



**GREATER NOIDA INDUSTRIAL DEVELOPMENT AUTHORITY
GAUTAM BUDH NAGAR, UTTAR PRADESH**

Expression of Interest

for

**Operation and Maintenance of Sports Excellence Centre at
Shaheed Vijay Singh Pathik (SVSP) Sports Complex, Greater
Noida**

Issued by:

Greater Noida Industrial Development Authority (GNIDA)

Plot No. 1, Knowledge Park IV,
Greater Noida, Gautam Budh Nagar,
Uttar Pradesh - 201308

DISCLAIMER

This Expression of Interest (EOI) for “Operation and Maintenance of Sports Excellence Centre at Shaheed Vijay Singh Pathik (SVSP) Sports Complex, Greater Noida” (‘the Project’) contains brief information about the Project and scope of work for the prospective Bidder. The purpose of EOI is to provide the Bidder with information to assist the formulation of their response.

While all efforts have been made to ensure the accuracy of information contained in this EOI document, this document does not contain all the information required by the Bidder. The Bidder are encouraged to conduct their own independent assessment, investigations and analysis and check the reliability, accuracy and completeness of the information at their end and obtain independent advice from relevant sources as required before submission of their response. Greater Noida Industrial Development Authority (GNIDA or the Authority) and any of its employees or advisors shall incur no liability under any law, statute, rules or regulations as to the accuracy or completeness of the EOI document.

GNIDA has issued this Expression of Interest with the best intention to explore the market for eligible and interested bidders and has no compulsions to enter into definitive contractual agreements. This EOI does not guarantee conversion of this EOI into any definitive contractual agreements.

GNIDA reserves the right to change any or all conditions/ information set in this EOI document by way of revision, deletion, updating or annulment through issuance of appropriate addendum as GNIDA may deem fit without assigning any reason thereof.

GNIDA reserves the right to accept or reject any or all applications without giving any reasons thereof. GNIDA will not entertain or be liable for any claim for costs and expenses in relation to the preparation of the applications to be submitted in terms of this EOI Document.

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Data Sheet

1	EOI	Operation and Maintenance of Sports Excellence Centre at Shaheed Vijay Singh Pathik (SVSP) Sports Complex, Greater Noida
2	Name of the Authority's official for addressing queries and clarifications	The Secretary, Management Committee, Shaheed Vijay Singh Pathik Sports Complex, Recreational Green-1, Behind City Park, Sector-20, Greater Noida Telephone: 0120-2336015 Email: secretarysportscomplex@gnida.in Website: www.greaternoidaauthority.in
3	EOI Release Date	26.10.2023
4	Pre-bid conference	30.10.2023, 12:30 PM (IST) Zoom ID: <i>Meeting ID: 841 6903 1461</i> <i>Passcode: 123456</i> All interested participants are requested to send their queries to secretarysportscomplex@gnida.in on or before 5:00 pm on 30.10.2023.
5	Proposal Due Date (PDD)	08.11.2023 (05:00 PM IST). All interested participants are requested to send their documents and presentation to secretarysportscomplex@gnida.in
	Presentation on Proposal	Will be communicated

Invitation for Expression of Interest

Greater Noida Industrial Development Authority (“GNIDA” or “the Authority”) invites Expression of Interest (EOI) for “*Operation and Maintenance of Sports Excellence Centre at Shaheed Vijay Singh Pathik (SVSP) Sports Complex, Greater Noida*” (“the Project”). Interested Bidders can download the document from the website www.greaternoidaauthority.in, and submit their “Expression of Interest” in the formats duly filled and signed with required enclosures, via email superscribed “Operations and Maintenance of four Vending markets at Greater Noida”

Key Instructions

Interested Bidders should make note of the following key points:

- This EOI invitation document is not a Tender or Request for Proposal in any form and would not be binding on GNIDA in any manner whatsoever.
- GNIDA reserves the right to cancel the EOI invitation as a whole or in part without assigning any reasons.
- The Bidders are encouraged to conduct their own independent assessment, investigations and analysis and check the reliability, accuracy and completeness of the information at their end and obtain independent advice from relevant sources as required before submission of their response.
- GNIDA encourages interested bidders to contact the Sports Cell.
- GNIDA reserves the right to update, amend and supplement the information given in this document at its sole discretion before the last date and time of submission of the responses.
- Bidders should submit their response in English language and as per formats provided in the last section of this document. Submission not conforming to the instructions or prescribed formats will be rejected.

Introduction

Greater Noida Industrial Development Authority (hereinafter referred to as “GNIDA”) is the nodal agency responsible for development and administration of the city of Greater Noida.

Greater Noida Industrial Development Authority developed Shaheed Vijay Singh Pathik sports complex caters to the sporting requirements of the residents of the city. The sports complex houses various sports disciplines of world class level and has one of the best sporting infrastructures in the National Capital Region. The integrated complex is **spread over 38 Acres**, the SVSP Sports Complex has the following facilities divided into two separate zones:

▶ SPORTS ZONE:

- ▶ International standard cricket stadium
 - Spectator mounds
 - South pavilion with all cricket related facilities like, Team dressing rooms, VIP box, administrative rooms, commentator’s room, medical room, umpire room etc.
 - Appropriate lighting infrastructure
 - Cricket practicing pitches
- ▶ Athletic stadium
 - Changing rooms for teams
 - Dedicated rooms for match officials
 - Spectator mounds
- ▶ Indoor stadium
 - The size of the arena is 60mx45m including safe corridor of 2m wide
 - Designed to host multiple sports & related events
 - Centrally air-conditioned, multipurpose indoor hall with playing/event area of 30,000 sq.ft
- ▶ Aquatic centre
 - Olympic-size (50mtr by 25 mtr) indoor swimming pool along with a warm-up pool (25mtr by 12.5mtr) as per international norms.
 - Spectator capacity of 2,500
 - Two squash courts
- ▶ Tennis stadium
 - Tournament court of playing size 18.3x36.0m in the centre of the arena & overall size is 23.0x41.0m
 - Spectator capacity of 2,000
 - 5 guest rooms with attached toilets
 - Media & VIP room
- ▶ Multipurpose Indoor Hall
- ▶ Skating rink
 - 55mtr – 40mtr rink with a provision for a bent track
 - Spectator capacity of 1,000
- ▶ Outdoor playing courts
 - Basketball - 2nos
 - Volleyball - 2nos

- Lawn Tennis - 4nos
- ▶ Indoor 10 meter 7-lane shooting range

- ▶ **CLUB AREA:**
 - ▶ Club area
 - Fine dining restaurant with outdoor dining space
 - Hobby room
 - Open amphitheatre
 - Conference room
 - ▶ Adjacent outdoor lawn
 - ▶ Food Court/ Kiosks - 8nos
 - Separate common service corridor and entrance
 - 8 covered sitting areas with tensile fabric canopies
 - ▶ 12 Pro-shops
 - ▶ Open parking space for 250 cars

Note- Bidders are advised to visit the facility for further information on the As-Is-Where-Is condition of the complex.

Scope of Services

1. The SVSP sports complex is a world class facility for the development and growth of sports in Greater Noida City. The complex is now open for use to general public & members, on pay and play basis. Proposals are invited to Operate and Maintain the Sports Complex premises by experienced Agencies.
2. The premises will be given on the following two models-
 - a) **Sports Zone: On monthly fixed rent.** The minimum monthly fixed rent will be **INR 06 Lakhs. The Agency bidding the highest price above the given fixed monthly rental will be considered as H1 (highest bidder).** The rent will increase every year as by 5% on the above-mentioned monthly fixed rent.
 - b) **Club Area: Revenue sharing on the Sub-leasing (rent):** Sharing of the Sub-leasing rent will be in ratio of 60:40. The revenue share will be calculated from the min. base rent of **INR 7.5 Lakhs** (which includes the entire club area). The 60% of the collected sub-lease rent will be taken by the Agency and 40% of the collected sub-lease rent will be given to GNIDA. The sub-lease rent will be collected in advance before the 5th day of every month. Any delay in the transfer of 40% of the sub-lease rent to delay will result in penalisation of the Agency with **INR 1000/- per day** of delay for up to 30 days, post which the contract will be terminated, and security deposit will be forfeited. The Agency will be given **60 days**, from the date of signing of the contract, to sub-lease the club area. Under special circumstances, relaxation may be given at CEO, GNIDA's discretion.
3. The revenue streams for the bidding agency would be-
 - a) Coaching for multiple sports

- b) Sport tournaments & sponsorships
 - c) Advertisement for self-promotion by the coaching agencies
 - d) Club arena- Restaurant, shops, kiosks, food courts
4. GNIDA will hold the rights and revenue of the following-
- a) Ground bookings
 - b) Pay and Play
 - c) Sports Complex Memberships

An ESCROW account will be created and all the revenue collection from the above-mentioned revenue sources will be deposited into that ESCROW account. The Agency will be responsible for collection of the revenue and preparing a monthly accounts book. At the 1st of every month, the account would be scrutinized by the Finance Department of GNIDA.

- 5. The members of the Sports Complex will be given special discount at the restaurant (min. of 20%) and for the coaching services (min. of 25%). The discounts will have to be intimated to GNIDA. Membership provision and cancellation will solely be the responsibility of GNIDA.
- 6. The timings to operate the Sports Zone will be 5:00 am to 9:00 pm for seven days a week. The calendar and holiday list will be decided after the onboarding of the Agency.
- 7. The timings to operate the Club Area will be 8:00 am to 11:00 pm for seven days a week. The calendar and holiday list will be decided after the onboarding of the Agency.
- 8. No activity other than the sports activities permitted shall be allowed in the Sports Complex. In case the Agency is found to be guilty, it will be terminated, and the advance rent and security deposit will be forfeited.
- 9. The premises, or any part thereof, can be taken up by GNIDA for its own events for up to 45 days (at a stretch or in breaks) in a year.

The Broad scope of tasks shall be as follows:

1.1.1. Provide coaching facilities

- i. The Agency shall be responsible for providing coaching facilities pertaining to their discipline. This can be done in consortium with different coaching agencies. The qualifications for selection of the coaches will be pre-decided by GNIDA and the coaching agency will mandatorily have to appoint the coaches accordingly. Any violation to this may lead to termination of the bidder, at the discretion of the CEO, GNIDA.
- ii. The Applicant shall provide coaching facilities for all competitive levels (beginner, moderate, advanced, ultra-advanced etc.)
- iii. The Agency will implement world class procedures in training as prevalent in the best academies around the world.
- iv. Slabs for Coaching fee will be pre-defined.
- v. The Applicant shall maintain, for coaching purposes, an attendance log and prepare a timetable to accommodate both students taking coaching and members of the complex. All of this must adhere to the 5 am to 9 pm working hours.

