

Pre bid Meeting on Providing Sanitation Services in DME & DSH Institutions dated 09/12/2024

Tender Notice No: 2-1/APMSIDC/Technical/2024-25 Dated. 24.11.2024

Tender Notice No: 2-2/APMSIDC/Technical/2024-25 Dated. 24.11.2024

Tender Notice No: 2-3/APMSIDC/Technical/2024-25 Dated. 24.11.2024

Corrigendum - 1

SI.No	Tender Clause No	Tender Page No	Tender Clause	Query for Tender Clause	Clarifications/Amendments
1	4.1.2 - EMD AND EXISTING COMMITMENTS	17	<p>The submission of original Hard copies of the uploaded scan copies of DD/BG towards EMD by participating bidders to the tender Inviting authority before opening of the price bid is optional as per Govt. Memo No.ICDO1- COOR0MISC/22/2020/ REFORMS, Dt.27.03.2020.</p> <p>In case the bidder opts to submit non originals hard or soft copies, the bidder shall file scanned copy of an affidavit duly notarized to the effect that the information in the documents submitted is genuine and true with undertaking for criminal prosecution if anything found in the information is untrue besides right of the employer to terminate the contract and for other legal recourse. Where the bidder submits that there are no existing commitments and ongoing works anywhere in the country, he shall file an affidavit to that effect duly notarized with undertaking for criminal prosecution if anything found in the affidavit information is untrue besides right of the employer to terminate the contract and for other legal recourse.</p>	<p>Whether the original hard copies of the uploaded scan copies of BG towards EMD by the participating bidders has to be submitted before opening of the price bid to the Tender Inviting Authority.</p> <p>Similarly the technical uploaded documents shall also be submitted to the Tender Inviting Authority before opening of price bid. This may be clarify.</p>	<p>1. All the participating Bidders shall furnish the following within 72 Hours from the Tender submission:</p> <p>a). Hard copies of the uploaded scanned copies of Demand Draft / Bank Guarantee towards EMD in original .</p> <p>b). Similarly the hard copies of all the uploaded documents without price bid (technical bid only)</p> <p>2. The bidder shall submit scanned copy of an affidavit duly notarized to that effect that the information in the documents furnished is genuine and true with undertaking for criminal prosecution, if anything found in the information is untrue at a later date besides right of the employer to terminate the contract and for other legal recourse.</p>
2	5.2.e -CLEANING	19	<p>It shall be the responsibility of the Agency to ensure that the running water is available in all the toilets and sinks at all times. While the responsibility of availability of the water supply to the hospital/college is that of the hospital/college administration, the maintenance of the entire water distribution network within the hospital/college shall be that of the Agency.</p>	<p>We submit that any defects / leakages in the water supply to toilets and sinks will be brought to the notice of the hospital authorities for rectification. The present contract is only sanitation services (Cleaning work) by providing required workers and supervisors for cleaning activities. The maintenance of the entire water distribution network within the hospital / college shall be taken up by the Hospital / College administration only. It will not come under cleaning contract.</p> <p>Kindly provide the Hospitals / Colleges wise complete list of accessories along with their Technical Specification & Quantities involved in the Water Distribution Network which need to consider under cost of Maintenance while quoting rates. Similarly kindly clarify whether bidder need to do Minor or Major maintenance of complete Network.</p>	<p>It is the responsibility of the agency that running water is available in all toilets and all sinks at all times. The tender condition holds good.</p> <p>The bidder is supposed to inspect the site before quoting the tender and asses the requirements and quote the tender accordingly.</p>

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3	F) Personnel - Point VII	28	<p>It shall be the responsibility of the Agency to comply with the various statutory requirements and labor laws in relation to payment of minimum wages, effecting statutory recoveries and filing of the statutory returns. G.O. Ms. No 138 HM & FW (H2) Department, Government of AP dated 13.11.2024 should be strictly followed.</p> <p>The gross salary of Rs.18,600/- (Rs.16,000/- + ESI & EPF of Employer Contribution) mentioned in the GO for sanitation workers and the gross salary of Rs.21,506/- (Rs.18,500/- + ESI & EPF of Employer Contribution for sanitation supervisors. In case of any revisions, orders from the Govt. related to this matter by from time to time will be applicable, and monthly payments are to be made accordingly as per the actual deployment. The salary breakup is attached as Annexure 11 and this is to be followed scrupulously by the agencies while making payments to the sanitation workers and supervisor. These wages will be as per the Government orders from time to time.</p>	<p>1.We understand that as per the stated conditions, the gross salaries for sanitation workers (Rs.18,600/-) and sanitation supervisors (Rs.21,506/-) include the basic salary, ESI, and EPF employer contributions, which are to be revised from time to time in accordance with government notifications. To ensure compliance with statutory requirements and maintain transparency in payroll processing for our sanitation personnel, we kindly request clarification on whether the commercials of the contract will be revised correspondingly with each revision of minimum wages by the Government of Andhra Pradesh. Since maintaining statutory compliance is an integral part of our contractual obligations, we respectfully request that provisions be made for commercial adjustments in line with government wage revisions. This adjustment will ensure that the revised wage structures, including ESI and EPF contributions, are adequately reflected and passed through to the employees without financial burden on the agency.</p> <p>2. Bonus Component: Bonus payments are a statutory obligation under the relevant labor laws. Therefore, we request you to provide clarity on the inclusion of a bonus component in the tender requirements. Additionally, we request that the Bill of Quantities (BOQ) format be updated to incorporate the bonus component as part of the financial bid, enabling us to factor this cost transparently and systematically in our proposal.</p> <p>3. As Per Contract labour act , the minimum wages act, bonus payment act we have to provide bonus leave wages and festive national holiday request to include the same.</p>	<p>The Bonus payment will not be reimbursed by the Department during the contract period and the bidder should consider all possible exigencies and overheads and quote his operational expenditure..</p> <p>The expences should be met from Operational Expenditure.</p>
4	F) Personnel - Point iii	28	<p>It is the responsibility of the Agency to estimate the accurate requirement of staff on a day to day and month to month basis and provide supplementation as needed so as to comply with the service levels, for the upkeep of the sanitation.</p>	<p>1. During course of execution if additional manpower is required by the hospital authorities. The same will be provided by the agency. For the additional Manpower deployed by the agency. The wages and service charges has to be considered and paid by the hospital authorities.</p> <p>2. With refer to Form I already manpower requirement specified & with refer to this clause Agency need to estimate the accurate requirement of staff. So Kindly clarify whether Financial Bid Evaluation will be done on the basis of Quantities mention in BOQ or Bidder's calculated quantities. We would request your good office to please provide Hospital/ College wise exact manpower require which will beneficial to bidder for quote their quote.</p>	<p>If any additional manpower is required, prior approval to be obtained from concerned HODs i.e., DME/ Director, Secondary Health. Subject to the maximum of 3% of that institute of that month</p>

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5	X. Operational Expenditure Expenses XI. The agency should provide the following	31	<p>X. Operational Expenditures - The proportionate yearly contribution for other administrative expenses like uniform, shoes, ID cards, vaccination, insurance etc., for the housekeeping, Hospital Managers, Zonal Level Managers and hospital supervisors and in addition the cost towards the management manpower and its resources and proportionate cost of State level management manpower and its resources shall be borne by the bidder under operational expenditure including their site offices as per clause No. 5.8.2 & 5.8.3.</p> <p>XI. The agency should provide the following: Uniform: At least 3 pairs of uniform per annum to all the employees. For Male workers pant, shirt with overcoat and for Female workers saree and blouse / Chudidhar with kurtha / Punjabi dress with overcoat and other protective gear. The agency may provide matching colors and pattern. The uniform for supervisors deployed by the agency should be "Safari Suit" . Shoes at least one pair per annum for all the employees.</p>	<p>As per the Tender conditions the bidder should not quote the operational cost (OPEX) less than 3.85% and more than 5% on the manpower cost. In this connection we submit that to provide uniform, shoes, ID cards vaccination, insurance etc., to the housekeeping workers, hospital managers, Zonal level managers and hospital supervisors etc., the tenderer has to incur huge expenditure and this could not be met from the above limited percentage.</p> <p>Therefore it is requested to furnish the required no of above items in the price bid format in order to quote the rate.</p>	<p>It is the responsibility of the agency to workout the requirements such as to provide Uniform, Shoes, ID Cards, Vaccination, Insurance etc., to the housekeeping workers, hospital managers, Zonal level managers and hospital supervisors etc., and this expenditure has to be met from the Operational expenditure which is suppose to be quoted by the Bidder and extra payment will not be paid for the above items.</p> <p>And accordingly he has to quote his operational expenditure duly keeping in view of the above items while quoting the tender.</p>
6	5.8.1 - SUPERVISION	32	<p>The agency should establish one front office at a place suggested by the implementing authority. One responsible person should be always available i.e., round the clock in the front office. The intercom facility will be provided by the Hospital Authorities.</p>	<p>1. For example Page No.145 Format-A Institute wise price bid: Kidney Research Centre and Super Specialty Hospital, Palasa For this 4 Nos of Sanitation supervisors were given. But as per the specification One responsible person should be always available i.e., round the clock in the front office. Accordingly three no of supervisors are required for this purpose alone, the remaining is only one supervisor to monitoring the workers. So additional staff is required for front office. This may be clarify for all the institutions.</p> <p>2. Request for Include front office staff and sanitary inspectors in hospital wise manpower list so that we have quote the wages for the said staff also</p>	<p>5.8.2 point C clause may be read as below:</p> <p>One front office monitoring person is proposed per day for DME Hospitals including college and hostels and also forDSH institute for District Hospitals with a gross salary will be as per Sanitation Supervisor Salary Rs.21,506/- (As per Annexure-11 The person should have minimum Bachelor degree with DCA. 1. One person for each Teaching Hospital and Medical college including Hostel 2.One Person for each District Hospital</p>
7	5.8.2.c - SUPERVISION	33	<p>Further, for proper operation & maintenance, Graduates with office equipment and furniture shall be deployed by the agency for overall supervision and redressal of complaints, as detailed below:</p>	<p>For these operations additional supervisory staff is required for hospital wise. For Govt. general hospital/district hospital 2 Nos of Graduates and for specialty hospitals (more than 100 beds)/ Area hospital 1 person is to be posted. The above supervisory staff are not included in the institution wise price bid format. This is an additional expenditure to the agency, therefore it is requested to incorporate the above persons in the price bid formats.</p>	

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8	5.8.3 - SUPERVISION	33	<p>The Agency shall create different levels of monitoring system with necessary supporting systems such as office equipment and furniture etc., to coordinate as detailed below:</p> <p>a) At Institution Level: To Co-ordinate with Implementing Agency.</p> <p>b) At District Level: To Co-ordinate with District Level Monitoring Committee.</p> <p>c) At Regional Level: To Co-ordinate with Regional Level Monitoring Committee (As per Package).</p> <p>Operational Expenditure expenses:- The proportionate yearly contribution for other administrative expenses like uniform, shoes, ID cards, vaccination, insurance etc., for the housekeeping, Hospital Managers, Zonal Level Managers and hospital supervisors and in addition the cost towards the management manpower and its resources and proportionate cost of State level management manpower and its resources shall be borne by the bidder under operational expenditure including their site offices as per clause No. 5.8.2 & 5.8.3</p>	<p>In the price bid the supervisory staff is provided for monitoring the sanitation workers, there is no specific provision to co-ordinate with implementing agency at Institution level, district level monitoring committee and regional level monitoring committee by the agency. For these operations managerial staff with graduation is essential the additional staff may be considered for district level and regional level.</p> <p>This may be included in the price bid format.</p>	<p>The front office staff is the responsibility of the bidder for co-ordination of meetings at Institutions level for which one monitoring person is proposed as per clause 5.8.2 and the payment will be made to him.</p> <p>Regarding District level and at Regional level no separate payment and additional staff will not be sanctioned and he has to met the expenditure from the bidders operational expenditure only.</p> <p>Tender condition holds good</p>
9	6.17.2 - Performance Security, Point A	48	<p>Upon receipt of Letter of Award (LOA) from the Client, the successful Bidder within 14 days shall furnish the Performance Security for an amount equal to 5% of the total contract value (i.e for three years), which shall be valid for 60 days beyond the contract period from the date of submission, by way of Bank Guarantee for the due performance of the Contract in the format of Performance Security Form. If Selected Bidder fails to submit performance security within stipulated time, the EMD shall be forfeited.</p>	<p>It is to inform that as per the tender conditions the EMD for Rs.2.62 crores is to be paid by the bidder at the time of tender by way of BG. Besides that the successful tenderer is to furnish the performance security for an amount equal to 5% of the total contract value by way of BG. As per the price bid condition under note.11 the bidder should not quote the operational cost (OPEX) less than 3.85% and more than 5% on manpower cost. It is requested the performance security may be reduced from 5% to 2.5% keeping in view of several activities involved in the scope of work.</p> <p>We request you to permit submission of Performance Bank Guarantee for an amount equal to 5% of Contract Value for ONE YEAR which shall be renewed subsequently for 2nd and 3rd years.All the other state tenders with similar nature of work and size permit the same.</p> <p>As per clause number 6.17.2 performance security 5% of three years is very high in amount. Please minimize the percentage as the agency is giving solvency certificate for three years and the bills for minimum two months will be with the payment authority in sanctioning process.</p>	<p>Tender condition holds good</p> <p>Tender condition holds good</p> <p>Tender condition holds good</p>
10	6.19.19 - Roles & Responsibilities - C) Responsibility of Housekeeping staff	62	<p>Monitor the quality of linen used in the Hospital, ensure that the linen is changed at regular intervals and carry out periodical cleaning of the cots and mattresses.</p>	<p>Monitor the quality of linen used in the hospital will not come under cleaning contract. The monitoring should be done by the hospital authorities. However whenever necessary the linen will be changed by our cleaning staff.</p>	<p>The clause may be read as "ensure that the linen is changed at regular intervals and carry out periodical cleaning of the cots and mattresses"</p>

