



APPOINTMENT OF INTEGRATED FACILITY MANAGEMENT SERVICES

REQUEST FOR PROPOSAL (RFP)

CORRIGENDUM # 1

(February 23, 2022)
RFP: ReBIT/CPO/2022/079

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Reserve Bank Information Technology Pvt. Ltd.
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Following are the changes / clarification in the RFP terms. All the bidders are requested to refer the "Corrigendum / Revised Terms" column as below:

Page No	Clause No. & Heading	Existing Terms	Corrigendum / Revised Terms
12 of 82	5.2.1.2 Hours of Service	The normal working hours comprise of nine (9) hours which includes one (1) hour to include breaks for meals and tea. Timing of shifts will be as per ReBIT's requirement and is subject to change as per ReBIT's requirements. <u>Meals (except Lunch) and transport shall not be provided to the service provider's staff.</u>	The normal working hours comprise of nine (9) hours which includes one (1) hour including breaks for meals and tea. Timing of shifts will be as per ReBIT's requirement and is subject to change as per ReBIT's requirements. <u>Meals and transport shall not be provided to the service provider's staff.</u>
56 of 82	15.2 Penalties	The penalty shall not exceed <u>10% of the total monthly payment.</u>	The penalty shall not exceed <u>10% of the total monthly payment for Management Fee.</u>
69 of 82	Annexure F: Bidder's Details	Annexure F: Bidder's Details	<u>Annexure F: Bidder's and Subcontractor's Details</u> <u>Revised Annexure F is embedded below, bidders are required to submit the details of self and their contractor in prescribed format.</u>
72 of 82	Annexure I: Commercial Bid Format	Annexure I: Commercial Bid Format	<u>Annexure I will be provided in soft copy (excel format), interested bidders may obtain same by submitting requests to procurement@rebit.org.in or may also download it from CPP Portal.</u>

Annexure F : Bidder's and Subcontractor's Details

[The Bidder shall fill in this Form in accordance with the instructions indicated below. No alterations to its format shall be permitted and no substitutions shall be accepted.]

Date: [insert date (as day, month and year) of Proposal Submission]

1. Bidder's Details

1. Bidder's Legal Name	
2. Bidder's Country of Registration:	
3. Bidder's Year of Registration:	
4. Bidder's Legal Address in Country of Registration:	
5. Bidder's Authorised Representative Information Name: Designation: Address: Telephone/Fax numbers: Email Address:	
6. Attached are certified copies of original documents of firm/ company named in 1 : o Document evidencing the person(s) duly authorised to commit the Bidder or a Power of Attorney	
7. Details for EMD Refund a) Account No. b) Name of account holder c) Name of Bank d) IFSC Code	

2. Subcontractor's Details (Bidder to provide details of each Subcontractor in below format)

1. Subcontractor's Legal Name	
2. Subcontractor's Country of Registration:	
3. Bidder's Year of Registration:	
4. Subcontractor's Legal Address in Country of Registration:	
5. Subcontractor's Authorised Representative Information Name: Designation: Address: Telephone/Fax numbers: Email Address:	
6. Subcontractor's Business Domain / Appointed Services	
7. Years of Experience in respective Business Domain / Appointed Services	

8. Attached are certified copies of original documents of subcontractor's firm / company: <ul style="list-style-type: none">○ Certificate of Incorporation○ Relevant License / Certification / Compliance document for providing services in respective business domain	
9. Whether Subcontractor have operations in Mumbai / Navi Mumbai / Pune	If Yes, please specify the location.

Name and Signature of Authorised Signatory and Seal of Company

Please read the aforesaid corrigendum along with the issued RFP document. All other terms and conditions which are not covered in this Corrigendum, will be as per the original RFP – Appointment of Integrated Facility Management Service Provider Ref: ReBIT/CPO/2022/079 dated February 15, 2022.



