

Government of Samoa



Ministry of Finance

REQUEST FOR EXPRESSION OF INTEREST (EOI) FOR THE MANAGEMENT, OPERATION AND MAINTENANCE OF THE "TUI ATUA TUPUA TAMASESE EFI GOVERNMENT COMPLEX" AND THE "SAMOA CONFERENCE CENTRE", LOCATED IN CENTRAL APIA, SAMOA

The Government of Samoa, through the Ministry of Finance is inviting 'experienced and professional' contractors dealing in facilities and property management which offers best value for money to express interest to provide a range of fully integrated services for the operations, management and maintenance of the 'Tui Atua Tupua Tamasese Efi Government Complex and Conference Centre' in Apia, Samoa.

Interested firms must submit a letter expressing their interest to participate in the call for Request for Proposals (RFPs). The EOI including contact details of the firm/company should be sent via email to the ACEO - Corporate Service (soane.leota@mof.gov.ws), copying the Secretary of the Tenders Board (foketi.imo@mof.gov.ws) by the due date.

Please note the due date for submission of complete EOIs from interested firms is now extended to Monday, 30 January 2012.

The Terms of Reference for this EOI can be downloaded from the following website, www.mof.gov.ws/procurement/expressionofinterest

Please note that the Ministry of Finance reserves the right to reject any EOI that does not meet the requirements of this advertisement. The submission of an EOI also does not automatically guarantee your company will be considered to submit a RFP for this contract.

TERMS OF REFERENCE

EXPRESSION OF INTEREST (EOI) FOR THE MANAGEMENT, OPERATION AND MAINTENANCE OF THE “TUI ATUA TUPUA TAMASESE EFI GOVERNMENT COMPLEX” AND THE “SAMOA CONFERENCE CENTRE”, LOCATED IN CENTRAL APIA, SAMOA

1. INTRODUCTION

The Government of Samoa, through the Ministry of Finance is inviting ‘experienced and professional’ firms dealing in facilities and property management which offers best value for money to express interest to provide a range of fully integrated services for the operations, management and maintenance of the ‘Tui Atua Tupua Tamasese Efi Government Complex and Conference Centre’ in Apia, Samoa. The successful company will be required to sign a 3 year contract with the Ministry of Finance, Government of Samoa to perform the duties required to successfully manage, operate and maintain the government complex and conference centre.

2. BACKGROUND

The newly built Tui Atua Tupua Tamasese Efi government complex (TATTE) and the Samoa Conference Centre (SCC) was launched and handed over to the Government of Samoa on the 4 November 2011 and has been operational since then. The complex comprises of office space that are fully furnished with meeting rooms. The building which has 6 floors currently houses a total of 9 government ministries and corporations namely Samoa Water Authority (SWA), Electric Power Corporation (EPC), Ministry of Works, Transport and Infrastructure (MWTI), Attorney General (AT), Ministry of Agriculture and Fisheries (MAF), Public Trust Office (PTO), Samoa Qualification Authority (SQA), Ministry of Communication, Information and Technology (MCIT) and Ministry of Natural Resources and Environment (MNRE). The total daily occupancy of the premises is approximately 500 staff members.

The new TATTE complex and SCC is located in Sogi, Apia, Samoa. It has a gross building area of 15,300 square meters for the TATTE and 2,220 square metres for the SCC, it is located on a land area of 6.5 acres, it is owned by the Government of Samoa and is currently under the supervision of the Ministry of Finance. All tenants will be charged a monthly rent by the Ministry of Finance. Additional income for government will be from the use of the SCC.

2.1 Building Summary

The TATTE complex has 6 floors with 1 roof top floor which consists of offices, conference/training rooms, communication rooms and building facility rooms. The first floor is the ground floor and is the public access area to the remaining 6 floors of the building. All floors have meeting rooms and open office spaces.

1st Floor has a primary entry point facing the main road this main entrance is controlled by a security guard during business hours which is 9.00am to 5.00pm daily. Turning right from the main entrance into the building are the first service counters of the SWA and EPC. The left wing of the 1st Floor will host cafeterias (yet to be tendered out) to service the building tenants and the general public.

2nd Floor houses the SWA and the SQA offices.

3rd Floor houses the MNRE.

4th Floor of the building is shared between the MWTI located on the left wing when exiting the elevators and the MAF on the right wing.

