST OF FACILITIES MANAGEMENT ASSIGNMENTS

COMPLETED IN LAST 5 YEARS

Sl No	Name of Work/Project with address	Short description of Facilities Management Assignment	Name and address of Owner/Client	Value of Work/Project	Period of Contract		Extensions, if any		Liquidated Damages, if any, imposed on Service Provider	Any other relevant information
					Start Date	End Date	From	To		

Note:

1. The list of Works/Projects mentioned above should be substantiated with documentary evidence such as Work Orders/Contract Agreements and Completion Certificates.
2. Applications received without necessary documentary evidence are liable to be rejected.

Signature of the Applicant

Name & Designation with Company's Seal

Place:

Date:

Annexure-IV: LIST OF MAJOR FACILITIES MANAGEMENT ASSIGNMENTS IN PROGRESS

Sl No	Name of Work / Project in Progress with Address	Short description of Facilities Management Assignment	Name and address of Owner	Value of Work / Project	Period of Contract		Status of Work	Any other relevant information
					Start Date	End Date		

Note:

1. The list of Works/Projects mentioned above should be substantiated with documentary evidence such as Work Orders/Contract Agreements.
2. Applications received without necessary documentary evidence are liable to be rejected.

Signature of the Applicant

Name & Designation with Company's Seal

Place:

Date:

Annexure-V

FINANCIAL STATUS

Sl. No.	Financial Year	Turnover (Receipts against Facilities Management Services provided) (₹)	Profit/Loss(-) (₹)
1.	2017-18		
2.	2018-19		
3.	2019-20		

Note:

1. Certified copies of audited Balance Sheets/Chartered Accountants Certificates to be enclosed.

Signature of the applicant

Name & Designation with Company's Seal

Place:

Date:

Annexure-VI: LIST OF EQUIPMENT AVAILABLE WITH THE FIRM FOR CARRYING OUT FACILITIES MANAGEMENT

Sl.No	Name of Equipment	Type	Nos

Signature of the applicant
Name & Designation with Company Seal

Place
Date:

Annexure: VII: Details regarding presence in Shillong

<u>S.No</u>		<u>Yes/NO</u>	<u>If yes, Please provide the details</u>
<u>1</u>	Local office in Shillong		
<u>2.</u>	Local partnership in Shillong		
<u>3.</u>	Similar assignment in Shillong		
<u>4.</u>	Local employees in Shillong		
<u>5.</u>	Consortium with local agency/service provider		

Annexure VIII: Tentative bill of material for running the Technology Park 24x7 to be submitted by the bidder (Parties are encouraged to provide their suggestions)

Sl.No	Resource	Qualification/Experience	Nos
1	Manager		
2	Supervisor		
3	Gardening staff		
4.	Electrical staff		
5.	Housekeeping		
6.	Plumber		
7.	Receptionist		
8.	Accountant		
9.	Fire fighting Staff		
10.		
	...		
		

Annexure IX: List of consumables (To be filled by bidders)

Sl.No	ITEMS	Specifications (if any)	Quantity Required per month.
1	Soap,		
2.	Toilet tissue,		
3	cleaning agent		
4	Sanitizer,...		
		
		
		

Annexure X: Tentative activities for running the Technology Park Bidders are expected to add any additional activities required to make the solution complete.

Sr	Tentative activities for the Shillong Technology Park
1	Health center
2	Hardware maintenance
3	IT consulting
4	Supply of toiletries, Stationary
5	Reception
6	Medical emergency
7	CCTV installation and management
8	Access Control system & access management
9	Roads, Path, Fencing etc
10	Painting
11	Plumbing
12	Repair works (Tiles, Ceiling, Windows, doors, etc)
13	AC & Ventilation Plant
14	Street Lighting
15	Lift
16	Electrical Earthing & Lighting arrestor
17	Lighting
18	Electric Sub-meter reading & billing
19	Garden/ Landscape maintenance
20	Pest Control
21	Furniture cleaning
22	Cleaning of Techpark campus
23	Supply of various items required for Tech Park
24	Rest and Recreation

25	Waste management and disposal/ Recycling
26	Lift management (emergency and O&M)
27	Fire Safety, emergency
28	Parking
29	Overhead Tank maintenance, pump
30	External Water Supply,
31	Sewage Treatment Plant
32	Water Drainage
33	Water purification
34
35
36
37
	...
	...

Annexure XI: Detail writeup on the plan for running the Shillong Technology Park

Bidders are expected to provide a detail plan that includes each component of the activities viz. housekeeping, fire fighting, electrical, lift, roster management, supervision role etc. Bidders may highlight any automation tools, equipment etc that would help them to perform the activity in a much efficient manner. Plan should also include quality assurance measures that would be taken up to conduct various task. What measures the supervisor / manager needs to take to ensure that the activities are done efficiently.

Bidders are supposed to give a presentation on the plan for running the Shillong Technology Park.

Annexure: XII AFFIDAVIT

(TO BE SUBMITTED ON NON-JUDICIAL STAMP PAPER OF MINIMUM Rs10/-
DULY CERTIFIED BY NOTARY PUBLIC)

Affidavit of Mr.S/o
R/o.....

I, the deponent above named do hereby solemnly affirm and declare as under:

1. That I am the Proprietor / Authorized signatory of M/s.having its Head Office /Regd. Office at
2. That the information / documents / Experience certificate(s) submitted by M/s.....along with this 'Expression of Interest for Engagement of Facilities Management Services Provider' to Meghalaya Information Technology Society (MITS) are genuine and true and nothing has been concealed.
3. I shall have no objection in case MITS verifies them from issuing authority(s). I shall also have no objection in producing the original copy of the document(s), in case MITS demand so for verification.
4. I hereby confirm that in case, any document, information & /or certificate submitted by me is found to be incorrect/false/fabricated, MITS at its discretion may disqualify / reject my application for further processing outrightly and also debar me /M/s.from participating in any future tenders/EOIs.

Deponent

I,, the Proprietor / Authorized signatory of M/s., do hereby confirm that the contents of the above Affidavit are true to my knowledge and nothing has been concealed there from and that no part of it is false.

Verified atthisday of

Deponent

Annexure: XIII Compliance & Checklist

S.no	Items	Format	Compliance (Yes/ No)	Reference Page number
1.	Organisation Details	As per Annexure-I of this Eol		
2	Details of Directors/Partners/Proprietors	As per Annexure-II of this Eol		
3	List of Facilities Management Assignments completed	As per Annexure-III of this Eol		
4	List of Facilities Management Assignments in progress	As per Annexure-IV of this Eol		
5.	Financial Status	As per Annexure-V of this Eol		
6.	List of permanent professional, Employees and Key Personnel mentioning their specialization qualification experience and association with the firm	In any appropriate format		
7.	Deployment plan of a minimum of 80% of the human resources for the project from the local residents of Meghalaya.	In any appropriate format		
8.	List of equipment available with the firm	As per Annexure-VI of this Eol		
9.	Local presence in Shillong	As per Annexure-VII of this Eol		
10.	Bill of Material	As per Annexure-VIII of this Eol		
11.	List of Consumables	As per Annexure-IX of this Eol		
12.	Tentative activities for running the tech park	As per Annexure-X of this Eol		
13.	Detail Writeup on the plan for running the Shillong Technology Park	As per Annexure-XI of this Eol		

14.	Details of any online system available with the Agency for Facilities management	In any appropriate format		
15.	Affidavit	As per Annexure-XII of this EoI		
16.	Any other regulatory compliance (ESI, PF, etc)	-		
17.	Any other relevant document	-		