



**All India Institute of Medical Sciences, Bilaspur
Himachal Pradesh- 174001**
Tender for Outsourcing of Sanitation Services
Corrigendum/Clarifications

F. No. AIIMS/BLS/(G)/2022-02

Dated: 26/03/2022

Corrigendum/Clarifications

Ref:

1. GeM Bid No. GEM/2022/B/2008702

Issue Date: 04-03-2022

Name of the Bid: Tender for Outsourcing of Sanitation Services

Last Date of Submission: 28-03-2022 11:00 Hrs.

2. Pre-bid Meeting dated 11th March 2022

The clarifications and amendments are as follows:



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S. No.	Clause	Representation/Query	Amendment/Clarification
A. DG Nakrani			
1.	<p>Point No. 5 & 6 on Page No. 10</p> <p>5. The bidders have to quote for additional rates & charges per square meter (to be used in case of increase/decrease in area beyond 5%). For the comparison of financial bids, these rates will not be compared. But of all technically shortlisted bidders whose bids are opened, the lowest rates quoted for charges per square meter will be applicable to the selected firm. Refusal of a firm to accept this condition will disqualify the bidder & next lowest quote will be treated as first lowest subject to acceptance of this condition.</p> <p>6. In case of failure to quote for additional rates of charge per square meter, it will be assumed that the bidder will not charge anything for additional increase in area for the entire duration of contract. Bidders will be paid for additional area only if it is above 5.0% of the current area. There will be no escalation of rates if the increase in the work is below or equal to 5.0% of the area.</p>	<p>Please clear, on GeM portal where we have to quote additional rates and Charges</p> <p>On GeM portal we only have to quote Service charge in Percentage there is no any extra row for quoting additional rate</p>	<p>Amendment</p> <p>Point no. 5 & 6 on Page No. 10 to be deleted</p>



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2.	<p>Section – VII A) Qualification of Eligibility Criteria Point No. 4 of Page No. 46</p> <p>Proof of successful execution along with certified copies of the award of work/Agreement of the above mentioned works along with satisfactory performance report should be submitted. The Performance reports to be submitted by the bidder shall clearly mention the duration of the contract, certified number of employees deployed to execute the said work, complaints and number & quantum of penalties imposed on the firm, warnings & show cause notices issued during the execution of the contract. The performance certificate should be issued on the letter head of the organization head, Medical Superintendent or authorized nominee of the organization which had engaged the bidder for the said services. The client reserves the right to verify the performance of the bidder from these users by site visit or any other method and if it is observed that the provided services of the bidder with any of the other users is not satisfactory then the bid will be rejected and no</p>	<p>Please clear whether we have to submit complaints and number & quantum of penalties imposed on the firm, warnings & show cause notices issued during the execution of the contract on Performance certificate or not</p>	<p>Clarification</p> <p>Satisfactory performance report to be provided in compliance with Section - VII A) Qualification of Eligibility Criteria</p>



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	communication in this regard will be entertained.		
3.	Section - VII A) Qualification of Eligibility Criteria Point No. 5 of Page No. 47 The service provider shall furnish a non-blacklisting/non-debarring certificate that they have not been blacklisted in the past three years by any government/ Private institution. The service provider has to give an affidavit on non-judicial stamp paper of Rs.10/- duly attested by notary that if there is any vigilance/CBI case pending against them and they have not been blacklisted/debarred in the past three years by any Govt. or Private Organization.	Is it ok to give affidavit on Rs. 50 Stamp Paper	Amendment Existing Clause The service provider has to give an affidavit on non-judicial stamp paper of Rs.10/- duly attested Amended Clause The service provider has to give an affidavit on non-judicial stamp paper of Rs.100/- duly attested.
4.	Section - VII A) Qualification of Eligibility Criteria Point No. 8 of on Page No.47 & Section XVI Checklist point no. 8. On page no. 68 The bidder should have minimum 500 number of Technical and Administrative personnel for the proper execution of the contract. They should submit a list of all these employees along with their designations stating clearly how these would be involved in this work	As per tender requirement, AIIMS Bilaspur needed below mentioned manpower Sanitary Attendant- 243 Floor Supervisor-12 Facility Manager- 3 Sr. Facility Manager-1 Store Keeper-1 Plumber-3 Supervisor Pest Control -1 Field Worker Pest Control -5 Mali -5 Requirement found of 243 Nos.	Amendment Existing Clause Section - VII A) Qualification of Eligibility Criteria Point No. 8 of on Page No.47 & Section XVI Checklist point no. 8. On page no. 68 The bidder should have minimum 500 number of Technical and Administrative personnel for the proper execution of the contract. They should submit a list of all these employees along with their