5th Floor houses the EPC on the left wing and the PTO on the right wing when exiting the elevators.

6th Floor is shared between the Attorney General and the MCIT.

The roof top of the building houses equipment etc and several Internet and Telephone Independent Providers (IPPs) have their satellites stationed on the roof top under a lease arrangement with the Ministry of Finance.

The SCC is located behind the TATTE building, the SCC can be accessed from the main entrance of the TATTE building facing the To'oa Salamasina Hall at Sogi. However, the main entrance of the SCC can be accessed from the back entrance, opposite the St Mary's school at Saleufi.

2.2 Other information regarding the Building

Ventilation, Heating and Air Conditioning Plant

The air conditioning to the building is supplied via a multi ceiling cassette system called Mydia installed on all floors with 3 phase input with control cables and blower adjustments and controlled by a remote controller attached on wall.

Electrical and Lighting System

EPC provides 2 sets of high voltage underground supply to the main building switchboard. These two sets are connected directly to 2 x 1000KVA transformers. Transformers low voltage supply feed 2 main switchboards A & B. A supply east wing and B supply west wing. These 2 separate loading capacity is monitored by 2 revenue meters. The two main switchboards then feed all sub-switchboard on every floor. These sub-switchboards on each floor supply lighting and power outlets 3 phase and single phase.

Fire Services

Both TATTE and SCC compound are protected by a fire alarm, fire hydrant and sprinkler systems. Fire Hydrant system contains 6 sets of 40mm x 6m hoses, 2 nozzles which are installed in fire cabinets located inside the vicinity of the TATTE & SCC compound for easy access by the Fire Authority personnel. Fire hose reel cabinets are installed inside the common areas on all floors of both the TATTE & SCC. Fire blankets are automatically switched on when the fire alarm is activated on all floors.

Plumbing and Drainage and Water Supply

The SWA's main water supply is directly connected to the water tank at the pump house, through a cartilage filtering system into a storage tank. The filtered water in the storage is pumped directly up to the top storage tank on the top roof which is equipped with a fitted pressure switch controlling the gravity feed against the set vertical pump pressure supplying water for all toilet/kitchen/bathroom facilities. Drain pipes are installed 1 metre underground from the highest point to 1.5metre towards the main outlet to seashore. The septage/sludge waste from both the TATTE and the Conference Centre are connected to the SWA's Septage Treatment Plant.

Security System

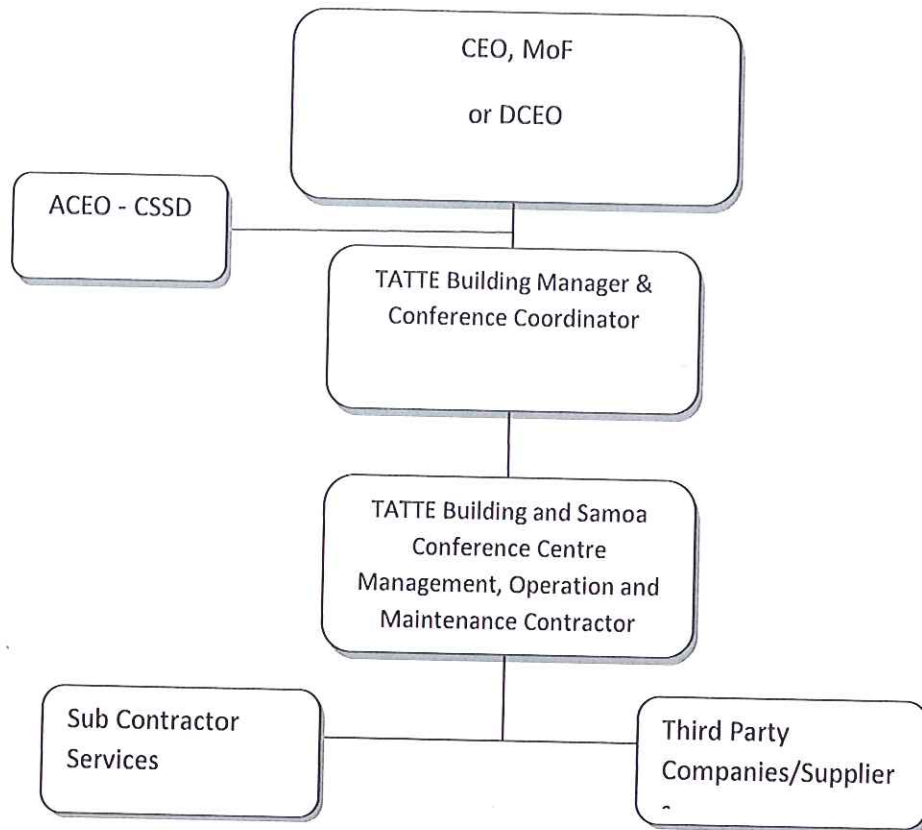
There are 44 surveillance cameras in both the TATTE and SCC and are monitored through programmed video sets in the guard room.