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11	Minimum Requirement and proposal of consumables (DME & DSH Institutions)	98 to 106	1. Chlorie, 2. Hydrogen peroxide 3. Isopropyl Alcohol items were given.	<p>We would like to draw your attention to the utilization of Chlorine, Hydrogen Peroxide, and Isopropyl Alcohol as outlined in the documentation. While the quantities of these items are mentioned, we have observed that housekeeping chemicals such as floor cleaners, toilet cleaners, hard surface cleaners, and glass cleaners have not been included.</p> <p>These items are integral to maintaining the required cleanliness and hygiene standards and form an essential part of any cleaning contract. Therefore, we kindly request you to consider including these housekeeping chemicals as part of the BOQ (Bill of Quantities) and financial bid. This inclusion will ensure a comprehensive approach to cleaning and align with the expected scope of work under the contract.</p>	Tender condition holds good
12	13 (b) - institution wise price schedule - DME & DSH	571 to 577	-	<p>In the statement it is mentioned that</p> <ol style="list-style-type: none"> 1.Manpower (Rs. Inclusive of all taxes) 2.Equipment (Rs. Inclusive of all taxes) 3.Consumable (Rs. Inclusive of all taxes) 4.Operational Expenditure (Rs. Inclusive of all taxes) 5.Sanitation amount per month (Rs. Inclusive of all taxes) <p>Page No.579 it was mentioned that price is inclusive of any applicable taxes excluding GST.</p> <p>We request you to kindly clarify whether we have to quote rates excluding GST or including GST.</p>	GST is not applicable for the tender. The bidder should quote the rates inclusive of all taxes but excluding GST.
13	2. Bid Data Sheet (BDS), point 11	9	Last date, time (deadline for receipt of proposals in response to this tender notice through e-procurement portal, GoAP including scanned copies of tender fee and EMD	<p>We refer to the tender submission date of 24th December 2024, as stated in the tender document. Considering some format changes and new additions following the pre-bid meeting, reworking the tender proposal may require significant effort. To ensure accuracy and compliance with any revisions, we kindly request an extension of the submission deadline</p>	Bid submission date is postponed to 10.01.2025
				<p>Since the data to be uploaded is very huge and bidders have to work on 9 tenders related to APMSIDC, we request you to extend the last date of submission of tender by atleast 15 days so that bidders can submit their tenders without any mistakes.</p>	Bid submission date is postponed to 10.01.2025
				<p>AS THE TIME IS VERY LOW TO PREPARE ALL DOCUMENTS AND BG REQUEST YOU TO EXTEND FOR A MINIMUM TIME PERIOD AS FOR YEAR END AND HOLIDAYS</p>	Bid submission date is postponed to 10.01.2025
				<p>AS THE TIME IS VERY LOW TO PREPARE ALL DOCUMENTS AND BG REQUEST YOU TO EXTEND FOR A MINIMUM TIME PERIOD AS FOR YEAR END AND HOLIDAYS</p>	Bid submission date is postponed to Bid submission date is postponed to 10.01.2025
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14	6.1 - Eligibility Criteria (Qualification Criteria), point no. 4	36	Required specific past experience in Hospitals – The bidder should have experience of providing sanitation services for total bed strength of at least 3000 beds with each hospital should not be less than 300 beds in any one year during the last five financial years i.e., 2019-20 to 2023-24.	<p>In comparison of both proposed and existing tender conditions it specifically determined that the eligibility to participate this tender is designed for the few contractors/ DME contractors who will meet these conditions and no one contractor in India may not be eligible with this condition. As we are the existing service provider for sanitation work under Director of Secondary Health / APVVP, as the conditions mentioned in the tender document existing hospitals itself having 100 to 150 beds and max of 450 beds. Only DME under Hospitals have above 500 beds. Present DSH/APVVP bed strength details zone wise mentioned below table.</p> <p>Hence, We request your good selves to kindly consider the above point and change the condition as "The Bidder should have experience of providing sanitation services for total Bed strength of at least 3000 Beds with each hospital should not be less than 100 beds in any one year in last 5 financial years" .</p> <p>In view of the above we request your good selves to kindly amend the condition by giving us an opportunity to participate as we are the existing service providers from last 3 years to DSH/ APVVP hospitals. We also bring to your kind notice that, comparatively with DME contractors our payments also released in every 5 to 6 months, but smooth functioning of hospitals we have maintained work without any remarks from the hospitals and received above 96% score from all the hospitals in these 3 years. Hence, we request you to kindly consider our request and do favour on the above point. We are enclosing here with the Zone wise DSH Hospitals bed strengths for your ready reference.</p>	Tender condition holds good.
				<p>The special clause clearly shows that it was designed for Multi National companies and not for Companies depending on the state of Andhra Pradesh. We are the Local state companies paying state Taxes and GST for growth. But, with the above condition Northside companies will get the tender and tax amount also will go through IGST which is against the policy of Our Great CM Sri. Nara Chandra Babu Naidu Garu. He is working very hard even in his 70's for our state's growth. Hence, we request you to kindly re-think about the above and consider local contractors who are paying taxes to the State Government. We also bring to your kind notice that, The North side companies will participate in the tender and with their turnover automatically they get the contract and they will sign and go away from here and will give Sub-contracts to local persons. No Single point contact will be not available if any issues arrive in Hospitals. Hence, We request you to kindly change the conditions and encourage start ups and local companies as well</p>	6.1. Sl.No.1. Eligibility Criteria (Qualification Criteria) and 6.1.1 (Incase of Joint Venture(JV) / Consortium) clauses pertaining to Joint Venture/Consortium is Deleted.
				<p>As - total bed strength of at least 3000 beds with each hospital should not be less than 100 beds and also request to consider FRS attendance more than or equal to 80% for 100% monthly billing as most of sanitation workers are uneducated so they don't assured record of every time FRS attendance accurate.</p>	Tender condition holds good

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				<p>The bidder should have experience of providing sanitation services for total bed strength of at least 3000 beds with each hospital should not be less than 300 beds in any one year during the last five financial years i.e., 2018-19 to 2023-24. This Criteria will allow only those big agencies (companies) to participate in the tender and probably they will get the tender irrespective of other small agencies because the criteria will not allow us to participate in the tenders. So, It is clear that this tender is meant for only MultiNational Companies and how about us like local agencies(companies), start up companies.</p> <p>We also bring to your kind notice that, The North side companies will participate in the tender and with their turnover automatically they get the contract and they will sign and go away from here and will give Sub-contracts to local persons. No Single point contact will be not available if any issues arrive in Hospitals.</p>	<p>6.1. Sl.No.1. Eligibility Criteria (Qualification Criteria) and 6.1.1 (Incase of Joint Venture(JV) / Consortium) clauses pertaining to Joint Venture/Consortium is Deleted.</p>
				<p>Request to accept 100 beds and above each hospitals instead of 300 beds. Note : Maximum Hospitals are available with 100 and above beded strength.</p>	Tender condition holds good
				<p>Request to consider experience in Hospital sector only preferably in the Hospital of State/Central Govt.</p>	Tender condition holds good
15	5.6 - A - Education, Point C	21	Sanitary inspectors shall be posted by the Agency at all conspicuous places where the people gather and also near each toilet place to prevent misuse. The Agency may also ensure a system like reprimanding or penalizing the persons found to be misusing the premises despite advice but has to take written permission from Superintendent and all such proceeds if any shall be shared between agency and institute.	<p>Request for Include front office staff and sanitary inspectors in hospital wise manpower list so that we have quote the wages for the said staff also</p> <p>Kindly clarify about remuneration of Sanitary Inspectors will be reimburse bythe Authority to the Successful Bidder. Similarly kindly clarify about existing provision / system like reprimanding or penalizing the persons found to be misusing the premises.</p> <p>Are the Sanitary Inspectors included in the manpower required provided in the tender documents or should they be hired seperately, the cap on OPEX will not be sufficient to cater to these requirements.</p>	<p>5.8.2 point C clause may be read as below:</p> <p>One front office monitoring person is proposed per day for DME Hospitals including college and hostels and also for DSH institute for District Hospitals with a gross salary will be as per Sanitation Supervisor Salary Rs.21,506/- (As per Annexure-11 The person should have minimum Bachelor degree with DCA. 1. One person for each Teaching Hospital and Medical college including Hostel 2. One Person for each District Hospital</p>
16	Annexure 12: Example for Payment of the Monthly Payment Amount	139	Refer Table	<p>Actual Monthly Attendance (i.e. average of % daily attendance of the all the days in the month) FRS Attendance is 95% and above for Fully Compliance Consider FRS attendance is 85% and above for fully compliance as most of sanitation workers have illiterates and they don't know file FRS attendance properly and also some times some places network issues happened etc.,</p>	Tender condition holds good.

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17	5.1, Point VI	18	<p>Prolonged duty hours of Sanitary Worker (more than 8 hours at a stretch) shall not be allowed. No payment shall be made for double duty/more than 8 hours at a stretch, if any found through FRS attendance.</p>	<p>1. Prolonged duty hours more than 8 hours is linked to FRS attendance basically medical department is an emergency services. The allied works and services rendering by the contractors through outsourcing also deemed urgent services. Therefore OT is a common for the Medical services and OT with another shift may be allowed in compliance with Labour rules, OT may happen at the times of Festivals, Holidays, Sickness of the employees, untoward incidents all of sudden , local disturbances, natural calamities like floods, torrential rains , epidemics etc these are all we experienced in the recent past which you are well aware of it.</p> <p>2. So, OT should be allowed and ought not to be linked with FRS accordingly modifications in the tender schedule is required or exemption may be providing in Limits. Though the tender schedule allows to have the relieving /surplus staff which may not be helpful or cope up with the unexpected situations</p> <p>Since sanitation is in essential services category, requested to accept 10 % of Over time in a month at the contractors responsibility</p> <p>We request you to allow OT in FRS system, as most of the workers are uneducated and will not give prior intimation about the absenteeism.</p>	<p>Tender condition holds good</p>
				<p>The above clause denotes that in case of contract awarded in consideration of Higher financial annual turnover the entire tenders in turnover contractor, instead of allotting the entire gamut of the tenders to the single individual it is better awarded to the all the eligible bidders categorically ie., Sanitation, security, Pest & Rodent services separately Which will certainly reduce the impact of the work load and control to the single contractor and opportunities may be provided to the each eligible bidder in order with a motto of one tender to one bidder so that an equal opportunity may be provided to nine bidders for nine tenders as mentioned in G.O Ms No: 138 dt: 13.11.2024 nine tenders package wise to avoid monopoly in tender system. So a modification or reschedule of the tender condition may be inevitable.</p>	<p>6.2 Evaluation of proposals</p> <p>a. Two stage evaluation will be taken up for identification of successful bidder</p> <p>i. Technical Evaluation</p> <p>ii. Financial Evaluation</p> <p>b. Technical evaluation of bids will be done as per the criteria mentioned in Section 6.1. Based on the technical evaluation, a list of short-listed applicants shall be prepared.</p> <p>c. The bidders, who are technically qualified, will be eligible for financial evaluation.</p> <p>d. Financial bidshall consist of monthly price that will be charged by the Service Provider for providing services under this engagement.</p> <p>e. The contract will be awarded to the successful bidder, whose bid has been determined to be substantially responsive and has been determined as the lowest evaluated bid, provided further that the bidder is determined to be qualified to perform the contract satisfactorily in the following manner</p> <p>In case of three different L1 bidders:</p> <p>1) One bidder can be awarded maximum one package only to the lowest responsive bidder</p> <p>2) In the Serial Number of tender notice 1st package will be awarded to the lowest bidder (L1) who is L1 in all three packages.</p> <p>3) If the bidder happens to be the lowest in the 2nd package also it will not be awarded and the same will be awarded to second lowest bidder duly matching the first lowest bidder price (L1) and if he is not willing to match, the next lowest bidder will be called for matching the price to the lowest (L1) price.</p> <p>4) In similar pattern the 3rd package will be awarded to the third lowest bidder and duly matching the first lowest bidder price (L1).</p> <p>f. In case of tie between the bidders:</p> <p>1) In the serial number of tender notice one package will be awarded to the bidder who is having highest turnover in any one year during the last 5 financial years (in the same service only) with limiting to one package only.</p> <p>2) The second package will be awarded to the bidder second highest turnover in any one year during the last 5 financial years (in the same service only) and limiting to one package only.</p> <p>3) The third package will be awarded to the bidder third highest turnover in any one year during the last 5 financial years (in the same service only).</p> <p>g. The next ranked Bidder shall be kept in reserve and maybe invited for negotiations in case the selected Bidder withdraws or fails to comply with the requirements specified in this document.</p> <p>h. Tender inviting authority has every right to accept any Bid and to reject any or all Bids.</p>

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18	6.2, Point G	40	<p>In case of the tie between two bidders: i. In case the bid capacity of the bidders being same, the bidder with higher annual financial turnover (as defined under Eligibility Criteria para No.5) will be selected.</p> <p>ii. In case the parameters at above being equal, thereafter the maximum specific past experience as defined under Eligibility Criteria para No.4 turnover on similar works and</p> <p>then the clean track record will be considered for selection."</p>	<p>In case of the tie between bidders, the bidder with higher annual financial turnover will be selected. Note : If the bidder with higher financial turnover is considered after qualifying, all the tenders will go to the only one company who is having high annual financial turnover, because the lot of companys having the experience in all the tenders like sanitation, Security and Pest control. Requested to consider only one or two contracts for the high annual financial companies .</p> <p>We hereby understand that Eligibility Criteria No. 5 specifically ask Turnover from Similar Service Contract whereas Eligibility Criteria No. 4 ask about the Total Bed Strength in Hospital Experience. Since in this project tenders nowhere it is mentioned that bidder need to submit their Bidding Capacity So kindly clarify how the Bidding Capacity will be evaluated on the basis of submitted documents in the Point No. i. Similarly in Point No. ii) Turnover on Similar works will be considered for evaluation. We wish to kind notice your good office that technically both the criteria of evaluation is the same. So we request your good office to change the same are as below: i) In case the parameters at above being equal, thereafter the maximum No. of Beds under specific past experience as defined under Eligibility Criteria para No.3 in Single Project and the clean track record will be considered for selection. ii) In case the parameters at above being equal, the bidder with higher annual financial turnover (as defined under Eligibility Criteria para No.5) will be selected.</p>	<p>6.2 Evaluation of proposals a. Two stage evaluation will be taken up for identification of successful bidder i. Technical Evaluation ii. Financial Evaluation b. Technical evaluation of bids will be done as per the criteria mentioned in Section 6.1. Based on the technical evaluation, a list of short-listed applicants shall be prepared. c. The bidders, who are technically qualified, will be eligible for financial evaluation. d. Financial bid shall consist of monthly price that will be charged by the Service Provider for providing services under this engagement. e. The contract will be awarded to the successful bidder, whose bid has been determined to be substantially responsive and has been determined as the lowest evaluated bid, provided further that the bidder is determined to be qualified to perform the contract satisfactorily in the following manner In case of three different L1 bidders: 1) One bidder can be awarded maximum one package only to the lowest responsive bidder 2) In the Serial Number of tender notice 1st package will be awarded to the lowest bidder (L1) who is L1 in all three packages. 3) If the bidder happens to be the lowest in the 2nd package also it will not be awarded and the same will be awarded to second lowest bidder duly matching the first lowest bidder price (L1) and if he is not willing to match, the next lowest bidder will be called for matching the price to the lowest (L1) price. 4) In similar pattern the 3rd package will be awarded to the third lowest bidder and duly matching the first lowest bidder price (L1). f. In case of tie between the bidders: 1) In the serial number of tender notice one package will be awarded to the bidder who is having highest turnover in any one year during the last 5 financial years (in the same service only) with limiting to one package only. 2) The second package will be awarded to the bidder second highest turnover in any one year during the last 5 financial years (in the same service only) and limiting to one package only. 3) The third package will be awarded to the bidder third highest turnover in any one year during the last 5 financial years (in the same service only). g. The next ranked Bidder shall be kept in reserve and maybe invited for negotiations in case the selected Bidder withdraws or fails to comply with the requirements specified in this document. h. Tender inviting authority has every right to accept any Bid and to reject any or all Bids.</p>

