

Corrigendum-02

A Pre bid meeting was held on 08/04/2021 at 11:00 A.M. in the conference hall at 3rd floor of HITES office at Noida for the tender of **for Providing FM services at Seven New Govt. Medical Colleges under Govt. of Madhya Pradesh** for the tender no. HITES/FMD/MP/2020-21/02 dated 30.03.2021. After discussion with the representatives of eligible empanelled agencies, following amendment has been made in the NIT document for Providing FM services at Seven New Govt. Medical Colleges under Govt. of Madhya.

Reply of general queries raised by all four agencies attended the pre bid meeting on 08.04.2021 is appended below table:

1. Reply of pre bid queries submitted by Impressions Services Pvt. Ltd.

Sr. No.	Query Description submitted by the agency through email	HITES Remark
1	Regarding Relievers the manpower given includes relievers.	Manpower mentioned in the price schedule is inclusive of relievers
2	Help-Desk in each cluster is to be set up separately which also involves manpower to monitor. Is any scope in these manpower taken into consideration?	Manpower will be as per price schedule only
3	Regarding Security License, we have applied for the same, can we give declaration against this, as the same will be submitted within 3 months after the award of LOA	Accepted, but the agency should furnish the application receipt submitted to the competent authority /dept. regarding PASARA certificate within 10 days from the date of issue of the LOA.
4	What percentage of Labour welfare funds to be considered or any fixed amount to be considered.	If applicable, agency should pay this from their management fees only.
5	Wages of Unskilled given in BOQ of Khandwa/Chhidwara/ Ratlam/Shivpuri/Shahdol seem to be wrong. As right wages are given in Datia and Vidisa sector.	Accepted and correct figure is 8400/-
6	we request authorities to kindly extend the submission date of this particular tender due recent Lockdown and increase in pandemic situation in Delhi NCR	Accepted – Refer corrigendum-1 no. HITES/FMD/MP/2020-21/010 dated 16.04.2021

2. Reply of pre bid queries submitted by OYNX MGT. SERVICES PVT. LTD

Sr. No.	Query Description submitted by the agency through email	HITES Remark
1.	Price Schedule: In the Price Schedule of Some Clusters (on Page no. 76, 86, 108), the Category of Security Guards is not mentioned & also its not mentioned whether the security guards are with arms or without arms. Please Clarify.	Refer Annexure on which breakup of salary of the respective site is mentioned. It has been clearly mentioned that Security guard comes under Unskilled category and Security guard with arms comes under Semi-skilled Category.
2.	Breakup of Salary: In the Salary Breakup of most of the Clusters, the Gross salary of Unskilled workers is incorrect (Page no. 82, 84, 90,105).	Correct figure is 8,400/-

	Also Rates of Previous Minimum wages for all the categories of workers are mentioned in the breakup salary of GMC SHAHDOL (Page no. 111). Please correct the same.	
3.	Housekeeping Tools: Please clarify that Wet Mop, Dry Mop, Jobby Dustbin as per the list are to be supplied every month at each site as per list for each Medical College. In our view only Refills are required every month and these mop sets are required on quarterly basis or when they are broken. No mention of Refills for every mop set. Please Clarify.	Fresh pieces as per price schedule quantity to be supplied on a monthly basis.
4.	Machines: Whether we have to provide Brand new Machines. Please Clarify.	Machinery is on rental model and payment will be made accordingly as per price schedule. Preferably new machines should be delivered for better performance but HITES has no compulsion. HITES will deduct applicable amounts from the agency monthly claims if machines are not as per price schedule or stand still due to breakdown.
5.	Manager: Manager is to be provided for each cluster or each Medical College? Please Clarify.	For Each Location/ Medical college
6.	Material: Please specify the size/capacity of the office dustbins/outdoor pole dustbins, soap dispensers etc. to be supplied.	Office Dustbin- 30 ltr. Pole Dustbin – 80ltr. Soap Dispenser- 500 ml
7.	Declarations: Only Declarations & Forms as required in the Tender Document are required to be filled & no other documents/forms are to be attached. Please Clarify.	Documents to be submitted as per NIT only.
8.	We also request your kindly to extend the tender submission date for minimum 10 days due to this corona crisis as we have to visit all the sites.	Accepted – Refer corrigendum-1 no. HITES/FMD/MP/2020-21/010 dated 16.04.2021

