



**TENDER FOR THE COMPREHENSIVE INTEGRATED FACILITIES
MANAGEMENT FOR MALAYSIAN COMMUNICATIONS AND MULTIMEDIA
COMMISSION (MCMC) AT MCMC CENTRE OF EXCELLENCE (CoE),
CYBERJAYA
(IFM COE)**

Tender Briefing and Site Visit
9 May 2024

OBJECTIVE

Session 1 :

- Briefing on the project
- Q & A

Session 2 :

Tender Compliance

BACKGROUND

- The existing MCMC Centre of Excellence (CoE) was built on Enterprise Lot No PT 12135. It was completed in August 2004.
- The building covers an area of around 233,479.8 square feet and has a built-up area of approximately 120,000 square feet (1 basement, 3 floors and 1 rotunda), sufficient to cater for around 250 staff.
- Currently, an estimated 150 staff members, including tenants, occupy the building. Occasionally, the building will also host events, meetings, and training sessions that engage the public.

BACKGROUND (cont.)



SCOPE OF WORK

- The comprehensive Facilities Management will be as follows:

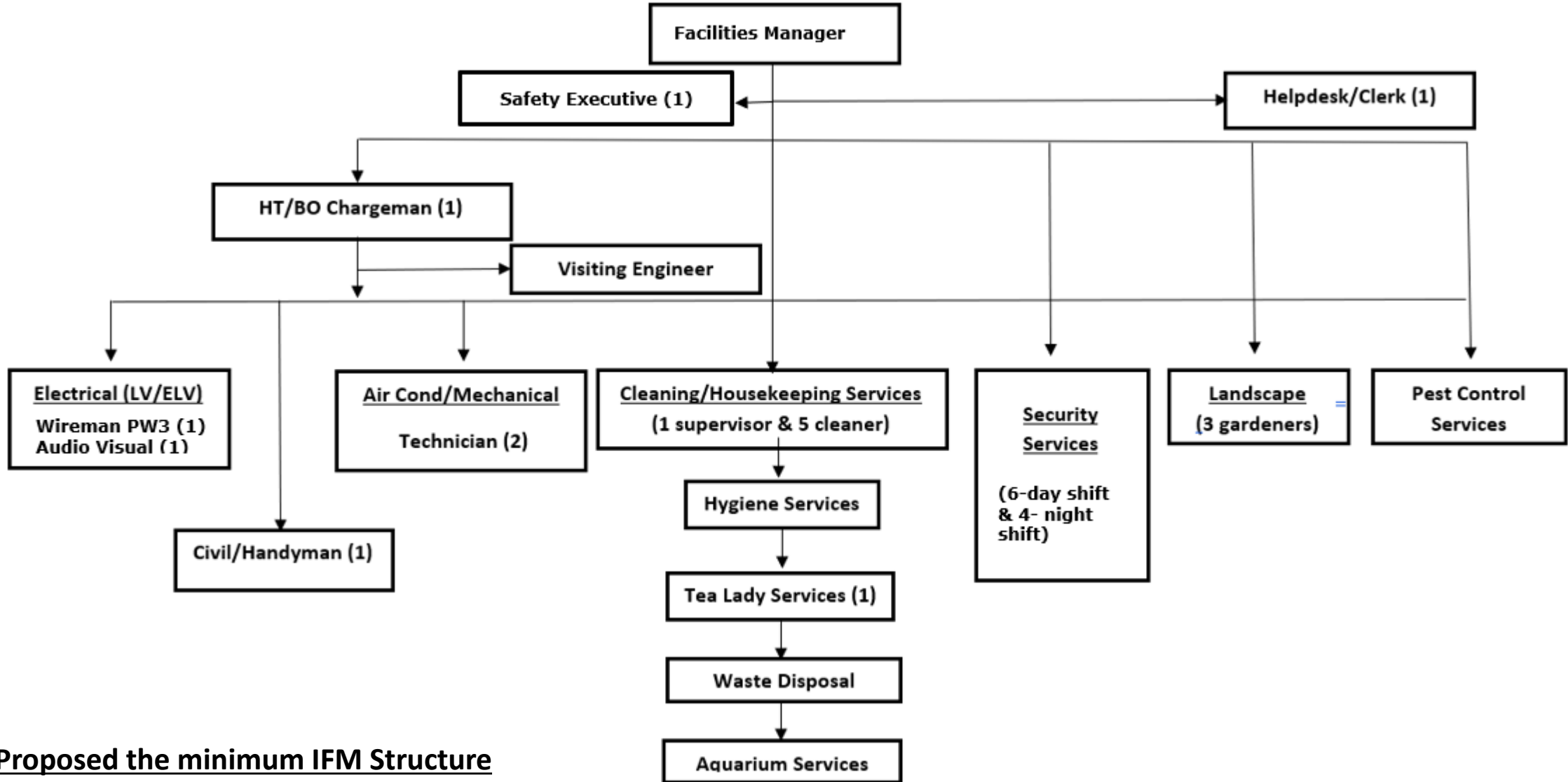
No	Services	No	Services
1	Facilities Services (M&E and Civil Structure)	7	Building SPKA System (CFAMS- ISCADA Net)
2	Cleaning and Housekeeping Services (Including Building Façade Cleaning)	8	Lift System (Toshiba Elevator(M) Sdn Bhd)
3	Landscape (Including indoor potted plant)	9	Building Automation System (BAS) (Solar District Cooling Sdn Bhd)
4	Un-Armed Manned Security Services		
5	Pest Control Services		
6	Daily Waste Disposal		