Sl.No	Tender Clause No	Tender Page No	Tender Clause	Query for Tender Clause	Clarifications/Amendments
				<p>We request you to give preference to MSME Entities and Andhra Pradesh based Entrepreneurs in case of tie. Public procurement policy also gives preference to MSME entities in allotment of work and all the government departments give preference to the MSME for allotment of work.</p>	Please refer recommendations mentioned as per sl.no.18
				<p>1)The turnover of the works done in the Hospitals should be considered rather than the entire turnover of the company. 2)Instead of considering one year turn over, average turn over of 5 years in the works done in the Hospital to be considered. 3)Each agency to be allotted one Zone only to avoid monopoly and efficient work culture. 4) If any agency is L1 in two or more zones , the agency should be given first preference to select his choice of zone, followed by choice to L2 .</p>	Please refer recommendations mentioned as per sl.no.18
				IS IT ON PERCENTAGE BASIS AS ON JV OR IN TOTAL OR AVERAGE OF LAST 5 FINANCIAL YEARS	JV clause deleted. Please refer recommendations mentioned as per sl.no.18
				IS IT ON PERCENTAGE BASIS AS ON JV OR IN TOTAL OR AVERAGE OF LAST 5 FINANCIAL YEARS	
				IS IT ON PERCENTAGE BASIS AS ON JV OR IN TOTAL OR AVERAGE OF LAST 5 FINANCIAL YEARS	
				<p>The optimum solution would be to instruct the bidders to quote the price as a lump sum instead of quoting between 3.85% and 5%. As per clause 6.2, Evaluation of Proposals, point "g" (i) & (ii).Deciding the L1 bidder based on higher turnover would be a huge injustice and unfair towards companies with smaller turnovers. This approach may result in a monopoly, as the company with the highest turnover could secure all the tenders. We request ,During the finalisation of tenders one agency should be allotted not more than One package in sanitation,security and pest control to avoid monopoly and efficient work culture. We request that specific past experience in similar works be considered as the primary deciding factor and annual financial turnover as the secondary criteria This adjustment would emphasize the technical expertise and relevant experience of the bidders, ensuring better alignment with the project's requirements.</p>	Please refer recommendations mentioned as per sl.no.18
19	No of packages to single bidder	-	-	<p>Considering the size,importance and nature of this work, we request you to put a capping on the number of packages to be issued to a single bidder. In the similar kind of tenders in neighbouring states the ceiling on number of zones was placed in order to ensure effective supervision and quality control and to prevent malpractices and monopoly.</p>	Please refer recommendations mentioned as per sl.no.18

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20	6.19.20 - Terms of payment	67	<p>Performance of the agency will be decided based on the percentage of marks given. Payments shall be made based on both attendance & performance linked scoring (based on Service Standards):</p> <p>a. All the staff should register their daily attendance through FRS (Face Recognition System) mechanism in the hospital / institution</p> <p>b. Actual monthly attendance is the average of the daily attendance % for the days of that month and this is used to arrive at the Monthly Eligible Amount for a particular month and only FRS based attendance to be considered. In case of less than 75% of attendance as per actual requirement, consecutively for 2 months will lead to termination.</p> <p>c. Online AI integrated supervisory system may be deployed for fool proof monitoring and to improve the quality standards of sanitation service in the health institutions</p>	<p>In case of the FRS based attendance implementation less than 75% performance in two consecutive months which may lead to termination of the contract but it should be limited to penalty clause , As the contractors are in introducing , establishing , implementing and streamlining the system of services in all aspects may take certainly a couple of months. Termination during the first quarter will be Definitely unjustified and not proper. So the clause to be modified as suggested.</p>	<p>After concluding the agreement and after completion of 3 Months agreement period if FRS based attendance implementation less than 75% performance in two consecutive months which may lead to termination of the contract.</p>
21	6.19.20 - Terms of payment, point D	67	<p>d. Monthly Eligible Amount will be:</p> <p>i. 100% of the monthly agreement amount, if the actual monthly attendance is more than or equal to 95%.</p> <p>ii. Calculated on pro-rata basis, if the actual monthly attendance is less than 85%. For example, if the actual monthly attendance is 75%, then the monthly eligible amount will be 75% of the monthly agreement amount.</p>	<p>The 100% monthly agreement amount should be altered as the payment may be made only on the basis of physical actual attendance and to consider overall performance by reviews monthly, quarterly/annually . Performance at satiety and physical attendance never be matched and is their any issue pertains to the clause may be closed or settled bilaterally. So a modification may be required to this clause.</p>	<p>Physical attendance will not be considered and hence. Tender condition holds good</p>
				<p>The FRS attendance requirement should be completely removed, or the percentage should be reduced to 80%. (Achieving 95% attendance would requires 115 workers for every 100 workers, considering each worker gets 4 days off and 2 casual leaves per month.)</p>	<p>Tender condition holds good</p>
				<p>We request you to decrease the actual monthly attendance from 95% to 85% for 100% payment.</p>	<p>Tender condition holds good</p>
				<p>We kindly request to revise the attendance criteria for payment eligibility. Many sanitation workers face challenges requiring them to take leaves, during which we deploy unregistered daily wage employees as substitutes. We propose treating 75% or higher attendance as full attendance for payment purposes. This adjustment ensures fair pay and maintains seamless service delivery.</p>	<p>Tender condition holds good</p>
22	-	-	<p>Extra point suggested.</p>	<p>Modus Operandi of the Bonus component: The bonus mentioned neither in monthly quote nor in General conditions of contract to be claimed separately - not clear. For the above point a clear indication regarding bonus implementation may be made accordingly in the tender schedule.</p>	<p>The Bonus payments will not be reimbursed by the Department during the contract period and the bidder should think such exiciencies and quote in his operational expenditure expences.</p>
23	-	-	<p>Extra point suggested.</p>	<p>National and public holidays list should be with paid days as per the AP Contract Regulation & abolition Act 1961 state rules. Whatever may be the holidays mentioned in the list to be paid.</p>	<p>The payments are made for full month only and no extra payments will made on account of Public holidays and the bidder should quote. The payments will not be paid by the Department during the contract period and the bidder should think such exiciencies and quote in his operational expenditure expences. Tender condition holds good, To be met from Reserve staff</p>

Sl.No	Tender Clause No	Tender Page No	Tender Clause	Query for Tender Clause	Clarifications/Amendments
24	-	-	Extra point suggested.	Maternity leave to be provided for the female eligible employees with payment of wages as per State Maternity rules.	The Maternity leave payments has to be met by the bidder in his operational expenses only and the bidder should think such exiciencies and quote in his operational expenditure expenses Tender condition holds good, To be met from Reserve staff
25	-	-	Extra point suggested.	As the contract duration is 3 years initially the Gratuity act will not be applicable as five years continuous duration is eligible.	The Gratuity payments has to be met by the bidder in his operational expenses only and the bidder should think such exiciencies and quote in his operational expenditure expenses Tender condition holds good, To be met from Reserve staff
26	-	-	Extra point suggested.	Public 7 National Holidays, implementation of Bonus, Maternity leaves for the eligible and casual leaves are direct overheads to the contractor/ bidder.	Tender condition holds good, To be met from Reserve staff
27	-	-	Extra point suggested.	The percentage of the service charges agreed can't bear the overheads and it could be unusual financial difficulties.	The option was given to the bidder to quote operational charges from 3.85% to 5%. Hence, tender conditions holds good.
28	-	-	-	Removal of 25% Material Purchase Requirement: The condition mandating 25% material purchase should be removed.	Tender condition holds good
29	-	-	Operational Expenditure (OPEX) - 3.85% to 5%	Elimination of Agency Commission Condition: The agency commission condition of 3.85% to 5% should be removed.	Tender condition holds good.
30	-	-	-	Avoid Manpower Outsourcing Label: While this is a work contract, the tender document includes employee salary details, making it appear as a manpower outsourcing contract. These details should be removed to avoid potential issues with unions.	Tender condition holds good.
31	6.1 - Eligibility Criteria (Qualification Criteria), Point 6	36	The bidder should submit Solvency certificate for Rs.18.50 Crores in the proforma of Nationalised Banks /Scheduled banks as per the Guidelines of the RBI (Annexure-9)	Reduction in Solvency Certificate Requirement: The tender mandates a solvency certificate of ₹18 crore. For any company to show this solvency, they would need at least ₹40 crore in bank deposits or take a loan and deposit it. This requirement is impractical and should be reconsidered. Kindly request your good office to accept the Solvency Certificate from Nationalized Bank Only.	Tender condition holds good The solvency certificate issued by Nationalised Banks /Scheduled banks as per the Guidelines of the RBI will be accepted.
				PLEASE GIVE EXEMPTION OF SOLVENCY CERTIFICATE WHO ARE HAVING MSME CERTIFICATE PLEASE GIVE CLARIFICATION REGARDING SOLVENCY SHARE AS PER JOINT VENTURE FOR EACH REPRESENTATIVE OF INDIVIDUAL FIRMS	Tender condition holds good
				Reduce the Solvency	Tender condition holds good
				Reduce the Solvency	Tender condition holds good
				Consider Solvency certificate for Rs.10 Cr (That is 2 months salary of workers	Tender condition holds good.

Sl.No	Tender Clause No	Tender Page No	Tender Clause	Query for Tender Clause	Clarifications/Amendments
32	5.5 - Waste Disposal, ii - Bio medical waste point b	20	Supply of color-coded and Bar coded bags and collection of Bio medical waste is the responsibility of the agency. The colour coded bags to be used by the agency shall strictly confirm to the specifications approved by the Pollution Control Board, failing which the agency will be held responsible for the penal actions initiated by the concerned Pollution Control Board authorities. The segregation of Bio Medical waste is the responsibility of the Hospital authorities and the segregated Bio Medical	Currently, color-coded covers are being used for biomedical waste. However, the present tender condition specifies the use of barcode covers, which are much more expensive compared to color-coded covers.	Tender condition holds good
				On pg 20 It is mentioned the segregation of Bio Medical Waste is the responsibility of the Hospital where as on Pg 64 you have mentioned scoring points for Segregation of Garbage Disposal in performance scoring module, so we kindly request you remove the same from the performance scoring system	Tender condition holds good
	-	-	-	The EMD is very high, it should be 1 % of the ECV in a year value.	Tender condition holds good
				for better understanding kindly request your good office to clarify about Beneficiary Name.	EMD will be in the Name of "Managing Director, APMSIDC, Mangalagiri, AP." Managing Director, APMSIDC, Account No. 418445142, Indian Bank, IFSC Code IDIB000B030
33	2 - Bid Data sheet, Point 8 a	7	The bidders shall submit the bid with proof of payment of EMD for Rs.2.55 Crores in favour of Managing Director, APMSIDC, Mangalagiri, AP. The said EMD payment proof concerned, original receipt has to be scanned and uploaded.	We request you to reduce the EMD for participation since the current EMD requirement is very huge and no MSME companies will be able to participate in the tender because of the same. Since solvency is being asked for ascertaining bid capacity , to permit MSME participation and ensure a fair and transparent bidding process please reduce the EMD We also refer the GO mentioning the policies of Neighbouring stets being adopeted in this tender. We would like to bring to your kind notice that in all the states the EMD is as less as Rs. 10Lakhs. Requesting you to consider the same.	Tender condition holds good
				We request you to reduce the EMD from 2.55 Crores to 1crore.	Tender condition holds good
34	B - Training	22	Staff training and development is a core activity in the sanitation service and a structured approach to training should be developed and controlled by State level Manager, with direct inputs from Hospital Authority, Nursing Superintendent and other relevant healthcare professionals, as required. Institutions should ensure that training is readily accessible to all staff involved in the provision of the service, and that training levels and technical competency are standardized throughout shift patterns. As a minimum, training must be given in the performance of cleaning tasks, the use of cleaning equipment, control of infection, manual handling, fire, health and safety and site orientation. Where there is a change in cleaning products, materials or equipment, retraining of staff will need to be brought forward and completed before the new products are deployed for the first time. All aspects of environmental cleaning must be supervised and performed by knowledgeable, trained staff. Regular education and support must be provided by health care organizations and contract agencies to help staff consistently implement appropriate practices. Education should be provided at the initiation of employment as part of the orientation process and as ongoing continuing education. A. Contractor must provide a training program that includes.	The Training Cost to be born by the principle employer here as the services charges are very low.	The expences should be met from Operational Expenditure
35	6.17.2 - Performance security	48	Refer Performance security clause	Performance Security should be amount equal to 5 % of the one year contract value but not three years. Even Gem Tenders also ask for 3% to 5 % of one year ECV.	Tender condition holds good