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		housekeeping / sanitation staff and qualification set on Technical and administrative personnel. Need clarification	designations stating clearly how these would be involved in this work Amended Clause <u>Section - VII A) Qualification of Eligibility Criteria Point No. 8 of on Page No.47</u> & Section XVI Checklist point no. 8. On page no. 68 The bidder should have minimum 240 numbers of Sanitary Attendants on roll to be determined from EPF & 5-Return of Contribution to ESI. They should submit a list of all the sanitary attendants, technical and administrative employees along with their designations stating clearly how these would be involved
5.	<u>Procedure for evaluation of Proposals: Score Table page no. 49</u> Total number of sanitation man power on roll (Determined from Form 9A , EPF & 5 return of Contribution to ESI) (30 marks)	Please clear what we have to submit EPF ECR or ESI Contribution	Amendment Existing Clause Total number of sanitation manpower on roll (Determined from Form 9A, EPF & 5-Return of Contribution to ESI) (30 marks) Amended Clause Total number of sanitation manpower on roll (Determined from EPF & 5-Return of Contribution to ESI) (20 marks)



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			Note: For more detail see amended table attached at end of this corrigendum which will replace table criteria (Max Score) under Section VII B (Proposal evaluation) Procedure for evaluation of proposals.
6.	<p>Section - VII A) Qualification of Eligibility Criteria Point No. 10 of Page No. 47 & Section XVI Checklist point no. 10. on page no. 68 Certificate of Registration or any documentary proof for the year of incorporation. At least one work order of the year in which the firm is claiming to have started work in housekeeping services OR All work orders of the firm since incorporation till date</p>	In above condition what is required?? Incorporation of firm or continues work from the incorporation of work?? As each bidder have their own incorporation date and year. Kindly clarify what actually asking for and for which criteria of qualification	<p>Clarification The proofs are required for establishing the claim of experience of providing sanitation & housekeeping services against clause no. 4 of Section – VII A) Qualification or Eligibility Criteria & evaluation criteria table under clause 2 of Section – VII B) Proposal Evaluation</p>
7.	<p>Point No. 6 of Section XVI of Checklist Page no. 68 The bidders should not have incurred any loss in the last three years ending 31st March 2018. This should be duly certified by a Chartered Accountant and should also submit audited financial statements by an auditor (certified by the government) and in this context form 3CD to be submitted</p>	Please clear whether we have to submit audit report in form of CD or not	<p>Amendment Existing Clause The bidders should not have incurred any loss in the last three years ending 31st March 2018. This should be duly certified by a Chartered Accountant and should also submit audited financial statements by an auditor (certified by the government) and in this context form 3CD to be submitted.</p>



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S. No.	Clause	Representation/Query	Amendment/Clarification
			Amended Clause The bidders should not have incurred any loss in the last three years ending 31st March 2021. This should be duly certified by a Chartered Accountant and should also submit audited financial statements by an auditor. In this regard, Form 3CD duly certified by Chartered Accountant be submitted.
B. M/s MJ Solanki			
1.	Point No. 5 & 6 on Page No. 10 5. The bidders have to quote for additional rates & charges per square meter (to be used in case of increase/decrease in area beyond 5%). For the comparison of financial bids, these rates will not be compared. But of all technically shortlisted bidders whose bids are opened, the lowest rates quoted for charges per square meter will be applicable to the selected firm. Refusal of a firm to accept this condition will disqualify the bidder & next lowest quote will be treated as first lowest subject to acceptance of this condition. 6. In case of failure to quote for additional rates of charge per square	Query- As per point No. 5 you are suggested to quote for additional rates & charges per square meter in case of increase / decrease in area beyond 5%. And as per point No. 6 in case of failure to quote for additional rates of charge per square meter, it will be assumed that the bidder will not charge anything for additional increase in area for the entire duration of contract. We have found only manpower category wise structure on the gem portal where we have to quote "Healthcare sanitation Service (Other charges including Allowances Over and Above Minimum Wage (% per month) inclusive on GST). No provision found to quote for additional rates.	As mentioned earlier.



