

CORRIGENDUM-1

SUB: REQUEST FOR PROPOSAL (RFP) FOR "HOUSEKEEPING & GENERAL CLEANING SERVICE AT VARIOUS OFFICES COMING UNDER CHENNAI CIRCLE"

RFP REFERENCE NO: HKP 01/ P&E/ CHN DT: 29.12.2022

With reference to the above, Pre-Bid meeting was held on 06.01.2023 and based on the clarifications sought by the Bidders; we have issued Corrigendum-1. The service providers are requested to go through the same and to submit the offers as per RFP.

The last date for submitting the offers is extended till 25.01.2023 (Tuesday) 3.00 PM

Technical Bid will be opened at 3.30 PM on 25.01.2023.

All other terms and conditions as per RFP remain same. The corrigendum/ amendment and other modified documents issued by Bank shall be a part of the RFP conditions.

PLACE: CHENNAI

DATE: 18.01.2023

DIVISIONAL MANAGER

PRE-BID MEETING CLARIFICATIONS

Sl No	Page No.	Tender Clause No.	Tender Clause	Query	Corrigendum/ Amendments/ Bank's Clarifications on queries raised
1	35	7	Service charge	In the Tender document (Page No.35), Sl.No.7 it is mentioned that If Service charge quoted below 4.20 % is liable for rejection. Whereas in the Financial Bid (Page No.75) Point No.7 If any vendor quotes below 4.50% is liable for rejection. Clarification Required - Minimum Service charge	It is clarified that the minimum service charges quoted below 4.16% is liable for rejection.
2	Page 75 & 35	Financial bid document.	Service charges Mentioned 4.2% and on other page 4.5% minimum	Kindly confirm the minimum service charges	It is clarified that the minimum service charges to be quoted is 4.16%.
3	Page 70	Point no. 1	no. of working days	Please confirm, Housekeeping working days to be considered as 24 or 26 days.	It is clarified that the working days is 26 days per month as per central minimum wages act.
4	4 and 5	total requirement	1 person for each branch and total 28 branches	where as in page no 75 sl.no 9 it is mentioned requirement as 45 persons - which is correct	It is clarified that the 28 personnel is required for total 28 locations (1 per location).
5	7	point no K	document required is 1 running order not older than 1 year	but in eligibility it is mentioned 30 personnel on roll for 1 year proof to be submitted - both or contrary	The bidder has to submit the copies of running work orders of their minimum 30 employees and the same should not older than one year.
6	8	undertaking 1	wages to be credited to	wages to be credited to the employees	May be read as wages to be credited to Account of

			canara bank account	respective bank account - not feasible for the workers to maintain multiple accounts	respective employees account.
7	14	point no 2	MSMEs are exempted from paying EMD as per MSME Act 2012.	As per act 2012 even Medium enterprises are exempted from paying EMD	It is clarified that MSEs (Micro & Small Enterprises) only are exempted from paying Application fee/cost & EMD, subject to furnishing of Valid certificate for claiming Exemption.
8		Integrity pact	mentioned appropriate stamp paper in one place, Rs.200 stamp paper in one place.	please clarity to take in Rs.100/- stamp paper or Rs.200/- stamp paper	Please refer page 16, point no: 04 sub clause (b), IP should be duly filled in a non- judicial stamp paper of Rs. 200/-
9	page no 16 point no d	Indemnity format	stamp paper as per karnataka state directives	please specify the value of stamp paper	It is clarified that the stamp paper to be as per Tamilnadu state directives. The same to be duly filled in appropriate non-judicial stamp paper with the value of Rs. 200/-.
10	35	service charges	mentioned not to quote less than 4.20% in page no 35 and not to quote less than 4.5% in page no 75	which is correct	The service charge below 4.16% quoted by any service provider in the Financial bid will not be entertained and it is liable for rejection
11		Machineries and Consumables	no column provided in price bid for quoting rate	machineries and consumables who scope	The items Machineries and Consumables stands cancelled. Hence, only service charges to be

