

Tender No. 190000015 dated 17 Mar '17

Clarification to Bidders' Pre-Bid Queries

Sub: Providing Integrated Facility Management Services for offices, workshops, stores, open areas, residential quarters of Mazagon Dock Shipbuilders Limited in Mumbai.

S. No	Page No	TEF Clause	Brief Description of Tender Clause	Bidder's Queries	MDL Response
1	4	2.17.1	Bidders permanently registered with Mazagon Dock Shipbuilders Limited : 2.17.1 Valid Registration Certificate duly self-attested and stamped with their company seal along with their e-(Part-I) bid.	We are the vendor with the MDL for Transport Service. We request the Authority to clarify from where to obtain the Registration Certificate from MDL as registered vendor	Applications for vendor registration are to be submitted to SR&R section under Material Purchase Department in the category of 'Facility Management Services' . Application Form for registration can be downloaded from MDL website www.mazdock.com , Refer TEF Clause no 10.2 of Tender Enquiry for exemption from submission of EMD.
2	5	3.2.7	Contractor shall supply the gardening material viz. Red Earth, Bull Manure, various plants, Grass etc. as per the requirement of MDL	As per clause, request to clarify cost of this gardening material to be considered in costing	Bidders are required to quote for the same in Price Bid (Part-II)
3	5	3.2.5	Collection of garbage from individual flats, Segregation & Disposal of garbage at MCGM pick up points	How far is the disposal location from the site and do we have to arrange garbage collection vehicle for carrying out the work We request to clarify the same	Bins are located within MDL premises. Bidders are requested to visit the site and get acquainted of the site conditions.
4	7	5.7.1	Bidders shall furnish IPBG of ₹5,00,000/- (Rupees Five Lakh Only), in the form of Bank Guarantee as per enclosed format or Demand Draft drawn in favour of MAZAGON DOCK SHIPBUILDERS LIMITED	We request the Authority to clarify why we have to pay Integrity Pact Bank Guarantee, when we already putting money on EMD and Security deposit . Please re-consider this payment clause	It is a mandatory requirement. Tender terms shall prevail.
5	8	6.1	PRE-QUALIFICATION CRITERIA : Bidder's experience of having successfully completed similar works during last 7 years ending last day of month previous to the one in which tenders are invited should be either of the following 6.1.1 Three similar* completed works each costing not less than ₹ Crore OR 6.1.2. Two similar* completed works each costing not less than ₹ Crore OR 6.1.3. One similar* completed work costing not less than ₹14.00 Crore	Similar work costing is on higher side, We request kindly re-consider the clause and reduce the value of similar works Also when the company turnover should be of at least Rs. 2.62 Cr , How the Authority expect from the Agency the similar work above Rs. 2.62 Cr We Request to please look into these clause and kindly modify	The values of similar works and the average annual turnover stipulated in the tender are as per extant guidelines of MDL. <u>Tender terms shall prevail.</u>

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6	8	6.1	Providing Integrated Facility Management Services (IFMS) comprising Housekeeping, Garden Maintenance in PSUs / Govt. Offices / Corporate Offices / Industrial Complexes / Residential Township / Shopping Malls / Hospitals / Airport etc. admeasuring a total area of at least 2,50,000 Sq.M. in a Single Order.	In clause 6.1. When the Agency is asked for similar works experience , why is the Authority specific with Total SqM Area of working. We request to wave off the clause as these clause are adding too much restriction for the agencies to participate	Tender terms shall prevail
7	11	11	Bids / Offers shall remain valid for a period of not less than 180 Days after the deadline date of submission	We request the Authority to keep Bid Validity of 90 days maximum	Tender terms shall prevail
8	12	XIII	Bidders should upload scanned copies of Degree certificate and Experience Certificates in the field of Integrated Facility Management Services for the Facility Managers & Facility Executives	We request the Authority is it mandatory to submit these details on online bid As it is confidential details which and we can make this data available to the Authority after the award of contract	It is a mandatory requirement. Tender terms shall prevail.
9	16	19.1	Payment will be made on Monthly basis through NEFT/RTGS/ECS within 25 to 30 days on submission of invoice(s) in triplicate to Invoice Receipt Section along with Work Completion Certificate duly signed by an Executive of level not below the rank of Chief Manager, Yard Upkeep Cell (YUC) in Technical Services Department.	We request the Authority to release the payment within 15 days from date of submission of bill	Tender terms shall prevail
10		General	Penalty Capping	Penalty Capping should not be more than 5% of Invoice Amount	Tender terms shall prevail
11		General	Machinery Supply	In Scope of Work on each location the Authority has mentioned new ride on sweeper machine, We request to clarify do we have to supply separate for each location	Refer tender document.
12	37	3	Contractor shall clear Septic tanks in the yard by suction machine, minimum twice in a year. Septic tanks are Located mainly in 4 (Four) nos. located in North yard and 1 (One) no. located in Alcock Yard. Total approx. size of each tank is 1000-1500 Cu.M.	To clean septic tanks require specialize manpower, will the Authority provide safety gears for the execution of such works. Kindly Clarify ?	Please refer tender document. All PPEs/safety gears required for execution of the contract are to be provided by the Contractor.