APPOINTMENT OF INTEGRATED FACILITY MANAGEMENT SERVICES

REQUEST FOR PROPOSAL (RFP)

RESPONSE TO PRE-BID QUERIES

(February 23, 2022)

RFP: ReBIT/CPO/2022/079

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Sr. No.	Query Reference (Page)	Query Reference (Clause)	Existing Clause of the RFP	Query by the Bidder	ReBIT Response
1	70	Annexure G: Minimum Eligibility Criteria	a. The bidder should have minimum annual turnover of INR 50 Crores from Integrated Facility Management Services in each of the last three financial years (FY 2018-19, FY 2019-20 & FY 2020-21).	In the year FY 2018-19 we have a Annual Turnover of 40.09 Cr which is less than the mentioned Clause in Annexure - G. For FY 19-20 we are at 60.75 Cr. and FY 20-21 we are at 61.03 Cr. Will we be eligible for the tender? Except this we fulfill all the eligible criteria.	No Change
2	12	5.2.1.2	Hours of Service	Will food be provided for the night shift staff?	Please refer Corrigendum # 1 issued in this regard.
3	13	5.2.1.8	Window / Cladding Cleaning & Maintenance	Does this mean façade cleaning?	This will be as and on required basis. Please refer Clause No.5.2.1.8 for more details.
4	16	5.2.4 (C)	Manpower & Staffing	Need clarification on this point	Site Survey Allowed. Manpower number prescribed is standard and as per estimated requirement, however, the exact count may be discussed and decided with successful bidder.
5	45	7.5	Period Of Validity Of Bids	What about change in minimum wages?	Minimum Wages as per Central Govt. to be followed. Please refer Clause 16.4 Page No. 57.
6	56	15.2	Penalties	Is this negotiable to Penalty on Management Fees? As a company policy, we cannot accept penalties on Contract Value please confirm if this can be revised to penalty on management fees?	Please refer Corrigendum # 1 issued in this regard.
7	27	5.2.7	Cafeteria	Do you want us to operate kitchen for food services?	Kitchen equipments like hot plate, bain marie, dish wash machine etc. will be provided by ReBIT.

					Please refer clause No. 5.2.7 Page No. 26
8	71	Annexure G	Quality Certifications	Kindly confirm if this a mandate?	Yes, the bidder should be having active / valid ISO 9000 Series or relevant Organisations' Quality Certifications.
9	70	Annexure G	Work Experience	We outsource all blue collared staff and have only the management team on C&W payrolls. Kindly confirm if acceptable?	Core services should be owned and operated by bidder itself, other services may be outsourced. Please refer Page No. 54, clause No. 14
10	25	5.2.6	Transport Services	Do we need to deploy vehicles? We outsource the same to our sub-vendors and do not undertake Transport services on a Principal Model	Please refer Page No. 25, Clause No. 5.2.6, same it clarified there.
11	12	5.2.1.3	Personnel	Does BGV need to include Police Verification	Police verification is compulsory for manpower deployed at site. All relevant expenses to be borne by bidder. It is to note that for Supervisory level staff BGV to be done through professional agencies.
12	58	Section 19	Limitation of Liability	As per Global standards, our liability shall be limited to the total annual management fees received from the client. Kindly confirm if acceptable. Service Provider's liability is limited to the total bill of material received by the Service Provider from the Client for the event which give rise to such liability. However, as per our standards, our liability shall be limited to the total annual management fees received from the client. Please confirm if acceptable?	No Change

13	59	Section 20	Indemnification	The indemnity clause is very broadly worded i.e. the service provider is liable to indemnify for any act, omission or breach under the RFP document. This section needs to be qualified with gross negligence or willful misconduct of the Service Provider as per our Global MCTs. Please confirm if acceptable?	No Change
14	21	5.2.5	Security Services	We can deploy Facility Attendants in Maharashtra as per the Guard Board Act. Kindly confirm if acceptable.	It is prescribed in RFP document to follow Minimum Wages Act as per Central Govt. and other Regulatory Compliance in RFP. If Guard Board Act is not violating / deviating from any prescribed compliance required under RFP document, same is acceptable to us.
15	12	5.2.1.7	Equipment & Material to be provided by the Contractor	Machine and materials are part of Contractor's SOW but there is no provision provided in the Commercial Bid format provided. Kindly specify where do we factor those costs.	Please consider this cost under management fees as per Annexure - Point No.1, Note 1, Page No. 72.
16	15	5.2.3	Horticulture Services	Horticulture services are part of SOW but Manpower count has not been considered in the Commercial Bid. Requesting you to provide more clarity on the same	Horticulture service may be outsourced to specialised vendor who will supply and maintain plants in office. This is part of Ad hoc Services and cost to be provided in Annexure-1, 2. Cost for Ad Hoc / Optional Services. Pls refer Clause No. 5.2.3 and Clause No. 5.2.15