- vi. The Coach or Assigned Coach/ Head Coach (of the coaching agency) would be required to personally conduct the coaching. In case he/ she needs help in his assignment he/she may employ assistants who must also be equally qualified coaches. Details of all the coaches, along with their CVs and relevant certificates will have to be submitted to GNIDA at the time of signing of the contract. A declaration on the Stamp Paper for not been banned by any agency/ authority or equivalent on the pre-text of substance abuse/ alcoholism/ harassment will also have to be submitted by the coaches. The coaches may be changed by the bidder after informing GNIDA. The new appointment must have equivalent qualifications as pre-defined by GNIDA.
- vii. At the time of on-boarding of the bidder, the selected coaches will have to qualify through the pre-defined minimum qualification criteria of possessing a degree from either SAI/ NSNIS/ LNCPE or equivalent OR the coach should be a National/ International player.
- viii. Responsibilities of the coach/ coaching agency:
 - a. To be present at the assigned coaching areas at all times.
 - b. To make sure that essential equipment, are in place at the facility. Make sure there are no obstacles or hazards at the assigned coaching area.
 - c. To establish policies governing each action of users before, during and after each coaching session.
 - d. To ensure that users understand the use of training equipment. Make them aware of the potential accidents that may occur from use of equipment.
 - e. To establish warm-up procedures to be followed at all practices and meets
 - f. To have basic safety and rescue trainings and assist in an event of any emergency
 - g. To advertise and make the coaching services popular amongst residents of GNIDA.

1.1.2. Operate and Maintain the assigned playing area/field/court

- i. O&M Agency shall be responsible for basic operation and maintenance of the assigned facility.
- ii. O&M Agency shall clean the assigned premises regularly/all time in order to impart coaching in perfect hygienic condition.
- iii. To upkeep the complex and to maintain high hygiene standards, the agency will share a roaster of the cleaning schedule with GNIDA to empower them to conduct random inspections.
- iv. Agency shall be responsible for the upkeep of all amenities and all common public spaces in the Sports Complex such as toilets, water purifiers, parking etc. Time to time servicing of equipment like water tanks, water filters, geyser, AC, filtration plant etc. must be done by the Agency. A monthly report for the same must be submitted to GNIDA.
- v. The Applicant shall compensate the Authority for any damage or loss if found during the allotted time of coaching, in such properties with the replacement value as decided by same In any case if he fails to pay the amount, the same will be recovered from his Security Deposit.

- vi. No permanent markings or in the grounds/courts with any kind of powder/tape/other material would be permitted. No permanent construction will be allowed in any area of the facility. The Applicant shall not cause or permit to be caused any damage to the said premises. Under no circumstances, the Applicant shall make any alteration to the said premises without the prior written permission of GNIDA.

1.1.3. Ensure complete safety of users as per statutory guidelines

- i. The Applicant shall be responsible for the safety of users, during the time the facility is allotted to the Applicant, and a first aid box should be located at close proximity of the activity area where it is accessible to all. These arrangements shall be made in advance.
- ii. A team of in-house doctors, nursing staff and physiotherapist should be always available during the working hours of the Sports Complex. The fitness level of each swimmer (trainee/ guest/ member etc.) must be checked by the doctors before they enter into the pool.
- iii. The Applicant shall be responsible for the safety of users within the designated playing area/field/court, especially females, against any harassment or misconduct. Any such incident will be dealt with severity and the Authority shall be bound to take legal action against the Applicant and the responsible person.
- iv. Handle discipline situations with courtesy and fairness.
- v. Respond quickly, intelligently, decisively and in accordance with established emergency and accident management procedures applicable to sporting discipline on offer.
- vi. The Applicant shall ensure to take all necessary measures for protection against child abuse and must follow the guideline of POCSO (Protection of Children from Sexual Offences) Act, 2012.
- vii. The Applicant will not allow any form of alcohol or prohibited drug or substance by any trainee or trainer under any circumstances in the premises.
- viii. The Applicant must ensure that there is no discrimination against any trainee or trainer on the basis on caste, religion, race or sex.
- ix. The Applicant must install CCTV at all indoor and outdoor locations in the Sports Complex. The access of the feed will also be shared and set up at GNIDA. The applicant will also be responsible for the back-up of the CCTV footage for minimum of 60 days. The back up will have to be submitted to GNIDA, if asked for.
- x. The security of the Sports Complex premises for 24*7 will be the responsibility of the Applicant. Any mishappening, loss, theft or any other mishappening will be the responsibility of the applicant. Any fault in such matters may lead to legal implications to the applicant.

Timeline

#	Deliverable	Timeline (t=0) from signing of Agreement/Contract
1	Commencement of all the activities as per ToR	30 days

- i. If the Applicant is not able to comply with the scheduled timeline, the Authority may charge a penalty of INR 500 (Five hundred rupees) per day for a maximum of 30 days. Post which, the Contract/ LOA may be cancelled and all payments (EMD/Security deposit) by the Applicant, may be forfeited.
- ii. The contract shall be for a period of 5-years and it may be extended for a further period of 2 years (with 1-year increments) after reviewing the performance of the Applicant. Evaluation of performance will be based on overall performance of the agency/ coaches. Some of the factors maybe-
 1. Performance of the students at national/ international level.
 2. No. of students at the academy during each month of the tenure (adherence to the projection proposal)
 2. Certifications and Awards received during the tenure.
 3. Operation & Maintenance of the premises.