- Including energy audit.

SCOPE OF WORK (cont.)

- The maintenance work is **fully Comprehensive Maintenance Contract** which will include all consumable items and parts replacement. (Comprehensive Maintenance refers to preventive maintenance of equipment as per schedule which includes breakdown equipment spare parts replacement, engineering and labour charges).
- Any renovation or major refurbishment work that requires upgrading of the existing system will not be included in the contract and is subject to MCMC approval.
- The duration of the Work shall be for a period of **three (3) years plus two (2) optional years**, where the option shall be exercised by MCMC at its discretion.
- The tenderer is also required to employ adequate numbers of qualified and competent staff to be stationed full time at the building with strong technical support from the company.

PROPOSED IFM TEAM STRUCTURE



Proposed the minimum IFM Structure

TENDER REQUIREMENTS

No	Information	Details
1	Mode of Tender	Open Tender
2	Pre-Requirement / Mandatory Requirement before purchase the Tender Document	<ol style="list-style-type: none"> 1. Registered with the Companies Commission of Malaysia (CCM); 2. Registered with the Construction Industry Development Board (CIDB) with a G7 license; 3. Registered with the Construction Industry Development Board (CIDB) with Facility Management (F01) code classification; 4. Registered and valid Sijil Pendaftaran issued by the Suruhanjaya Tenaga in Class C or above; and 5. Valid certification for ISO 9001 - Quality Management System (QMS).
3	General Requirements of the Tenderer	<ol style="list-style-type: none"> 1. Valid Sijil Akuan Pendaftaran Syarikat Bumiputera issued by the MOF are encouraged to participate 2. Tenderers with the following certificates/experience shall have an advantage:- <ol style="list-style-type: none"> a) Valid certification for: <ul style="list-style-type: none"> - ISO 45001 - Occupational Health and Safety Management System (OHS), - ISO 14001 - Environmental Management System (EMS), - ISO 41000 - Facility Management System (FMS) and - ISO 50001 - Energy Management System (EnMS) a) Experience in managing and maintaining Grade A offices or equivalent with a built-in Gross Floor Area (GFA) of over 100,000 sqft, for the past five (5) years

FINANCIAL

- The indicative price for the Work is Ringgit Malaysia Ten Million Two Hundred Thousand Only **(RM10,200,000.00)** inclusive of any duties or taxes imposed by the Government of Malaysia.
- The payment to the appointed contractor will be on a **monthly basis, which includes a monthly report and presentation.**
- Performance bond preferably in the form of Bank Guarantee (BG) at 10% of the total contract sum and the **validity of BG shall be for 42 months from the commencement date** (36+6 months).

TIMELINE & TENDER SUBMISSION

- Target to commence work: **1st August 2022**

(The newly appointed service provider may need to be deployed 1 month earlier for diligent audit and handover from the existing service provider)

- **Closing Date** : **30 May 2024**
- **Time** : **by 12.00 pm**
- **Venue** : **Tender Center, 1st Floor,
MCMC Centre of Excellence (CoE)**