17		5.2.1.1		Chairs - Cloth - Shampoo Extraction - Kindly specify the number of chairs to be considered for Chair Shampooing & the frequency	Exact count of chairs will be shared with successful bidder.
18		5.2.1.8		Window / Cladding Cleaning & Maintenance:- Need More clarity on the scope, sq ft area & frequency	This will be as and when required basis. Please refer clause No.5.2.1.8
19	30			Mandatory Requirements: Knight Frank doesn't have licence to run the kitchen however we work on outsourcing Model & we will have our subvendor for food services. Hope client is ok with outsourcing Model	Yes
20	31			Food Tests - Kindly specify the No of samples & frequency	As and when required by ReBIT
21	54	14. Subcontract		Sub Contracting - Knight frank works on Sub contracting model for services like Housekeeping, Pantry , engineering. Kindly clarify if we are eligible to participate in the bid	Core services should be owned and operated by bidder itself, other services may be outsourced. Please refer Page No. 54, clause No. 14.
22			Minimum Wages	Request you to please confirm - which minimum wages needs to be considered Maharashtra State Wages or Central Wages	Central Wages to be followed and considered.
23			Site Visit	Request you to please confirm id we can conduct site visit of the facility to understand	Yes, Site visit can be done on February 24 & 25 as per given time slot. Interested bidders are required to share details (Person Name, Designation, Email Id, Mobile No., Company Name, Preferred Date & Time of Visit) on procurment@rebit.org.in . - Not more than 2-3 people allowed

					<p>for site visit.</p> <ul style="list-style-type: none"> - During site inspection COVID protocol to be followed. - Only double vaccination person can be allowed for site visit. - Based on the responses time slot will be given to bidders for site visit.
24	55	14. Subcontract	Subcontract	<p>Please clarify if we can sub-let or sub-contract the task level staffs</p> <p>We have our in-house organization for task level staffs</p>	Core services should be owned and operated by bidder itself, other services may be outsourced. Please refer Page No. 54, clause No. 14.
25	76	Annexure L	Performance Bank Guarantee	Please clarify the % amount of Performance Bank Guarantee / Security Deposit on award of contract	Please refer Section 9 – Performance Bank Guarantee.
26	46	7.8.2 Price Bid	Price Bid	Please confirm any specific format for Price Bid	Pls refer Annexure I: Commercial Bid Format
27	50	8 Award of Contract	Award of Contract	Please mention tentative start date of contract	Tentative Start Date – April 1 st , 2022, however, successful bidder is to mobilise Supervisory Staff at Site atleast 1 week prior to ensure smooth transition / handover.
28	14	5.2.2	Pest Control	Please mention frequency	<p>Pest Control Frequency as below:</p> <p>General Pest Control (Cockroaches, Ants, Flies) - Weekly.</p> <p>Rodent Control - Fortnightly.</p> <p>Mosquito Treatment - Weekly.</p>
29	26	5.2.7	Cafeteria Services	<p>With reference to the SOW provided – the food services has to be maintained end-to-end.</p> <ol style="list-style-type: none"> 1. Please share number of meals provided to staff in one day 2. Please provide the cost of 	<ol style="list-style-type: none"> 1. There is no minimum guarantee / number of meals. The consumption may vary as per employees’ interests. 2. Vendor & Menu / Cost will be discussed with successful bidder. 3. Kitchen equipment like hot