Company Profiling

The EOI proposal submitted by the participants clearing the following criteria will be eligible for evaluation (only eligible participants will be called for presentation) along with duly filled Forms attached along with this EOI document:

S. No.	Criteria	Documents to be submitted
1	The Bidder should be a Company registered under the Companies Act or Partnership firm registered under the Partnership Act of 1932 or registered (converted to) under the Indian Limited Liability Partnership Act, 2008 or a Proprietorship	Registration certificate in case of a Private Limited or a Limited Liability Partnership
2	Have minimum annual turnover of INR 50 Cr in each of the previous three consecutive Financial Years . (I.e., 2019-2020; 2020-2021; 2021-2022)	Audited Financial statements – Balance Sheets, Profit and Loss Accounts, Annual Reports, CA certificate – CA UDIA number on all reports is mandatory
3	Bidder should furnish solvency certificate of at least INR 05 Cr from a bank in India (authorize to do so). Note: Should not be more than 6 months old from the last date of Bid submission.	Solvency Certificate from a Nationalized or Scheduled Bank
4	The bidder should have in the last 7 years completed similar projects for Operation and management Sports Centre/ stadiums with an experience in conducting coaching (may be in consortium) for a minimum of 04 (four) different sports.	As per format
5	The Application should not have been barred by the Central Government, any State Government, a statutory authority or a public-sector undertaking, as the case may be, from participating in any project, and the bar subsists as on the date of the Proposal Submission.	Self-declaration
6	The Bidder should have Income tax, PAN, GST Registration, any other competency certificate (if any) proving Institutional (Offices) nature of the organization and nature of activities (Offices) to be carried out.	Respective certificates

Note: This company profiling will also be the criteria for selection of the Agency, later on, when the RFP will be floated.

Presentation of Interest:

Interested participants are kindly requested to submit their presentations in PDF format to the provided email address. The presentation should talk about the following aspects.

- 1. Introduction:**
 - Briefly introduce your organization and its background in sports management and facility operation.
 - Highlight your enthusiasm for the opportunity to operate and maintain the SVSP Sports Complex and contribute to the growth of sports in Greater Noida.
- 2. Understanding of Scope:**
 - Demonstrate a comprehensive understanding of the scope of work outlined in the EOI document.
 - Clearly explain how you interpret the responsibilities and tasks associated with operating and maintaining the sports complex.

3. Proposed Approach:

- Present a detailed plan on how you will efficiently manage all aspects of the sports complex's operation and maintenance.
- Outline your strategies for optimizing resource utilization, enhancing user experience, and ensuring the complex's long-term sustainability.

4. Coaching Plan:

- Provide a breakdown of the sport disciplines you intend to offer coaching in, catering to different skill levels.
- Describe your coaching methodologies, including techniques to nurture beginner talents, refine advanced skills, and foster a culture of continuous improvement.

5. Safety Measures:

- Detail your comprehensive safety protocols, including emergency response plans and medical assistance procedures.
- Emphasize your commitment to creating a secure environment for users, focusing on injury prevention, and addressing safety concerns promptly.

6. Team Qualifications:

- Present the qualifications and expertise of your coaching team, highlighting their certifications, coaching licenses, and relevant accomplishments.
- Discuss your coaching team's collective experience in coaching diverse skill levels and producing successful athletes.

7. Facility Operation and Maintenance:

- Explain how you will ensure the proper upkeep and cleanliness of the assigned playing areas and facilities.
- Describe your preventive maintenance strategies to minimize disruptions and maintain a high-quality environment for users.

8. Child Safety and Legal Compliance:

- Outline your strict adherence to the guidelines of the POCSO Act to ensure the safety and protection of children using the complex.
- Describe your reporting mechanisms and proactive measures to prevent any incidents of child abuse or misconduct.

9. Innovation and Differentiation:

- Highlight any technological advancements or innovative approaches you plan to implement to enhance the user experience.
- Illustrate how your unique strategies will set your operation and maintenance approach apart from other bidders, fostering user loyalty and engagement.

10. Suggestions

- Highlight any suggestions to be included/ changed in the conditions of the RFP (for example for the financial requirements, or any other requirements.)
- Demonstrate ideas on how the Sports Complex can become a Centre for Sports Excellence.

Formats for Submission

EOI Submission Form

(On the letterhead of applicant)

To,
The Secretary,
Management Committee,
Shaheed Vijay Singh Pathik Sports Complex,
Recreational Green-1, Behind City Park,
Sector-20, Greater Noida
Telephone: 0120-2336015.

Dear Sir,

We, the undersigned, offer to submit our Expression of Interest for Operation and Maintenance of Sports Excellence Centre at Shaheed Vijay Singh Pathik (SVSP) Sports Complex, Greater Noida. We are hereby submitting our Proposal, which includes our documents as requested.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

We understand you are not bound to accept any Proposal you receive and this EOI is not liable for any award.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Organisation:

Address: _____

Email ID: _____

Contact Number: _____

DETAILS OF BIDDER

[Please capture all relevant information]

Details of the contact person

Name:

Designation:

Telephonic Number:

Email:

Address:

Details of the firm by Bidder:

Name of the Firm:	
Date of registration of the Firm:	Country:
Address:	
GST No. <i>(Copy of Certificate)</i>	PAN No. <i>(Copy of Certificate)</i>
<i>Copy of certificate of Company registered in India under the Companies Act 1956/ 2013</i>	

On Behalf of (Name of the Bidder)

Signature of the Authorized Person

Name:

Designation

FINANCIAL INFORMATION

Please provide financial details for the last three (3) financial years along with necessary supporting documents in the following format.

Financial Year	Annual Turnover (INR)
2019 – 2020	
2020 – 2021	
2021 – 2022	
2022 – 2023 (if available)	
<i>Total</i>	<i>Average Annual Turnover</i>

Note: Copy of the balance sheet and ITR duly certified, shall be attached as proofs.

On Behalf of (Name of the Bidder)

Signature of the Authorized Person

Name:

Designation

DETAILS OF RELEVANTS WORKS COMPLETED IN LAST 7 YEARS

Assignment name:	
Country: Location within country:	Duration of assignment (months):
Name of Client:	Total No of man-months of the assignment:
Project Value (INR)	Amount of consulting fee received by your firm (INR)
Start date (month/year):	Completion date (month/year):
Name of associated Bidders, if any:	No. of professional man-months provided by associated Bidders:
Narrative description of Project	
Description of actual services provided by your staff within the assignment:	
Firm's Name:	

DECLARATION

Declaration for not being barred by the Central Government, any State Government, a statutory authority or a public sector undertaking, as the case may be, from participating in any project, and the bar subsists as on the as on the date of the Proposal Submission.

