

**REPLIES TO QUERIES Ref: Tender No. 04/2022 and 4th Feb 2022**

**Providing Facility Management Services at IIT-Delhi Campus**

<b>S NO</b>	<b>QUERY FROM VENDOR</b>	<b>REPLY</b>
1	We request you to kindly provide the bank guarantee format so that we can submit the EMD in the form of Bank Guarantee.	The format of BG is enclosed. <a href="#">Annexure A</a>
2	We request you to include Facility Management Services experience from any State/Central Government instead of only from Academic Central/State Government University Campus for maximum participation.	At least one Similar works means Facility Management services (Technical and Housekeeping) for running operation and maintenance of the Academic Institutes /Institutes/Autonomous Bodies/Universities/Public Sector Undertakings of the Government of India or Government of NCT of Delhi or any other State Government or Public Sector Banks or Local Bodies/Municipalities/in the last 7 years from 1/4/2014 with annual contract value of not less than of Rs 2,40,00,000/- A certificate from the authorized official of the concerned organization supporting same must be submitted. IITD reserves the right to obtain confirmation from such departments if found necessary.
3	Request you to provide clarity on the No of manpower mentioned in Annexure VIII is including reliever or the bidder need to quote their rates with relieving charges.( or bidder need to quote the rates for 26days per month or for 30 days).	Manpower strength indicated in the tender document is including relievers. The quote shall be for Six days in a week for each individual and one weekly off as per norms. No extra towards reliever charges shall be payable.
4	As mentioned in the bid document, all equipment's are under AMC with the OEM and all major repairs will be done in coordination with the AMC Vendor. Hear we request you to provide clarity on minor repairs required in Electro mechanical equipment's and civil maintenance. Whether bidder has to incorporate the minor repair expenses in their cost or same will be reimbursed by the Department on actuals.	Major AMC list is enclosed and minor repairs are to be done by FMS team whether under AMC or not for immediate response to any issue, Material is to be provided by the client except for those consumable items, tools and machinery etc as mentioned in the list.
5	In financial bid point F Bonus applicable is 8.33% on basic and not on Rs.7000/- max. Therefore, you are requested to amend the same accordingly. Also request you to mention the applicable percentage of Leave Wages in the tender to enable all the bidders to quote their rates on similar pattern.	This shall be applicable as per the payment of Bonus (Amendment) Act., 2015 no 6 of 2016 dated 13.12.2015 vide gazetted notification dated Jan 1, 2016 and any subsequent amendments thereof.
6	1. Global Innovsource Solutions Pvr. Ltd- incorporated in 2007 2. Name changed to Innovsource Pvt. Ltd- in 2014 3. Again name changed to Innovsource Facilities Pvt. Ltd in 2017 4. We will bid on the same name. Will you qualify us to full fill the requirement of 7 years business existence?	Ok. Experience shall be considered provided all change documentation from MCA are provided to support your standing.
7	We will furnish the connection and letters of incorporation to prove the same. A. We have been dealing with XX Bank from 2010 to 2021 and the value of the business was Rs.22 cr/Year . it was for pan india and bank works circle wise. With same terms the order was split circle wise and we had 13 agreements circle wise with same terms and conditions. Will you accept this as part of the requirement of Rs. 2.4 Cr business one order?	Similar work order shall be acceptable for pan India/ multiple work location and meeting tender conditions.
8	The scope of work requires engagement of : a. Managers/ Supervisors- 11 No. b. Electromechanical Staff - Skilled Technicians- 41 nos. c. Soft Services - i. Housekeeping Staff: 83 Nos including HK Boys: 56 Nos HK Maid: 27 Nos ii. Pantry boys -03 Nos, iii. Guest House Attendant -03 Nos., iv. Gardeners- 18 Nos (i.e. a total of 107 people.) Whereas, the eligibility criteria require- The Bidder should have a minimum strength of 2,000 workers under its payroll. This is excessively higher than required	The Bidder should have a minimum strength of 1000 instead of 2,000 workers under its payroll