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13		General	Escrow Account	We request the Authority to consider formation of Escrow Account which will safe -guard the Interest of the Agency and the Bank	Not acceptable.
14		General	Labour Licence	We request the Authority to clarify who will issue the Labour Licence and Who will bear the Cost of obtaining such licence ?	The Labour Licence is issued by the office of the Labour Commissioner. Bidder has to bear the cost of obtaining the Labour Licence.
15		General	Amendment as per Gov. Policy	In case of any change in Gov. policy within the period of tender which may effect the tender terms or revision are the same will be considered after the Award of the tender We request the Authority to kindly accept the same	Changes, if any, in the Government policy(s) after submission of bids but prior to award of contract should be brought to the notice of MDL by the bidder(s) before award of contract. Such changes, if not brought out by bidder(s) before award of contract, shall not be considered post award of contract. However, changes in Government policy(s) after award of contract and if brought to notice by the contractor, shall be considered on merit(s).
16		General	Service Charges	We request the Authority to include the clause that in case of any tenderer quoting Service Charge less than 0% will be disqualified	Rates for individual item/activity in the Price Bid are to be quoted by the Bidders. Taxes/duties paid by the contractor shall be reimbursed at actuals on production of requisite documentary evidence.
17		General	Manpower Count	The Number of Manpower for which price is quoted should be standard as asked in tender document and shouldn't be reduced in contract period We request the Authority to kindly accept the same	The manpower indicated in the tender are the minimum to be deployed. However, the contractor may have to deploy additional manpower, if required, to deliver the desired level of services required. Payment shall be made as per the accepted rates for the item/activity.

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18	8	6.3	No separate order for Gardening or Housekeeping management shall be entertained.	This clause should be deleted. Only company having experience in providing Facility Management services should be considered. Because now tender is to provide Facility management services/integrated facility management services at each site. This is comprising of all the works including Housekeeping, cleaning sanitation, plumbing, gardening. Gardening being a part of unskilled/semi-skilled and skilled category job. Some may be having all jobs and may have part of it, hence all the bidders are providing the same. It should have experience of providing Housekeeping and Gardening and other works even separate orders for the same should be considered for providing the said services. Hence, having Housekeeping and Gardening only must be deleted and amended accordingly.	Tender terms shall prevail
19	8	6.1.4.2	Bidder should have at least 5 Facility Managers and 30 Facility Executives	Please clarify. Shall we submit the Resume of these personnel with the tender?	Yes. Refer TEF clause no. 12.1 a)xiii) of the Tender Enquiry for uploading of required documents in this regard.
20		12 C	Upload a scanned image of list of Equipments held by them with model/year/working status alongwith details of their facilities and personnel with designation, qualification and experience	This is immaterial as bidder may be having lots of machines with him. Only an undertaking from the Bidder is required to be submitted that they are having sufficient machine and specific machine required at site need to be supplied as specified in the tender.	Bidders are required to upload only the list of Equipments held by them with model/year/working status alongwith details of their facilities.
21		Price Bid	Sl. No. 65 to 73 - AU Unit	Kindly clarify the "abbreviation for the Unit AU". How should the bidders quote for the same?	Activity Unit

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22		8	PRE-QUALIFICATION CRITERIA :	We are providing services to DIAL under "O&M CONTRACT OF P & E WORKS AT T1, T2, CARGO, NUB, PROJECT OFFICE, CAFETERIA, ACCOMODATION CENTRE SINCE 16.12.2013 TO TILL DATE". The value of Completion is approx. 16.58 Cr under single contract; deployment of staff is more than 220 Nos. Do you consider the work we executed at DIAL is similar work to participate admeasuring a total area more than 2,50,000 Sq.M. in a Single Order.	The similar work should be as per the definition stipulated under TEF clause no. 6.1.3 of the Tender Enquiry. Bidders shall submit necessary supporting documents as per the stipulation in the pre-qualification criteria.
23	7	5.7	Integrity Pact Bank Guarantee	Is it required to submit along with the Techno-Commercial bid. If so, then please declare the validity period.	Scanned copy of the IPBG is required to be uploaded along with the Techno-Commercial bid and the original hard copy of the same should reach MDL within 07 days of the tender closing. For validity, please refer TEF clause no. 5.7.2 of the Tender Enquiry.
24			EMD	Please clarify on the validity period and Claim period, if any	Refer TEF clause no. 9.4 of the Tender Enquiry.
25			Minimum Wages	Please clarify on the minimum wages applicability - Central Govt. or Stae Govt.	As per notification of Deputy Chief Labour Commissioner (Central), higher of the Minimum Wages as published for Employment of Sweeping and Cleaning by the Concerned State Government and the Central Government is to be considered, in case of Central Establishments.