Declaration Letter for “<insert name of the RFP>”

(To be printed on Letter Head)

Sir/Madam,

This is to notify you that our Company / LLP / Partnership / Society / Proprietorship <Please delete whichever is not applicable> intends to submit a proposal in response to <insert name of the RFP>, we also declare that our Company / LLP / Partnership / Society / Proprietorship <Please delete whichever is not applicable> has not been blacklisted by any Central / State Government Department / Public Sector undertaking, as the case may be, from participating in any project, and the bar subsists as on the as on the date of the Proposal Submission.

Sincerely,

(Signature of the Authorized Person)

Name:

Designation:

Annexure A:

A. Slabs for Coaching Charges

S.No.	Discipline	Course	Slab Amount (per Month)	Duration
1.	Badminton	Beginner	₹ 2,500 - 4000	One hour a day
		Intermediate	₹ 3,000 - 6000	Two hours a day
2.	Lawn Tennis	Beginner	₹ 1,500 - 3000	One hour a day
		Intermediate	₹ 4,000 - 6000	Two hours a day
3.	Volleyball	Beginner	₹ 1,000 - 3000	One hour a day
		Intermediate	₹ 2,500 - 4500	Two hours a day
4.	Skating	Beginner	₹ 1,000 - 2500	One hour a day
		Intermediate	₹ 2,500 - 3500	Two hours a day
5.	Football	Beginner	₹ 1,500 - 3000	One hour a day
		Intermediate	₹ 2,500 - 4500	Two hours a day
6.	Basketball	Beginner	₹ 2,000 - 3500	One hour a day
		Intermediate	₹ 3,000 - 4500	Two hours a day
7.	Cricket	Beginner	₹ 2,000 - 3500	One hour a day
		Intermediate	₹ 3,000 - 4500	Two hours a day
8.	Shooting	Beginner	₹ 2,500 - 4000	One hour a day
		Intermediate	₹ 3,500 - 5500	Two hours a day
9.	Swimming	Beginner	₹ 3,500 - 5000	One hour a day
		Intermediate	₹ 5,500 - 7500	Two hours a day
10.	Squash	Beginner	₹ 1,500 - 3000	One hour a day
		Intermediate	₹ 2,500 - 4500	Two hours a day
11.	Gymnasium	Membership	₹ 3,500 - 4500	Per month
		Visiting/ Guest	₹ 300 - 600	Per day

Note-

- The coaching charges shall be within the slabs mentioned in the above table.
- 5% escalation on the base rate of the coaching charges may be levied for each year.
- Coaching charges for any additional sport, other than the ones mentioned in the above table, must be first approved by GNIDA first.
- The charges for each sport must clearly be displayed on the notice board of the Sports Complex.
- Apart from this, 25% slots of the total capacity to be given priority to members or pay and play guests, for reservation. In case any of these 25% slots are not filled, then the agency may fill up the slots by the trainees. This is not applicable for badminton. The bidder can use all 06 courts for coaching purpose.**
- All other or additional facilities or equipment will be the responsibility of the bidder.
- It is advised for the applicant to visit the facility once to get an overall idea of the available infrastructure.

B. Facilities to be provided by Sports Complex

Facilities to be provided by Sports Complex		
S.No.	Discipline	Details of the facilities provided by Sports Complex for coaching purpose
1.	Badminton	06 Courts (2 wooden + 4 synthetic) Lights
2.	Tennis	Marked Synthetic courts with Poles & Nets Flood lights

3.	Basketball	Marked Synthetic courts with Poles & Nets Flood lights
4.	Volleyball	Marked Synthetic courts with Poles & Nets Flood lights
5.	Skating	Marked skating Rink (Size 40mtrs X 20mtrs) Flood lights
6.	Football	Maintained Football Pitch with Poles & Nets Store Room in Athletic Pavilion
7.	Indoor Hall	Air-conditioned Indoor Hall; Area Approx. 4800 sq. ft. with adequate lighting No training equipment available Store Room (12 feet X 10 feet)
8.	Cricket	Maintained Cricket Practice wickets with Poles & Nets Store Room in Athletic Pavilion
9.	Shooting	7 lanes Indoor Lights
10	Swimming Pool	2 pools – 1. Olympic size - 50*25 m 2. Warm up pool - 25*12 m Lights
11	Squash	2 courts Lights
12	Gymnasium	Basic equipment Lights

Note: All other or additional facilities or equipment will be the responsibility of the bidder.
It is advised for the applicant to visit the facility once to get an overall feel of the infrastructure.

Annexure B:

1. Obligations of the Agency

- i. The Monthly Fixed Fee and the sun-lease rent will also be increased by 5% on the base monthly rent, respectively, at the start of every financial year during the total period of the Contract including the extended period, if any.
- ii. Any incident of misbehaviour or misconduct from the deployed workforce of the Agency towards the public shall be liable for punishment as decided by the Authority. In case of repetition of similar fault, the Authority may decide to terminate the contract, forfeit the Security deposit and blacklist the Agency.
- iii. The Agency shall compensate the Authority for any damage or loss if occurred during the allotted time, in such properties with the replacement value as decided by same. In any case if he fails to pay the amount, the same will be recovered from his security deposit/ Bank Guarantee. Videography/ photographic evidence can be used for the clarifications.
- iv. No personnel shall be employed by the Agency whose age is below 18 years.
- v. The Agency shall be responsible for maintaining and enforcing all rules and regulation applicable to the discipline.
- vi. The Agency shall follow all the rules and regulation laid by the government, including but not limited to hiring of staff, deployment of equipment, security and safety.
- vii. Only valid trainees, who have paid for a particular sport, will be allowed to enter the playing area/field of that particular sport. In case any unauthorized person is found without a valid admit card/ evidence of payment, at any instance, the Coach/Agency will be penalized with a fee of Rs. 1000 per person per day, for up to 3 incidents. Post this the Authority may decide to terminate the contract, forfeit the Security deposit and blacklist the Agency.
- viii. The Agency shall ensure to take all necessary measures for protection against child abuse and must follow the guideline of POCSO Act.
- ix. The Agency will not allow any prohibited drug or substance by any trainee or trainer under any circumstances.
- x. The Agency must ensure that there is no discrimination against any trainee or trainer on the basis on caste, religion, race or sex.
- xi. For any additional small or large equipment installed by the agency, all the expenditures will be borne by them, for e.g.- split ac, water-cooler, light fixture, modern machinery, air purifiers, TV, storage, lockers, flooring etc. **GNIDA will provide the facility at As-Is-Where-Is basis only.** (refer to Annexures)
- xii. In case of any mishappening/ tribulation/ hardship/ calamity at the facility, pertaining to any reason, the Coach/ Agency will be SOLELY responsible. GNIDA or Shaheed Vijay Singh Pathik (SVSP) Sports Complex will not be responsible for any such mishappening/ tribulation/ hardship/ calamity, whatsoever.
- xiii. There Applicant/ Agency MUST ensure availability of medical first-aid kit in the facility. The kit must have all the essential items including, but not limiting to, medicines, band-aids, ointments, oximeter, pulse-meter, thermometer etc.
- xiv. A team of in-house doctors, nursing staff and physiotherapist should be always available during the working hours of the Sports Complex.
- xv. The Applicant must install CCTV at all indoor and outdoor locations in the Sports Complex. The access of the feed will also be shared and set up at GNIDA. The applicant will also be

responsible for the back-up of the CCTV footage for minimum of 60 days. The back up will have to be submitted to GNIDA, if asked for.

- xvi. The security of the Sports Complex premises for 24*7 will be the responsibility of the Applicant. Any mishappening, loss, theft or any other mishappening will be the responsibility of the applicant. Any fault in such matters may lead to legal implications to the applicant.
- xvii. Agency shall be responsible for the upkeep of all amenities and all common public spaces in the Sports Complex such as toilets, water purifiers, parking etc. Time to time servicing of equipment like water tanks, water filters, geyser, AC, filtration plant etc. must be done by the Agency. A monthly report for the same must be submitted to GNIDA.
- xviii. No permanent markings or in the grounds/courts with any kind of powder/tape/other material would be permitted. No permanent construction will be allowed in any area of the facility. The Applicant shall not cause or permit to be caused any damage to the said premises. Under no circumstances, the Applicant shall make any alteration to the said premises without the prior written permission of GNIDA.
- xix. The Agency shall pay the electricity/ water charges pertaining to all facilities/ area.
- xx. A monthly and quarterly report, as per the set format by GNIDA that will be shared at the time of signing of contract, to be submitted to Authority.

2. Obligations for Restaurant

1. Food Quality:

- i. Must follow all guidelines of FSSAI.
- ii. Accuracy: 100% accuracy in preparing dishes according to the customer's order.
- iii. Freshness: Ensure that all ingredients used are fresh and of high quality.
- iv. Taste and Presentation: All dishes must meet established taste and presentation standards.

2. Service Time:

- i. Order Fulfilment: 90% of orders should be prepared and served within the stipulated time frame.
- ii. Wait Time: The average wait time for a table should not exceed [X] minutes during peak hours.

3. Cleanliness and Hygiene:

- i. Dining Area: Dining area should be clean and tidy at all times, with tables cleared promptly after guests leave.
- ii. Kitchen: Maintain a clean and organized kitchen environment, complying with health and safety regulations.

4. Customer Service:

- i. Staff Training: All staff members should undergo customer service training and exhibit professionalism in interactions with customers.
- ii. Complaint Resolution: Address and resolve customer complaints within [X] minutes, ensuring customer satisfaction.

5. Menu Availability:

- i. Menu Items: 100% of menu items should be available during operating hours, barring unforeseen circumstances.

6. Allergen Management:

- i. Allergen Information: Provide accurate allergen information for each dish on the menu.

- ii. Cross-Contamination: Take appropriate measures to prevent cross-contamination of allergens.

7. Special Requests:

- i. Accommodation: Accommodate special dietary requests or modifications to the best of our ability.
- ii. Allergen-Free Options: Offer a selection of allergen-free dishes for customers with dietary restrictions.

8. Ambiance:

- i. Lighting and Sound: Ensure appropriate lighting and background noise levels for a comfortable dining experience.
- ii. Décor: Maintain a pleasant and inviting atmosphere in the dining area.

9. Feedback and Improvement:

- i. Feedback Collection: Actively seek feedback from customers through surveys, comment cards, or other means.
- ii. Continuous Improvement: Use customer feedback to identify areas for improvement and implement necessary changes.

10. Compliance with Regulations:

- i. Licensing and Permits: Ensure all necessary licenses and permits are up-to-date and displayed prominently.
- ii. Health and Safety: Adhere to all local health and safety regulations.