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36	6.1 - Eligibility Criteria (Qualification Criteria), point no. 5	36	The bidder should have annual turnover of Rs.43.60 Crores during any one of the last five financial years (i.e., 2019-20 to 2023-24) preferably related to the income from similar service contract.	Could you please clarify if this annual turnover pertains specifically to manpower services, or if it also includes other works such as construction, diet, or catering services?	The bidder should have annual turnover of Rs.43.60 Crores during any one of the last five financial years (i.e., 2019-20 to 2023-24) in Sanitation Services only. (The same should be certified by the CA with UIDAN No.) And will not considered other turnovers such as Construction, Diet and catering services.
				Kindly request your good office that do not accept the Bids from Bidder having negative profit in last 5 Financial Year. In the IHFMS contracts most of the times it is not possible for separation of the value towards each service viz Sanitation, Security and Pest Control.Please consider total turnover related to Integrated Facility Management Services instead of turnover from similar services	Tender condition holds good The bidder should submit Sanitation Service Turnover only which should be certified by the Chartered Accountant with UID Number. Tender condition holds good
				Please consider the similar service contract as sanitation in Govt Hospitals only. Which would bring more experienced companies in the similar sector resulting in quality of work.	Tender condition holds good
37	6.1 - Eligibility Criteria (Qualification Criteria), Point 13	37	Professional Tax & AP GST Registration: The Bidder/ Contractor shall submit besides AP GST Registration after letter of Award/acceptance and before entering the contract, also submit proof of payment of professional tax which is mandatory as per G.O.Ms.No.44,WR(R)Dept.,dt.09-09-2021, as per Cir.Memo.No.ICD01-COOR/167/Reforms/2020-21, dt.09-09-2021, i.e. the bidder is required to submit proof of payment of annual professional tax for the previous year by duly uploading the same and to produce the original when required.	The Professional Tax registration certificate should be submitted but there is no specification for submission Professional Registration from any state in India or Andhra Pradesh only? Additionally, the tender schedule specifies that if we do not have a Professional Tax Registration, we can submit it after the tender allotment, but we are also required to submit 12 months of Professional Tax Challans. If an agency does not have Professional Tax Registration, how should they submit the challans? For your reference, I have enclosed the relevant Government Orders related to these matters.	Professional tax certificate and GST Registration may be submitted in any of the state to be uploaded along with proof of payment of annual professional tax for the previous year by duly uploading the same and to produce the original when required. Subsequently if the work is awarded to the bidder he has to submit the Professional tax certificate of Andhra Pradesh before concluding of the agreement.
				Bidders from other states may kindly be allowed to participate for healthy competition by providing proof of payment of professional tax receipt where they have their GST registration. Without GST registration professional tax cannot be paid. In line with point no. 6.1 subpoint 11 page no. 36, an undertaking to comply and submit the GST registration certificate from Andhra Pradesh before entering into contract agreement shall be submitted	
				We request the department to consider the monthly professional tax challans, which are paid regularly, as valid proof of payment. We can provide the complete financial year's PT challans for Andhra Pradesh. Kindly provide your guidance on this matter	
38	6.14.7 point a	46	The Bid shall be accompanied by non-refundable Tender Processing Fee and Earnest Money Deposit (EMD) as mentioned in BDS in favour of Managing Director, Andhra Pradesh Medical Services & Infrastructure Development Corporation (APMSIDC), payable at Mangalagiri	for better understanding kindly request your good office to clarify about Beneficiary Name.	EMD will be in the Name of "Managing Director, APMSIDC, Mangalagiri, AP." Managing Director, APMSIDC, Account No. 418445142, Indian Bank, IFSC Code IDIB000B030

Sl.No	Tender Clause No	Tender Page No	Tender Clause	Query for Tender Clause	Clarifications/Amendments
39	2. Bid Data Sheet (BDS), Point 8b	8	EMD amount shall be paid by way of unconditional and irrevocable Bank Guarantee issued by any Nationalized Bank/scheduled bank in the standard format as shown in the Tender Schedule. The Bank Guarantee to be submitted shall be valid for 6 Months from date of Notice Inviting Tender.	Kindly request your good office to provide the Beneficiary Bank Details (i.e. AC Number & IFSC Code) for Preparation of EMD in the Form of Bank Guarantee.	Bank Details be to Provided. (Online payment receipt should be submitted) Managing Director, APMSIDC, Account No. 142410011000314, Union Bank of India, IFSC Code UBIN0803669
				The tenders were published on 24-11-2024. Banks will not issue Bank Guarantees with retrospective dates. EMD validity shall be counted from Date of Submission of BID.	Bid submission date is postponed to 10.01.2025
40	Qualification Information, Point 12	12	Solvency certificate in the proforma of Nationalised Banks/Scheduled banks as per the Guidelines of the RBI (Annexure-9)	Kindly request you to please accept Solvency certificate from Nationalized Banks in the Proforma as per the Guidelines of the RBI (Annexure-9)	Solvency certificate from Nationalised Banks/Scheduled banks as per the Guidelines of the RBI
				less the bank solvency certificate value	Tender condition holds good
41	Qualification Information, Note Point 3	12	The format of B.G. towards E.M.D. should be adhered to as per prescribed format. Any deviation will result in making the bid non-responsive. Further all other B.Gs to be submitted at the time of agreement.	Most of the Banks are incorporated "Now with standing clauses" in it which is not mentioned in BG format provided in the Tender, so kindly request you to please consider the same which will help us for preparation of EMD in the form of BG.	The Bank Guarantee may be submitted as per the RBI Rules without deviating the conditions. Tender condition holds good
				Each Bank adds certain terms at the time of issuing the Bank Guarantee. Please consider the same.	
				All banks and financial institutions have certain restrictions, or they may request last-minute changes in the format. We assure you that the core points of the current BG format remain unchanged; however, changes in wording or phrasing should be allowed	
	3. E-Procurement process, Point D and E	13	D. All the participating bidders should pay a Transaction fee [(@0.03% of ECV (estimate contract value)) E. A transaction fee at 0.10% of the estimate contract value of the work towards service charges has to be paid by successful bidder at the time of concluding agreement.	Kindly clarify whether Transaction fee @ 0.03% or 0.10% Bidder / Successful Bidder need to pay.	This amount is for online platform not for APMSIDC. Below tender clauses to be followed. D. All the participating bidders should pay a Transaction fee[(@0.03% of ECV (estimate contract value) with a cap of Rs.10,000/- for all works with estimated contract value up to Rs.50.00 Crores and Rs. 25,000/- for works with estimated contract value above Rs. 50.00 Crores + GST on transaction fee shall be payable to M/s. Vupadhi Techno Services Pvt. Ltd by using Credit cards (Any MASTER / VISA Card) issued by any bank or through net banking accounts with ICICI or HDFC Banks as per G.O.Ms.No.13 of IT&C Dept. Dt.07.05.06 with effect from 02.02.2007. (At the time of Bid Submission)

Sl.No	Tender Clause No	Tender Page No	Tender Clause	Query for Tender Clause	Clarifications/Amendments
42	3. E-Procurement process, Point D	13	All the participating bidders should pay a Transaction fee [(@0.03% of ECV (estimate contract value) with a cap of Rs.10,000/- for all works with estimated contract value up to Rs.50.00 Crores and Rs. 25,000/- for works with estimated contract value above Rs. 50.00 Crores + GST on transaction fee shall be payable to M/s. Vupadhi Techno Services Pvt. Ltd by using Credit cards (Any MASTER / VISA Card) issued by any bank or through net banking accounts with ICICI or HDFC Banks as per G.O.Ms.No.13 of IT&C Dept. Dt.07.05.06 with effect from 02.02.2007.	We seek clarification on this value: Is the transaction fee 75,000?	E. A transaction fee at 0.10% of the estimate contract value of the work towards service charges has to be paid by successful bidder at the time of concluding agreement as follows in favour of: <ul style="list-style-type: none"> Managing Director, APTS, Vijayawada (Towards 'e'procurement services at 0.04% of estimated contract value with a cap of Rs.10,000/- for all works with estimated contract value up to Rs.50.00 Crores and Rs. 25,000/- for works with estimated contract value above Rs. 50.00 Crores)paid online through AP E-procurement portal Managing Director, APMSIDC, Mangalagiri Rs._____/ - (@ 0.06% of estimate contract value) paid in the form of Demand draft (at the time of concluding agreement)
43	4.1.2 - EMD and existing commitments	17	Where the bidder submits that there are no existing commitments and ongoing works anywhere in the country, he shall file an affidavit to that effect duly notarized with undertaking for criminal prosecution if anything found in the affidavit information is untrue besides right of the employer to terminate the contract and for other legal recourse.	Kindly clarify whether Bidder need to submit all Government existing commitments and Ongoing work in the Country or Major Government Project will suffice.	Tender condition holds good "All Government & Private existing commitments and ongoing works in the Country details to be submit"
44	Key Activities, Point b	17	Capacity building: Develop training materials, undertake training of all recruited housekeeping staff and permanent hospital staff	Kindly clarify about training of Permanent Hospital Staff	The bidder is supposed to brief and explain the process implementation of services to the office hospital staff before starting the work.
45	5.1 - Schedule of Quantity, Point 4	18	Prices quoted are inclusive of supply of chemicals specified for cleaning and lifting and disposal of normal waste and biomedical waste as specified in the document also inclusive of all taxes, fees etc. payable if any thereon and on equipment and for the services.		
46	5.5 - Waste disposal, ii) Bio medical waste, Point C	21	Transfer of the waste from the site of origin to the site of waste disposal should be done in airtight containers to avoid smell in the corridors while transporting. It is the responsibility of the agency to provide airtight containers and trolleys for the purpose and strictly as per statutory norms in this regard. The Disposal of Bio Medical waste is the responsibility of the Superintendent of the Hospital/Principal.	Both Clauses are contradictory with each other so kindly clarify about disposal of Bio Medical Waste.	The agency should quote the rates inclusive of all taxes and excluding GST. The Agency scope of work is to collect the Bio Medical waste from the different locations of the Hospital and should be kept in a designated space (upto biomedical waste room) for collection and disposal.Tender condition holds good
47	5.1 - Schedule of Quantity, Point 7	18	The administrative issues like leave, weekly off, discipline etc., of the Sanitation workers are responsibility of the contractor.	Kindly clarify about Staff count specified in Form I are inclusive of Relievers, Rest givers or Exclusive.	Tender condition holds good. Staff count specified in Form-I are inclusive of Relievers, Rest givers

Sl.No	Tender Clause No	Tender Page No	Tender Clause	Query for Tender Clause	Clarifications/Amendments
48	5.2 - Cleaning, Point D	19	Any blockages in toilets or drainages connected to the toilets shall be cleared within an hour's time from the time it is noticed. For this purpose, special sanitary plumbers have to be posted in the hospital on round the clock basis.	As per Scope we understand that Sanitary Plumbers need to deploy in the Hospital on round the clock basis but this staff is not considered in Form I required Manpower Count so We request your good office to kindly Incorporate the same in Form I.	The deployment of the plumber is the responsibility of the bidder for attending And no separate payment and additional staff will not be sanctioned and he has to met the expenditure from the bidders operational expenditure only. Tender condition holds good.
				Are the plumbers included in the manpower required provided in the tender documents or should they be hired separately, the cap on OPEX will not be sufficient to cater to these requirements.	Tender condition holds good
49	6.19.15 - Compliance of minimum wages act and other statutory requirements	55	The Service Provider shall comply with all the provisions of Government of AP, G. O. Ms. No. 138, Health, Medical & Family Welfare (H2) Department, dated 13.11.2024 for Sanitation worker for Rs.18,600/- (Rs.16,000 + EPF & ESI of Employer contribution) and Rs.21,506/- (Rs.18,500 + EPF & ESI of Employer contribution) for sanitation supervisors Rates of Government and other applicable Labour laws issued by Government from time to time and the Client is not responsible to that effect.	These Both Clauses are contradictory with each other. In One Clause any revisions, orders from the Govt. related to this matter by from time to time will be applicable, and monthly payments are to be made accordingly as per the actual deployment. And in other Clause Wages Rates of Government and other applicable Labour laws issued by Government from time to time and the Client is not responsible to that effect. So with refer to both clauses kindly clarify whether escalation in minimum wages & effecting statutory compliances will be provided by the authority in complete contract period & extension Period if any	The enhanced wages will not be reimbursed by the Department during the contract period and the bidder should think such efficiencies and quote in his operational expenditure expenses.
50	6.19.15, Point F	56	Minimum wages Act 1948: The Department is supposed to pay not less than the Minimum wages fixed by appropriate Government as per provisions of the Act		
51	F) Personnel, Point XI	29	Uniform shall be provided for different categories of the personnel deployed by the Agency at its own cost. The Agency shall supply the required number of uniforms annually and also pay appropriate uniform allowance to enable the employees to maintain the uniforms. Failure to wear the uniform by any member of staff on duty shall be treated as a violation by the Agency. ID card bearing the name of the employee with code number and a photo shall also be supplied to all of the employees by the Agency at its cost (uniform should be approved by the Client).	Kindly request your good office to incorporate the Uniform allowance which needs to pay to employees in the Annexure 10- Salary Breakup for better understanding & submit competitive quote.	It is the responsibility of the agency to workout the requirements such as Uniform allowances to the employees and this expenditure has to be met from the Operational expenditure which is suppose to be quoted by the Bidder and no extra payment will not be paid for the above items. And accordingly he has to quote his operational expenditure duly keeping in view of the above items while quoting the tender.
				The amount for providing the required uniforms as per the document will not be sufficient from the OPEX cap. We request you to reduce 3 uniforms per year to 2 uniforms per year.	Tender condition holds good
52	Note, Point i	30	The agency shall maintain at least additional 10% reserve of employees at various levels (i.e. sanitation workers, supervisors) so as to ensure provision of uninterrupted services at the hospital and for reserve staff calculation, in case, there is decimal no. in number of person due to norms of 10%, then the rounding off to be done for closest integer. The uperintendent of the hospital/Principal reserves the right to request the service provider to replace any member of the staff in the event of indiscipline or inefficiency	Kindly clarify about whether this cost of 10% reserve of employees at various levels will be consider at the time of Evaluation of Financial Bid or Not.	In the annexures of price bid Employees to be deployed is and the Bid will be evaluated Tender condition holds good. it is clearly mentioned that the inclusive of Reservice Staff accordingly.
				We kindly request you to increase the reserves to 20%. As you are aware most of the employees are uneducated, there is a tendency to abstain duties from without intimation We kindly request you to increase the reserve to 20%.	Tender condition holds good