3. Reply of pre bid queries submitted by TFS Corporate Solutions Ltd.

Sr. No.	Query Description submitted by the agency through email	HITES Remark
1	Exemption of EMD for MSME and NSIC registered companies is not mentioned in the tender	Accepted- Agency should submit the relevant verified documentary proof in this regard with NIT document.
2	Date of signing of contract agreement would be more than 21 days as due to covid many districts imposed curfew.	Not Applicable , if required HITES will decide such extension only after selection of eligible agency

4. Reply of pre bid queries submitted by M/s Updater Services Pvt. Ltd

Sr. No	Query Description submitted by the agency through email		Reply HITES
1	Billing	Please confirm how the billing will be processed as there is 7 different hospitals at 7 different locations, whether it will be processed at single location (HITES) or at respective hospitals	Bills will be processed at respective sites in line with the resources verified by the HITES and client nodal officers and payment released by the respective medical college.
2	Deployment	Please confirm whether the existing employees shall be observed in UDS role once the contract gets awarded	Recruitment shall be done as per agency policies. Preference should be given to existing staff but no compulsion from HITES side.
3	Cost towards fixture for repairs	Please confirm whether all the fixture for repairs borne by HITES / Hospital Authority	By Client but if any fixture is damaged by the manpower engaged by the agency than cost toward that shall be borne by the agency only.
4	Biometric Attendance	Kindly confirm whether contractor needs to install biometric attendance	Biometric machines should be installed by service providers only at his cost and monthly payment will be released as per biometric attendance sheet submitted to HITES site office and verified by HITES and Client nodal officers.
5	Evaluation Criteria	Please confirm all 3 tenders will be awarded to same service provider in case that particular service provider being L1 for all 3 tenders	Refer NIT document page no. 6 ,point no. 1.4 under the heading important information
6	Equipment Brand	Please confirm equipment brand like IPC, Comac, Karcher are also reputed brands. Request HITES/ Hospital authority to consider these brands as well	As per NIT Only
7	Sub-Contracting	Whether subcontracting of any services (Security, Laundry, Pest Control etc.) allowed?	Not allowed
8	Chemical Brand	Chemicals – We can consider 3M / Schevaran etc. Chemicals which are equivalent to Taski and they have MSDS sheets available. Please confirm	As per NIT only

9	Laundry Service, Kitchen Service and Waste Management which are optional.	Laundry Service, Kitchen Service and Waste Management included in this tender	Agency has to only provide the appropriate manpower as per price schedule for Kitchen & Laundry work but management will be done by college at its level. For waste management – Collection and dumping of waste inside the college campus at designated areas is in the scope of agency work.
10	Waste Disposal	Waste Disposal – Whether waste disposal outside the facility is in the scope of vendor or not? Please clarify	Agency should only coordinate with the local municipal corporation/competent dept. for waste collection /disposal outside the medical college premises.
11	Garbage Trolley	Garbage Trolleys for waste transportation is at contractor scope? Please clarify	As per price schedule only.
12	Vaccination Cost	HBV Vaccination Cost for staff to be borne by HITES or UDS	Cost toward this should be borne by agency only.
13	Extra Manpower Cost	Who will bear the cost of extra manpower for VIP visits etc.?	If Required, cost toward this should be borne by agency only.
14	Frequency of replacement of GBL	Garbage liners to be changed daily or as and when required, if found dirty.	As per waste management compliances/guidelines/laws followed at hospital.
15	Parking System	Whether parking system is under scope security or parking vendor	Not applicable but security staff should coordinate with the parking agency for smooth operations as all services are interlinked to each other up to some extent.
16	Security Devices and equipment	Security equipment's at site like walkie talkie etc are provided by HITES or its comes under contractor scope	As per price schedule only.
17	Timeline for obtaining Police Certificate	Police verification may take 1 month, please increase the timeline to 1 month from 15 days	Agency should submit the Police verification application receipt of all employees deployed by them at respective site in 10 days from the date of commencement of work and police verification within one month from the date of commencement of work.