3. Obligations for Swimming Pool

I. Task I: Operate and maintain the Swimming Pool

A. Pool timings

- i. The Applicant shall be responsible for operating the swimming pool from 5am to 9pm, 6 days of the week (applicable as per the prevailing guidelines). As per the current approved timing by the GNIDA, (may change in the future), One day per week shall be allocated for pool cleaning & maintenance.
- ii. The Applicant shall maintain the attendance log of all the users.
- iii. Health check ups by in-house doctors MUST be conducted for each user before using the swimming pools.
- i. A logbook for the health check-up along with the attendance shall be maintained on day-to-day basis. Monthly report to be submitted to GNIDA. In case of non-submission, GNIDA shall issue a warning along with a show cause notice. After 2 warnings GNIDA shall be bound to terminate the contract and forfeit the Security Deposit deposited by the Applicant.

B. Pool cleaning and maintenance

The Applicant shall be responsible for all the activities required for the cleaning and maintenance of the pool but not limited to the following:

- ii. Maintain a daily logbook with records of chemicals used, water tests, cleaning and maintenance activities which may be inspected by GNIDA.
- iii. The Applicant shall mandatorily submit the daily log book report every 30 days to GNIDA.
- iv. In case of non-submission, GNIDA shall issue a warning along with a show cause notice. After 2 warnings GNIDA shall be bound to terminate the contract and forfeit the Security Deposit deposited by the Applicant.

- v. All the floating dirt shall be removed from both the swimming pools and surrounding areas on a daily basis and on whenever required basis.
- vi. Brushing of the pool walls and floor as required for eliminating algae and other foreign substances every week and on whenever required basis.
- vii. The changing rooms, visitors' gallery, office rooms and their toilets/ bathrooms/ sanitary units, filtration plants, pumping stations etc. are required to be kept clean and in hygienic condition all times with proper and sufficient use of sanitary materials like phenyl, naphthalene, citronella, room freshener etc.
- viii. Suction sweeper bottom cleaner shall be operated regularly to remove settled dirt from pool floor for maintaining cleanliness and hygienic condition in swimming pool on a weekly basis.
- ix. Water levels in pool shall be checked regularly & balancing tank, filtration plant shall be operated at proper working pressure daily and on whenever required basis.
- x. Backwashing of the filters shall be done as per the requirements and on whenever required basis.
- xi. Water samples in the presence of representatives of GNIDA should be taken and tested regularly, checking residual chlorine and pH parameter. Chlorination treatment with other chemical dosing treatment shall be administrated as per water parameters.
- xii. Pool scum/ overflow channels and balancing tank shall be cleaned as per requirement and record of such cleaning are to be maintained in the log book at least once a month or whenever asked for.
- xiii. The record of day to day operation and maintenance with availability of Chlorine and other chemicals shall be recorded in the log book so as to maintain proper stock of material. The log book shall be submitted to GNIDA on monthly basis.
- xiv. The O&M shall be inclusive of all maintenance of filtration plant related machineries as follows:
 - i. Comprehensive maintenance of filtration plant's pumps & Electric motors
 - ii. Chlorination plants with all necessary equipment
 - iii. Main Electric panel board
 - iv. Suction sweeper machine(s) with all necessary equipment
 - v. All valves of Filtration Plants & foot valves
 - vi. All sizes of PVC pipes or other pipes of filtration plants
 - vii. Any damage/ failure occurring due to the operational negligence shall be the sole responsibilities of the Applicant.
 - viii. Repair/ replacement of damaged components/ parts
- xv. The Applicant shall clean the premises and surrounding area regularly/all time in order to keep swimming pool in perfect hygienic condition.

C. Water Quality Standards

The Applicant shall be responsible for maintaining the water quality as per the standards.

- i. Free chlorine residuals, pH value, alkalinity etc. shall be continuously maintained within the following ranges:

Free Residual Disinfectant	Minimum	Maximum
Chlorine	0.2 mg/l	0.5 mg/l
pH	7.5	8.5
Total Alkalinity	50 mg/l	500 mg/l
Turbidity	—	10 Nephelometric Turbidity Unit
Odour / Taste	Odourless/ Palatable	

Source: Indian Standard Quality tolerances for Water for Swimming Pools IS 3328:1993

- ii. The Applicant shall get the water quality of the swimming pool checked by a reputed lab at its own cost and submit the report to the GNIDA every 15 days from the starting of the Contract or when asked by the GNIDA. Samples shall be collected in presence of representatives from GNIDA.
- iii. In case of non-submission of the water quality report, the Applicant shall be fined up to 5% of the Monthly Rent or as decide by the GNIDA.
- iv. In case of non-submission of the report, GNIDA shall issue a warning along with a show cause notice. After 2 warnings, GNIDA shall be bound to terminate the contract and forfeit the Security Deposit deposited by the Applicant.
- v. The Applicant shall be liable for a random water quality check by a 3rd party as appointed by GNIDA.

II. **Task II: Provide coaching facilities**

- i. The Applicant shall be responsible for providing coaching facilities pertaining to swimming to the users of the sports complex.
- ii. The Applicant shall provide coaching facilities for both basic and competitive levels of swimming.
- iii. The Applicant shall maintain, for coaching purposes, an attendance log. To avoid conflict 25% of the slots (01-lane in each swimming pool) must be kept reserved for th members or guests of the Sports Complex..
- iv. It shall be mandatory for the Applicant to maintain ethical code, professional conduct and impart the same in the users by training and teamwork.
- v. The Applicant shall be responsible for the safety of users, especially females, against any harassment or misconduct. Any such incident will be dealt with severity by GNIDA and will be bound to take legal action against the Applicant and the responsible person/staff.
- vi. Responsibilities of the coaches;
 - i. To be present on deck before any swimmer enters the pool without fail on any instance.
 - ii. To remain on deck until all swimmers leave the pool deck. After all of the swimmers are out of the water, check the swimming area and then secure the area ensuring that nobody remains inside. The coach may assign this responsibility to one of the lifeguards, as per his convenience.
 - iii. To make sure that basic equipment, such as backstroke flags or starting blocks are in place at the facility. Make sure there are no obstacles or hazards present on the deck
 - iv. To establish team policies governing each swimmer's actions before, during and after each training session
 - v. To ensure that athletes are supervised or safely exiting the facility within a reasonable amount of time after the conclusion of the swim practice
 - vi. To ensure that swimmers understand the use of training equipment. Make them aware of the potential accidents that may occur from use of equipment, such as hand paddles, rubber tubing and kickboards etc.
 - vii. To establish warm-up procedures to be followed at all practices and meets (eg. No swimmer enters the pools with taking shower).
 - viii. To conduct medical check-ups by in-house doctors for all users, everyday before using the pool.
 - ix. To have basic life safety and rescue trainings and assist the lifeguards in event of any emergency as a team.

