



INDIAN BANK, IMAGE, M.R.C. NAGAR, R A PURAM, CHENNAI 600 028

**PRE BID CLARIFICATIONS – MEETING HELD ON 30.03.2017  
TENDER FOR CATERING ARRANGEMENTS, HOUSE KEEPING AND MAINTENANCE  
WORKS AT IMAGE**

S.No.	Query	Clarification/Reply
01	Page No.6 of 62 – Clause No.2.0 – There is no clarity on which minimum wages to follow. Since the Bank is Government of India Enterprises, we have to follow the Central Minimum Wages Act or because the Bank is situated in Tamil Nadu, we have to follow Tamil Nadu Minimum Wages Act. And if minimum wages / bonus are raised in future, IMAGE will reimburse that amount. Kindly Clarify it.	Minimum Wages Act to be followed, Central or State Govt. wages whichever is higher.  It is the responsibility of the contractor to pay minimum wages to their employees as per extant guidelines and the rate should be quoted covering any such revision. IMAGE will not entertain any request for increase in rates.
02	Page No.10 of 62 – Clause No.5 – “IMAGE is not bound to accept the lowest Tender” – Kindly clarify whether IMAGE has prefixed any reserve price without disclosing it and any offer is received less than the prefixed price, the IMAGE would not accept even the quote is L-1.	We have not prefixed any reserve price.  For other clarifications, please refer Point No.5 of page 3 of 62.
03	Page No.11 of 62 – Clause No.9 – The clause indicates that the rates are inclusive of all taxes except Service Tax and there is no clause for change of law in the Tender. In this regard we have to bring to your kind notice that the “GST Act will almost be implemented by the Indian Government by June, 2017. If that is the case, there may be change in the Tax structure. Kindly clarify or can we quote excluding service tax as well as all other taxes and levies?	Please refer Point No.9 of page no.11 of 62 where it is clearly mentioned that the rates quoted shall be inclusive all taxes except service tax  If any law such as GST as and when introduced in lieu of Service Tax, that will be payable on the bills raised for the services extended as per the contract will be paid by IMAGE
04	Page No.14 of 62 – Clause 1.1.1 – Sub Clause d) Cleaning Material: The clause says that the material procured and provided by the contractor and the Bills of the items ..... and also be submitted along with the monthly maintenance Bill. Kindly clarify the cost of consumables – the cleaning materials shall be reimbursed by IMAGE. Also there is no mention about the actual quantity required per month.	Cost of consumables will not be reimbursed. As regard to actual quantity required, the bidders who were taken around IMAGE complex on 30.03.2017 should assess the quantum of consumables requirement.
05	Page No.15 of 62 – Clause 1.1.4 – Regarding maintenance of 3 pump sets by the contractor – Please clarify whether actual cost of spares, lubricants and other consumables for the maintenance of the 3 pump sets shall be reimbursed by IMAGE on production bills.	Cost of spares, lubricants and other consumables for the maintenance of 3 pump set will be reimbursed by IMAGE on production of bills.

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06	Page No.16 of 62 – Clause No.1.2 – Kitchen/Catering Services in The Guest House: Sub-clause 1-4 - Kindly clarify whether the food preparation for the Guests staying at the Guest House might be prepared at the Trainees' kitchen (irrespective of different menu) and be served at the Guest House which would minimise the cost of food at the Guest House.	All cooking shall be done centrally at the Main Kitchen located in Hostel Block.
07	Page No.17 of 62 – Clause No.2.12 – What exactly the clause means? Please clarify.	Please refer clause 2.11 of Page 17 of 62. (On special occasions like parties to be conducted at guesthouse or in any of the Bank's chosen place, the Contractor shall be ready to undertake such parties. The Contractor and the Bank shall work out special menu at rates mutually agreed for such occasions)
08	Page No.19 of 62 – Clause No.1.3.5 – Sub-Clause 10 – Whether is there any prefixed rate for laundry services for personal garments of the inmates of the Guest House and/or Trainees.	No. It should be ensured that normal prevailing market rate should be collected for the services extended to the inmates.
09	Page No.19 of 62 – Clause No.1.4.2 – Kindly clarify whether cost of spares/consumables shall be reimbursed by IMAGE, during the routing maintenance of all the electrical installations and plumbing	Cost of spares/consumables will be reimbursed by IMAGE on production of bills.
10	Page No.24 of 62 – Clause No.12 – This clause indicates the total requirements of contractual workers are 71 for smooth running of the work. But there is bifurcation for each category such as Catering, Housekeeping and gardening. Also there is no mention about the relievers – for 71 crews as much as 12 relievers are required.	As far as, IMAGE is concerned the requirement is 71 workers as specified in the Tender Document. So, it is up to the contractor to work out the modalities for the same in compliance with applicable laws of the land.
11	Page No.26 of 62 – Clause No.22 – Which indicates the strict compliance of all the Acts & Laws of the statutory obligations by the contractor. Here also there is no specific indication, which labour law i.e., Central or State (There is difference in between state and central wages).	For minimum wages – please refer clarifications on point No.1 above. For all other statutory compliance, Central Law/State Law whichever is applicable should be adhered to.
12	Page No.27 of 62 – Clause 35 – Kindly clarify whether the services of the Carpenter is need and call basis.	Please refer Annexure IV- Sr. No.34 of page 54 of 62 wherein carpenter is included as one of the staff required.
13	Page No.27 of 62 – Clause 36 – Kindly clarify whether the services of Pest Control is in the scope of contractor or reimbursement basis.	It is under the scope of contract and hence it will not be on reimbursement basis.
14	Page No.48 of 62 – Annexure I (i) Schedule of catering rates – The financial Bid indicates that the Bidder to quote for lump sum amount per day per Trainee/Guest. It means there is no need for separate quoting each items such as	Break up has to be furnished as per Annexure I (f) of page 36 of 62. Rate of each items such as bed-tea/coffee, Breakfast, Mid-morning Tea, Lunch, Evening Tea/Coffee, Snacks and Dinner