Line of Reporting

The Chief Executive Officer (CEO), Deputy CEO - Operations and Assistant CEO – Corporate Services (ACEO – CSSD) have been responsible for providing the management and direction for the new TATTE complex and SCC to date.

A building manager is yet to be appointed to man the main TATTE building reporting weekly to the CEO, MOF via the ACEO – CSSD. The building manager is required to be stationed at the main building on a daily basis working together with the successful company or contractor to be recruited by the MOF to manage, operate and maintain the TATTE government complex.

A newly appointed Conference Coordinator in early November 2011 will oversee the continuing operations and management of the SCC providing weekly reports to the CEO, MOF via the ACEO – CSSD. The Conference Coordinator will be required to be at the SCC on a daily basis, and provide weekly reports to the CEO, MOF via the ACEO- CSSD.



3. OBJECTIVE

The objective of this EOI is two (2) fold:

- 3.1 To locate a single contractor/company which is experienced in managing and operating of the new TATTE complex and Samoa Conference Centre (SCC) as well as providing all the services stipulated in this document and others that are not mentioned but the contractor feels has a competitive edge over others under a 3 year contract term with the MOF, Government of Samoa.
- 3.2 To identify capable and experienced firms that are able to coordinate and provide maintenance services under its contract for the TATTE building and the SCC.

4. SCOPE OF WORK

The Contractor's scope of responsibilities shall include the following service requirements:

4.1 Management Services

- 4.1.1 Source qualified and experienced personnel and sub-contractors under its management contract.
- 4.1.2 Provide management services of all sub-contractors it contracts or assist in the management of other third party vendors/suppliers that may be contracted by the MOF to ensure that services are delivered consistent with the standards and overall requirements for building operations and maintenance.
- 4.1.3 Provide monthly reports to the CEO copying the DCEO-Operations Department and ACEO Corporate Service on issues, any improvements or the overall operation of the TATTE building and the SCC and make the necessary recommendations to improve any issues of concern.
- 4.1.4 Develop and maintain a complete Building Operations Manual for all tenants working in the building, this manual should include the appropriate procedures such as emergency response, life safety compliance code, disaster risk planning and severe weather to name a few, all procedures included within the manual should be consistent with the Government of Samoa policies.
- 4.1.5 Evaluate service delivery levels and methods from time to time and provide the MOF with advice on opportunities to improve and enhance the quality, landlord and tenant service.
- 4.1.6 Assist in the representation and liaison with government ministries and departments, public bodies, utilities and emergency services on technical and procedural issues and compliance.
- 4.1.7 Evaluate and provide monthly reports on the cost performance of the building and recommend ways to cut costs and create savings without implicating adversely on the service delivery.
- 4.1.8 Develop an Environment Plan for the TATTE building and SCC that is consistent with prevailing policies, plan and legislation.

4.2 Building Maintenance Services

- 4.2.1 Provide management services associated with the TATTE building and SCC infrastructure improvements to ensure government ministries and business operations and the general work environments are as free as possible from interruptions due to:
 - 1. Building systems or equipment/component failures,
 - 2. Infrastructure capacities being exceeded by operational business demands (particularly in regards to mechanical, electrical and system communication capacities).
 - 3. Ensure all business environments (including those with full 24/7 backup capabilities) are free from all controllable interruptions and fully operational.

4. Respond to tenant service requests in a timely manner.
5. Provide quality control checks to ensure that the building's water filter systems connected to the main SWA sub main are appropriately maintained and that the water supply to the building is free from controllable interruptions.
6. Provide comprehensive preventive and predictive maintenance (engineering maintenance) services, remedial repair services and equipment/property inspections ensuring all building equipment, components and systems operate as intended and in compliance with the industry's best practices covering all areas rented/leased of the TATTE building, including the SCC conference facilities and VIP meeting room.

