

RFQ No: Invest India/RFQ for Housekeeping, Security & Pantry/2019

RFQ FOR HOUSE KEEPING SERVICES, SECURITY & PANTRY SERVICES

by

Invest India

Replies to queries received

27th June 2019

Invest India

Room 225, 1st Floor

Vigyan Bhawan Annexe

Maulana Azad Road, New Delhi- 110011

Query	Reply
<ul style="list-style-type: none"> Commercials to be submitted, will be covering on manpower cost along with cleaning equipment cost and cleaning chemical. 	Corrigendum uploaded
<ul style="list-style-type: none"> Unit rates will be provided based on the list of items mentioned in RFP (except cleaning chemicals) & it will be billed on actuals. Rates will be fixed for two years 	Corrigendum uploaded
<ul style="list-style-type: none"> Minimum wage revision will happen as per state wage notification. 	As per Annexure 1 in the RFP document, it clearly states that “Wages will be governed by the notifications issued by Govt. of NCT, New Delhi subject to changes time to time”
<ul style="list-style-type: none"> Pest control services will be done on fortnightly basis. 	Corrigendum uploaded
<ul style="list-style-type: none"> Penalty of 5% will be applicable on management fees if service level is not satisfactory (this will cover all the penalties mentioned in RFP). 	Corrigendum uploaded
<ul style="list-style-type: none"> Toiletries & other consumables to be provided of standard make as like Kimberly Clark, Origami & Diversy. 	Corrigendum uploaded
<ul style="list-style-type: none"> Liability in the RFP is unlimited which should be limited to 3 months of billing amount 	Corrigendum uploaded
<ul style="list-style-type: none"> Revised date for submission of tender is 5th July. 	Corrigendum uploaded
<ul style="list-style-type: none"> 10% bank guarantee clause should be reconsidered, being a multinational company, we are abiding by all statutory compliances & payout of salary happens on 1st of every month for housekeeping team. Also, at any given point of time 2 months payments & assets will be with you which turns out to be more than 10% of the contract value 	No change as per RFP document Clause 22.

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<ul style="list-style-type: none"> • Shall bidder submit all the tender documents with signature 	Yes
<ul style="list-style-type: none"> • Unit rates will be provided based on the list of items mentioned in RFP (except cleaning chemicals) & it will be billed on actuals. Rates will be fixed for two years 	Corrigendum uploaded
<ul style="list-style-type: none"> • The commercial bid submit with tax or without tax – need to clarify? 	As per Annexure 5 of the RFP (inclusive of all taxes)
<ul style="list-style-type: none"> • For commercial bidding can we use excel format for pricing or need to fill in pdf format given in tender documents 	PDF Format
<ul style="list-style-type: none"> • Please fix service charge in % and below that the bidder will not be qualified 	No
<ul style="list-style-type: none"> • Poor performance penalty deduction should be on service charge not in billing value 	Corrigendum uploaded
<ul style="list-style-type: none"> • Housekeeping supervisor should have 10+2 and having minimum of 5 years of experience in a reputed company/private sector 	No. Same as per RFP document
<ul style="list-style-type: none"> • Pantry supervisor should have 10+2 and having good experience in service industry in any private sector/govt. sector 	No. Same as per RFP document
<ul style="list-style-type: none"> • The bidder should provide the backend staff detail with their experience which is help to client to enhance the service quality and sustain the service standard 	Yes.
<ul style="list-style-type: none"> • Bidder should provide the training to staff once in a month and the trainer must have working experience in any FIVE STAR hotels 	Yes

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<ul style="list-style-type: none"> Requirement of 5 years' experience may be reduced to 3 years 	No. Same as per RFP document
<ul style="list-style-type: none"> Requirement of 1 service contract of value not less than Rs. 50 lakhs per annum for 3 years may be reduced to Rs. 25 lakhs for 1 year 	No. Same as per RFP document
<ul style="list-style-type: none"> Requirement of turnover of Rs. 100 lakh for 3 years may be reduced to Rs. 50 Lakh for 1 year 	No. Same as per RFP document
<ul style="list-style-type: none"> Qualification of Supervisor in Graduate with 3 years' experience may be reduced to Matric/10th with 3 years' experience to be cost effective 	No. Same as per RFP document
<ul style="list-style-type: none"> Requirement of Company to be registered with the appropriate Registered Authority, we may like to mention that for providing Security Services it is mandatory to have a PASRA License from Delhi Govt as per Delhi Private Security Agencies (Regulation) Rules, 2019 to run the business of Private Security Agency. We have obtained the said PASRA License from Delhi Govt for 5 years since 26th April 2018. 	Corrigendum uploaded