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	meter, it will be assumed that the bidder will not charge anything for additional increase in area for the entire duration of contract. Bidders will be paid for additional area only if it is above 5.0% of the current area . There will be no escalation of rates if the increase in the work is below or equal to 5.0% of the area.	Kindly provide guidelines for this.	
2.	Section - VII A) Qualification of Eligibility Criteria Point No. 4 of Page No. 46 Proof of successful execution along with certified copies of the award of work/Agreement of the above mentioned works along with satisfactory performance report should be submitted. The Performance reports to be submitted by the bidder shall clearly mention the duration of the contract, certified number of employees deployed to execute the said work, complaints and number & quantum of penalties imposed on the firm, warnings & show cause notices issued during the execution of the contract. The performance certificate should be issued on the letter head of the organization head, Medical Superintendent or authorized nominee of the organization which	Query- Each and every department issued Experience / Performance Certificate as per their own format. Such mentioned in above condition, all the details not covered and bidder are not able to get performance certificate mention complaints, warnings & show cause notice penalties imposed on the bidder. Bidders can get a performance certificate for the quantum of work done.	As mentioned earlier.



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	had engaged the bidder for the said services. The client reserves the right to verify the performance of the bidder from these users by site visit or any other method and if it is observed that the provided services of the bidder with any of the other users is not satisfactory then the bid will be rejected and no communication in this regard will be entertained.		
3.	Section - VII A) Qualification of Eligibility Criteria Point No. 5 of Page No. 47 The service provider shall furnish a non-blacklisting/non-debarring certificate that they have not been blacklisted in the past three years by any government/ Private institution. The service provider has to give an affidavit on non-judicial stamp paper of Rs.10/- duly attested by notary that if there is any vigilance/CBI case pending against them and they have not been blacklisted/debarred in the past three years by any Govt. or Private Organization.		As mentioned earlier.
4.	Section - VII A) Qualification of Eligibility Criteria Point No. 5 of Page No.47 & Section XVI Checklist point no. 8. on	Query- As per tender requirement, AIIMS Bilaspur needed below mentioned manpower Sanitary Attendant- 243 Floor Supervisor-12	As mentioned earlier.



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	<p>page no. 68</p> <p>The bidder should have minimum 500 number of Technical and Administrative personnel for the proper execution of the contract. They should submit a list of all these employees along with their designations stating clearly how these would be involved in this work.</p>	<p>Facility Manager- 3 Sr. Facility Manager-1 Store Keeper-1 Plumber-3 Supervisor Pest Control -1 Field Worker Pest Control -5 Mali -5 Requirement found of 243 Nos. housekeeping / sanitation staff and qualification set on Technical and administrative personnel. Need clarification.</p>	
5.	<p>Section - VII A) Qualification of Eligibility Criteria Point No. 10 of Page No. 47 & Section XVI Checklist point no. 10. on page no. 68 Certificate of Registration or any documentary proof for the year of incorporation. At least one work order of the year in which the firm is claiming to have started work in housekeeping services OR All work orders of the firm since incorporation till date.</p>	<p>Query- In above condition what is required?? Incorporation of firm or continues work from the incorporation of work?? Each bidder has their own incorporation date and year. Kindly clarify what actually asking for and for which criteria of qualification.</p>	As mentioned earlier.
6.	<p><u>Procedure for evaluation of Proposals:</u> <u>Score Table page no. 49</u> Total number of sanitation man power on roll (Determined from Form 9A , EPF & 5-</p>	<p>Query- Require EPF ECR copy only or EPF ECR & ESI Contribution both ? Kindly clarify.</p>	As mentioned earlier.