	for the work and is required to be brought at par with the requirement of the work.	
9	The estimated cost of the work is not mentioned but the EMD has been kept as Rs. 12,00,000.00 and considering it to be 2% of the estimated cost, the EC of the work is around 6 Crores. Whereas, the requirement of annual turnover of minimum Rs.12 Crores for each of the last 3 years i.e. 2017-L8,z}t8-Lg &IOL}-IO, has been kept in the bid documents for eligibility, which is quite excessively higher than the required turnover. As per CVC guidelines the requirement of turnover should be about 30% of the value of the work. In view of above, it is requested to kindly considered review of the above conditions for the present call of tenders. Though we have all necessary eligibility to qualify for this tender, but still we insist for amendment in the requirements of the eligibility, so that good competitive tenders could be received.	This is as per the quality and performance requirements of the Institute.
10	Technical Qualification Annexure XVI Point No. 9 - At least one similar completed work in academic central/state government university campus with annual contract value not less the 2.4 Cr in the last 7 years. Clarification Needed - Is this a mandatory pass/fail criteria or can a firm bid if all other technical criteria except this one are met ?	Same clarification as at S.No.2 above .
11	Query regarding insurance.	As per the tender the contractor should bear the cost of Workmen Compensation, Insurance policy and Third-Party Liability Policy for all the staff deployed. Any claim on such an account shall be borne by the vendor.
12	The bidder will be required to make a short presentation to the expert committee on the plan it has for providing facilities management services to IIT Delhi after being prequalified for the works	Please submit in the hard copy & in soft copy -CD only with Technical documents
13	Technical Qualification Annexure XVI Point No. 9 - At least one similar completed work in academic central/state government university campus with annual contract value not less the 2.4 Cr in the last 7 years.	Same clarification as at S.No.2 above.
14	Clarification Needed - Our firm as ample experience of managing facility services at sites where there is a diverse client profile (Shopping Malls - Where clients are of all ages and demographics , Large Residential Complexes and Townships - Where tenants and owners of apartments are of all age groups and demographics), however we don't have the qualifying experience of a central/state govt academic univ campus of the stated value. We can show experience of managing soft services at a University Campus from 2017 - 2019 but the annual value is 80 Lacs (@ 7% increase it would be 100 Lacs approx today)	Same clarification as at S.No.2 above.
15	We also offer a service delivery program call "PLUS" that uses Technology/L&D and a unique process optimisation framework to bring cost efficiencies in the services delivery methodology. Are we permitted to optimise the number of facility resources as mentioned. in the tendered using our service delivery systems or are we bound by that number. We can target 5-10% efficiencies in number or staff VIA this program.	This can be used at no extra financial cost and resulting in savings to the Institute.
16	Earnest Money Deposit (EMD)	Rs.12,00,000/- in the form of Demand Draft/ Pay Order/ Insurance Surety Bonds in favour of "IIT Delhi Collections" payable at New Delhi -110020 (except for those who are exempted by NSIC/MSME certifications (with Proof)) failing bid shall be treated as invalid and shall be liable for rejection.

17	All Mechanical Motorized Cradle, hydraulic telescopic for double/triple height staircase/scaffolding/ safety belts /Spiderman etc. for above or other scope of works under FMS shall be provided by the FMS agency for the works.- currently there is no provision to hang Cradle, we have to setup all the channel & process.	Hanging wire rope cradle /gondola does not require any channel & process and same can be shifted from bldg. to bldg. manually as per requirement.
18	Suggested Minimum Manpower Required- The suggested number of manpower is excluded relievers?	Same clarification as at S.No.3 above Nos include relievers no extra to be quoted for.
19	All the materials/chemicals to be used for the operation of STP plants should be of the best quality. All chemicals shall be provided for in the contract value and no extra shall be payable, However all replaceable spare/parts shall be extra as per actuals.- Kindly share the List of Item & Quantity to be used for STP	To be worked out by the bidder. You can visit the site if required. This shall be as per tender and the requirement of running operation and maintenance of 2x65KLD STP + 2x 90 KLD STP units.
20	Provide E-vehicle /E-scooter to move around the campus for quick response and complaint management.-any specific no & model for E-vehicle /E-scooter, please share	One no. EV /scooter has to be provided as per the specifications based on the terrain of the site that may be seen during site visit for any emergency response . Electricity for charging will be provided by the Institute for its work on campus on chargeable basis.
21	Minimum List of Consumables, Tools and Tackles, Equipment to be provided by Bidder. Housekeeping Consumables – Following minimum consumables are to be provided every month on actual procurement bill basis: -(Rate list of consumable to be provided by the bidder)- as per requirement quantity can be vary for HK chemicals & tools. Rate list will include MF or Exclude.	Rates list will be excluding management fees. Housekeeping consumables: The tentative list of housekeeping consumables has been provided at <a href="#">Annexure B</a> and amount based on your quoted rate with quantities presumed for the comparative purposes is enclosed. Billing shall be as per the actual stock procured per month based on the maintenance requirements and verified. For tools and tackles- Electrical, Plumbing, HVAC, Horticulture, Civil/Painter tools shall be included in management charges. However Housekeeping machinery and Horticulture machinery shall be covered under Item 3G (p77).
22	Wages should not be less than minimum wages as per GNCTD regulations- Escalation of WM to be consider in proposal or it will approved as per actual when it is change	It will be approved as per the GNCTD regulations /orders issued by the concerned authorities supported by documents. Bank transfer statements as per the bill paid must be shared by 7th of each month.
23	As given on page 5 point 9 ( FM services shall be on 24 x 7 days i.e. 365 days of a year including all National Holiday and other Gazetted holidays. As per the number of manpower given on page 76 we request authorities to kindly guide us if relievers are included in these numbers.	Same clarification as at S.No.3 above .Nos include relievers no extra to be quoted for.
24	Is MSME considered for EMD & Tender Document Fee exemption?	EMD exemption exists for MSME /NSIC with supporting documentation, Bid declaration form to be attached. Tender fee has to be submitted irrespective of above.
25	Housekeeping consumables & tools type which are given on page 69-70 are without quantity. Are we supposed to calculate the amount per month on our own?	A list with the tentative quantities has been provided at <a href="#">Annexure B</a> .
26	Same goes with Electrical/Plumbing/Carpentry/Civil Tools, Quantity not provided. page 71-72	This has to be assessed as per the team member requirements..
27	For facade Cleaning activity can we use Spider man Technology. For this please update us if I- Bolts are installed on the roof.	No, I - Bolts are not provided on the roof for the purpose.
28	In regards to Housekeeping machine whereas per point #5, 02 unit of Ride on Battery rechargeable mentioned, kindly clarify this as NO Ride-on Machine has been given in the type of machine list.	Two Nos of Ride On battery rechargeable units have been given in the machine list with both sweeping and buffing arrangements.
29	<b>The last date for the submission of Tender is extended in view of above clarifications.</b>	<b>3rd March 2022 (Thursday) at 3.00 PM at Vth Floor Meeting Room at Old Academic Block of IIITD Campus</b>

