



भारतीय प्रबंध संस्थान इंदौर
प्रबंध शिखर, राऊ-पीथमपुर रोड, इंदौर – 453 556

INDIAN INSTITUTE OF MANAGEMENT INDORE
Prabandh Shikhar, Rau-Pithampur Road, Indore - 453 556

(E-PROCUREMENT MODE ONLY)

Notice inviting tender for Engagement of Manpower-Service-Provider for Providing staffing at the premises of IIM Indore Indore and Mumbai campus

CORRIGENDUM CUM CLARIFICATION-2

No: IIMI/2023-24/02/ Corrigendum-2

Date: November 29, 2023

Corrigendum

1. Section-1 : Schedule of Tender

| Sn | Event | Date and Time/Remarks to be read as |
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| 1 | Bid Submissions Close | 11/12/2023 up to 1500 Hrs. |
| 2 | Opening of Technical Bid | 12/12/2023 1700 Hrs. |

| Section | Page No. | Currently Written as | To be Read as |
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| Section -4 | Page No. 5 (Point No. 6) | The bidder must provide the details pertaining to the work experience in the format provided in this tender document (as per the Anenxure-VII given in this tender document). If need arises the institute may call the required details in the xls format later on from the respective bidders. | The bidder must provide the details pertaining to the work experience in the format provided in this tender document (Annexure VI, table 1,2 and 3 given in this tender document). If need arises the institute may call the required details in the xls format later on from the respective bidders. |

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| Section -4 | Page No. 5 (Point No. 6) | The bidder should have an average annual financial turnover of at least ₹ 100 crore per year during the last three consecutive financial years i.e. FY 2020-21, 2021-22, 2022-23. and the bidder firm should be Profitable in each of the previous three financial years A copy of the original certificate from CA having UDIN number to be provided. (Certificate issued by a Practitioner Chartered Accountant with UDIN should be enclosed along with the Annexure-VIII, the year in which no turnover is shown would also be considered for working out the average). | The bidder should have an average annual financial turnover of at least ₹ 100 crore during the last three consecutive financial years i.e. FY 2020-21, 2021-22, 2022-23. and the bidder firm should be Profitable in at least one of the previous three financial years. A copy of the original certificate from CA having UDIN number to be provided. (Certificate issued by a Practitioner Chartered Accountant with UDIN should be enclosed along with the Annexure-VIII |
| Annexure-VII | Page No. 37 | Annexure-VII | Revised Annexure-VII (provided in this document) is to be used for submission of the BID |

Clarifications

| Sn | Queries | Clarification |
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| 1 | BOQ Format | In the BOQ format the bidders are requested to quote only the numeric value and no other special character as given below: Service Charge or Management Fee (in percentage) on the monthly wage bill- If you want to quote X as a Service Charge or Management Fee (in percentage) Please mention only X (no additional thing like %, etc. is to be mentioned). |
| 2 | The bidder is required to submit a current (Issued on or after date of publishing this tender) solvency certificate for a minimum of ₹ 3 crore. The certificate is to be issued by a scheduled commercial bank and the same should be valid till the award of the work. | Validity of the Solvency certificate should be in line with the Validity of Bid (Point No. 7, Page No. 19) |
| 3 | STC Sr. No ii Page 22 No employee of the manpower service provider (Contractor) would be deployed at IIM Indore for a continuous period exceeding 11 months. | After the contract break and review of the performance the same manpower may rejoin |
| 4 | What will be the amount of one time sourcing fee | All expenses of the agency to be included in the management fee |

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| 5 | Additional benefits that may be provided to manpower to be deployed at IIM Indore. | Apart from the requirements mentioned in the tender the bidders are requested to specify the additional benefits they plan to provide to the manpower deployed at IIM Indore. For eg Term Insurance free of cost/at a very nominal cost, training programmes e.t.c |
| 6 | In the case of upward revision in the minimum wages rate, the proportionate amount of Performance Security will be enhanced by the Institute periodically. | As per section 8 point no. 9 (a) of tender document |
| 7 | Is dispute resolution going to happen through Arbitration or through Courts of laws? | As per section 9 oint no. (xxxiii) of tender document |
| 8 | Ideally termination right should lie with both the parties. | Available in tender. Please refer to Section 8 Point 10 (c) of tender document |
| 9 | Name of the clients being served presently for providing manpower services. | Bidder is open to giving the list of clients at his/her discretion, however, an exhaustive list will be better. |
| 10 | Consumables, Tools & Tackles-No details could be found in tender documents. | Consumables such as cleaning material will not be required. List of consumables required are mentioned in Annexure A Table 2 of the tender document |
| 11 | What would be the average monthly salary of these transferred employees? | Highest monthly CTC-1,16,600/-, Lowest monthly CTC-20,379/- Average monthly CTC-27,885/- |
| 12 | No employee of the manpower service provider (Contractor) would be deployed at IIM Indore for a continuous period exceeding 11 months. | If the performance review of the employee is fine the same employee may be allowed to rejoin after the completion of the contract of the employee |
| 13 | Manpower services of at least 300 workers are to be provided in a single work order or multiple work orders totaling 300 will be considered. Kindly clarify | Multiple work order are acceptable |
| 14 | The contract would be extendable for another two years, one year at a time, on the same rate, terms and conditions, and on satisfactory performance of the Manpower Service Provider (contractor) and its workers, and subject to the requirement of IIM Indore. | On the same rate, terms and conditions |
| 15 | Both the conditions should be only manpower based not project based because it may possible that bidder have | As per Tender Document |