			for machineries and consumables		quoted.
12		Machineries and Consumables	list of machineries and consumables not provided	if to be provided by the contractor please specify the list along with required quantity	The items Machineries and Consumables stands cancelled. Hence, not applicable.
13	70	timing of workers	mentioned timings of workers from 6 am to 8 pm	total working hours comes to 14 hours - and requirement is only one person per branch -please clarify	The working hours per day for 8 hours during Bank's working hours i.e 9.00am to 5.00pm. The modified scope of works is attached along with this corrigendum.
14	69	No of persons	requirement is only 1 person per branch	in such case the branch has to specify whether they require male staff or female staff.	Male or female.
15	70	no of working days	26 days / 24 days / 22 days	please specify	As per central minimum wages act, the number of working days is 26 days per month.
16		wages	central to be quoted	list of branches given as per document some of the branches comes under A, B and C - but financial bid only one column is provided	The bidders to quote as per modified financial bid enclosed along with this corrigendum.
17	33	10	Insurance	Is it necessary even ESIC is available	The clause stands cancelled/ removed. Hence, not applicable.
18	13	STAGE VI	Marks Table	How can we assess the marks without Table	The Technical Bid Scoring Chart for calculating marks for Technical Evaluation is attached with this corrigendum.
19	70	2	HK MATERIALS	Supplied by Contractor or Canara Bank	Bank will supply the required consumables materials to the service

					providers.
20	74	1	No Of Days	24 OR 26	As per central minimum wages act, the number of working days is 26 days per month.
21	74	4	Bonus	Calculation for 26 days wages or 7000/-	Bonus will be calculated as per payment of Bonus act.
22	74	6	Service Charge	4.50 OR 4.20	Minimum service charge is 4.16% as per financial bid.
23	74	9	No Of Personnel	28 or 45	It is clarified that the 28 personnel is required for total 28 locations (one personal at each location)
24	74	1	Details Of Wages	Different Zones or Single Zone	For comparison, the bidders to quote as one A of Central minimum wages act. However, wages to be paid as per central minimum wages act applicable to respective zone.
25	16	d	Indemnity Format	Is it submitted in Stamp Paper or letter head	It is clarified that the bidder has to be submit Indemnity duly filled in non-judicial stamp paper with the value of Rs. 200/-.
26	69	Annexure 13, Point No: 2	Technical Questionnaire	Type and number of machineries and equipments your company proposes to use for the work. Whether machines will be used for cleaning the floors or manual mopping will be done.	The clause stands to be cancelled/ removed. However, appropriate machine, equipments may be used for cleaning.
27		Financial Bid	Financial Bid		The bidder should quote as per modified financial bid and the same is attached with this corrigendum.

28		Scope of Works	Scope of Works		The bidder should adhere to modified scope of works and the same is attached with this corrigendum.
29		Annexure 14	Technical Bid Scoring Chart		The technical bid scoring chart for calculating marks for technical evaluation is enclosed along with this corrigendum.
30		Annexure 15	Service Level Agreement		Service level agreement format is enclosed along with this corrigendum.

FINANCIAL BID

[Price Bid to be submitted in Company's letterhead with signature and seal of the authorized signatory of the Company/Firm]

Sl. No	Payment Details	Amount in Rs.
1.	Basic +Variable Dearness Allowances (VDA) (8 hrs X 26 Days)	
2.	Employees Provident Fund (EPF) & Employees Deposit Linked Insurance (EDLI) & Admin Charges to PF & EDLI Authority - 13 % of Sl. No.1 (up to ceiling of Rs.15,000)	
3.	Employees State Insurance (ESI) - 3.25 % of Sl. No.1 3.26	
4.	Bonus - 8.33% of Sl. No.1	
5.	TOTAL A (Sl. Nos. 1+2+3+4)	
6.	Service Charge at ____% of Sr.No.5 (Minimum 4.16% and should be same for all 28 personnel)	
7.	TOTAL COST (For 08 Hours duty per worker per Month) i.e., Sl.No. 5 + 6	
8.	No. of Personnel to be deployed	28
9.	Total Monthly Cost to the Bank for providing 28 personnel (Sl No 7 * 8)	
10.	Total Annual outgo (S. No 9 * 12 months)	
11.	Total contract cost for 3 years (i.e. S.No 10 * 3) (Rates shall be mentioned in figures as well as words and excluding GST)	

