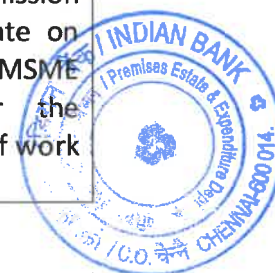
		Project: e-Tender for Integrated Facility Management Services at Indian Bank, Corporate Office building at Royapettah, Chennai-600014.	
		e-Tender Ref. No.: CO:EST:SV:HK-01:2022-2023 Date: 27.06.2022	
TENDER DATE	06.07.2022	LAST DATE OF TENDER SUBMISSION	28.07.2022
PRE-BID MEETING DATE	15.07.2022	PRE-BID CLARIFICATION DATE	15.07.2022

Sl. No.	Description	Bidder Query	As per Tender (Technical Bid)			Bank's Reply
			Page	Clause	Description	
01	Notice Inviting e-Tender	Technical & Financial Bid to be submitted through online mode. Whether one full set of Hard Copy also to be submitted? Where and When?	4	3	e-Tenders in the prescribed form which can be downloaded from our Bank's web site https://www.indianbank.in/tender or e-tender website http://www.tenderwizard.com/indianbank and submitted separately both parts (Technical & Financial) through online mode.	Tender Conditions holds good. Tender document along with supporting documents have to be submitted separately both parts (Technical & Financial) through online mode only in tenderwizard.com portal.
02	Notice Inviting e-Tender	NSIC / MSME are exempted from EMD. Is FSMS eligible?	5	5	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.	Tender Conditions holds good. Bidders are exempted from submission of EMD Subject to submission of valid certificate on NSIC / MSME registration for the particular type of work and amount.



Sl. No.	Description	Bidder Query	As per Tender (Technical Bid)			Bank's Reply
			Page	Clause	Description	
03	Pre-Qualification Criteria/ Documents	Manpower allocation for Lift Operations, Pest Control, Laundry Service, Fire Fighting, etc., not mentioned. Please specify.	9	4	Man power for Lift operator is mentioned in the table on pg no. 9, Cl No. 4.	Pest control & laundry Service shall be done periodically basis as per tender terms & Conditions. For fire fighting, Bank is having separate Guard/team. The scope of IFMS staff is to assist the Bank Officials in this matter.
04	PART-A: General Conditions for Integrated Facility Management Contract & PART-B: Frequency of Housekeeping Jobs	HK & FEMS Services: Clarity on Comprehensive / Non Comprehensive mode. Please clarify dispensers for liquid soap and tissues - under whose scope..? Dust bins in Washrooms; Offices; Public areas and Garbage collection areas of different sizes come under whose responsibility..?	-	-	NA	Housekeeping service shall be Comprehensive and other AMC's, please ref. pg no. 23-24, Cl. No. 31, 32, 33 & 34 and pg no. 28, Cl. No. 1, 2, 3 & 4.



Annexure-1

Sl. No.	Description	Bidder Query	As per Tender (Technical Bid)			Bank's Reply
			Page	Clause	Description	
05	PART-A: General Conditions for Integrated Facility Management Contract	It is mentioned a penalty for non-compliance not exceeding Rs. 5000 per day/. Whether this is applicable for all non-compliance for the day or it is for each non-compliance. (multiple of 5000)	25	47	The Contractor is liable for payment of penalty, at the discretion of the Bank, up-to a maximum of Rs.5000/- per day for poor services, inadequate staff, failure to control insects & bedbugs, cockroaches/rats, poor washing of Chair towels, all maintenance activity such as Civil, plumbing, electrical, AMC services etc and / or for non compliance of any terms of the contract and the same shall be recoverable from the bills payable to the Contractor.	Tender Conditions holds good.
06	PART-A: General Conditions for Integrated Facility Management Contract	Would IB provide us the following: a) storage cupboards for chemicals and consumables b) Working tables and chairs - if yes how many..?	-	-	NA	Yes, within the space earmarked by Bank the material to be stored. Working tables and chairs will be provided to supervisor and facility manager as per Bank requirements.



Sl. No.	Description	Bidder Query	As per Tender (Technical Bid)			Bank's Reply
			Page	Clause	Description	
07	Pre-Qualification Criteria	PRE-QUALIFICATION CRITERIA/ DOCUMENTS	9	A	<p>1) Work Experience during the last 07 years ending 31.03.2022 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.65.60 Lakh each per annum,</p> <p>(OR)</p> <p>b) Two similar* completed works each costing not less than Rs.82.00 Lakh each per annum,</p> <p>(OR)</p> <p>c) One similar* completed work costing not less than Rs.131.20 Lakh each per annum,</p>	Tender Conditions hold good.

***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) 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 minute to upload the documents.
- 3) It is homogeneous work. Team work is required to complete the given work as per the requirement of the client.