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| | executed single project of 300 or 200 manpower but due to project based condition they will get less marks | |
| 16 | (i). Kindly allow to submit multiple order (s) to fulfill the required criteria as the parameter already had a mention of admin support staff" only other than Housekeeping /Cleaning workers/security services (ii) Request to amend the criteria to provide "skilled & unskilled manpower" other than "Housekeeping /Cleaning workers/security services". This is normally the condition in all other similar tenders. | As per Tender Document |
| 17 | Is it mandatory to keep the same criteria for all 3 years i.e. Either 8.8 Cr or 5.5 Cr or 4.4 Cr .OR we can keep either of the criteria in different years like 8.8 Cr in One year,5.5 Cr in another year and 4.4 Cr in another year. | As per Tender Document |
| 18 | Out to total manpower required 160 persons for caretaker service only – so request to consider security service experience for more than 300 persons proof | As per Tender Document |
| 19 | Request to realise bill payment within 15 days of bill submission | As per Tender Document |
| 20 | Being huge amount request to consider maximum 7th of date of every month for payment of wages | As per Tender Document |
| 21 | supervision, rostering and absenteeism will not be the responsibility of the vendor. So a penalty in this regard should not come to the vendor. Also with reference for any loss/theft/sabotage/damage caused to the Institute property/assets/items by workers the vendor should not be liable | As per Tender Document Please refer to section 9 point (ix) of the tender document |
| 22 | The contractor would have to indemnify IIM Indore against any obligation/payment/loss, or any demand other than the monthly management fee to be paid by IIM Indore to the manpower service provider (Contractor), made either by the workers of the manpower service provider (Contractor) or by the government authorities/departments in this regard. The contractor would fulfil all the responsibilities of an employer and also those of the Principal Employer with regard to payments, benefits and other entitlements of the workers deployed by the Contractor at IIM Indore. The contractor's failure to comply with any act/rule/regulation/ordinance/order/instruction etc. or non-payment of any wage, allowance, benefit or other entitlements due to the workers deployed by the Contractor would attract suitable financial penalty as | As per Tender Document |

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| | decided by IIM Indore in addition to any financial obligation, arising out of a non-compliance by the Contractor, to IIM Indore in this regard. In case of non-payment of the penalty amount by the Contractor within fifteen days of communication by IIM Indore, subsequent additional penal charges @ Rs.5000/- per day may be charged by the Institute until the penalty amount is deposited in the bank account of IIM Indore | |
| 23 | The manpower service provider (Contractor) would also be responsible for any loss/theft/sabotage/damage caused to the Institute property/assets/items by the workers deployed by the Contractor. IIM Indore would be free to deduct an appropriate amount for any such damage/loss from the monthly payment to be made to the Contractor. | As per Tender Document |
| 24 | The requirement of manpower may be in shifts (8 hours) and throughout the year including holidays for some of the services (primarily caretakers, caretaker supervisors, facility management associates, drivers, instructors and nursing associates). Appropriate arrangement would be made by the manpower service provider (Contractor) to fill in the weekly off days/holidays/leave days with the replacement, if requested by the Institute. The requests for the replacement, if any, would be made by the Institute at least 24 hours in advance. | As per Tender Document |
| 25 | Is there any scope for Annual price Escalation? | As per Tender Document |
| 26 | Do we need to provide uniforms except those mentioned in Annexure A(Page No: 13)? | No. However for every increase in the number of employee mentioned in Annexure A (Table 2) of the tender document the uniform has to be provided accordingly. |
| 27 | STC Sr.no. ix –Page 22- Cost for Site manager will be reimbursed or not. ? | No. Please refer to section 9 point (X) of tender document |
| 28 | Contractor would also have to necessarily provide the services of One Site Manager, who would be the Controlling, Disciplinary and the Leave Granting Authority of the Contractor's Staff deployed at IIM Indore. | No. Please refer to the section 9 point (x) of the tender document |
| 29 | Please specify how many locations do you have in Mumbai State and Indore State? | One location in Indore and one location in Mumbai |