Provide supervision and maintenance, repair and project management services associated with the TATTE building and SCC systems listed below to ensure all systems function as designed to maintain system reliability and to identify improvement opportunities to increase reliability, extend capabilities and reduce operational costs (See building layout drawings attached):

(i) Electrical services, (ii) Elevator services, (iii) Fire safety services (iv) Mechanical services (v) Plumbing services, (vi) Energy conservation (vii) Infrastructure management services (including roads etc.) and (viii) general building maintenance services.

7. Provide pest control services to deliver a pest free work environment and employ effective control measures for ants, roaches, flies, termites and other potentially destructive or irritating insects and pests.

4.3 Janitorial Services

- 4.3.1 Provide full general building cleaning services daily for all the TATTE facilities and offices on each floor including the SSC.
- 4.3.2 All facilities to be included should cover elevator halls, elevators, stairwells, offices, toilets, showers, corridors, conference rooms, communication rooms, computer rooms, carpets , floors, parking lots, internal and external walls, internal and external windows, courtyards, and ceilings.
- 4.3.3 Services will include structured roster cleaning services as well as ad-hoc services and shall include all required equipment, supplies and consumables.
- 4.3.4 Manage any janitorial services contracted by the GoS.

4.4 Grounds Services

- 4.4.1 Provide grounds and landscape maintenance services including cleaning of courtyard and building surroundings, parking lot, drive way and water draining ways, garden pools, concrete repairs, fencing.

4.5 Security and Protection Services

- 4.5.1 Provide 24 hours electronic security and surveillance equipment management, monitoring and support services to meet the requirements of the GoS. Provide security guards services 24 hours a day for 7 days a week in relation to keeping general order, crime and disaster prevention, fire prevention, theft prevention, monitoring movement of people, goods and vehicles in and out of the building, patrolling duties and guard post (lobby), implementing emergency response measures and feedback reporting, and keeping general order in the TATTE and SCC premises.
- 4.5.2 Ensure the protection and security services provided are in compliance with GoS security procedures.
- 4.5.3 Manage any security contracts by the GoS.
- 4.5.4 Contractor must be registered to provide security and protection services in Samoa.

4.6 Office Services

- 4.6.1 Provide receptionist services in main lobby during all normal working hours
- 4.6.2 Assist in the distribution of internal mails, correspondences and documents to all offices on designated floors in the building according to a daily schedule, during normal working hours.
- 4.6.3 Provide ad hoc services in support of design, construction and internal move relocation activities as directed by MOF and provide labour and boxes to move.

4.7 Samoa Conference Centre Support Services

- 4.7.1 Provide conference support services working closely with the Conference Coordinator recruited under the MoF.
- 4.7.2 Conference support services should include conference room setup services namely pre-conference presence, on-call service during conference periods and presence upon completion of conference, supervisory responsibility for food service caterers and third party users during and after receptions at the facility, parking administration, interior plants and decorations, signage services, environmental health and safety services and related services.
- 4.7.3 Collaborate with the Janitorial Services contractor regarding the cleaning requirements of the SCC.

5. RESPONSIBILITIES FOR THE PROVISION OF RESOURCES AND MATERIALS

The expected responsibilities for resources, supplies and materials shall be assigned as follows:

- 5.1 To be provided by the Ministry of Finance, Government of Samoa
 - Fully furnished office space with office equipment required to operate the contract.
 - Telephone equipment for internal and local calls that are free of charge

- Over 20 cleaners and securities manning the TATTE building and SCC at present.

5.2 To be provided by the Contractor/Company

- Full time staff, ad-hoc staff, specialized experts in all areas of this contract
- All tools, instruments and equipment to provide the services in accordance with the proposal
- All equipment, chemicals, supplies and consumables required for cleaning and pest control of the premises
- Staff uniforms and personal safety equipment

6. PRE-QUALIFICATION REQUIREMENTS

All companies intending to submit a bid should have the following credentials:

- Technical and organizational capacity, experience and professionalism to provide the Service Requirements.
- All companies should be able to provide and show evidence of past and/or present experience in similar projects, demonstrate their financial capacity and resources available to carry out the Service Requirements.
- Affiliated with a qualified and experienced local counterpart during the duration of the contract.

7. ANNEX

- Building layout and drawings