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	Return of Contribution to ESI) (30 marks)		
7.	Point No. 6 of Section XVI of Checklist Page no. 68 The bidders should not have incurred any loss in the last three years ending 31st March 2018. This should be duly certified by a Chartered Accountant and should also submit audited financial statements by an auditor (certified by the government) and in this context form 3CD to be submitted.	Query- Not Loss certificate issued by Chartered Accountant only, what does it mean by government certified and in this context from 3 CD to be submitted. Kindly Clarify.	As mentioned earlier.
8.	In addition, Government / AIIMS Hospital procured their requirement on the basis of National Guidelines for Clean Hospitals of the Ministry of Health and Family Welfare, Government of India. By this guideline cleaning procurement should be upon area wise /Sq. Mtr. and AIIMS Raipur also follow the same structure where under development hospitals can manage their requirements accordingly and specifically. There is no such confusion over manpower, area, rate etc.		No Change
C. Quess Corp. Ltd.			
1.	Earnest Money Deposit	Need Clarification on EMD - As per GeM GTC we are exempted from EMD. As Vendors/Service Providers	Clarification



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		having an annual turnover of Rs.500 crores are exempted from EMD Please clarify. For your reference, we have attached the GeM GTC document, please refer to page no. 15 -16, and point no. (n) Subhead (v). Here as per GTC it clearly mentions. Need clarification on the scope of renewal of government compliance/license.	For any exemption of EMD under government notification/regulation, proof of the same is to be submitted.
2.	Financial Bid	Financial Bid (Bidders are advised to quote their offer/rates in the permitted column and upload the same in the commercial bid) – Need Clarification on this because as per GeM portal there is no provision to upload the any documents	Amendment Point No.1 Existing Clause SECTION – IX “FORMAT FOR PRICE BID” Part-B FINANCIAL/PRICE BID FOR PROVIDING SANITATION SERVICES FOR UNIT Amended Clause: Deleted. Point2. Existing Clause SECTION - II GENERAL INSTRUCTIONS TO BIDDERS (GIB) C. PREPARATION OF BIDS under 9. B) Price Bid 1 and 8.1: The administrative/service Charges quoted by the bidder should not be less than 1.5% and not more than 3%.



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			<p>Amended Clause The administrative/service Charges quoted by the bidder should not be less than 1.5%.</p> <p>Point3. Existing Clause FINANCIAL BID EVALUATION AND DETERMINATION OF THE SUCCESSFUL BIDDER. • The Bidder meeting the minimum eligibility criteria/PQ will be considered for next step which is QCBS including price bid mentioned in SECTION-V-PART I will be considered. The cumulative rates of all the areas quoted by the bidder will be considered for calculation of the L1 rates.</p> <p>Point3. Amended Clause FINANCIAL BID EVALUATION AND DETERMINATION OF THE SUCCESSFUL BIDDER. • The Bidder meeting the minimum eligibility criteria/PQ will be considered for next step which is QCBS including price bid mentioned as mentioned in SECTION-VII.</p> <p>Point4. Existing Clause SECTION - II</p>



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			<p>GENERAL INSTRUCTIONS TO BIDDERS (GIB) C. PREPARATION OF BIDS under 9. B) Price Bid, 4 For the purpose of comparison of financial bid, the total amount for one year (inclusive of taxes, levies etc.) shall be considered for the technically shortlisted bidder.</p> <p>Amended Clause</p> <p>For the purpose of comparison of financial bid, the total amount for one year (inclusive of taxes, levies etc.) shall be considered for the technically shortlisted bidder. The bidder shall quote the rates in Indian Rupees for the entire service contract on a 'single responsibility' basis such that the tender price covers all obligations mentioned in or to be reasonably inferred from the tender document in respect of the Services at AIIMS, Bilaspur. This includes all the liabilities of the agency such as cost of consumables and equipment, uniform, identity cards, salary slips etc. and all other statutory dues as laid down under various labour laws/acts/rules like Minimum Wages, EPF (including Employer's/Employee's share of cont. for Provident Fund, Pension Fund, EDLI, Admin charges, etc.),</p>