**FORM OF BANK GUARANTEE FOR BID SECURITY/EMD  
(To be stamped in accordance with Stamps Act of India)**

KNOW ALL MEN by these present that we \_\_\_\_\_ (Name and address of Bank), having our registered office at \_\_\_\_\_ (hereinafter called "the Bank") are bound unto \_\_\_\_\_ (Name of the Institute) (hereinafter called "the Institute") in sum of Rs. \_\_\_\_\_ for which payment will and truly to be made to the said Employer, the Bank binds himself, his successors and assigns by these presents. WHEREAS \_\_\_\_\_ (Name of Bidder) (hereinafter called "the Bidder") has submitted his bid dated \_\_\_\_\_ for Provision of Facility Management Services (hereinafter called "the Bid"). WHEREAS the Bidder is required to furnish a Bank Guarantee for the sum of Rs. \_\_\_\_\_ (Amount in figures and words) as Performance Security against the Bidder's offer as aforesaid. AND WHEREAS \_\_\_\_\_ (Name of Bank) have at the request of the Bidder, agreed to give this guarantee as hereinafter contained. WE further agree as follows:-

1. That the Institute may without affecting this guarantee grant time of other to or indulgence to or negotiate further with the Bidder in regard to the conditions contained in the said tender and thereby modify these conditions or add thereto any further conditions as may be mutually agreed upon between the Institute and the Bidder.
2. That the guarantee herein before contained shall not be affected by any change in constitution of our Bank or in the constitution of the Bidder.
3. That this guarantee commences from the date hereof and shall remain in force till:-
  - a) The Bidder, in case the bid is accepted by the Institute, executes a formal agreement after furnishing the Performance Guarantee of a scheduled commercial Bank based in India.
  - b) Forty five days after the date of validity or the extended date of validity of the Tender, as the case may be, whichever is later.
4. That the expression "the Bidder" and "the Bank" herein used shall, unless such an interpretation is repugnant to the subject or context, include their respective successors and assigns.  
THE CONDITIONS of this obligation are:
  - i) If the Bidder withdraws his bid during the period of Tender validity specified in the Form of Tender; or
  - ii) If the Bidder refuses to accept the corrections of errors in his bid; or
  - iii) If the Bidder having been notified of the acceptance of his bid by the Institute during the period of tender validity and (a) fails or refuses to furnish them Performance Guarantee and/or (b) fails or refuses to enter into a contract within the time limit specified in para of the tender.
  - iv) If the tender is terminated on the allegation of production of false/forged documents for obtaining the contract.
  - v) If the contract is terminated for the reason that the agency is blacklisted in Government of NCT of Delhi or in any other State Governments/Union Government. WE undertake to pay to the Institute up to the above amount upon receipt of his first written demand, without the Institute having to substantiate his demand provided that in his demand the Institute will note that the amount claimed (i), (ii), (iii) (a), (iii)(b), (iv) or (v) mentioned above, specifying the occurred condition or conditions.

