

		<b>Project: e-Tender for Integrated Facility Management Services at Indian Bank, Corporate Office building at Royapettah, Chennai-600014.</b>	
e-Tender Ref. No.: CO:EST:SV:HK-01:2022-2023 Date: 25.04.2022			
TENDER DATE	22.04.2022	LAST DATE OF TENDER SUBMISSION	17.05.2022
PRE-BID MEETING DATE	04.05.2022	PRE-BID CLARIFICATION DATE	04.05.2022

Sl. No.	Description	Bidder Query	As per Tender (Technical Bid)			Bank's Reply
			Page	Clause	Description	
01	Security deposit	Please confirm whether the security deposit shall be submitted as bank guarantee.	6	8	A security deposit (refundable) can be remitted through NEFT/RTGS for an amount equivalent to 10% of the annual value of the contract (Or) Rs.16.00 Lakh, whichever is higher to our account.	Security amount shall be deposited only by the successful bidder in the form of DD or Bank Guarantee. The clause is amended as below: Pg no. 6 , Clause no. 8: "A security deposit can be made in form of a crossed Demand Draft payable at Chennai and drawn in favour of Indian Bank, Chennai or Bank Guarantee for an amount equivalent to 10% of the annual value of the contract (Or) Rs.16.00 Lakh, whichever is higher."



## Annexure-1

Sl. No.	Description	Bidder Query	As per Tender (Technical Bid)			Bank's Reply
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02	Minimum wages revision reimbursement and Cost enhancement	Please confirm whether Indian bank will reimburse the differential cost when there is a change in minimum wages quoted on submission of GOI.	7	12	The Tenderer shall be bound to perform the work during the contract period at the rates and amounts quoted.	The Contract period is for 1 year. However, based on satisfactory performance of the contractor, the contract period may be renewed/ extended for another one year with all terms & conditions being same. In case, there is an increase in minimum wages (basic pay), the same shall be reimbursed by Bank on production of valid Government order on this matter. Hence, bidders are advised to quote the amount accordingly for the 1 <sup>st</sup> year.
		If incase of any contract period extension after one year, will the cost be revised by the client. Please confirm	8	28	The duration of the contract shall be one year and no enhancement over and above the quoted rate shall be allowed on any account during the contract period. Bank also reserves the right to terminate the contract and go for fresh e-tender during the currency of contract.	
		The period of Contract is given as 1 year, whereas the huge time will be taken for organise the SOP systems, various registers to be monitored and huge investment required for Tools & Machineries considering the scope of work especially for this <b>HI-TECH Green Rated Office building</b> having 1.85 lakhs sq.ft. and this factor which will increase the cost for one year period. We request you to kindly consider to increase the period of contract Min.3 years instead of One year.	4	2	The period of contract shall be 1 year.	



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03	Income tax deduction	Please confirm the TAX deduction percentage on source (TDS %) that would be deducted	7	18	Income tax deductions will be made as per the prevailing rates from the contractor's on account bills.	At present the percentage of TDS deduction is 2%. However, the same will be deducted as per Govt. guidelines issued from time to time.
04	Retention of existing manpower	In case of award of contract, is there any requirement to retain the existing manpower / contractor can replace	9	NA	NA	This aspect is as per contractor's choice.
05	Working days, Reliever and Reliever for 7th day working	Please confirm the no. of working days in a week (6 / 7 days)	9	NA	NA	Please refer clause no. 9 & 10 pg no. 21 and clause no. 36 pg no. 24. The periodical distribution of the manpower for round the clock Service is required. The total manpower 52, is inclusive of reliever charge.
		If in case of 7 days working in a week, kindly confirm whether the prescribed manpower of 52 is inclusive of reliever or reliever cost / head count to be added	9	NA	NA	
		If incase of round the clock presence for supervisor and electricians, kindly confirm whether the prescribed manpower is inclusive of reliever or reliever cost / head count to be added.	24	36	The Supervisors and electricians should be present round the clock. Required number of log books.....	



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06	Leave with wages and Holiday wages	Please confirm the no. of eligible leave days in a month. If eligible leave is not availed, will the cost be included in the manpower cost or will be reimbursed by the client.	22	20	The Contractor shall be solely responsible and liable for all payments due to his employees including salaries, wages, over time wages, if any, statutory payments, contributions to Provident Fund and Employees State Insurance, bonus, leave wages, bonus, gratuity if payable, provision of good uniforms / ID cards / safety shoes and all other payments of whatsoever nature.	Normally the working days are 26 days. No. the quoted amount should be inclusive of all.
		Please clarify whether the client will pay the holiday wages if the manpower works on a holiday (National Festival Holiday)	22	20		
07	Workmen Compensation Policy	Please confirm whether the employees covered under ESI should also be covered under Workmen compensation policy.	23	23	The Contractor shall take "Comprehensive All Risk Policy" for the contract value and workmen compensation policy for the workers engaged in the work for this contract and shall provide certified copies of the insurance policies to the Bank.	The contractor shall take workmen compensation policy as per Govt. norm along with ESI.
		Please confirm the sum insured value to be taken per manpower.	23	23		
08	Cleaning material list	Please share the list of cleaning material, consumables and chemicals with quantity per month.	24	34-35	The Contractor undertakes to have.....during works at site.  The Contractor has to bear day-to-day..... .....Megadhylene (or any similar chemical approved by IB).	Please refer pg no. 24, clause no. 34 & 35 and pg no. 26, clause no. 57. Quantity of cleaning material shall be accessed based on Part-E: physical Data of the Premises based on their experience and quote amount accordingly.