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1. FINANCIAL CHECKLIST



No	Document	Tenderer's Checklist
1	Appendix A Statement of Compliance to the Terms and Conditions of Tender and Post-Tender Award	
2	Appendix B MCMC Form of Tender Document	
3	Appendix C	
	i. Form for Business Profile	
	ii. Certified true copy of Tenderer's valid CCM Certificate	
	iii. Certified true copy of Tenderer's valid CIDB Certificate with a G7 license	
	iv. Certified true copy of Tenderer's valid CIDB Certificate under Facility Management (F01) code classification	
	v. Certified true copy of Tenderer's valid Sijil Pendaftaran issued by the Suruhanjaya Tenaga in Class C and above	
	vi. Certified true copy of Tenderer's valid ISO 9001 QMS	
	vii. Certified true copy of the Tenderer's valid Sijil Akuan Pendaftaran Syarikat Bumiputera issued by the MOF (if applicable)	
	viii. Certified true copy of Tenderer's valid ISO 45001 OHS (if applicable)	
	ix. Certified true copy of Tenderer's valid ISO 14001 EMS (if applicable)	
	x. Certified true copy of Tenderer's valid ISO 41000 or 41001 FMS (if applicable)	
	xi. Certified true copy of Tenderer's valid ISO 50001 EnMS (if applicable)	
	xii. Certified true copy of Tenderer's audited financial statement for the last three (3) years	
	xiii. Certified true copy of the Tenderer certified Bank Account Statement for the latest three (3) months i.e. February 2024, March 2024, April 2024.	
	xiv. Company profile of the Tenderer (to be sent together with the experience of the company)	
	xv. FORM C Financial Details	
xvi. FORM CA Financial Institutions Report on the Financial Status of the Tenderer		
4	Appendix D	
	i. Details Schedule of Price ii. Summary of Schedule of Price	
5	Appendix E MCMC Tenderer Declaration	
6	Appendix F Declaration of Interest by Tenderers	

No	Document	Tenderer's Checklist
7	Financial Checklist	
8	A digital copy of the financial submission (shall be in Searchable PDFs from the scanned documents)	

On Behalf of the Company:

Signature :

Name :

Designation :

APPENDIX B



FORM OF TENDER DOCUMENT

TENDER No: MCMC/FAMD/EMD(01)/IFMCoE_2024/TC/05/2024(02)

Chairman
Malaysian Communications and Multimedia Commission
MCMC Centre of Excellence (CoE)
Jalan Impact, Cyber 6
63000 Cyberjaya
Selangor Darul Ehsan

Sir/Madam

TENDER FOR COMPREHENSIVE INTEGRATED FACILITIES MANAGEMENT FOR MALAYSIAN COMMUNICATIONS AND MULTIMEDIA COMMISSION (MCMC) AT MCMC CENTRE OF EXCELLENCE (CoE), CYBERJAYA

Under and subject to the terms and conditions of the tender document issued in respect of Tender No. MCMC/FAMD/EMD(01)/IFMCoE_2024/TC/05/2024(02) ("Tender Document"), the (Name of Company/Business with the Company/Business Registration No.) ("Company") does hereby tender and offer to provide the following:

- 1. The Company agrees to be bound by the terms and conditions of the Tender Document, and the price quoted for the Tender is Ringgit Malaysia (RM), inclusive of any taxes imposed by the authorities).
2. Whereas that it is understood that MCMC reserves the right to accept or refuse the offer made in respect of the Tender, the Company agrees that the above quoted price shall remain valid and shall not be withdrawn within six (6) months from the closing date of the Tender.
3. The Company agrees that MCMC is not bound to accept the LOWEST price quoted and MCMC shall not be bound to assign any reasons for the rejection of any offer made in respect of the Tender.

Dated this day of2024.

Signature of Tenderer

Name in Full:

Witness

Name in Full:

In the capacity of:

Occupation:

.....
.....

Address:

.....
.....

Address:

Duly authorized to sign this Form of Tender Document for and behalf of:

ASCERTAINED PERFORMANCE DEDUCTION (APD) & DEMERIT POINTS IMPOSITION

KPI No.	Key Performance Indicators * (KPI)	PI No.	Performance Indicators * (PI)	Weight age* (%)	Demerit Point *
1	Service Delivery related to Core Business	1A	Customer Satisfaction Survey rating > 80%	5	1
		1B	Customer Rating in Work Order sheet > 70%	5	1
		1C	Response Time 100% meet target	5	1
		1D	Execution Time >95%	5	2
		1E	Pending/Backlog Work Order Completion 100%	5	1
		1F	Self-Finding Work Order >80% from total WorkOrder	10	1
		1G	Cleaning Performance >85%	6	2
		1H	Pest Control Performance >95%	5	1
		1I	Critical Services >95% available	8	3
		1J	Normal Services >85% available	7	1
2	Asset Performance	2A	PPM for Architecture and C&S assets 100% implemented	4	1
		2B	PPM for Mechanical assets 100% implemented	4	1
		2C	PPM for Electrical assets 100% implemented	4	1
		2D	Engineering Reports & Recommendation action 100% taken	4	1
		2E	Work-done as specification and asset quality meet standards	4	1
3	Building Energy Efficiency	3A	Energy Conservation programs 100% implemented	4	1
		3B	Building Energy Index (BEI) target 100% meet (target to be set after energy audit)	3	1
		3C	Utility consumption 100% No wastage	3	1
4	Safety & Statutory Compliance	4A	Relevant Acts & Regulations 100% Comply	3	1
		4B	HSE programs 100% implemented	3	1
		4C	Reports submitted 100% on time with sufficient content	3	1
			TOTAL	100	25



1. LIST OF ALL PERSONNEL THAT SHALL UNDERTAKE THE WORK

Minimum requirement and details refer to Paragraph 46 (Please provide the Curricular Vitae (CV) for each personnel listed in the table below.)

Note: Please exclude reference to any organisation that you are currently employed.

No.	Description	Name	Qualification (Relevant to this Project)	Experiences / Years (Relevant to this Project)	Qty	Tenderer's Compliance (Yes/No) (3)
Facilities Maintenance Team						
1	Facilities Manager Minimum Degree in Engineering/Building surveying / Property Management or related areas (minimum 5 years' experience)				1	
2	Safety Executive Minimum Degree in Engineering/Building surveying / Property Management or related areas (minimum 2 years' experience in Health, Safety and Environment (HSE))				1	
Cleaning and Housekeeping Services						
7	Civil Technician / Handyman For plumbing work, painting, woodwork and etc.(at least 2 years' experience in building				1	
8	Clerk Helpdesk Well knowledge in computer. Competent in communicating in Bahasa Malaysia and English.				1	
9	Cleaner Supervisor	N/A	N/A		1	
10	Cleaners	N/A	N/A	N/A	5	
11	Tea Lady	N/A	N/A	N/A	1	
Unarmed Security Services						
12	Security Supervisor	N/A	N/A		1	
13	Security Guards	N/A	N/A	N/A	8	
Landscape Services						
14	Gardener	N/A	N/A	N/A	3	
Total Number of Personnel:						



2. LIST OF EXPERIENCES

(As per requirement in subparagraph 9.3.1(iii) and 12.3.1 of this Tender Document)

Please provide list of experiences with specific elaboration of scope of services description in facilities/building maintenance work, on the previous and current projects related to the Tender and involving experience in managing and maintaining Grade A offices or equivalent for the last five (5) years with building build-in Gross Floor Area (GFA) of more than 100,000 sqft

Note: Please exclude reference to any Contract served for own organization group or consortium

No.	Detailed Contract/Service Description	Project GFA (sqft)	Date of Award (Month / Year)	Contract Period	Man Power Mobilised
Sample	Project Title: Details Services: a) Mechanical b) Electrical c) Civil & Structure d) Cleaning e) Security f) Landscape g) Pest Control	_____ sqft	September 2020	_____ years	a) Mechanical : _____ Pax b) Electrical : _____ Pax c) Civil : _____ Pax d) Cleaning : _____ Pax e) Security : _____ Pax

Note:

- Insert the contract details and services described in detail.
- To attach a copy of the **contract as a supporting document** (*Tenderer is **strictly prohibited from displaying or including its name in the Technical Submission***)



MECHANICAL MAINTENANCE SERVICES

1.1 MECHANICAL SERVICES - AIR CONDITIONING AND MECHANICAL VENTILATION SYSTEM

No.	Description	Maintenance Frequency								Tenderer's Compliance (Yes/No) (3)	Tenderer's Proposal	
		D	W	M	3M	6M	Y	2Y	3Y			
1.0	OPERATION Operation of Air-Condition and Mechanical Ventilation (ACMV) will be done and monitored through the Building Management System. The Successful Tenderer will man the BAS room and respond to any complaint with regards to day to day operation. The Successful Tenderer shall ensure proper operations of ACMV. The equipment shall be monitored and inspected, including works such as visual inspection, checking, monitoring and cleaning etc.	✓										
1.1	The Successful Tenderer shall ensure that the readings in BAS correspondence to the actual reading at site using digital thermometer.	✓									Yes/No	
2.0	MAINTENANCE The maintenance of ACMV will be carried out in accordance with the manufacture's schedule. The Successful Tenderer shall maintain the ACMV equipment and system and shall generally carry out, amongst others, the following:-											
2.1	Chilled Water											
2.1.1	Chilled Water Storage / Expansion Tanks											
	a. Inspect all chilled water storage and expansion tanks, chilled water pipes, valves, etc. Clean, service and flush to ensure functionality based on water sampling by water treatment company.					✓						
	b. Actuate all motorized valves to ensure smooth operation over its full operating range. Replace to ensure functionality.				✓							