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| 30 | The contractors should make payment to the workers on the 1st working day of the month and there should be no linkage between this payment and settlement of the contractor's bill from the Institute. Any delay in payment of wages beyond the 2nd working day of the subsequent month will lead to a penalty of ₹ 10,000/- per day which will be deducted from the monthly bill of the contractor. If the contractor fails to pay the wages till 7th of the month the contract may be considered for termination and the Performance Guarantee deposited by the contractor will be forfeited in addition to an appropriate further action, as deemed fit by the Institute. | Please refer to section 8 point 12 (d) of the tender document |
| 31 | What will be the period of Bank Guarantee, whether it can be for 1 year or 3 years? | Please refer to section 8 point 9 (a) of the tender document |
| 32 | Request to accept running bill deduction for appropriate amount every month | Please refer to section 8 point 9 of the tender document |
| 33 | Request to accept solvency for the value mentioned in the tender document or above taken in the current financial year | Please refer to the section 4 point 4.1 (8) of the tender document |
| 34 | Provided manpower services of at least 300 workers (other than housekeeping /cleaning workers/ security services) for at least for six months* in each of the previous three years** to <ul style="list-style-type: none"> ○ Government Offices or Departments (Govt.) or ○ Public Sector Undertakings (PSUs) or ○ Centrally Funded Technical Institutions or Institutions of National Importance or Autonomous Institutions (CFTIs) established by the Government of India. | Private companies and private bank experience will not be considered |
| 35 | Copies of the latest ECR report and the latest challans paid towards the contribution for ESI and EPF. | The UAN and ESIC number can be masked and the data can be provided |
| 36 | What is the provision for Leave wages & National/Festival Holiday? Kindly clarify | Un availed leaves will be encashed to the employee after the expiry of the 11 month contract. |
| 37 | Uniform Charges reimbursable or not? | Uniform charges will not be reimbursed. Bidders are advised to quote management fee after taking into account all their expenses. |
| 38 | Uniform Charges – Annex – A Page 13, Is charges will be reimbursed or it will be in our included in Service Charges. | Uniform charges will not be reimbursed. Bidders are advised to quote management fee after taking into account all their expenses. |

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| 39 | Will IIM Indore provide the cost for the uniform of the employees? | Uniform charges will not be reimbursed. Bidders are advised to quote management fee after taking into account all their expenses. |
| 40 | Uniform cost along with stitching will be borne by Service Provider or IIM Indore? | Uniform charges will not be reimbursed. Bidders are advised to quote management fee after taking into account all their expenses. |
| 41 | Good Quality means cloth of such as Raymond/Vimal/Grasim. The cloth of the uniform has to be approved by IIM Indore. The stitching of the uniform has to be compulsorily done in Indore through a local vendor. The stitching should be made to measure fitting and the uniform should last at least a year of normal to moderately rugged use at work. | Uniform charges will not be reimbursed. Bidders are advised to quote management fee after taking into account all their expenses. |
| 42 | As per Psara act uniform colour submitted by the agency at the time of obtaining Psara only to be followed | Uniform colour as specified in the tender document |
| 43 | Request to consider market rate for wages | Wages will be as decided by IIM Indore |
| 44 | Request to consider market rate for MBBS doctor, in central minimum wages high skilled rate to get at doctor is difficult | Wages will be as decided by IIM Indore |
| 45 | Asked for ex servicemen supervisors and caretakers – request to consider DGR wages for Ex servicemen | Wages will be as decided by IIM Indore |
| 46 | Is it required to submit the work experience certificate from client as outlined in Table 3. | Yes. Bidders are advised to attach Copy of the experience certificate (issued by the client) along with a copy of the work order issued by the client/ work completion certificate issued by the client along with a copy of the work order issued by the client |
| 47 | Minimum wage revision will be reimbursed or not ? Please clarify | Yes. Please refer to note 3 section 6 of the tender document |
| 48 | Will the cost of Insurance be reimbursed? | Yes. Please refer to note 3 section 6 of the tender document |
| 49 | Any Hard copy submission is required | EMD if deposited in any form (Other than Online Bank transfer), then the original hard copy of the BG/ FDR as the case may be needed to be submitted to the IIM Indore Stores & Purchase office within 5 days of opening of the Bid. |