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09	On call Carpenter & Carpentry Spares	Cost for on call carpenter and spares will be reimbursed or to be factored in the costing	24	37	The Contractor has to make available the services of the carpenters for all maintenance works but not limited to periodic checking of all the cupboards, almirah for any faults / loose connections / handles etc., as required to keep the carpentry works in usable conditions.	The carpenter should be available physically in the premises as per schedule of man power. The spares will be supplied by the bank.  Any specialized carpentry work will be treated separately.
10	Garbage disposal	Please confirm whether the garbage disposal need to be done within the premises or outside the premises	24	38	The Contractor has to make proper arrangements.....no additional cost will be paid for disposing of wastes out of the premises Compound.	Please refer clause no. 38 pg no. 24. The work to be carried out as per Corporation norms announced from time to time. No separate cost will be reimbursed by Bank.
		In case of disposal outside the premises please share the distance between the work place and the dump yard along with the details on current practice and the cost charged	24	38		
		Please confirm whether the cost will be reimbursed by the client	24	38		
11	Garbage covers	Please share the quantity required per month.	27	38	NA	Approximately on average up-to 100 KG per month.



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12	Equipment list and Tools & Tackles	Please share the list of equipments with quantity.	25	40	Machines/equipments brought by the contractor should always be in working conditions. Calibration certificates if any / applicable to be renewed frequently as per norms and shall be maintained / given to the bank when demanded.	All necessary Tools and Tackles will be supplied by the contractor and it should be calibrated to the latest standards. Tools and Tackles will be General cleaning equipments required for Housekeeping, carpentry, electrical, AC maintenance work etc as per the scope of work.
		Please share the list of tools and tackles required with quantity.	27	3	Supply of Cleaning Equipment, Tools etc: The Successful Tenderer shall arrange all tools and tackles for cleaning, sweeping, wiping, scrubbing, polishing and washing in and around the area.	
13	Character & Police Verification	Please confirm whether the charges applicable for Character & police verification process will be reimbursed by Indian bank.	25 21	46 9	The Tenderer must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract. The successful Tenderer shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. In order to maintain quality services and minimize operational problems.	No, it is in Contractor's scope.



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14	Glass façade	Please clarify on the equipment required or cleaning methodology to cover beyond reachable height area.	27	a	<b>Cleaning the internal surface of the glass façade in Corporate Office (all floors).</b>	Spiderman cleaning methodology shall be used to clean the façade area beyond reachable height.
	External glass façade cleaning	Please clarify on the equipment required or cleaning methodology to cover beyond reachable height area.	29	e	Mechanized / Semi-mechanized cleaning the external glass façade with approved quality materials as suggested by Bank (4 - 6 times in a year maximum) with complete safety regulation.	
15	Executive room Chair towel & curtain and Board room chair towel	Please share the quantity and frequency of washing per month	29	f	In Executive rooms, laundered towels to be provided twice a week (Sunday and Thursday) or earlier. Whenever any occupant vacates a room, rooms should be kept ready for occupation quickly.	Please refer clause no. d: Jobs to be carried out monthly basis. (pg no.28) of Part-B: Frequency of housekeeping Jobs. (Quantity will be approx 85 nos. and generally cleaning frequency will be twice a week). It may be increased based on need.
		Please share the quantity and frequency of washing per month	29	d	Board room chairs towels should be laundered, pressed and placed in position before the meeting day, which will be informed by the Bank in advance.	Please refer clause no. d: Jobs to be carried out monthly basis (pg no.28-29) of Part-B: Frequency of housekeeping Jobs. (Quantity will be approx 70 nos). It may increase based on needs.
16	Pest control	Please specify the area to be covered	29	e	Pest control treatment is to be done by the Contractor every quarter in the entire IB complex.	Please refer clause no. f: Others on pg no.29 of Part-B: Frequency of housekeeping Jobs. (Area will be approx 1.85 Lakh Sq Ft.)



