

 Indian Bank इलाहाबाद ALLAHABAD		Project: Integrated Facility Management Contract for Housekeeping, Plumbing, Carpentry, Electrical, AC, Near Data Center O&M Services at Head Office Main Building, No: 66, Rajaji Salai, Chennai – 01 & Krest Building, No: 2, Jehangir Street, Chennai – 01 GeM Bid Ref. No: GEM/2025/B/6843269, Date: 31.10.2025	
TENDER DATE	31.10.2025	LAST DATE OF TENDER SUBMISSION	21.11.2025
PRE – BID MEETING DATE	10.11.2025	PRE-BID CLARIFICATION DATE	19.11.2025

Sl. No.	Description	Bidder Query	As per Tender (Technical Bid)			Bank's Reply
			Page	Clause	Description	
PART – 1: TECHNICAL BID						
01	Solvency Certificate - Form A1	Will the Solvency Certificate issued after 01.04.2025 addressed to another Organisation will be acceptable? As the purpose is to ensure Financial capability of the bidder to meet tender obligations	18	Form A1	Solvency Certificate should be on letter head of the Bank, addressed to tendering authority.	Solvency Certificate should be addressed to Indian Bank (or) should be in generic in nature.
02	Pre-Qualification Criteria / Documents	It is mentioned "Should have an Office at Chennai (Telephone No. and address to be furnished) with at – least 250 people on its roll of which at least 125 should be on permanent roll based at Chennai". How will the permanent roll be established? As the outsourced deployment is for limited period. The Strength should be counted for all offices particularly for PAN India operative Companies	11	6	Should have an Office at Chennai (Telephone No. and address to be furnished) with at – least 250 people on its roll of which at least 125 should be on permanent roll based at Chennai. The staff to be deployed to Indian Bank should include technical, administrative personnel and others for proper execution of contract.	The Tender Condition holds Good.
03	Pre – Qualification Criteria / Documents	It is mentioned "The bidder should hold valid EA / ESA grade license issued by the Electrical Licensing board of Tamil Nadu for carrying out HT & LT maintenance works. The copy of the license with expiry date shall be submitted along with tender. If a valid electrical license is not available under the same name, the bidder should submit the license from another electrical contractor along with the written consent from them to use their license for the work". – Our Query – This arrangement can be made viable only once the work is allotted. An undertaking to this effect may be taken	11	10	The bidder should hold valid EA / ESA grade license issued by the Electrical Licensing board of Tamil Nadu for carrying out HT & LT maintenance works. The copy of the license with expiry date shall be submitted along with tender. If a valid electrical license is not available under the same name, the bidder should submit the license from another electrical contractor along with the written consent from them to use their license for the work	The Tender Condition holds Good.
04	Exemption from Submission of EMD	Service provider having annual turnover of Rs. 500 Crore or more, at least in one of the past three completed financial year(s), waiver of EMD is provided, provision needs clarification at your end. It may please be noted that the portal doesn't permit the	6	VIII	EMD amount will not carry interest. Conditional e-tenders, late e-tenders, e-tenders without proof of EMD or EMD not submitted with Technical Bids, will be summarily rejected. Any e – tender received late or not	The GeM General Terms & Conditions (GTC), Page No. 18 & 19 also states that "However, State Government / State Autonomous / State Local Bodies / State



Sl. No	Description	Bidder Query	As per Tender (Technical Bid)			Bank's Reply
			Page	Clause	Description	
		option to upload the EMD and fill accordingly in the EMD section, in case of the companies qualifying for exemption under the attached notification			meeting all the e – tender conditions / Bids not signed are liable to be rejected.	PSU / Cooperatives may choose to seek EMD from MSE bidders by specifying the same in ATC / STD of the Bid. In view of the above, the tender condition holds good."
05	Plumbing, Carpentry & Electrical Items Replacement Cost	Plumber, Carpentry and Electrical items replacement if any, the cost will be reimburse or not.	30 44	39 22	The Bank shall pay the cost of materials only, if any, for the repair works and prior permission of the Bank shall be taken before incurring such expenditure. The Contractor shall furnish necessary vouchers, supporting the expenditure incurred by them for repairs. The Contractor shall keep the Equipments and other items provided to him by the Bank in usable condition and to carry day to day maintenance or minor repairs / replacement and the Equipments / items provided to the contractor if any by the Bank shall be returned in good workable condition. Refer Clause 22 in Page NO. 44 of Technical Bid also.	Bank shall pay the spares / materials required for minor repair works.
06	Manpower related	Total Manpower is 56 nos, but in some other parts Team leader / Electrician O&M – 7 nos and 6 nos given manpower also to be added.	12	6	The Total Manpower Strength is 56 & the minimum qualification required is mentioned detailed in Technical Bid.	Refer Page No. 12 of Technical Bid for the detailed description of 56 nos of manpower details. The Tender condition holds good.
07	Gem Portal Issue	There is no price bid format, in GeM Portal LS option given	-	-	Price Bid format is uploaded along with Technical Bid in GeM Portal by Bank.	Kindly Contact GeM Helpline for GeM related issues. In GeM, the total amount including GST to be quoted by the bidder. However, the bidders have to enclose / submit the detail price bid in specified location.