Sl.No	Tender Clause No	Tender Page No	Tender Clause	Query for Tender Clause	Clarifications/Amendments
53	Note, Point VI	31	It shall be the responsibility of the Agency to comply with the various statutory requirements and labor laws in relation to payment of minimum wages, effecting statutory recoveries and filing of the statutory returns. The agency should pay E.S.I, EPF payments regularly and submit the previous month of those payment receipt to the Superintendent/Principal/concerned Authority every month along with monthly invoice. On production of such proof only subsequent payments will be paid by the concerned authority. In case of any lapses from the agency's end, action will be initiated for termination of the contract.	With refer to this clause & annexure 11, We wish to inform your good office that Bonus, National Holidays, Leave Wages, Labour Welfare are coming under statutory compliances. So kindly clarify whether these all compliance will be reimbursed by the Authority to the successful Bidder.	The payments are made for full month only and no extra payments will made on account of Public holidays and the bidder should quote. The payments will not be paid by the Department during the contract period and the bidder should think such exciciencies and quote in his operational expenditure expences. Tender condition holds good, To be met from Reserve staff
				As the salary break up is provided by the document, as an agency we will follow the same salary break up provided in the document, hence the responsibility should be of the implementing authority.	Tender condition holds good
54	Note, Point VII	31	The agency has to maintain separate sanitation workers for ICU / Labour room / OT / building areas / Open areas etc., and they cannot inter change without written permission from the competent authority.	Kindly clarify whether this separate Sanitation workers are already included in the shift wise staff provided in the Form I.	The Sanitation workers are already included in the shift wise staff provided in the Form I.
55	5.8.4 para 4	34	Weekly web-based feedback & scoring (performance score based on predefined criteria) by the HODs will be collected on the vendors performance. Digital feedback system through QR & web based reporting will be followed for obtaining feedback from patients & visitors (for hospitals) and students (for college & hostels).	With refer to Clause 6.20.18 we hereby understand that Centralized online monitoring system will be provided by Authority. So Kindly clarify about Digital Web Based Feedback & Scoring System, Web Based reporting System. Whether it will provided by the Authority or Agency need to Arrange the same.	Hospital Authority will provide the system.
56	6.19.18 - State level Monitoring & Supervision Committee	59	Centralised online monitoring system will be kept in place by the procurer and successful bidder shall upload the data/ information as requested by the procurer		
	6.1 - Eligibility		The bidder must be a service provider in the field of Sanitation Services and should have experience of such in	Since this project is involved Machinery so kindly request your good office to consider Mechanized Housekeeping work Experience in addition to Sanitation Work.	Mechanized Housekeeping work experience will not be considered and only sanitation work experience. Tender condition holds good
57	(Qualification Criteria), Point 2	35	any one year during the last five financial years i.e., 2019-20 to 2023-24. Proof of the same needs to be enclosed. In case of Joint Venture (JV) / Consortium, both the parties of Joint Venture (JV) / Consortium should have the eligibility as per Point 2	In this tender requires work experience in sanitation services. Can you please clarify whether housekeeping experience is considered equivalent to sanitation experience? Also please consider housekeeping work experience in the hospitals only. Preferable in any state/central Govt. Hospitals.	Only Sanitation service works will be considered. Tender condition holds good
58	6.5 - Finalization of successful bidder	42	If any successful bidder fails to submit the original hard copies of uploaded certificates / documents, Online Payment receipts / BG towards EMD within the stipulated time or if any variation is noticed between the uploaded documents and the original hard copies submitted by the bidder, the successful bidder will be suspended from participating in the tenders on e-Procurement platform for a period of 3 years besides forfeiting the EMD and also be blacklisted.	Kindly clarify about all technical bid Document along with BG toward EMD need to submit in Original Hard Copy & please provide the due dates for submission of the same.	1. Original hard copies of the uploaded scan copies of BG towards EMD by the participating bidders has to be submitted with in 72 Hr of the tender submission. 2. Similarly the hard copies of the uploaded documents has to be submitted with in 72 Hr of the tender submission. 3. The bidder shall submit scanned copy of an affidavit duly notarized to the effect that the information in the documents submitted is genuine and true with undertaking for criminal prosecution if anything found in the information is untrue besides right of the employer to terminate the contract and for other legal recourse.

Sl.No	Tender Clause No	Tender Page No	Tender Clause	Query for Tender Clause	Clarifications/Amendments
59	6.17.3 - Signing of contract	49	After acknowledgement of Letter of Award (LOA) by the Selected Bidder and submission of performance security, Agency shall execute the Agreement within a fortnight from date of issuance of LOA. Selected Bidder shall not be entitled to seek any deviation in the Agreement. If the Selected Bidder fails to sign Agreement within stipulated time, their performance security shall be forfeited and appropriated by the Client. In such an event, the Client may invite next ranked Bidder for negotiations and may issue LOA to him. For DME Institutions Superintendents will conclude Agreements individually with the service provider and for DSH Hospitals Authority (District Hospital, Area Hospital, Community Health Centre, and Maternal & Child Hospital, other healthcare facilities under DSH) conclude the agreements individually with the service provider. FSD / Performance Bank Guarantee should be submitted individually to the respective Authorities i.e., DME / DSH (The institutions wise agreements shall be entered by the implementing authorities concerned).	As per Scope of work we hereby understand that Bidder need to provide their Services to Multiple Hospitals, Medical Colleges, Medical Colleges Hostels, Nursing College, Nursing Colleges Hostels, Community Health Centers, Area Hospitals, District Hospitals, Maternal & Child Hospital, other healthcare facilities under DME & DSH. With refer to this clause we wish to kind notice to your good office that it is difficult to execute the Agreement & submit the PBG with all 108/ 110/ 117 Hospitals within 15 Days from issue of LOA. So kindly request your good office to kindly allow Successful bidders to Execute the Agreement with the Tender Inviting Authority & Submission of Single Performance Bank Guarantee to the Tender Inviting Authority against each Package.	Tender conditions holds good.
	6.17.3 - Signing of contract, Para 2	49	For DME Institutions Superintendents will conclude Agreements individually with the service provider and for DSH Hospitals Authority (District Hospital, Area Hospital, Community Health Centre, and Maternal & Child Hospital, other healthcare facilities under DSH) conclude the agreements individually with the service provider. FSD / Performance Bank Guarantee should be submitted individually to the respective Authorities i.e., DME / DSH (The institutions wise agreements shall be entered by the implementing authorities concerned).	In case agreements are entered with Hospital superintendents GST may be applicable since Hospital is not a Government Authority. If the agreement is entered with either DME/DSH as the case may be then GST exemption can be availed. Please clarify	Hospitals comes under Government sector only and the Superintendents are designated to conclude agreement on behalf of Government.
	6.17.3 - Signing of Contract	49	For DME Institutions Superintendents will conclude Agreements individually with the service provider and for DSH Hospitals Authority (District Hospital, Area Hospital, Community Health Centre, and Maternal & Child Hospital, other healthcare facilities under DSH) conclude the agreements individually with the service provider. FSD / Performance Bank Guarantee should be submitted individually to the respective Authorities i.e., DME / DSH (The institutions wise agreements shall be entered by the implementing authorities concerned).	We seek clarification on whether there will be 77 separate agreements and BGs for the 77 institutions. Additionally, after the financial evaluation, can the tender be divided into multiple parts based on the matching rates of L1 and awarded to multiple vendors?	Tender conditions holds good.
60	6.19.6 - Taxes and Duties, Point ii	51	The bidder may note the GST is exempted for the services under the contract as per Gol notification No.12/2017 Central Tax rate dated.28.06.2017 and to be read with its amendment dated 25.01.2018.	We hereby understand that Now GST is exempted but Kindly clarify about in future GST will not exempted then Authority will provide the applicable GST to the Successful Bidder along with their monthly Invoice value.	As per Tender Conditions the GST is exempted.
61	6.19.15, Point B	56	Payment of Gratuity Act 1972: Gratuity is payable to an employee under the Act on satisfaction of certain conditions on separation if any employee has completed 5 years service or more, or on death, the rate of 15 days wages for every completed year of service. The Act is applicable to all establishments, employing 10 or more employees.	Kindly clarify about Gratuity payment amount will be reimbursed by the Authority to the successful bidder. Under the Payment of Gratuity Act 1972: - does this is paid on actual occurrence . Or do we need to factor this cost in commercial as Operational Expenditure(OPEX)	The Gratuity payments has to be met by the bidder in his operational expences only and the bidder should think such exiciencies and quote in his operational expenditure expences Tender condition holds good.

Sl.No	Tender Clause No	Tender Page No	Tender Clause	Query for Tender Clause	Clarifications/Amendments
62	6.19.15, Point L	57	Insurance Coverage: The employer is not intending to take any Insurance coverage as the G.O.Ms.No.5, Finance (Works & Projects-F7) Dept., dt.05.03.2014 have issued orders dispensing with mandatory insurance cover of all works. However, it will not exempt the bidder/contractor so far as statutory liability to take insurance coverage for vehicles, workmen/employees of the contractor/service provider including for any claim for deficiency in service	<p>With refer to this clause we hereby understand that Bidder need to take the Insurance mandatorily for their deployed staff under the contract. So Kindly request your good office to provide the sum assurance per person require against the said insurance.</p> <p>All employees are covered under ESIC, and we understand that we need to take an LD policy. What other insurance does the department expect from us?</p>	<p>The Insurance payments has to be met by the bidder in his operational expences only and the bidder should think such exiciencies and quote in his operational expenditure expences Tender condition holds good.</p>
63	6.19.17, iii - Point 5	58	A mobile application can be developed, hospital level, District quality team, State quality team, Virtual monitoring scoring can be uploaded on daily basis in the application, the dashboard can be used for monitoring and review at various levels and for providing immediate instructions to contractor	Kindly clarify about in future Mobile Application will be provided the Authority.	Mobile Application will be provided the Authority.
64	6.19.20, f - Centralized Payments Mechanism, Point 3	68	The agency should pay E.S.I, EPF payments regularly and submit the previous month of those payment receipt to the Superintendent/Principal / concerned authority every month along with monthly invoice. On production of such proof only subsequent payments will be paid by the concerned authority.	Since It is difficult to raise 108/ 110/ 117 Hospital wise invoice on monthly basis. Whereas the Centralized Payment mechanism at the level of DME & DSH, AP Office will be followed for making payments every month so request your good office to allow successful bidders to submit their Consolidated Single monthly invoice along with all require supporting document to the DME & DSH, AP Office. With refer to Clause No. 6.19.27 b) all monthly bills need to submit & payment accordingly done by Head of the Department. Similarly as per Payment Authority Definition DME & DSH are the Head of the Department so Kindly clarify about Billing process.	Tender conditions holds good.
65	6.19.1 - Definitions, Point i	50	"Payment Authority" is as per G.O. MS. No. 159, By Health, Medical & Family Welfare (H2) Department, Dated. 31.12.2015, Government of Andhra Pradesh, Head of the Departments i.e. Director of Medical Education and Director of Secondary Health based on the marks awarded by implementing authority.		
66	6.19.27 - Other Conditions, Point B	72	The Agency's request(s) for payment of bills shall be made to the Head of the Department in writing, accompanied by an invoice describing, as appropriate, the Services delivered or performed and upon fulfillment of other obligations stipulated in the contract.		
67	6.19.25 - End of service period (Contract Expiry Date)	71	The tenure of the contract will be for a period of 3 years. The contract is extendable for the next two years at the discretion of the State Level Committee with enhancement of 3% subject to satisfactory performance. The vendor need to increase the wages of all the staff accordingly in the same proportion.	As per Clause No. 5.6.F) vii. Escalation in Minimum Wages & effecting statutory compliances will be provided as per Government order time to time so kindly clarify about the enhancement of 3%.	Tender condition holds good
68	6.19.27 - Other Conditions, Point E	72	The areas of the concerned Hospitals / Colleges to be verified by the agency within 30 days of award of the contract and any revision for increase in areas (to be certified by the Superintendent / Principal / Director) to be claimed within a month and contract price will be adjusted accordingly. Any such requests after the deadline will not be entertained.	With refer to Form I kindly clarify whether bidder to consider Staff Count as mentioned in Form I or need to calculate the same as per Number of Beds & other specification mentioned in Clause No. 5.6.f)	Tender condition holds good
69	Annexure 5A: Format for Power of Attorney	122	i. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.	Kindly clarify whether Registered Power of Attorney need to submit at the time of submission of Bid.	Yes, Notarised Power of Attorney need to submit at the time of submission of Bid.

Sl.No	Tender Clause No	Tender Page No	Tender Clause	Query for Tender Clause	Clarifications/Amendments
70	Annexure 11: Salary Breakup	138	Salary Breakup	With refer to annexure 10, We wish to inform your good office that Bonus, National Holidays, Leave Wages, Labour Welfare are coming under statutory compliances. So kindly clarify whether these all compliance will be reimbursed by the Authority to the successful Bidder.	The payments are made for full month only and no extra payments will made on account of Public holidays and the bidder should quote. The payments will not be paid by the Department during the contract period and the bidder should think such exiciencies and quote in his operational expenditure expences. Tender condition holds good, To be met from Reserve staff
71	6.1.3 - Bidder Site Visit at Work Place	40	Prospective bidders must visit the sites and shall get themselves thoroughly acquainted with the local site condition. It is suggested that they conduct a demographic study to identify the local utility areas (markets, locality, communication and transportation conditions, Labour and materials availability), which will help the bidders to consider all such factors during the estimation for performing Statement of Work as, indicated. APMSIDC /DME / DSH / holds no responsibility of arrangement of transportation / accommodation facilities for the bidders during their site visits except for giving permission in writing to access the premises.	Kindly provide contact details of Authorized Person for Site Visit Purpose.	The bidder is requested to contact the Superintendents in the Hospital and Principal in Medical Colleges.
72	2 - Bid Data Sheet (BDS), Point 8, Note 2	8	As per GO.Ms.No.50 of Water Resources (Reforms) Dept., dt.15-10-2020 the bidder has to ensure that the Bank Guarantee issuing Bank shall confirm the genuineness of the Bank Guarantee and the same shall be sent to the mail id apmsidcsanitation@gmail.com on or before 5.30 PM on 24.12.2024	Generally if the banker has to confirm the issuance of Bank Guarantee an SFMS(Structured Financial Messaging System) message will be given to the Tender Inviting Authority if the TIA System supports the same at the time of issuance.Banks will normally not send a suo moto mail confirming the BG. If the Tender inviting authority writes to the bank seeking the genuineness of the BG the same will be confirmed and hence the confirmation of BG on or before the tender submission date will not be possible.	In generally the Banks are giving certificate that the BG was issued by them along with online. However the Original hard copy of Bank Guarantee of the uploaded scan copies of BG towards EMD by the participating bidders has to be submitted with in 72 Hr of the tender submission.
73	2.1 - Checklist to accompany the tender, Point 4 b	10	In respect of private works experience the bidder should submit the following documents as a proof: i) Experience certificate issued by the private agency. ii) Proof of contract agreement iii) Proof of payments for the services iv) Proof of payment of GST for the respective contract agreement.	Certain Private companies issue only work orders and agreements may not be available. Please permit work orders also. Proof of payment of services and proof of payment of GST may run into hundreds or thousands of pages making it practically impossible for the bidders to upload the same. The contact details of the Private Agency authorized representative shall be provided in order to verify the genuinity of the certificate. If required the proof of payment and proof of GST can be submitted for any 3 months.	Work orders can also be submitted. The proof payment of GST for the last one year may be submitted. However the hard copies may be submitted.
74	2.1 - Checklist to accompany the tender, Point 13	12	Scan copy of affidavit duly notarizing the existing commitments and ongoing works	Please provide the Format for the same and also please confirm various affidavits sought for are to be submitted on what value Non Judicial Stamp Paper.	The Judicial stamp paper is Rs.100/- Tender condition holds good