Query	Reply
<ul style="list-style-type: none"> Kindly share the Employee Headcount (Client) / footfall per day 	150 approx
<ul style="list-style-type: none"> We presume that any increase in the prevailing minimum wages to be kept in our proposal for next three years. Kindly confirm our understanding. 	As per Annexure 1 in the RFP document
<ul style="list-style-type: none"> We assume that the proposed manpower is excluding relievers (numbers) for the seventh day operations – Please confirm 	Yes.
<ul style="list-style-type: none"> We presume that the provision for garbage disposal outside the premises is under Client scope – Please confirm? 	No.
<ul style="list-style-type: none"> Any Third-party background verification to be carried for the staff to be deployed. Please clarify 	Yes.
<ul style="list-style-type: none"> We presume that the Pantry Infrastructure like Crockery to be provided by Client – Please confirm? 	Yes
<ul style="list-style-type: none"> We understand that the pantry consumables to be provided by Client. And tea / coffee vending machine & water dispenser is taken care by separate vendor – Kindly confirm 	Yes.
<ul style="list-style-type: none"> There is no information in the RFP document about EMD. Whereas in the technical document EMD details requested. Kindly confirm and clarify. 	Corrigendum Uploaded
<ul style="list-style-type: none"> Can we give the declaration in our company letterhead? Please confirm. 	As per Annexure 4 Clause 19 of the RFP document, Affidavit is required.
<ul style="list-style-type: none"> There is no provision to enter the Cleaning Equipment charges, Cleaning Material, Pest Control Charges in the Price Bid format. Kindly confirm. 	Please attach a separate sheet mentioning the same in the financial bid.

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<ul style="list-style-type: none"> The Bidder will be required to furnish a Performance Guarantee by way of Bank Guarantee through a public sector bank or a private sector bank authorized to conduct government business (ICICI Bank Ltd., Axis Bank Ltd or HDFC Bank Ltd.) for a sum equal to 10% of the contract value within 30 days of receipt of the confirmed order <p>Please give us a Format of the Bank Guarantee.</p>	<p>Bank Guarantee format to be shared post award of the tender</p>
<ul style="list-style-type: none"> Evaluation Criteria - Previous Experience <p>This is having 50 Points please give us the marking on this Technical criterion, a breakup of the 50 Points. Are There any marks for a Presentation to the Invest India decision panel</p>	<p>Previous Experience criteria to include number of companies worked with, size and stature of the companies</p>
<ul style="list-style-type: none"> Rates may be quoted by the firm according to qualification and irrespective of minimum wages fixed by NCT. However, the enhancement of rate may not be governed periodically as and when the rate revised by NCT. <p>This point is not clear</p>	<p>Corrigendum uploaded</p>
<ul style="list-style-type: none"> Machines Required for House- keeping -• Wet & Dry Vacuum Cleaner (Industrial) (07 Pcs.) <p>Kindly re Look at the Type of Machines to be used. Industrial Housekeeping may not be relevant for Office Cleaning. Scrubbing Machine is not mentioned but Scrubbing Activity will be required as per Pt 11. Can we suggest an alternative complement of Machines as per the Site Conditions - Survey?</p>	<p>As per RFP</p>
<ul style="list-style-type: none"> The employees shall report to the officer-in-charge assigned by the Department. If the performance of the contractor is not found to be satisfactory, 5% of the bill amount of the month shall be deducted and in case of continued poor performance contract will be terminated after giving written notice. <p>5% of the Bill amount is going to violate the compliance pay out. The Penalty is typically a % of the Service Fee . Please give us the Penalty Marking SLA / Points</p>	<p>Corrigendum uploaded</p>