* The price bid should submit in second envelope

Note:

1. Basic Pay, VDA, EPF, ESI & Bonus are mandatory charges and should conform to the relevant legal/statutory provisions of Central Minimum Wages directives in vogue. (Proof i.e. copy of notification issued by Govt. to be enclosed).

2. Tender of bidders who do not comply minimum wages as above are rejected.
3. Basic & VDA gets revised from time to time, by the Government. Any changes in minimum wages / statutory payments like EPF, ESI notified by the Govt. from time to time shall be paid by Bank. However, the service charge quoted in above Price bid will remain the same during the currency of the contract period.
4. Pro-rata bonus payment as per norms and eligibility to be paid every month by Contractor and shown in wage slip. Contractor is free to give higher amount of bonus, however for the purpose of evaluation of tender the bank will consider only as per Government of India notification.
5. It may be noted that all items specified in SlNO.1 to Sl No.4 in the table above are mandatory payments based on Govt. directives. Hence for calculation of L1 only the percentage specified in the Sl No.6 (Service charge) will be taken into consideration. However, all other amounts (as applicable) shall be filled in the break up to the financial bid, failing which such bids shall be rejected. In case, if any amount is shown zero, copy of related Govt. directives in this regard shall be submitted.
6. TDS at the rate and GST TDS will be deducted from the total amount payable to the Contractor. However, the Contractor should not reduce the tax portion while paying the wages to their deployed personnel i.e. even after deduction of TDS/GST TDS, the amount paid to the deployed personnel should not fall below Minimum Wages fixed as per the Central Minimum Wages Act, 1948.
7. In accordance to the above, service charge below 4.16% quoted by any vendor in the financial bid will not be entertained and it is liable for rejection.
8. ***PLEASE NOTE: After award of the work, the successful bidder has to submit the break up of Financial Bid as per central minimum wages for different category A, B & C individually and the same shall be filled in Tenderer's Letter head, completely filled and signed by the Authorized Signatory. Any violation in this direction shall result in disqualification.***

SCOPE OF WORK

- 1.** The Administrative office works regularly for six days in a week except on Sundays, public holidays and on 2nd, & 4th Saturdays. The housekeeping works will have to be taken up on all the days. Sundays/other holidays can be used for extensive cleaning works. The contractor to engage in housekeeping services during 9.00 am in the morning to 5.00pm. The entire internal premises shall be cleaned and kept spic and span before 09.45 am every day.
- 2.** As and when unforeseen/miscellaneous work arises, the contractor will have to carry out such work with his existing workers.
- 3.** The contractor and housekeeping personnel proposed to be engaged by them shall be approachable at any point of time by the Bank and shall take down instructions from the Officer-in-charge at any point of the Bank.
- 4.** The workers and the staff of the contractor working in the premises will have to maintain proper discipline. The contractor shall provide his workers with proper safety appliances and equipments and Bank's shall not be responsible for accidents and injuries caused to his labour during the course of their work.
- 5.** The contractor shall provide the details of personnel proposed to be engaged in various units and keep Bank personnel informed in event of any changes.
- 6.** The contractor or his authorized representative should be available at the work site to effectively supervise and control his workers and take down instructions for compliance from the Officer-in-charge of the Bank. The supervisors should be provided with mobile phones for communication.
- 7.** For working in the bank premises, the workmen and supervisory staff of the contractor shall obtain entry pass issued by the Bank. All the staff of contractor may be required to undergo security check as per the rules and regulations of the Bank from time to time.
- 8.** The contractor shall preferably engage labourers from in and around the work location to avoid delay in reaching the work place.
- 9.** All the labourers (male and female) should maintain personal hygiene, nails should be cut, neatly groomed and should maintain strict discipline within the building premises.