Sl. No	Description	Bidder Query	As per Tender (Technical Bid)			Bank's Reply
			Page	Clause	Description	
08	Wages	Whether the Wage Revision will be reimbursed or not	24	2	It is reiterated that the minimum wages paid to the workmen shall be as per Central / State Government Minimum Wages Act, whichever is higher and which is being updated from time to time. Any changes / amendment given by GOI / Competent Authority pertaining to Minimum Wages, DA, ESI, PF or any other statutory obligation during the contract period shall automatically form a part of the contract. The Rates to be quoted accordingly.	The Minimum Wages Revised by the Government from time to time during the contract period shall be borne by the Contractor only. The Rates to be quoted accordingly. Hence, the condition cl. 26, 27 & 28 in Page No. 10 holds good.
09	Working Days	How many working days to be considered for payment in all the months for the employees?	27	21	While determining the payment of monthly wages to the employees, 26 working days to be taken as the reference for calculation in all the months.	No. of Working days for payment of monthly wages to the employees shall be 26 days (in all the months).
10	Manpower Category	Kindly elaborate the total no. of persons required in each category	12	6	Category wise requirement of Manpower is mentioned in Page No. 12 of Technical Bid.	The Category wise Manpower details are as follows: Highly Skilled – 8 nos Skilled – 12 nos Semi - skilled – 3 nos Unskilled – 33 nos The Manpower to be deployed by the bidder should have a minimum experience as mentioned in the tender and necessary proofs to be submitted to the Bank after bidding.
11	Manpower Timings	Whether all the manpower has to be deployed in site on 24*7 basis?	-	-	The Working Hours for all Manpower shall abide by the directions of Government of India.	The works shall be carried out in Shift Basis. Carpenter / Crèche Supervisor / Lift Operator: General Shift: 09:45AM to 06:45PM



Sl. No	Description	Bidder Query	As per Tender (Technical Bid)			Bank's Reply
			Page	Clause	Description	
						Plumbers: Shift 1: 08:30AM to 05:30PM Shift 2: 10:30AM to 07:30PM AC Technicians: Either of the 2 Technicians should be in office from 08:00AM to 10:00 PM & during holidays depending upon Bank's requirement. Housekeeping Staff: Shift A: 07:00AM to 04:00PM Shift B: 11:00AM to 08:00PM Electrical Team & Near Data Center Team: 24*7*365 basis
12	Wages for Experienced Professional	The remuneration required for the Experienced professional in Highly skilled / skilled category is higher than the minimum wages amount. How to ensure that contractors are quoting uniformly for the wages for experienced professional?	10	24	The Contractor has to make the payment to their Workers engaged for the above work on or before 8 th day of the succeeding month during working hours on working day and the payment shall not be less than MINIMUM WAGES stipulated by the Ministry of Labour, Government of India, or Government of Tamilnadu whichever is higher as applicable for the entire work force, from time to time.	The Minimum wages are prescribed by Ministry of Labour, Government of India for all categories i.e., Unskilled, Semi – Skilled, Skilled, Highly Skilled. The Wages paid by the Contractor to different categories of workers should not be less than the prescribed Minimum Wages. And, the Qualification of the deployed personnel must strictly adhere to the minimum requirements as specified on Page No. 12 of Technical Bid. (in Highly Skilled / Skilled Category)



Sl. No	Description	Bidder Query	As per Tender (Technical Bid)			Bank's Reply
			Page	Clause	Description	
						In case the deployed personnel (Highly Skilled – 8 nos, Skilled – 12 nos) category fail to meet the prescribed minimum qualification and Experience mentioned in Tender, a Penalty of Rs. 40,000/- per person per month shall be deducted from the monthly bills of the contractor for non-compliance in the Qualification & Experience of deployed personnel.

Note:

1. Bidders are requested to download this Pre Bid Query document and upload the same duly signed / sealed on each page.
2. Bidders are requested not to wait till last minute to submit / upload the documents.
3. It is homogeneous work. Team work is required to complete the given work as per the requirement of the client.
4. Sixth floor of Head Office Main Building is sensitive area, to be taken with special care and periodical cleaning to be done.