Sl.No	Tender Clause No	Tender Page No	Tender Clause	Query for Tender Clause	Clarifications/Amendments
75	2.1 - Checklist to accompany the tender, Note 1	12	Please upload documents in ZIP format with suitable description as defined above.	<p>Since the documents to evidence the eligibility criteria are huge, it may not be possible to upload all the documents in the e procurement portal where there is size restriction of 80MB for upload. Hence to avoid any challenges faced by the bidders during the upload we request you to also permit submission of hard copies of Documents for Technical Evaluation</p> <p>Due to limitations on uploads in the technical documentation section, we may need to upload documents in multiple locations based on the requirements. Kindly suggest.</p>	<p>1. All the participating Bidders shall furnish the following within 72 Hours from the Tender submission:</p> <p>a). Hard copies of the uploaded scanned copies of Demand Draft / Bank Guarantee towards EMD in original .</p> <p>b). Similarly the hard copies of all the uploaded documents without price bid (technical bid only)</p> <p>2. The bidder shall submit scanned copy of an affidavit duly notarized to that effect that the information in the documents furnished is genuine and true with undertaking for criminal prosecution, if anything found in the information is untrue at a later date besides right of the employer to terminate the contract and for other legal recourse.</p>
76	6.1 - Eligibility Criteria (Qualification Criteria), Point 3 B	35	<p>The bidder should have adequate manpower and resources with good experience and training in the Sanitation Services and should have on role experiences have 654 of the total man power required in any one year during the last five calendar years i.e., 2019-20 to 2023- 24.</p> <p>The bidder should submit a certificate for having employed the specified number for Sanitation Services in any one of the last five calendar years i.e 2019-20 to 2023-24 along with EPF & ESI challans should be furnished</p>	Please confirm whether the certificate to be submitted is to be issued by a Chartered Accountant or the client.	The bidder should submit a certificate for having employed the specified number for Sanitation Services in any one of the last five calendar years i.e 2019-20 to 2023-24 along with EPF & ESI challans should be furnished
77	6.1 - Eligibility Criteria (Qualification Criteria), Point 9	36	The bidder should have valid registration with the Labour Department.	Please confirm whether the same is Shops and Establishment registration	Will not be considered.
78	6.1.1 - In case of Joint Venture (JV) / Consortium, Point 4	37	The Joint Venture (JV) / Consortium partner of one bidder/firm shall not enter into Joint Venture (JV) / Consortium partnership with another bidder/firm for the bid.	Please confirm whether a company can participate through consortium for few packages and without consortium in the others	
79	6.1.1 - In case of Joint Venture (JV) / Consortium, Point XIX	39	In case one of the Consortium partners is an international entity (Donors, Non Governmental Organizations, Foundations, foreign government bodies funding/implementing health/ development sector programs), license/ registration certificates as per applicable laws of respective governments shall be provided.	<p>We request you not to permit a Joint Venture/Consortium with any Foreign Entity since the Foreign entities work under a completely different frame work and they will not be aware of the Indian Scenario and the conditions existing here.</p> <p>Companies try to take advantage by entering into joint venture with foreign entities with higher turnover and takeover the entire work. It will be difficult for the TIA also to verify the particulars of the foreign entity. Foreign entity tie ups are not permitted in any of the neighbouring state tenders of similar nature. Hence we request you to remove this point as it would be of detrimental public interest and may also hinder the chances of fair bidding.</p>	The Joint Venture (JV) / Consortium partner of one bidder/firm shall not enter into Joint Venture (JV) / Consortium partnership with another bidder/firm for the bid.- Deleted

Sl.No	Tender Clause No	Tender Page No	Tender Clause	Query for Tender Clause	Clarifications/Amendments
80	6.14.2 - Format and signing of proposal	45	The proposal shall be typed and signed by the authorized signatory of the Bidder / Lead Bidder, who shall initial each page. All the alterations, omissions, additions, or any other amendments made to the Proposal shall be initiated by the person(s) signing the Proposal. The Proposals must be properly signed by a duly authorized person holding the Power of Attorney (the "Authorized Representative"). The Power of Attorney should be registered as per the applicable laws. Also the format for applicable lead bidder declaration can be seen at annexure 5A or 5B.	We request you to confirm whether Notary is sufficient for power of attorney or if a registration is required please provide the relevant guidance about the same	Yes, Notarised Power of Attorney need to submit at the time of submission of Bid and registered power of attorney has to be submitted at the time of Agreement.
81	6.19.20 - Terms of payment, Point i	63	Monthly payments shall be made on submission of invoices along with the salary payment transactions and payment of ESI, EPF and other statutory deductions.	We request you to process the payment before 1st of the subsequent month instead of once in 3 months. This will be very helpful to the contractors for remitting the salaries of workers on time and avoid any Union issues.	Tender condition holds good
82	Operational Cost	144	The bidder should not quote the operational cost (OPEX) less than 3.85% and more than 5% on the manpower cost.	Please clarify whether the OPEX is 3.85% of Total Cost (i.e including equipment and consumables) or only man power cost	Tender condition holds good
83	6.1 - Eligibility Criteria (Qualification Criteria), Point no. 3	35	Required general past experience – A) The minimum General past experience (Area of Sanitation Work) is that, the bidder should have provided in any one year during the last 5 financial years i.e., 2019- 20 to 2023-24 with institutions/facilities ranging from IT Parks, Hospitals, Institutional buildings (Govt. or private), Shopping Malls and Residential buildings or any other infrastructure or public use such as Railway stations, stadiums etc. (Institution of more than 25,000 Sq.ft each only will be considered) either in single contract or multiple contracts in the same year, with the following for sanitation staff. B) The bidder should have adequate manpower and resources with good experience and training in the Sanitation Services and should have on role experiences have 654 of the total man power required in any one year during the last five calendar years i.e., 2019-20 to 2023- 24.	As per the synonyms Sanitation work stand for cleanliness & Maintain hygiene. So please clarify that whether sanitation & Housekeeping work experience stands as a same.	Only Sanitation service works will be considered. Tender condition holds good
84	2.1 - Checklist to accompany the tender, Point 7	11	Information on Criminal / litigation history	We would like to draw your kind notice that A. Our company is not blacklisted any time before. B. As regards litigations, the company in order to protect its business, financial interests and credibility is forced to defend itself when malicious proceedings are initiated against company	Tender condition holds good.
85	6.1 - Eligibility Criteria (Qualification Criteria), Point no. 10	36	The bidder should not have any litigation history and been blacklisted or involved in criminal cases or not covered by any pending bankruptcy proceedings by any Central/ State Governments/ PSUs in India during the last five financial years (i.e., 2019-20 to 2023-24) - Affidavit (Annexure 3)		
86	6.19.6 - Taxes and Duties, Point i, ii and iii	51	Refer point 1, 2 and 3	We request you to kindly clarify that GST is Applicable to this contract of Exempted for Applicability of GST	GST is not applicable to this contract
87	6.14.4 - Financial proposal	45	i. Bidders shall upload financial proposal in the format at Annexure- 13 (the "Financial Proposal") clearly indicating the total cost of the services in both figures and words, in Indian Rupees, and signed by the Bidder's authorized signatory. In the event of any difference between figures and words, lowest among both rates will be taken in to the consideration. ii. Any bid not accompanied by EMD (Earnest Money Deposit), Tender Processing fees will be rejected as non-responsive.	We Request you to kindly provide Annexure 13 : Financial Proposal Form 1 at Excel file to submit our financial bid as per prescribed format mentioned under Page 14q to 580 of tender documents.	Tender condition holds good.

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88	Format - A	141	Format - A		
89	Annexure 11: Salary Breakup	138	Salary Breakup	As per annexure 11 salary break up and GOMS.No.138 Dated 13.11.2024 the worker wages is including bonus or not. If not in which account the bonus is to be included.	The expences should be met from Operational Expenditure
90	-	-	-	What is the meaning of functional bed in the tender document	The Beds available(Actual beds) in the respective hospital
91	-	-	-	In GOMS No.138 dated 13.11.2024 it is mentioned The bidder should not quote more than 25% of consumables and equipment cost and this amount should not exceed the total cost incurred on the sanitation employees. But in Annexure 13 Financial proposal format in tender document it is mentioned as Cost of Equipment and Consumables shall be less than 25% of the aggregate value. Please confirm correct percentage to be consider for cost of equipment and consumables.	The bidder should not quote more than 25% for the consumables and equipment, the total cost incurred on the sanitation employees.
92	-	-	-	At the time of contract work process ,Is Pay roll out sourcing services agency in maintaining attendance and distribution of wages is allowed or not	The attendance for staff shall be maintained through FRS (Face Recognition System)
93	-	-	-	We request you to include Government Hospital vendors also to submit the ESI and EPF and GST challans similar to Private hospital experience	Tender condition holds good
94	2.1, Point 1	10	Registration documents of bidders The bidder shall be a either Individual / a partnership firm / Company. Joint Venture / Consortium Bids:	Allow Society Registration Company	Tender condition holds good (Registration documents of bidders The bidder shall be a either Individual / a partnership firm / Company.)
95	Point 11	144	The bidder should not quote the operational cost (OPEX) less than 3.85% and more than 5% on the manpower cost.	The Minimum opex of 3.85% is very less and not feasiabe to cover other manpower, uniforms, intrest amounts etc... The agencies tend to quote at the minimum rate to grab the tender and which will affect the overall work in the hospitals. We request you to increase the Minimum Opex to 7.5%	Tender condition holds good
96	6.19.6	51	Taxes and Duties	In future, if any claim is raised by the GST dept, that the agency is liable to pay the GST on the services, the total demand amount including penalties , late payment penalties etc.. should be borne by the implementing authority.	GST is not applicable to this contract
97	6.17.2 - Performance Security, Point b	48	The performance security shall be in the name of DME/DSH/Hospital Superintendent/Principal. The bidder may be required to provide either one performance security to DME / DSH or individual performance security to each hospital for value of 5% of total amount of the total contract value three years value quoted for each institution in the financial bid. However, the combined performance security shall be for an amount of equal to 5% of the total amount of three years contract price value.	We request you to decrease required performance security form 5% of total contract value of three years to 5% of one year amount.	Tender condition holds good

Sl.No	Tender Clause No	Tender Page No	Tender Clause	Query for Tender Clause	Clarifications/Amendments
98	-	-	FRS	<p>Few concerns need to be addressed by introducing FRS</p> <p>1) Who will be responsible for registering the employee details in FRS.</p> <p>2) Employee attrition rate is very high , how to address the same in FRS</p> <p>3) We deploy temporary staff during festivals, as many of the employees absatin from duty without notice, How to mark the attendance to them in FRS.</p> <p>4) Who will have the access to regsiter and delete employees, and how much time will it take to register new employees.</p> <p>5) Due to any technical snag , if FRS system is not working, How will be the attendance registered.</p>	Registration in FRS will be done by concerned hospital superintendent with due submission of details by the service provider
99	6.19.20	63	Terms of Payment	<p>The main motto of hiring the santaia agency is to provide hygenic and quality work in the hospital/institute. Each agency has there set of work plan to execute the process. implementing authority should be looking at the service standards and whether the agency has delivered the work as per the conditions laid in the documnt The payments linked to attendance and performance linked scoring is very unjustified. The agencies will hire extra manpower in case of employees abstain from duties , to make sure the service standards are not affected. Even though we complete the work as per the document, we will be penalised , Instead linking payments to attendance , we request you to penalise us per employee who absatins from duty . So that the same is passed to the employee and work is not affected.</p>	10% reserve staff is given in the calculation of the manpower. Over and above man power may be met from the Operational expense.
100	Point 5	578	The rate quoted for manpower, equipment and consumables for each institute Annexure 13 (b) should not exceed the total amount quoted for each institute per Sq.Ft/Sq.Yards Annexure 13 (c) area wise for sanitation activity.	We request you to clarify, whether the unit rate quoted per sqft in 13 (C) for the total DME and DSH units, do we require to calculate the same unit rate for institute wise also?. As we are quoting institute wise in format A, there is no need for quoting unit rate institute wise.	Price of Annexure 13 (b) and Annexure 13 (c). Should be matched.
101	5.2 - Cleaning, Point C	19	Adequate number of attendants should be posted at the toilets not only to ensure proper maintenance, but also to educate patients and their attendants in the proper use of toilets and to prevent misuse resulting in dis-function of the toilets.	Should sanitaion workers be posted as attendants near the toilets or separate manpower should be deployed. If separate manpower to be deployed, the cap on OPEX will not be sufficient to cater to these requirements.	Tender condition holds good
102	5.3	19	Drainages & Sewarage	Cost of the Materials & Consumables if to be borne by the agency, the cap on OPEX will not be sufficient to cater to these requirements.	Tender condition holds good
103	5.5 - Waste Disposal	20	Normal waste: The normal waste arising out of routine hospital/college/hostel activities through the cleaning operations shall be disposed off at the designated collection points within the Institution premises to be specified in this regard. The Agency shall coordinate with the Municipalities / Gram Panchayats for timely clearance of the garbage. The trash bags for collection of normal waste shall be supplied by the Agency and shall be tied at the top after they are 2/3 full. The trash bags will be transferred to a common collection point as soon as they are ready for removal. Additional normal waste bins, if any required over the available normal bins shall be provided by the Agency as per the request of the implementing authority. Agency shall strive to recycle the waste generated at the extent possible by coordinating with waste recycling companies. The norms of Pollution Control Board authorities are to be followed.	The Municipality & Gram Panchayat will charge for removal of the garbage, the cap on OPEX will not be sufficient to cater to these requirements.	Tender condition holds good