10. METHOD OF CLEANING:

- A. Sweeping in all the floors should be done manually/mechanically
- B. Cleaning of carpets/mats should be done mechanically
- C. Chairs/Sofa or fabric upholsteries should be cleaned manually/ mechanically
- D. Tables, Storage units, fans, etc., should be cleaned manually on regular intervals

11. All the laborers (male and female) should be provided with distinguishable uniform, maintain personal hygiene, neatly groomed and should maintain strict discipline within the building premises. The contractor is required to engage works daily during 9.00am to 5.00pm.

12. The maintenance and upkeep of Electrical system, equipments, DG Sets, Gardening are not covered under this agreement.

13. The following chores are to be taken up daily, by employing experienced personnel whose outlook should be smart and who should remain courteous at all times. The various services required are as follows:

1. INTERNAL HOUSEKEEPING SERVICES: THE DAILY CHORES TO BE CARRIED OUT ARE AS FOLLOWS:

1.1. The floors shall be swept and wet mopped and kept ready by 9.45 am and to be then followed by regular cleaning and mopping so as to continue to maintain neat and clean condition throughout the day.

1.2. The workstations, tables, chairs, almirahs, storage units and all other furniture shall be cleaned and kept ready by 9.45 am.

1.3. The dustbins shall be cleared daily once in the morning and once in the evening.

1.4. The doormats shall be cleaned off dust, mud and grime as required.

1.5. Atrium, fire and general staircases shall be cleaned daily by 8.30 am.

1.6. Glass partitions/doors at all floor to be cleaned neatly daily.

1.7. Cleaning of name plates of section, executives, and floor name plates daily.

2. INTERNAL HOUSEKEEPING SERVICES: THE WEEKLY CHORES TO BE CARRIED OUT ARE AS FOLLOWS:

- 2.1.** The ceiling, false ceiling, coving, wall panel, wall surfaces, cornices etc., shall be cleaned for removal of dust, dirt, cobwebs, etc., manually and/or by using necessary equipment.
- 2.2.** The vertical blinds shall be cleaned for removal of dust / dirt.
- 2.3.** Through cleaning of ceiling fans, wall mounted fans, light fixtures, AC indoor units and such other equipments kept in the office area.
- 2.4.** The glazing of the doors, partitions, internal glazings, windows, partitions, etc., shall be cleaned with glass cleaning liquid. Etc.,
- 2.5.** The door and window frames, panels shall be wiped with a dry mop.
- 2.6.** Thorough cleaning of top surfaces of canopies, open terrace areas at all levels / heights and keeping the water outlets free from choking / blockage, etc.,
- 2.7.** Carpets shall be vacuum cleaned.
- 2.8.** Dusting and cleaning of all stair case railing.

3. SANITATION WORKS: THE VARIOUS CHORES TO BE CARRIED OUT DAILY ARE AS FOLLOWS:

- 3.1** Cleaning of all toilets, wiping of WC seats, flush fittings, floors, dadoing etc., by 9.45am.
- 3.2** Cleaning of all sinks and counter tops, partitions, urinary stalls, wash room mirrors, etc., and restocking of washroom supplies like toilet paper, tissues, soaps, etc., to be done by 9.45 am.
- 3.3** Removal of garbage / trash and replacement of waste basket underliners daily by 9.45 am.
- 3.4** Scrubbing of toilet and cleaning with Acid at all floors weekly.
- 3.5** Providing and placing of toilet refreshers.
- 3.6** Providing and spraying of room fresheners.
- 3.7** Maintaining the toilets stink-free throughout

4. Housekeeping services in Conference rooms:

- 4.1** There are few conference rooms in each buildings. The interiors and all its accessories such as telephone instruments, light fittings, projectors, TV screens, fans, mirrors, etc., are to be cleaned thoroughly on a daily basis. As and when meetings are held, before and after the meetings thorough cleaning to be done.
- 4.2** All floors, furniture, equipment, machinery, stair cases etc., in all rooms shall be presentable, spic and span at any point of time.