III. **Task III: Provide safety and lifeguard facilities**

- a. The Applicant shall be responsible to deploy at least two (2) lifeguards to maintain safety in and around the swimming pools during each session.

- b. The Applicant shall maintain safety equipment pertaining to rescue but not limited to ropes, hooks, life jackets, life buoys, Oxygen cylinders, stretchers breathing aids etc. and a first aid box to be located at close proximity from the swimming pool accessible to all.
- c. The lifeguards shall impart basic rescue training to all the users and organize safety drill at regular intervals in order to prevent, recognize, respond to aquatic emergencies and provide care for breathing, cardiac emergencies, injuries, sudden illness etc.
- d. Primary responsibilities of a Lifeguards:
 - i. Be present on the deck along with trainers at all times when users are in the pool
 - ii. Identify potential accident hazards
 - iii. Be alert, frequent patrol, identify risks and prevent accidents
 - iv. Enforce all pool rules in a consistent manner
 - v. Handle discipline situations with courtesy and fairness
 - vi. Respond quickly, intelligently, decisively and in accordance with established emergency and accident management procedures
 - vii. Administer first aid and CPR (Cardiopulmonary resuscitation) as and when required

IV. **Task IV: Develop new water sport disciplines**

- i. The Applicant may develop new water sport activities which can be carried out in a swimming pool according to the best understanding of the professional coaches.
- ii. The Applicant shall create awareness regarding these sports and take a feedback from the users.
- iii. The Applicant shall take all the required NOCs, permissions or licenses, if applicable, for providing coaching for these water sports with concurrence/ approval of the GNIDA.
- iv. The Applicant shall procure all the equipment required for these new sports like snorkels, swim fins, goggles etc. at its own cost and may charge nominal rent from the users.
- v. The Applicant shall maintain a separate log for the users taking these trainings as they may be given further training for sporting events and games at various levels.

2. Special Conditions of Contract

1. Attendance and biometric

- i. Daily Biometric attendance of the coaches/sub-coaches/trainers is mandatory, the machine for this purpose will be provided by the Agency. In case of default, there may will be a penalty for **Rs.1000 per day** imposed on the Agency, for up to 7 days, post which the contract may be terminated and the security deposit and advance rent may be forfeited. The agency may also be blacklisted.
- ii. If the coach whose name is approved, is not present (*minimum 50% days of coaching days*) then a penalty of **INR 2000 per day** imposed on the Agency, for up to 7 days, post which the contract may be terminated and the security deposit and advance rent may be forfeited. The agency may also be blacklisted.

2. Concessional coaching rates

- i. Concessional coaching rates for members will be 25% lesser than the rates paid by non-members.
- ii. Free coaching would be provided by the coaches/agencies to minimum 10% of the trainees from economical weaker sections (*EWS as certified by the competent district authorities*) who have potential in the sport.
- iii. The Agency will have to provide concessions/ rebates for star players, budding players or top 20 players at state or national level.

3. Conducting sporting events in the playing area/field/court

- i. In addition to regular coaching, special coaching camps, especially during summer vacations for students can also be organized.
- ii. Tournaments or sporting events can be organised. A revenue in the ratio of 80:20 on the per day charges as charged to the third party/ tournament organizer must be shared by GNIDA, where 20% will be the share of GNIDA.
- iii. Prior permission of conducting any such events must be taken from GNIDA.

4. Signage and Advertisements in the playing area/field/court

- i. No advertising sign boards or promotional advertisements through any third party etc. shall be put up by the Coach/Agency in the premises.
- ii. Directional and Informational signages regarding the sports can be placed by the Coach/Agency.
- iii. Publicity and sponsorship of alcohol and tobacco products or any prohibited substances is not allowed in the stadium/court.
- iv. Advertisement for self-promotion is allowed in the premises of the court/playing area/field with prior permission of the Authority.

5. Sporting equipment

- i. The Coach/Agency shall arrange all the necessary equipment for effective coaching. Space in the SVSP Sports Complex shall be allowed to be used by the Coach/Agency for storing sports equipment, gear etc. However, this would be provided at the discretion of GNIDA, if such storage space is available.
- ii. The responsibilities of watch and ward shall rest with the Agency.
- iii. Any upgradation in the facility or sporting equipment will be allowed as per industry standards, safety standards and ISO standards. All cost is to be borne by the Coach/ Agency/ Academy.
- iv. In case of any accident/ mishappening/ tribulation/ hardship/ calamity at the facility during the time allocated to the coach/ agency, pertaining to any equipment or other facility, the Applicant/ Agency will be SOLELY responsible. GNIDA or Shaheed Vijay Singh Pathik (SVSP) Sports Complex will not be responsible for any such accident/ mishappening/ tribulation/ hardship/ calamity, whatsoever.

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