Sl.No	Tender Clause No	Tender Page No	Tender Clause	Query for Tender Clause	Clarifications/Amendments
104	5.5 - Waste Disposal	20	Point ii	The cost of the dust bins / airtight containers is not considered in the consumables list, if the same has to be provided the agency, the cap on OPEX will not be sufficient to cater to these requirements.	Tender condition holds good
105	6.19.20 - Terms of payment, Point 6	64	Garbage Disposal <ul style="list-style-type: none"> • Segregation of biomedical waste on categories • Color coded bags for collection of biomedical waste • Maintenance of dust bins based on categories • Also as per schedule of frequency and agents to be used 	On pg 20 It is mentioned the segregation of Bio Medical Waste is the responsibility of the Hospital where as on Pg 64 you have mentioned scoring points for Segregation of Garbage Disposal in performance scoring module, so we kindly request you remove the same from the performance scoring system	Tender condition holds good
106	F) Personnel, Point i	28	The Agency shall deploy such number of personnel of various categories like sanitary workers, sanitary supervisors and managers, as are required to execute the entire scope of work defined in this Section. The deployment should be designed for 3 shifts i.e., ((i) from 6 am to 2 pm; (ii) from 2 pm to 10 pm and (iii) 10 pm to 6 am.).	The cost of the managers is not included in the manpower sheet provided by the tender inviting authority, if to be hired by the agency, the cap on OPEX will not be sufficient to cater to these requirements.	The deployment of the managers is the responsibility of the bidder for attending And no separate payment and additional staff will not be sanctioned and he has to met the expenditure from the bidders operational expenditure only. Tender condition holds good.
107	F) Personnel, Point X	29	The age limit of sanitary workers should not exceed 50 Years. The Agency shall employ adult labour only. Employment of child labour (i.e., less than 18 years) render the contractor liable to termination of the contract under GCC (General Conditions of Contract). The attendance for staff shall be maintained through. FRS (Face Recognition System)	There are many existing workers aged above 50 years who have been working from a very long time, removal of such workers may raise issues from unions.	Tender condition holds good
108	F) Personnel, Point XIII	30	The Agency should maintain one housekeeper in charge during each shift who can be contacted in case finding deficiency in the areas of service.	The amount for engaging the additional manpower as per the document will not be sufficient from the OPEX cap.	Tender condition holds good
109	F) Personnel, Point XIV	30	The staff should register their daily attendance through FRS (Face Recognition System) mechanism in the hospital / colleges / institutions for proper monitoring of the agencies manpower by the implementing authority.	Who will provide the FRS; How will the employees data be entered in the FRS; How will the new employees and employees leaving be updated in the FRS. If there is any technical issue in the FRS, how will the attendance be marked?	Registration in FRS will be done by concerned hospital superintendent with due submission of details by the service provider
110	Note, point iii	31	The service provider shall deploy 100% manpower Shift wise, as per Form-1, manpower in each shift in Hospital, Medical college and Hostels which is mandatory failing which necessary penalty will be imposed as per penalty clauses.	Can we deploy temporary manpower in case of any absenteeism and how is attendance marked.	Tender condition holds good
111	Note, point X	31	Operational Expenditure expenses:- The proportionate yearly contribution for other administrative expenses like uniform, shoes, ID cards, vaccination, insurance etc., for the housekeeping, Hospital Managers, Zonal Level Managers and hospital supervisors and in addition the cost towards the management manpower and its resources and proportionate cost of State level management manpower and its resources shall be borne by the bidder under operational expenditure including their site offices as per clause No. 5.8.2 & 5.8.3.	The OPEX range of 3.85% - 5% will not be sufficient for catering to these requirements.	Tender condition holds good

Sl.No	Tender Clause No	Tender Page No	Tender Clause	Query for Tender Clause	Clarifications/Amendments
112	5.8.2 a	32	The Agency shall deploy, adequate number of qualified and experienced supervisory staff, in any case, for DME & DSH institutions, not less than 1 supervisor for every 10 sanitation workers (excluding reserve staff) deployed in each shift where the workers strength is 10 or more (excluding reserve staff) and minimum 1 supervisor where even the workers strength is less than 10 (excluding reserve staff) in each institution In any case, there is decimal no. in number of supervisors due to norms specified, then the rounding off to be done for closest integer. The institution which has total requirement of only one supervisor then that supervisor should be available during the peak times and further should be available on call and also visit institution whenever required. A responsible person should be available at the front office round the clock.	the manpower cost for the Front office executive will not be feasible in the OPEX cost.	5.8.2 point C clause may be read as below: One front office monitoring person is proposed per day for DME Hospitals including college and hostels and also for DSH institute for District Hospitals with a gross salary will be as per Sanitation Supervisor Salary Rs.21,506/- (As per Annexure-11 The person should have minimum Bachelor degree with DCA. 1. One person for each Teaching Hospital and Medical college including Hostel 2. One Person for each District Hospital
113	5.8.2 b	32	The minimum qualification requirement for the supervisory staff should be Bachelor Degree holder, in any discipline. Further, should have a minimum 3 years of supervisory experience in the relevant sector.	The minimum qualification to be revised to Inter Pass	Tender condition holds good
114	Point 12	570	The price quoted for consumable and equipment should not be less than Rs. 1 (Rupees one) per sq. ft. of the floor area of each hospital per month. A bid with the price quoted for consumables and equipment at less than Rs. 1 (Rupees one) per month per sq. ft. of floor area is liable for rejection.	Please elaborate the areas falling under the floor area.	Tender condition holds good
115	-	-	-	it is suggested that for this existing tenders, local contractors also to be encouraged.	Tender condition holds good
116	-	-	-	it is beneficial if the EMD and solvency is kept as 1 cr and 2 cr.	Tender condition holds good
117	-	-	-	After tender, EMD + Security deposit is suggested to be below 2.5% on one year contract amount	Tender condition holds good
118	-	-	-	As per labour act, if salaries are increased as per GO will APMSIDC consider the same for contractor bill along with the bonus of 8.33% more?	Tender condition holds good
119	-	-	-	will there be GST or not on sanitation services? If yes how much and what are the norms?	GST is not applicable to this contract
120	-	-	-	Contractor bills will be paid on timely basis and for how many days?	Tender condition holds good
121	-	-	-	will there be biometric for the persons working along with additional/reserve manpower?	Tender condition holds good
122	-	-	-	Tender EMDs + Security deposit is suggested to be kept below 2.5%	Tender condition holds good
123	-	-	-	it is suggested that for the tender eligibility the bed strength to be considered as 100 + 3000 beds or 3000 beds. This will benefit the locals.	Tender condition holds good
124	-	-	-	The vendors/persons who are more qualified and are from other states are not supposed to work directly. Only the locals are working and will work.	Tender condition holds good

Sl.No	Tender Clause No	Tender Page No	Tender Clause	Query for Tender Clause	Clarifications/Amendments
125	-	-	-	The people of AP are not encouraged in other states with respect to works. It is suggested to give preference/chance to locals.	Tender condition holds good
126	-	-	-	The locals who are working in our organizations are suffering due to delay in salaries and EPF and ESI. Our local staff are suffering a lot due to this.	Tender condition holds good
127	-	-	-	As previously given, it is suggested to give the sanitation services contracts as per the district wise as earlier in order to encourage more vendors and to help many to be self sufficient. This also helps the agency in minimizing the bills, expenses and to maintain the budget.	Tender condition holds good
128	-	-	-	In JV, for both the parties the bed strength eligible should be for 3000 beds	Joint Venture / Consortium clauses deleted
129	-	-	-	Service commission should be in between 5% to 10%	Tender condition holds good
130	Annexure 12: Example for Payment of the Monthly Payment Amount	139	Refer the Annexure 12	FRS CONSIDERATION ON 26 DAYS OR 30 DAYS. JUST GIVE US AN EXAMPLE CONSIDERING 100 WORKING PEOPLE SO THAT WE CAN UNDERSTAND MORE CLEARLY. NEED TO MORE CLARIFIED	The payments are made for full month only and no extra payments will made on account of Public holidays and the bidder should quote. The payments will not be paid by the Department during the contract period and the bidder should think such exiciencies
131	Annexure 12: Example for Payment of the Monthly Payment Amount	139	Refer the Annexure 12	FRS CONSIDERATION ON 26 DAYS OR 30 DAYS. JUST GIVE US AN EXAMPLE CONSIDERING 100 WORKING PEOPLE SO THAT WE CAN UNDERSTAND MORE CLEARLY. NEED TO MORE CLARIFIED	Tender condition holds good
132	Annexure 12: Example for Payment of the Monthly Payment Amount	139	Refer the Annexure 12	FRS CONSIDERATION ON 26 DAYS OR 30 DAYS. JUST GIVE US AN EXAMPLE CONSIDERING 100 WORKING PEOPLE SO THAT WE CAN UNDERSTAND MORE CLEARLY. NEED TO MORE CLARIFIED	The payments are made for full month only and no extra payments will made on account of Public holidays and the bidder should quote. The payments will not be paid by the Department during the contract period and the bidder should think such exiciencies
133	6.1 - Eligibility Criteria (Qualification Criteria), Point 4	36	Required specific past experience in Hospitals – The bidder should have experience of providing sanitation services for total bed strength of at least 3000 beds with each hospital should not be less than 300 beds in any one year during the last five financial years i.e., 2019-20 to 2023-24.	Based on the 2021-Tender eligibility conditions, we propose the following amendments to ensure a higher standard of experience and expertise among tender participants , particularly for sanitation and housekeeping services in government hospitals: Revised Bed Strength Requirement: The bidder should have experience of providing sanitation services for total bed strength of at least 6000 beds with each hospital should not be less than 750 beds in any Two year during the last five financial years i.e., 2019-20 to 2023-24.	Tender condition holds good
134	13 C - Abstract Rate Payment, Note Point 6	579	The rate quoted for manpower, equipment and consumables (Annexure-13(b)) for each institute should not exceed the total amount quoted for each institute per Sq Ft./ Sq. yards (Annexre-13(c)) area wise for sanitation activity.	Quoting individually for each hospital or institution is a large time- consuming task. We kindly request an illustration to simplify the price bid.	Tender condition holds good

Sl.No	Tender Clause No	Tender Page No	Tender Clause	Query for Tender Clause	Clarifications/Amendments
135	6.14.6 - Proposal Submission Date	45	The Proposal Submission Date is listed in the Bid Data Sheet. The TIA may, in its sole discretion, extend the Proposal Submission Date by issuing a Corrigendum.	We kindly request you to extend the bid proposal submission date until January 21st 2025 as we are completely dependent on bankers related to BG processing for EMD, we require additional time to complete the necessary documentation.	Bid submission date is postponed to 10.01.2025
136	6.1.1 - In case of JV / Consortium	37	Refer the Clause	In case of joint venture, we would like to request you to add the following criteria in the tender process The merger/ amalgamation /share in joint venture etc., of a firm which affect the bid condition relating to "Turnover" in preceding years. The eligibility of a bidder in such cases shall be ascertained by the Technical Evaluation Committee on the basis of the above stated agreement /BOD resolution /CA Certificate or any other supportive document(s) annexed with the tender documents and the Decision of the Technical Evaluation Committee shall be Final.	Joint Venture / Consortium clauses deleted
137	Note Point 1	12	Please upload documents in ZIP format with suitable description as defined above.	Due to limitations on uploads in the technical documentation section, we may need to upload documents in multiple locations based on the requirements. Kindly suggest.	Tender condition holds good
138	3. E-Procurement process, Point F	13	Eligible Bidders must submit their bids for the complete scope of work. Any bid submitted for incomplete scope shall be rejected.	When we submit a bid or upload documents, they are accepted only after digital verification through the DSC. Does the department have the same understanding of this process?	Tender condition holds good
139	3. E-Procurement process, Point H	14	Payment of Transaction Fee: All the participating bidders have to electronically pay a nonrefundable transaction fee to M/s. Vupadhi Techno Services Pvt. Ltd., the service provider through "Payment Gateway Service on E-Procurement portal", as per the Government Orders placed on the e-procurement website.	In this tender document, various types of fees are mentioned in multiple places. We seek clarification and would like to share our understanding: Transaction fee: ₹75,000 EMD: ₹2.62 Crores in BG form There are no other costs associated with this tendering process	E. A transaction fee at 0.10% of the estimate contract value of the work towards service charges has to be paid by successful bidder at the time of concluding agreement as follows in favour of: • Managing Director, APTS, Vijayawada (Towards 'e' procurement services at 0.04% of estimated contract value with a cap of Rs. 10,000/- for all works with estimated contract value up to Rs.50.00 Crores and Rs. 25,000/- for works with estimated contract value above Rs. 50.00 Crores)paid online through AP E-procurement portal • Managing Director, APMSIDC, Mangalagiri Rs. /- (@ 0.06% of estimate contract value)paid in the form of Demand draft (at the time of concluding agreement)
140	-	-	-	Storage space - There are 77 locations. We seek clarification on whether each location should have a storeroom for keeping all machinery, tools, and chemicals	Space will be provided by Hospital Authority
141	-	-	-	Personal Hygiene - Regarding items under personal hygiene (such as urinal cubes, hand wipes, jumbo rolls, and others), how will they be monitored, considering these are public utility spaces?. Kindly clarify	Tender condition holds good

Sl.No	Tender Clause No	Tender Page No	Tender Clause	Query for Tender Clause	Clarifications/Amendments
142	5.3 - Drainage and Sewerage	19	Refer Clause	<p>We seek clarification and request the department to provide data on the type of drain system and the number of points available at each location. The drain system can be categorized as:</p> <p>UGD (Big) - XXX Nos. UGD (Small) - XXX Nos. Open drainage - XXX Nos. Toilet chambers in different buildings - XXX Nos. Based on this information, we can determine which machines (such as suction machines, high-pressure jets, etc.) can be used</p>	Tender condition holds good
143	5.5 - Waste Disposal	20	<p>Normal waste: The normal waste arising out of routine hospital/college/hostel activities through the cleaning operations shall be disposed off at the designated collection points within the Institution premises to be specified in this regard. The Agency shall coordinate with the Municipalities/ Gram Panchayats for timely clearance of the garbage. The trash bags for collection of normal waste shall be supplied by the Agency and shall be tied at the top after they are 2/3 full. The trash bags will be transferred to a common collection point as soon as they are ready for removal. Additional normal waste bins, if any required over the available normal bins shall be provided by the Agency as per the request of the implementing authority. Agency shall strive to recycle the waste generated at the extent possible by coordinating with waste recycling companies. The norms of Pollution Control Board authorities are to be followed.</p>	Does our scope of work also include the disposal of waste outside the premises?	Tender condition holds good
144	Bio Medical Waste	20	Refer Clause	<p>The initial process for handling bio-medical waste, as detailed in the tender document, outlines our responsibility to provide coded bags, which are part of the cost center. Regarding the 77 locations, we need to install barcode machines with printers and systems at most sites. Please confirm if the organization already possesses such machines.</p> <p>Additionally, the transportation of BMW is the agency's responsibility and should be done using airtight containers and trolleys. Kindly provide clarification on this process.</p>	Tender condition holds good
145	5.6 A) Education, Point C	21	Refer Clause	We wish to understand whether all the hospitals, colleges, and institutes (77 locations) have their own PA systems. Does the TIA require us to set up a driven PA system at each location, along with poster management for all sites?	It is in Scope of service provider
146	5.8.2 - Deployment of Supervisory staff for monitoring system by the agency	33	The bidder should open office at each hospital and the space for opening office within hospital premises shall be provided by Implementing Authority.	We seek clarification on at what stage the office should be established by the bidder at the specified locations	Tender condition holds good
147	6.19.16 - Indemnity	57	By this agreement, the Service provider indemnifies the Client and/or Government against damages of any kind or for any mishap/injury/accident caused to any personnel/property of the Service provider while performing duty. The Service provider agrees that all liabilities, legal or monetary, arising in any eventuality shall be borne by the Service provider.	Do we need to provide an indemnity on stamp paper during the technical submission? Additionally, we would like to understand which portion of the value should be considered for the LD policy	Tender condition holds good