No.	Description	Maintenance Frequency								Tenderer's Compliance (Yes/No) (3)	Tenderer's Proposal	
		D	W	M	3M	6M	Y	2Y	3Y			
	c. Inspect pipe and tank insulation and pipe supports. Replace to ensure functionality.								✓			
	d. Inspect all measuring devices for correct operation. Repair / replace to ensure functionality.			✓								
2.1.2	Heat Exchanger (HEX)											
	a. Take reading for current, pressure, temperature etc.	✓										
	b. Check all seals, gaskets and pipe for leaks			✓								
	c. Check pressure drop across chiller and condenser			✓								
	d. Check controls, safety devices			✓								
	e. Drain and flush purge unit and replace oil			✓								

No.	Description	Maintenance Frequency								Tenderer's Compliance (Yes/No) (3)	Tenderer's Proposal	
		D	W	M	3M	6M	Y	2Y	3Y			
2.8	Painting Clean rust and paint with appropriate one layer of anti-rust paint and finished with existing colored paint.								✓			
3.0	Other Components or Equipment's of The Air-Conditioning & Mechanical Ventilation System as per Operation and Maintenance (O&M) Manufacturer's manual	As per manufacturer's schedule								Yes/No		

SITE VISIT GUIDELINE: **DURING THE SESSION**

SOP and Meeting Etiquettes

- Participant at all times shall properly wear the face mask, ensure social distancing and avoid closed conversation.
- All participants must be appropriately attired.
- Tender Secretariat (TS) is responsible to administer the process, ensuring compliance to the SOP, especially in ensuring participants do not gather and monitor session time.
- Site visit presenter will make sure to speak loud enough for everyone to hear without closed conversation.
- Suggested for two (2) groups for site visit sessions to minimise no. of participants

SITE VISIT GUIDELINE: **ITINERARY**

No	Location
1	Rooftops and Rotunda area
2	Direct Cold Water (DCW)
3	AHU area
4	IFM Office and M&E Room
5	Control Room
6	Lobby, basement parking , café area.