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	bed-tea/coffee, Breakfast, Mid-morning Tea, Lunch, Evening Tea/Coffee, Snacks and Dinner. Kindly clarify, how the contractor would bill, if a Trainee/Guest leaves after taking bed-tea/coffee, breakfast and skipping the remaining part the day's menu. Please clarify.	should be quoted separately. If a Trainee/Guest leaves after taking bed-tea/coffee, breakfast and skipping the remaining part the day's menu, Contractor should claim only the actual rate for which the trainee had their food and not the full rate.
15	Sir, there is no mention about the acceptance of MSME Registration in lieu of EMD. We enclose a copy of MSME Schemes, which indicate the benefits for the Bidder registered with MSME. We further have to bring to your kind notice that all the State/Central Institutions/training centres are extending exemption for payment of EMD for the Bidders registered with MSME. We, therefore, request you to kindly consider the acceptance the copy of MSME registration in lieu of EMD.	As per extant guidelines of Government of India, exemption from payment of EMD will be considered, provided valid documents are attached along with Technical Bid.
16	<b>Page No. 21 of 62 – Point No. 1.5.3 of 1.5 – Laundry Services –</b> Whether IMAGE will provide space for keeping the Laundry Machine since it is mentioned that IMAGE shall provide water and electricity along with adequate space	No. IMAGE will not provide space for keeping the laundry machine.
17	Whether IMAGE will provide accommodation for Catering Staff and Manager	Please refer Point NO.9 and 10 in Page No.24
18	Point No.23 of Page 33 of 62 – periodical reports should be submitted for all preventive maintenance and maintain the four pole structure (transformers) in good working condition. In this regard, the bidder wants to know whether they need to submit the report and if any maintenance suggested by them, whether the consumable cost will be borne by IMAGE.	The contractor should submit periodical report on preventive maintenance and ensure good working condition of Transformers. The cost of spares/consumables will be reimbursed on production of bills by IMAGE.
19	Page 2 of 62 - Point No.5 under eligibility criteria subsection 4 it is mentioned that the annual turnover should not be less than Rs. 80 lakhs each in the last five years and should have annual turnover of at least Rs. 150 lakhs in any one of the last 5 years ending 31.03.2016. If any bidder who has experience with the above turnover in only House Keeping will be eligible for bidding.	The Prospective bidder who fulfills under the eligibility criteria stipulated and has experience in housekeeping, maintenance and catering works together shall alone apply.
20	Page 2 of 62 - Point No.5 under eligibility criteria subsection 7 it is mentioned that the bidder Should have valid ISO 9001:2008 or 9001:2015 Certification. Whether any specific period on obtention and validity should be there.	The certificate should be in force at the time of submission of tender documents.
21	Page 39 of 62 point no. 11 The Contractor should arrange <u>at his own cost standard quality of cooking vessels, choppers, juicers,</u>	IMAGE will provide available kitchen equipment like cooking range, grinder, bain-marie etc. Bidders may inspect the

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	cutters, pans, buffet serving containers, heating system required for cooking and serving food and things acceptable to the Bank for rendering catering service, (minimum stock) as given in Annexure. The Contractor is expected to procure and store any other items that may be required for carrying out maintenance and catering at IMAGE. Bidder wants to know whether the same will be provided by IMAGE.	same if required. other items like Cutleries and Serving Plates, cups, spoons etc. to be brought by the Contractor.
22	Page No. 42 of 62 - Point No.27 – It is mentioned that Staff members of IMAGE, Program Guests, Office Guests and Service Provider Guests like TNEB, Water & Sewerage Board, Police, Fire & Rescue Service will be charged at a subsidized rate of 50% of the Boarding Charges. Whether the agreed rate for the participant or otherwise.	Guest will be only on rare occasions. Hence 50% of the boarding charges as applicable to Trainees/Participants shall be allowed for the guests and also to staff members of IMAGE.
23	Whether rates can be revised during the contract period.	No. Rates quoted are fixed for the entire contract period of 24 months. – <b>Please refer point No.6 – Page No.10</b>
24	Page No.43 – Annexure I – (g) – Whether wages of each category of staff shall be mentioned	YES. Wages of each category of Staff should be mentioned (taking into account the Minimum Wages Act) as detailed in Annexure IV – Page No.54 of 62. Non adherence to the Minimum Wages Act will entail summarily rejection of the bid.
25	Whether any minimum rate is prescribed for catering/maintenance charges	No. However the bidders shall take care to price their tender rationally. Extreme under pricing or over pricing shall be avoided. The bidders shall on demand submit analysis of rates of any items of work if so required by IMAGE.

**Bidders please note:**

1. Bidders are requested to arrive at the rates by taking the above clarifications into account.
2. Pre Bid clarifications shall be downloaded, signed, sealed and enclosed along with Technical Bid document by the bidders.
3. The EMD and Tender application fee should be enclosed along with Technical Bid only.
4. Unsigned documents by the bidders will lead to disqualification of their bid.
5. All other terms and conditions / details mentioned in the Tender remains the same.

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MRC Nagar, R A Puram, Chennai-600 028  
Phone: 24955603, 605 / 2493 9995 (D) Fax: 2493 4922 , 2495 5606  
E Mail: [image@indianbank.co.in](mailto:image@indianbank.co.in) Website: [www.indianbank.in](http://www.indianbank.in)  
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