18	Annual Price Escalation	Whether Services Margin will be fixed for contract period or may increase year on year? Please clarify	Fixed as per NIT terms and condition
19	Revision in Statutory Laws	Any revision in statutory laws will be reimbursed by HITES like change in bonus act, PF ACT, ESI ACT etc.	Any revision in labour laws/compliances issued by government of India/ Govt. of MP will be applicable and same shall be reimbursed after getting the approval from the principal employer i.e. respective medical college.
20	2 Wheeler for Patrolling	For Patrolling - Do we have to cater the cost of two-wheeler as well? Please clarify	As per NIT only
21	Manpower Assessment	Whether the proposed resources mentioned in the tender to quote or vendor can propose manpower numbers on their own	As per NIT only
22	Cost towards BMW bins	Who will bear the cost of BMW – Bio Medical Waste Bins	By client, only applicable if mentioned in NIT/price schedule.
23	Manpower Nos. Incl. Relievers or Excl. Relievers	Whether the manpower numbers included in tender are inclusive of reliever or exclusive of relievers?	Including relievers
24	Horticulture Materials	Horticulture Tools, manure, Lawn mower, Water Pipe etc. not asked in the Price Bid. We presume that it will be provided by the Hospital. Please confirm.	Consumables and major tools will be provided by the respective Medical college but basic tools should be provided by the agency and cost towards these items will be borne by the agency only from their management fees.
25	Tools for Technical Team	Please clarify who will provide tools for technical Team (Basic + High end tools), cost is not factored in our cost sheet	Major tools will be provided by the respective Medical college but basic tools required for routine maintenance will be provided by the agency and cost towards these items will be borne by the agency only from their management fees.
26	Log Book and Daily Checklist and Registers	kindly clarify who will provide log books & other daily check sheet	By agency only
27	Asset Inventory and Lifespan	Please confirm who will provide spares/ Consumables & how will AMC be routed as list of asset is not given in documents with rating, only general details mentioned	AMC is not part of NIT; manpower provided by the agency for maintenance work will only manage and coordinate with respective agencies appointed by respective medical colleges related to AMC/CMC etc. work.

28	Audit planning for equipment	Audit planning for equipment is under vendor scope, do we need to factor cost for the same - please clarify	Query raised is not clear, if applicable will be as per NIT terms and condition only.
29	Software for Complaint & Energy Management	Complaint management & energy management software is under vendor scope, cost is not factored in costing - Please clarify	All such arrangements will be in vendor scope and cost towards such arrangement will be borne by vendor from its management fees.
30	CTC Structure & Gratuity	Gratuity amount to be factored in the CTC breakup, request HITES / Hospital authority to publish the revised the breakup sheet with Gratuity component in it	As per NIT only
31	Payment Terms	Please confirm the payment terms and process time after monthly invoice submission	As per NIT only
32	Waste Segregation	Waste segregation has to be done at source. Nursing & HK staff to be trained. Radiation and Cytotoxic Waste Disposal cannot be mixed with other waste and has to be done by Hospital as per AERB. (Atomic Energy Regulatory Board)	As per NIT scope of work
33	Jobs- not under HK scope	It is the responsibility of the Service Provider to keep round the clock a housekeeping staff who is expert in the clearance of chocking of sinks, wash basins, floor traps, , EWC, IWC, P Traps, Rain water pipes, sewer chamber & sewer lines, the chocking shall be cleaned immediately after reporting the complaint - This is not under Housekeeping scope and to be done by sewer man.	As per NIT only
34	Jobs- not under HK scope	Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, rain water drainage ,cleaning open drains, Pump Rooms, AC Plants, Electrical Substation, Auditorium, Nursing College, Hostels, Main Gates, etc. as directed by the HITES Officer In-charge - Substation cleaning is not under Housekeeping scope	As per NIT only