Signature and Address of Witness  
Authorized Official of the Bank

Signature of

Name of Official  
Designation  
ID No  
Name of Witness  
(Stamp/Seal of Bank)

List of makes (Branded reputed Eco-friendly )					
S.no.	Description	Size	Monthly Avg	Rate	Amount
1	Taski R - 1	5 ltr	10		
2	Taski R - 2	5 ltr	10		
3	Taski R - 3	5 ltr	7		
4	Taski R - 4	5 ltr	4		
5	Taski R - 5	5 ltr	7		
6	Taski R - 6	5 ltr	20		
7	Taski R - 9	5 ltr	6		
8	Taski D - 7	5 ltr	3		
9	Taski Spiral	5 ltr	1		
10	Taski Spiral (HD)	5 ltr	1		
11	Taski Terranova	5 ltr	1		
12	Snapback Polish	200 ml	2		
13	Hand Liquid Soap	200 ml	12		
14	Hand Liquid Soap (Foam)	5 ltr	8		
15	Suma Multi	5 ltr	1		
16	Suma Tab	250 ml	1		
17	Taski TR - 101	5 ltr	1		
18	Taski TR - 103	5 ltr	1		
19	Window Squeezi	Pcs	15		
20	Window Washer	Pcs	15		
21	Toilet cleaner for flushing	Nos	20		
22	Broom Soft	Pcs	20		
23	Broom Hard	Pcs	100		
24	Brasso (500ml)	500 ml	2		
25	Bamboo Brush with Handle	Pcs	5		
26	Buffing Pad Red	Pcs	3		
27	Buffing Pad White	Pcs	2		
28	Broom Ring (Iron)	Pcs	10		
29	Check Duster Blue	Dozen	14		
30	Check Duster Red	Dozen	14		
31	Cobweb Brush	Pcs	12		
32	Carpet Brush	Pcs	2		
33	Channel Brush	Pcs	2		
34	Caddy for Washroom	Pcs	2		
35	Dust Control (Blue) Set	Pcs	12		
36	Dust Control (Blue) Refill	Pcs	12		
37	Dust Pan	Pcs	20		
38	Dettol Antiseptic 500ml	500ml	3		
39	Dettol Soap	6 sets	1		
40	Floor Mops	Dozen	18		
41	Microfiber Duster	Pcs	12		
42	Feather Brush	Pcs	20		
43	Gum Boots	Pair	5		
44	Hand Brush	Pcs	10		
45	Hard Broom Stick	Pcs	10		

46	Hit Black	Pcs	22		
47	Rubber Hand Gloves	Pairs	30		
48	Mr. Tall Brush (Hard Brush)	Pcs	5		
49	Manson Polish	500 ml	2		
50	PPE/Mask/Face shield and sanitizer for workers	Pcs/5 ltr	As required		
51	Naphthalene Balls	1 kg	10		
52	Nylon Juna	Pcs	20		
53	Nirma Surf	1 kg	10		
54	Old Dhoti	Pcs	100		
55	Odonil Freshener	Dozen	35		
56	Phenyle White	5 ltr	2		
57	Plastic Mug	Pcs	15		
58	Pressure Pump / Butch	Pcs	20		
59	Plastic Bucket 16 Ltr.	Pcs	12		
60	Prill 450 MI	450 ml	8		
61	Robin Bleach	500 ml	3		
62	Scotch Brite	Pkt (4pcs)	25		
63	Spray Bottle	Pcs	20		
64	Scrubbing Patti (Iron)	Pcs	22		
65	Steel Wool	Pcs	5		
66	Steel Scrubber	Pcs	50		
67	Urinal Cubes Spl.	1 pkt (12 pcs)	95		
68	Glass cleaning blade	Pcs	5		
69	Vim Powder	Half kg	15		
70	Vim Bar Soap	Pcs	10		
71	Yellow Duster Spl.	Dozen	18		
72	Wiper For Floor Spl. 18"	Pcs	20		
73	W/C Brush (Hockey Style)	Pcs	15		
74	Wire Brush	Pcs	5		
75	Wiper (Kitchen)	Pcs	10		
76	Garbage Bag Big	kg	160		
77	Garbage Bag Small	kg	120		
78	C- Fold Towel	1 pkt (80/100)	5		
79	Toilet Roll	1 Box (80)	8		
80	Room Freshener Premium/Odonil	Pcs	15		
81	Hand Gloves (RR)	Pair	30		
82	Urinal Screen V-Screen	Dozen	27		
83	Suma Inox D-7.1	5 ltr	3		
84	Non Woven Shoe Cover	1 pkt (100)	3		
85	Sodium hypochlorite	5 ltr	3		
86	Spray Machine – Minimum 2 Nos	Nos	2		

1. Minimum stock of approved spares/chemicals/consumables should be maintained at all times
2. All materials/consumables other related items as listed in **Annexure-B** are to be provided by the bidder which has to be of BIS marked or in conformity with the specification/makes keeping in view of good quality/Environment friendly standards with prior approval of the Officer-In-Charge.