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			<p>ESI, the Contract Labour (R&A) Act and other uniform allowance, wages for leave reserve, service charges, all kinds of taxes and all other statutory requirements, etc. which should be clearly stated by the Agency.</p> <p>Existing Clause SECTION – IX “FORMAT FOR PRICE BID” Part-A FINANCIAL/PRICE BID FOR PROVIDING SANITATION SERVICES FOR UNIT The bidder shall quote service charges in percentage at S. No. 10 and further financial component will be calculated accordingly for category (I) to (IX) in Indian Rupees in words and figures in Financial/Price Bid as per following formation their letter head.</p> <p>Amended Clause SECTION – IX “FORMAT FOR PRICE BID” Part-A FINANCIAL/PRICE BID FOR PROVIDING SANITATION SERVICES FOR UNIT The bidder shall quote service charges in percentage at S. No. 10 and further financial component will be calculated accordingly for category (I) to (IX) in Indian Rupees in words and figures in Financial/Price Bid as per following formation their letter head.</p>



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			The bidder shall quote the rates in Indian Rupees for the entire service contract on a 'single responsibility' basis such that the tender price covers all obligations mentioned in or to be reasonably inferred from the tender document in respect of the Services at AIIMS, Bilaspur as per the SECTION – V & VI including all consumables and machinery.
3.	SECTION – V SCHEDULE OF REQUIREMENTS Part III Details of Equipment	Machine & Equipment- Need Clarification- Either new or serviceable equipment should be mentioned with technical specification along with make (As committee mentioned in consumable & chemical company name as required). As this will have a huge variation on costs which impacts the competitive bid. Please clarify.	No change
4.	SECTION – V SCHEDULE OF REQUIREMENTS Part III Material & Consumables	Chemical & Consumables- Please define the minimum quantity of consumables and cleaning chemicals for housekeeping services otherwise it will affect competitive bidding.	No change
5.	The rates submitted by the vendors shall be the unit service charges for that activity and shall be inclusive of all expenses; however the administrative/service Charges	Need Clarification on this.	As mentioned earlier



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	should not be less than 1.5% and not more than 3%.GST as applicable on service charges shall be paid extra on the same.		
6.	Page No 10 point 5- The bidders have to quote for additional rates & charges per square meter (to be used in case of increase/decrease in area beyond 5%). For the comparison of financial bids, these rates will not be compared. But of all technically shortlisted bidders whose bids are opened, the lowest rates quoted for charges per square meter will be applicable to the selected firm. Refusal of firm to accept this condition will disqualify the bidder & next lowest quote will be treated as first lowest subject to acceptance of this condition.	Please Clarify.	As mentioned earlier
7.	Page No 10 Point no.6- In case of failure to quote for additional rates of charge per square meter, it will be assumed that the bidder will not charge anything for additional increase in area for the entire duration of contract. Bidder will be paid for additional area only if it is above 5.0% of the current area. There will be no escalation of rates if the increased in the work is below or	Please Clarify	As mentioned earlier



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	equal to 5.0% of the area.		
8.	Waste Management (Collection of general waste, transportation and final disposal as per government regulations is to be carried out by Service provider.) and For this purpose service provider should have appropriate means like vehicles and drivers with license as required under relevant rules.	Need Clarification regarding the final dumping yard like place and Km.	Clarification The bidders are advised to visit AIIMS and do an assessment.
9.	Horticulture services: The bidders shall be responsible for arranging and maintaining at all materials, tools & plants, water, electricity access, all other services required for executing the work in coordination with the Institute Authorities as per requirements.	Please Clarify.	Amendment Existing Clause S. no. 24 under SECTION – VI (a) SCOPE OF WORK & RESPONSIBILITIES FOR SANITATION & HOUSEKEEPING Horticulture services: The bidders shall be responsible for arranging and maintaining at all materials, tools & plants, water, electricity access, all other services required for executing the work in coordination with the Institute Amended Clause Horticulture services: All materials, tools & plants, water, electricity access will be provided by AIIMS authorities and the bidders shall be responsible for services required for executing the work in coordination with the Institute. Timely intimation