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17	Diesel for DG	Cost for diesel will be reimbursed or to be factored in the costing	32	7	To carry out operation and general maintenance and cleaning of 2 nos. 750 KVA DG set and routine maintenance as per manufacturers' specifications and to make available diesel for emergency operation of Genset.	Cost of Diesel & transportation cost will be borne by the Bank. However, the coordination, transportation arrangements etc. shall be made by Bidder. The bidder shall make sure that sufficient fuel availability is there for emergency requirements.
18	Roads / pathway	Please specify the area to be covered	2	7	Price Bid clause No. 7, Pg no.2.	The area of Road/pathway will be approx 55,000 to 60,000 sq ft. for more details please refer Part-E: Physical data of Premises on pg no. 34-35.
19	AMC Vendors	Arrangement of AMC Vendors by the IFMS Contractor for HT, LT Panels, SDP, ACB, VCB Harmonic filters etc... .and Page 31- Clause 2 (k) Roof Top Solar Panel maintenance. For this works Fixing the AMC vendor is IFMS Contractor choice? or any short listed vendors from Indian Bank to be taken Kindly clarify .	23	32	Annual Maintenance contract towards maintenance Electrical plant & machinery viz., Transformers/All HT Panels/LT Panels/sub-distribution panels / VCBs /ACBs /Battery Charges along with batteries / Inverters / Relays / Harmonic Filters etc., will be under Contractor's scope. However material cost will be borne by the Bank with prior approval. Contractor should arrange for AMC vendors for regular preventive maintenances of Electrical system and prior approval to be taken from bank in this regards.	Contractor may shortlist any AMC vendor experienced in handling these specific works and get prior approval from bank in this regard before award/ commence the work. Proper records to be maintained for the spares and works done as a part of ISO requirement.





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20		"Extraction of dust and debris from Air conditional systems in all floors etc.." and Is it to be done through any specific shortlisted AMC vendors and is it to be done Manually or Robotic clean method kindly Clarify this.	29	e	Extraction of dust / debris from Air-Conditioning system ducts in all floors / wings of the building once in a year.	The purpose is to clean the dust, debris from Air conditional systems in all floors etc. to give purified air inside the office. The contractor may opt with any method to meet our requirement.
21		"Connecting Audio Video equipment etc". Technically qualified and trained person is required to do this job. Where as in Page no 9, Min. requirement of Manpower list this category is not given.	33	30	Connecting the Audio Video equipment as required for all gatherings / meetings as directed by Officer In-charge / Office Manager.	Connecting the Audio Video equipment as required will be done by Bank's IT team/vendors. The IFMS staff for arrange/assist to the IT Person in making arrangements including lifting, placing, rearranging the furnitures etc. to conduct the meet.



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22	PRE-QUALIFICATION CRITERIA	PRE-QUALIFICATION CRITERIA/ DOCUMENTS	9	A	<p>1) Work Experience during the last 07 years ending 31.12.2021 in carrying out similar works and who fulfill the following pre-qualification criteria.</p> <p>a) Three similar* completed works each costing not less than Rs.64.00 Lakh each per annum, each year</p> <p>(OR)</p> <p>b) Two similar* completed works each costing not less than Rs.80.00 Lakh each per annum, each year</p> <p>(OR)</p> <p>c) One similar* completed work costing not less than Rs.128.00 Lakh each per annum, each year</p>	<p>Shall be read as:</p> <p>1. Work Experience during the last 07 years ending 31.12.2021 in carrying out similar works and who fulfill the following pre-qualification criteria.</p> <p>a) Three similar* completed works each costing not less than Rs.64.00 Lakh each per annum,</p> <p>(OR)</p> <p>b) Two similar* completed works each costing not less than Rs.80.00 Lakh each per annum,</p> <p>(OR)</p> <p>c) One similar* completed work costing not less than Rs.128.00 Lakh each per annum.</p> <p>The remaining clause will remain same.</p>

\*Similar completed work shall mean carrying out Integrated Facility Management work (excluding Service Tax/GST), includes housekeeping and maintenance of buildings, plumbing, sanitary and electrical maintenance including substation maintenance, air conditioning work maintenance including AC plant operation, carpentry works etc. in single contract.

**Bidders Please Note:**

- 1) NSIC/MSME Bidders are exempted from submission of EMD Subject to submission of valid certificate on NSIC / MSME registration along with the tender document. However, the Bidder (L1) has to be submit the Security Deposit & Performance Guarantee in the form of Bank Guarantee as per tender terms.
- 2) Bidders are requested to download this Pre Bid Query document and upload the same duly signed/sealed on each page.
- 3) Bidders are requested not to wait till minute to upload the documents.
- 4) It is homogeneous work. Team work is required to complete the given work as per the requirement of the client.
- 5) Third floor is sensitive area, to be taken with special care and periodical cleaning is to be done.