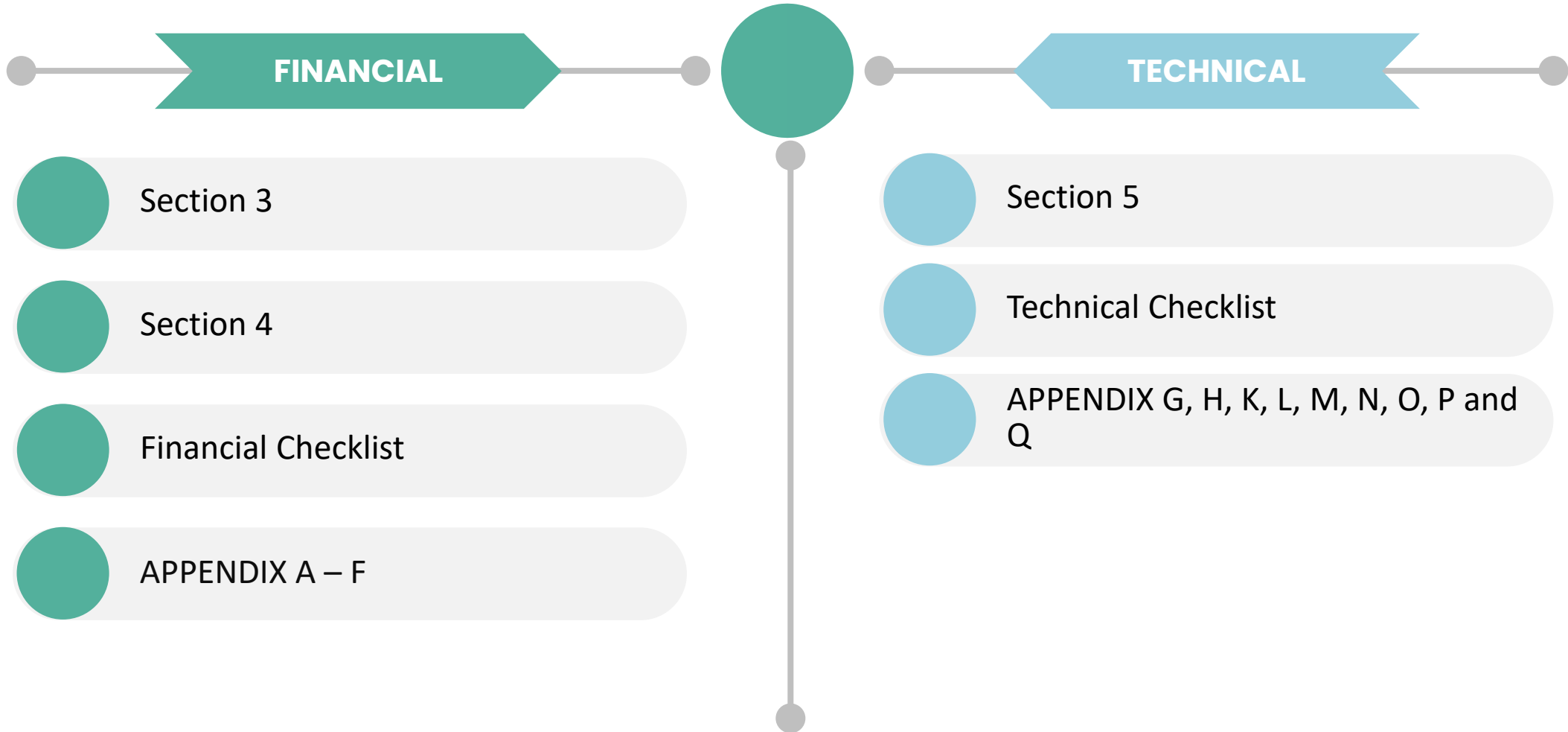
TENDER COMPLIANCE

HOW TO PURCHASE TENDER DOCUMENT

[URL : https://msmart.mcmc.gov.my/web/index.php](https://msmart.mcmc.gov.my/web/index.php)



TENDER SUBMISSION



Financial Submission:

1 Original (hardcopy) + 1 Copy (hardcopy)
+ 1 digital copy of scanned documents in pdf format (USB flash drive)

Technical Submission:

1 Original (hardcopy) + 1 Copy (hardcopy)
+ 1 digital copy of scanned documents in pdf format (USB flash drive)

IMPORTANT NOTES

1. All information and updates will be on MCMC website.
2. Attach the Tender Deposit to the Form of Tender Document (Appendix B). **Tender submissions without the Tender Deposit shall be disqualified.**
3. Be aware and comply with the required signatories. Please ensure that the Tenderer's official company stamps, and authorized signature appear on all pages of the Financial Submission only.
4. **No company name/info/logo in the Technical Submission (redact).** Failure to comply with this may invalidate the Tenderer's tender submission. This is including the evidence sent in the technical submission.
5. The MCMC Tender Secretariat will be the only point of contact for this project (tender@mcmc.gov.my).

TENDER TIMELINE



3 May 2024

TENDER ISSUANCE



9 May 2024

**TENDER BRIEFING
SESSION**



24 May 2024

**TENDER
CLARIFICATION ENDS**

- **Before 5.00pm**
- Strictly via email only to tender@mcmc.gov.my
- The consolidated Q&A will be published in MCMC website



30 May 2024

**TENDER SUBMISSION /
TENDER CLOSING DATE**

- **On or before 12.00pm**
- MCMC CoE, Cyberjaya
- To complete Acknowledgement Form (2 copies)
- **Late submission shall be rejected**



Thank You



THANK YOU

	MCMC/PRAD/FMD(1)/IFMTIT2_2022/TC/02/22(01) [Acknowledgement of Submission]	IFMTIT2_2022
		TBL/TC-F02

COMPANY PARTICULARS		
1.	Company Name :	
2.	Company Address :	
	Tel. No. :	
	Fax. No. :	
	Email Address :	
3.	Name of representative :	
4.	Contact Persons (Minimum two (2) contact persons to be filled in):	
a.	Name :	Tel :
	Designation :	Email :
b.	Name :	Tel :
	Designation :	Email :
c.	Name :	Tel :
	Designation :	Email :
5.	Details of Submission:	
	No. of Box (Boxes)/ Envelope(s) :	Acknowledged Received : (Day/Date/Time) (MCMC)
	Acknowledged Received : (Day/Date/Time) (Company)	