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			of various requirements shall lie with the bidder.
10	The bidder should have minimum 500 number of Technical and Administrative personnel for the proper execution of the contract. They should submit a list of all these employees along with their designations stating clearly how these would be involved in this work	Need Clarification-	As mentioned earlier
11	Section V (Schedule of requirement) Part III	Road cleaner vehicle – Need Clarification on the capacity and specification. Like it should be battery or diesel operated	No change
12	Under S. no. 14 of SECTION – VI (a) SCOPE OF WORK & RESPONSIBILITIES FOR SANITATION & HOUSEKEEPING	Plumber- Tools and tackles and material to be used who will provide this	Amendment Existing Clause Under S. no. 14 of SECTION – VI (a) SCOPE OF WORK & RESPONSIBILITIES FOR SANITATION & HOUSEKEEPING For this purpose, a plumber with adequate stores will be deployed round the clock. Amended Clause For this purpose, a plumber with adequate stores will be deployed round the clock. The items will be arranged by the successful bidder after approval of the AIIMS authorities and payment will be made by AIIMS as per actual. Timely



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			intimation of various requirements shall lie with the bidder.
13	Wringer Trolley	Please specify the quantity.	No change

The bidders are requested to note the above while preparing the bids.

Dated: 19-03-2022

**-SD-
Sr. Stores Officer**

Under S. no. 3 of SECTION – VI (a) SCOPE OF WORK & RESPONSIBILITIES FOR SANITATION & HOUSEKEEPING	Plumber- Tools and tackles and material to be used who will provide this	Amendment Existing Clause Under S. no. 14 of SECTION – VI (a) SCOPE OF WORK & RESPONSIBILITIES FOR SANITATION & HOUSEKEEPING For this purpose, a plumber with adequate stores will be deployed round the clock. Amended Clause For this purpose, a plumber with adequate stores will be deployed round the clock. The items will be arranged by the successful bidder after approval of the AIIMS authorities and payment will be made by AIIMS as per actual. Timely intimation of various requirements
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Amendment:

Criteria (Max Score) Table at Page number 49 of NIT Document under Section VII B 2. Procedure for evaluation of proposals



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Criteria (Max Score)					
Total years of experience in the field of sanitation and housekeeping Services (20 marks)	3 years to less than 5 years	5 years to less than 7 Years	7 years to less than 9 years	9 years to less than 11 years	Equal to 11 years and above
	04 marks	08 marks	12 marks	16 marks	20 marks
Total average annual turnover in the business of providing sanitation and housekeeping Services (20 marks)	3.0 Cr. to less than 05 Cr.	05 Cr. to less than 7.5 Cr.	7.5 Cr. to less than 10 Cr.	10 Cr. to less than 12.5 Cr.	12.5 Cr. and above
	04 marks	08 marks	12 marks	16 marks	20 marks
Total number of sanitation man power on roll (Determined from Form 9A, EPF & 5-Return of Contribution to ESI) (20 marks)	240-749	750-999	1000-1249	1250-1499	1500 and above
	04 marks	08 marks	12 marks	16 marks	20 marks
Quantum of services satisfactorily provided under a single contract for sanitation and housekeeping purpose (10 marks)	120-240 Sanitary attendants	240-360 Sanitary Attendants	360-480 Sanitation attendants	480-600 Sanitation attendants	600 Sanitation attendants and above
	02 marks	04 marks	06 marks	08 marks	10 marks
Number of contracts satisfactorily provided to a minimum of 300-bedded hospital with at least 120 sanitation staff under each contract, during the last five financial years starting from 2015-16 (10 marks)	One contract	Two contracts	Three contracts	Four contracts	Five contracts and above
	02 marks	04 marks	06 marks	08 marks	10 marks
Past experience of having provided satisfactory sanitation services in any AIIMS/Institutes of National	One contract	Two contracts	Three contracts	Four contracts	Five contracts and above



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Importance (INIs) for a period of at least one year in the last five years. (10 marks)	02 marks	04 marks	06 marks	08 marks	10 marks
Master sanitation and housekeeping Plan presentation before Evaluation committee (based on risk analysis after site visit that will include methodology of sanitation work as per scope of tender, pest control activity, waste management, monitoring mechanism, uninterrupted supply of consumables, SOPs, trainings including soft skills training (10 marks)	10 marks				

-SD-
Faculty In-charge
Procurement & Stores
Dated: 26-03-2022