Sl.No	Tender Clause No	Tender Page No	Tender Clause	Query for Tender Clause	Clarifications/Amendments
148	18 - Contingency Services	60	Contingency services a. The service provider shall also provide cleaning services in the entire premises as and when the contingency arises, on any day of the week. b. The service provider shall be responsible to maintain quality and work efficiency by deploying extra staff, if so required. c. No extra payment shall be charged for this contingency work.	With a margin of 3.85% to 5%, which already covers costs such as uniforms, garbage disposal, transportation of employees, food, accommodation, contingency services, and the PA system, we request the department to consider additional payments for extra housekeeping employees. We are not requesting any other costs that may arise due to administrative reasons.	Tender condition holds good
149	-	121	PHOTO GRAPHS AND FINGER PRINTS AS PER 32A OF REGISTRATION ACT, 1908	Kindly let us know to whom this is applicable	This is required at the time of agreement only
150	Annexure 9 : Form of solvency certificate by Banks	130	Refer Format	Certain changes should be allowed based on the bank's format	Tender condition holds good(As per RBI Format)
151	Annexure 7: Format of Bank Guarantee for EMD	128	Refer Format	Certain changes should be allowed based on the bank's format	Tender condition holds good
152	Point B	56	Payment of Gratuity Act 1972: Gratuity is payable to an employee under the Act on satisfaction of certain conditions on separation if any employee has completed 5 years service or more, or on death, the rate of 15 days wages for every completed year of service. The Act is applicable to all establishments, employing 10 or more employees.	Under the Payment of Gratuity Act 1972: - does this is paid on actual occurrence . Or do we need to factor this cost in commercial as Operational Expenditure(OPEX)	The Gratuity payment will not be reimbursed by the Department during the contract period and the bidder should consider all possible exigencies and overheads and quote his operational expenditure.. The expences should be met from Operational Expenditure.
153	-	-	-	Leave with wages and National festival holidays: Will the department extend Leave with Wages (LWW) and National Festival Holiday (NFH) benefits to all contractual employees? We understand that the nature of this operation is 24/7/365, which may involve working on holidays and weekends. Given this, we seek clarification on whether contractual staff will be entitled to these benefits, and if so, how they will be managed in the context of continuous operations. Additionally, we would like to understand the policy regarding compensation for holidays and leave for employees working under such conditions	Tender condition holds good
154	Note Point 5, 6 and 7	579	5. All bidders shall submit the detailed cost breakup through online and in hard copy format. 6. The rate quoted for manpower, equipment and consumables (Annexure-13(b)) for each institute should not exceed the total amount quoted for each institute per Sq Ft./ Sq. yards (Annexre-13(c)) area wise for sanitation activity. 7. The price quoted including all expenses (i.e. Man Power cost, Equipment, Consumables and Operational cost)	Could you please clarify what details need to be submitted in hard copy and by when?	Tender condition holds good
155	13 (b) Institution wise PRICE SCHEDULE	571	Refer table	Just to clarify, the sanitation amount per month (Rs.) (inclusive of all taxes) is the total of all the cost heads mentioned above.	GST is not applicable to this contract
156	-	-	-	Minimum wage escalation: We kindly request the department to include the details of minimum wage escalation in the tender document	Tender condition holds good

Sl.No	Tender Clause No	Tender Page No	Tender Clause	Query for Tender Clause	Clarifications/Amendments
157	-	-	-	Scoring matrix (performance evaluations) and penalty deductions We request the department to ensure that the scoring matrix for performance evaluations and penalty deductions does not exceed the management fee or service charge, as the entire bidding is primarily based on staff wages. Kindly provide guidance on this matter	Tender condition holds good
158	Annexure 3: Declaration that the bidder is not blacklisted	116	Refer Page	The value of stamp paper may vary from state to state since bidders are from multiple states. If the department has a specific value requirement for the stamp paper, we kindly request clarification on the same	Tender condition holds good
159	6.3 Evaluation criteria for financial proposal	41	Bidders shall upload the financial proposal in the format at Annexure-13 (the "Financial Proposal"), clearly indicating the total cost of the service in both figures and words, in Indian Rupees, and signed by the Bidder's authorized signatory. While submitting Financial Proposal	-	Tender condition holds good
160	-	-	-	In case of tie between multiple bidders, preference in allotment of work shall be given to Andhra Pradesh based telugu entrepreneurs. This will encourage AP based MSME companies/entrepreneurs to get the work.	Not acceptable, Tender condition holds good
161	6.2	35	Evaluation of Proposals:	In case of a single vendor being L1 in more than 1 zone, capping of one zone per vendor to be introduced so that each bidder can get some portion of work in order to avoid monopoly	<p>6.2 Evaluation of proposals</p> <p>a. Two stage evaluation will be taken up for identification of successful bidder</p> <p>i. Technical Evaluation</p> <p>ii. Financial Evaluation</p> <p>b. Technical evaluation of bids will be done as per the criteria mentioned in Section 6.1. Based on the technical evaluation, a list of short-listed applicants shall be prepared.</p> <p>c. The bidders, who are technically qualified, will be eligible for financial evaluation.</p> <p>d. Financial bid shall consist of monthly price that will be charged by the Service Provider for providing services under this engagement.</p> <p>e. The contract will be awarded to the successful bidder, whose bid has been determined to be substantially responsive and has been determined as the lowest evaluated bid, provided further that the bidder is determined to be qualified to perform the contract satisfactorily in the following manner</p> <p>In case of three different L1 bidders:</p> <p>1) One bidder can be awarded maximum one package only to the lowest responsive bidder</p> <p>2) In the Serial Number of tender notice 1st package will be awarded to the lowest bidder (L1) who is L1 in all three packages.</p> <p>3) If the bidder happens to be the lowest in the 2nd package also it will not be awarded and the same will be awarded to second lowest bidder duly matching the first lowest bidder price (L1) and if he is not willing to match, the next lowest bidder will be called for matching the price to the lowest (L1) price.</p> <p>4) In similar pattern the 3rd package will be awarded to the third lowest bidder and duly matching the first lowest bidder price (L1).</p> <p>f. In case of tie between the bidders:</p> <p>1) In the serial number of tender notice one package will be awarded to the bidder who is having highest turnover in any one year during the last 5 financial years (in the same service only) with limiting to one package only.</p> <p>2) The second package will be awarded to the bidder second highest turnover in any one year during the last 5 financial years (in the same service only) and limiting to one package only.</p> <p>3) The third package will be awarded to the bidder third highest turnover in any one year during the last 5 financial years (in the same service only).</p> <p>g. The next ranked Bidder shall be kept in reserve and maybe invited for negotiations in case the selected Bidder withdraws or fails to comply with the requirements specified in this document.</p> <p>h. Tender inviting authority has every right to accept any Bid and to reject any or all Bids.</p>

Sl.No	Tender Clause No	Tender Page No	Tender Clause	Query for Tender Clause	Clarifications/Amendments
162	-	-	-	If two contractors are L1, work to be allotted to AP contractors, OBCs and SCs if any, not to the highest turnover person.	Not acceptable
163	-	-	-	To facilitate OBCs & SCs, in award of works, one contractor one zone, not more than one zone to be awaited.	Not acceptable
164	-	-	-	Andhra Pradesh and Telugu contractors, works are to be allotted. Not to the North Indian contractors since these are small works preference for Andhra contractors.	Not acceptable
165	EMD	-	-	EMD to be relaxed to the MSMEs and weaker sections i.e SC, ST, OBC participants. Performance Guarantee 5% of one year contract value instead of 3 years value.	Not acceptable
				If two contractors are L1, work to be allotted to AP contractors, SCs and STs if any, as per the article 4 as per of the Indian constitution, not to the person with highest turnover.	Not acceptable
166	6.2 - Evaluation of Proposals, Point G	40	In case of the tie between two bidders: i) In case the bid capacity of the bidders being same, the bidder with higher annual financial turnover (as defined under Eligibility Criteria para No.5) will be selected. ii) In case the parameters at above being equal, thereafter the maximum specific past experience as defined under Eligibility Criteria para No.4 turnover on similar works and then the clean track record will be considered for selection.	A lottery based system is simple, objective and ensures that no bidder is arbitrarily disadvantaged	Tender condition holds good
167	6.1.1 point no. xviii	38	In case of Joint Venture (JV) / Consortium, the bidders should submit the proportionate share of experience. Eg: As a part of Joint Venture (JV) / Consortium, If 'A' has a share of 60% and 'B' has a share of 40%, then 'A' should have sanitation experience for 1800 beds (i.e. 60% of 3000 beds and 'B' should have sanitation experience for 1200 beds (i.e. 40% of 3000 beds). In such case, experience of providing sanitation services for each hospital for Minimum strength of Hospital will be considered as per qualification criteria (i.e. Minimum 300 bedded for 'A' and 300 bedded for 'B' will be considered)	If two companies, A and B, form a joint venture (JV), where Company A, the lead bidder with a 60% share, has a turnover of ₹100 crores, and Company B, with a 40% share, has a turnover of ₹500 crores, Would their combined turnover for eligibility consideration would be ₹60 crores for A and ₹200 crores for B, summing up to ₹260 crores?if it is so please add this clarification also in Evaluation of proposals in the tender document.	Joint Venture / Consortium clauses deleted
168	13 a	-	Rates to be provided item wise	As per the quantities we will quote our rates for each hospital or institute wise as per our calculations and requirements instead of following the estimated rates in form 2(b)	The bidder should quote in the given format each hospital wise
169	13 C - Abstract Rate Statement, Note Point 5	579	All bidders shall submit the detailed cost breakup through online and in hard copy format.	Instead of quoting for individual institute again, we request to consider the unit rate quoted in abstract 13 C for calculating in case of any increase or decrease in the sqft areas	1) The tender condition pertaining to 13 (c): Abstract Rate statement is deleted.
	As per Clause 13.c (note :5)	579	Abstract Rate statement	Instead of quoting for individual institute again , We request to consider the unit rate quoted in abstract 13(c) for calculating in case of any increase or decrease in the sqft areas	1) The tender condition pertaining to 13 (c): Abstract Rate statement is deleted.

Sl.No	Tender Clause No	Tender Page No	Tender Clause	Query for Tender Clause	Clarifications/Amendments
170	5.1) Schedule of Quantity (iii)	-	The price quoted for consumable and equipment should not be less than Rs. 1 (Rupees one) per sq. ft. of the floor area of each hospital per month. A bid with the price quoted for consumables and equipment at less than Rs. 1 (Rupees one) per month per sq. ft. of floor area is liable for rejection	-	<p>The Condition shall be read as</p> <p>In case Quantities increase or Decrease of the floor area :</p> <p>iii. Head of the Department, based on the recommendation of the implementing authority, may enhance the area or even include additional institutions / facilities due to upgradation / construction of new hospitals / colleges / buildings / hostels / facilities, or to reduce the schedule' area due to closure of any block / facility. and an amount of Rs.1/- (Rupees One only) per Sft for consumables and equipment of the floor area of the each hospital per month will be adjusted such increase or decrease in the schedule of quantities, The payment shall be made for the actual areas under the service time to time from any increase or decrease as the case may be.</p> <p>For open areas :</p> <p>In the tender document the man power requirement for opean premises is considered at the rate of 1 per 6000 Sq. Yards per day..</p> <p>i. It is the responsibility of the Agency to keep the entire open premises of the hospital/college including hostels in a clean and tidy. The agency shall deploy sanitation workers for the open premises at the rate of 1 per 6000 Sq. Yards per day.</p> <p>each hospital per month will be adjusted such increase or decrease in the schedule of quantities, The payment shall be made for the actual areas under the service time to time from any increase or decrease as the case may be.</p>
171	6.19.20 - Terms of payment	-	Performance of the agency will be decided based on the percentage of marks given. Payments shall be made based on both attendance & performance linked scoring (based on Service Standards): c. Online AI integrated supervisory system may be deployed for fool proof monitoring and to improve the quality standards of sanitation service in the health institutions	-	<p>Project Monitoring Unit (PMU): Online Monitoring system will be provided for the Sanitaiton activity by the hospital authorities and the same will be monitored by the Project Monitoring Unit (PMU) for DME and DSH hospitals through an online system and or physical monitoring. And the scope of PMU will be for overall monitoring of the services on behalf of Government and Hospital authorities.</p> <p>As per defined marking weightage system in 6.19.20 - Terms of payment for DME & DSH Hospitals and Medical Colleges the works will be monitored and accordingly on the basis of recommendation by PMU and FRS attendance the payments will be released.</p>
172	13a - Rates to be provided item wise	-	Refer the format	-	<p>13a - Modified price bid/Financial proposal is herewith enclosed 13b - Modified price bid/Financial proposal is herewith enclosed 13C - Modified price bid/Financial proposal is herewith enclosed</p>
	13b - Institution wise Price Schedule - DME & DSH	-	Refer the format	-	
	13c - Abstract Rate Statement	-	Refer the format	-	

Important Note : 1. The bidder should not be altered the quantities/numbers mentioned in the institute wise price bid.
2. The prices quoted by the bidder is inclusive of all the taxes but excluding the GST.

S/d
Chief Engineer