Note: The above frequency is only indicative. The frequency of cleaning may be increased depending on needs.

TECHNICAL BID SCORING CHART

MARKS FOR TECHNICAL EVALUATION WILL BE GIVEN BASED ON THE FOLLOWING CRITERIA.

S.No	Evaluation being done for	Maximum Points	Points Awarded	Attach relevant documents (Supporting documents for verification)
1.	Experience in the field	20		Supporting document to prove the same in customer's letterhead duly signed and with company's seal
2	Annual Turnover exclusively on Housekeeping & General cleaning services (Average of last three FY)	20		A Certificate from the Chartered Accountant with CA's registration number with seal & sign clearly specifying the stake of Housekeeping & General cleaning services along with Copy of the Audited Financial Statement for FY 2021-22, 2020-21, 2019-20.
3	Number of orders from Government Establishments (GEs) / Public Sector Banks (PSBs) / Public Sector Undertakings (PSUs) served (for Housekeeping and General Cleaning services) in last 3 years.	20		Work Order copies and satisfactory completion certificates from clients clearly indicating the cost & nature of work and year of completion.
4	Feedback from client/customer (Ref.No3) in their letterhead	8		Work Order copies and satisfactory completion certificates from clients clearly indicating the cost & nature of work and year of completion.
5	Timely payment of Salary to the deployed personnel and Statutory payments like EPF, ESI etc.	10		Salary transfer details with date of all deployed personnel for last six month.
6	ISO Certification	2		Attach Relevant Certificates.
7	Should have work orders of having employed/ deployed staffs under housekeeping services in multiple districts across Tamilnadu State.	20		Work order copy indicating the area of unit and number of Housekeeping personnel of running contracts/any other document proving the same.
	Total	100		

SCORING CRITERIA

Sl. No	Evaluation being done for	Maximum Points	Remarks please write details	
			Description	Points
1.	Experience in the field	20	5 to 10 years	15
			More than 10 years	16
			More than 15 years	17
			More than 20 years	18
			More than 25 years	19
			More than 30 years	20
2.	Annual Turnover exclusively on Housekeeping & General cleaning services (Average of last three FY) deployed by their company in other units)	20	>= 75 Lakhs	15
			More than 100 Lakh	16
			More than 150 Lakh	17
			More than 200 Lakh	18
			More than 250 Lakh	19
			More than 300 Lakh	20
3.	Number of orders (Individual units/buildings) from Government Establishments (GEs) / Public Sector Banks (PSBs) / Public Sector Undertakings (PSUs) served (for Housekeeping and General Cleaning services) in last 3 years.	20	2 to 4 orders	15
			More than 4 orders	16
			More than 6 orders	17
			More than 8 orders	18
			More than 10 orders	19
			More than 12 orders	20
			More than 100 Lakh	6
			More than 150 Lakh	7
			More than 200 Lakh	8
			More than 250 Lakh	9
			More than 300 Lakh	10
4.	Feedback from Client/Customer (Ref No.3) in their letterhead	8	“Excellent / Good” in one Feedback	3
			“Excellent / Good” in more than one Feedback	8
5.	Timely payment of Salary to the deployed personnels and statutory payment of EPF, ESI etc.	10	Payment done before 7th of every subsequent month.	5
			Payment done before 5th of every subsequent month.	10
6.	ISO certification	2	Valid certificate to be obtained	2
			Nil	0

7.	Should have work orders of having employed/ deployed staffs under housekeeping services in multiple districts across Tamilnadu State.	20	Minimum 2 districts	15
			>2 to 5 districts	16
			>5 to 8 districts	17
			>8 to 10 districts	18
			>10 to 12 districts	19
			More than 12 districts	20
Total		100		