35	Jobs- not under HK scope	Cleaning the patients who have soiled themselves with stool, urine, vomitus with assistance of Patient attendant / nursing orderly / staff nurse / nursing sister - This is not under Housekeeping scope & to be done by GDA	As per NIT only
36	Jobs- not under HK scope	Housekeeping scope will not include the following: (To be through External Specialized Agency)	As per NIT only
		Façade cleaning, Cleaning of heightened spaces above 1.8 meters.	As per NIT only
		Outdoor AC unit fixture above window shade	As per NIT only
37	Storage Space	The Contractor shall make their own arrangement for the storage of materials, consumables & Equipment need for housekeeping jobs on their own risk and cost - HITES to provide store space with lock & key at important locations across the campus	Storage space will be provided by the respective medical college.
38	Out of Scope	Street/Yard lighting to be out of scope as it needs specialised equipment like scissor lift, cherry picker etc and in all hospital is under Municipality	As per NIT only, if major equipment is required that will be provided by the medical college.
39	Garbage Bag Consumption	Garbage Bag: 100Kg / 200Kg mentioned but size, color not mentioned, no clarification on Garbage Bins? What happens if the Actual consumption is higher than the mentioned quantity?	As per price schedule only and colour coding etc. will be as per standard guidelines. Price schedule in the NIT is on unit rate basis, if in future quantity increases same shall be discussed with the respective medical college for getting the approval.
40	Contract withdrawal option for Service provider	Contract withdrawal option for Service provider to be included with some notice period	As per NIT
41	General	Must the service provider be involvement in the hospital waste management plan and work towards successful implementation according to the SOP?	As per NIT
42	Garbage Disposal	We understand that the garbage disposal vehicle must be organized by us? Kindly suggest the frequency of this requirement in a week? Also - please share the current indicative waste disposal	As per NIT only. If required, the Agency can do the survey in this regard at respective medical colleges before quoting the rates; HITES team will support them during their

		per (in KG's) per month?	survey.
43	AMC Reimbursement	We understand that the service provider will have to coordinate with the AMC provider to ensure timely service. Please help us understand if we will be responsible for renewal of AMC's as well? and if so, please help us understand if the said amount will be reimbursable or not?	AMC is not part of NIT , manpower provided by the agency should only manage and coordinate with respective agencies related to AMC/CMC etc.
44	Reimbursement of Liasoning Charges	Please help us understand if the renewal of licenses (such as life license etc) will come under the scope of the service provider? And if so, please confirm if the liasoning charges will be reimbursable?	If applicable, all such costs will be borne by the agency from their management charges only.
45	Video conferencing	The tender document had mentioned the need for video conferencing ability? Kindly confirm this would be for the usage or whom? Please confirm if there is any expectation of usage of any particular software?	As per NIT only
46	Double wages during National Festival Holidays	Kindly clarify if double wages will be provided for workmen working on National Festival Holidays as per the Act?	As per NIT only.
47	New Wage Code 2019	Request you confirm if HITES will be compliant as per the wage code, 2019 that is coming into effect in the next couple of months?	NIT is as per the current labour laws and compliances, if any revision occurs in future same shall be informed to the principal employer i.e. Medical colleges and implemented after getting the approval.
48	Mobilisation Period	Kindly clarify if the deployment will be in a phased manner or will be right from the beginning. If it would be in a phased manner, kindly clarify the mobilization period that will be given to the service provider?	As per NIT only.
49	Minimum wages revision	Please confirm whether minimum wages revision provided by HITES / Hospital Authority as and when the wage / DA revision happens	As per NIT only.

