

### Bid Document

Bid Details	
Bid End Date/Time	19-02-2021 11:00:00
Bid Opening Date/Time	19-02-2021 11:30:00
Bid Life Cycle (From Publish Date)	90 (Days)
Bid Offer Validity (From End Date)	70 (Days)
Ministry/State Name	Ministry Of Statistics And Programme Implementation
Department Name	Field Operations Division (fod), Headquarters, Delhi
Organisation Name	National Sample Survey Office (nssso)
Office Name	New Delhi
Item Category	Custom Bid for Services - Survey Supervisor EZ , Custom Bid for Services - Survey Enumerator EZ , Custom Bid for Services - Administrative Support Staff EZ
Contract Period	3 Year(s)
Bidder Turnover (Last 3 Years)	5000 Lakh (s)
Experience Criteria	3 Year (s)
MSE Exemption for Years of Experience and Turnover	No
Startup Exemption for Years of Experience and Turnover	No
Document required from seller	Experience Criteria,Bidder Turnover *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled	No
Time allowed for Technical Clarifications during technical evaluation	2 Days
Estimated Bid Value	1015596000
Evaluation Method	Total value wise evaluation

#### EMD Detail

Advisory Bank	State Bank of India
EMD Percentage(%)	0.50
EMD Amount	5077980

#### ePBG Detail

Advisory Bank	State Bank of India
ePBG Percentage(%)	1.00
Duration of ePBG required (Months).	40

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

**Beneficiary:**

DEPUTY DIRECTOR

New Delhi, Field Operations Division (FOD), Headquarters, Delhi, National Statistical Office (NSO), Ministry of Statistics and Programme Implementation  
(Gyanendra Pratap Singh)

**Splitting**

Bid splitting not applied.

1. Experience Criteria: In respect of the filter applied for experience criteria, the Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company for number of Financial years as indicated above in the bid document before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the Financial year. In case of bunch bids, the category of primary product having highest value should meet this criterion.

**Additional Required Data/Document(s)**

**Instruction To Bidder:**[1611922101.pdf](#)

**Special Terms and Conditions (STC) of the Contract:**[1611922114.pdf](#)

**Service Level Agreement (SLA):**[1611922120.pdf](#)

**Payment Terms:**[1611922125.pdf](#)

**Penalties:**[1611922131.pdf](#)

**Quantifiable Specification / Standards of The Service/ BOQ:**[1611922138.pdf](#)

**Project Experience and Qualifying Criteria Requirement:**[1611922143.pdf](#)

**Educational Qualification including Profile of SME/Consultants /Professional Resources /Technical Resources if they are part of Project .:**[1611922147.pdf](#)

**GEM Availability Report ( GAR):**[1611922160.pdf](#)

**Buyer's Competent Authority Approval:**[1611922202.pdf](#)

**Any other Documents As per Specific Requirement of Buyer -2:**[1611922214.pdf](#)

**QCBS Document elaborating detailed QCBS Criteria pertaining to Services / Project Procurement if any as per applicable norms:**[1611922217.pdf](#)

**Pre Qualification Criteria ( PQC ) etc if any required:**[1611922695.pdf](#)

**Scope of Work:**[1611922699.pdf](#)

**Introduction about the project /services being proposed for procurement using custom bid functionality:**[1612442198.pdf](#)

**Any other Documents As per Specific Requirement of Buyer -1:**[1612442235.pdf](#)

**This Bid is based on Quality & Cost Based Selection (QCBS) . The technical qualification parameters are :-**

Parameter Name	Max Marks	Qualification Methodology Document
Business Turnover:	15	<a href="#">View File</a>
Business Operation	10	<a href="#">View File</a>
References	15	<a href="#">View File</a>
Presence of Office	15	<a href="#">View File</a>
Total no. of Manpower	15	<a href="#">View File</a>
Technical Presentation on overall understanding of Scope of Work	30	<a href="#">View File</a>

**QCBS Weightage(Technical:Financial):70:30**

**Presentation Venue:**Sankhyiki Bhawan,  
GPOA Building, CBD Shahdara,  
Delhi-110032

**Pre Bid Detail(s)**

Pre-Bid Date and Time	Pre-Bid Venue
15-02-2021 11:00:00	Sankhyiki Bhawan, GPOA Building, CBD Shahdara, Delhi-110032

**Custom Bid For Services - Survey Supervisor EZ ( 261 )**

**Technical Specifications**

Specification	Values
<b>Core</b>	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Survey Supervisor EZ
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
<b>Addon(s)</b>	

**Additional Specification Documents**

**Consignees/Reporting Officer and Quantity**

S.No.	Consignee/Reporting Officer	Address	Service Quantity of Procurement ( to be chosen 1 in all circumstances)	Additional Requirement

1	Pranab Kumar Mandal	700125,NSSO(FOD), Basanti Villa, Ariffbari, Barrackpore Road, Barasat, District- 24 Paragans (North)	261	N/A
---	---------------------	--	-----	-----

### Custom Bid For Services - Survey Enumerator EZ ( 810 )

#### Technical Specifications

Specification	Values
<b>Core</b>	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Survey Enumerator EZ
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
<b>Addon(s)</b>	

#### Additional Specification Documents

#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Quantity of Procurement ( to be chosen 1 in all circumstances)	Additional Requirement
1	Pranab Kumar Mandal	700125,NSSO(FOD), Basanti Villa, Ariffbari, Barrackpore Road, Barasat, District- 24 Paragans (North)	810	N/A

### Custom Bid For Services - Administrative Support Staff EZ ( 47 )

#### Technical Specifications

Specification	Values
<b>Core</b>	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Administrative Support Staff EZ
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
<b>Addon(s)</b>	

#### Additional Specification Documents

#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting	Address	Service	Additional Requirement
-------	---------------------	---------	---------	------------------------

	Officer		Quantity of Procurement ( to be chosen 1 in all circumstances)	
1	Pranab Kumar Mandal	700125,NSSO(FOD), Basanti Villa, Ariffbari, Barrackpore Road, Barasat, District- 24 Paragans (North)	47	N/A

### **Bid Specific Additional Terms and Conditions**

1. Bidders can also submit the EMD with Account Payee Demand Draft in favour of Pay and Accounts Officer, MoSPI, New Delhi payable at Pay and Accounts Officer, MoSPI, New Delhi. Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.
2. AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.
3. Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.
4. PAYMENT OF SALARIES AND WAGES: Service Provider is required to pay Salaries / wages of contracted staff deployed at buyer location first i.e. on their own and then claim payment from Buyer alongwith all statutory documents like, PF, ESIC etc. as well as the bank statement of payment done to staff.
5. Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of Pay and Accounts Officer, MoSPI, New Delhi payable at Pay and Accounts Officer, MoSPI, New Delhi. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.
6. Duration of the service contract may be extended up to 6 months beyond the initial contract duration (subject to satisfactory performance and mutual consent).
7. Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

This Bid is governed by the [General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

**---Thank You---**

F. No. A12026/01/2020-E.II  
(E. File No. 28597)  
Government of India  
Ministry of Statistics & Programme Implementation  
National Statistical Office  
(Field Operation Division)

Sankhyiki Bhawan,  
GPOA Building, CBD Shahdara,  
Near District Court Karkardoom,  
Delhi-110032  
Dated 3<sup>rd</sup> Feb., 2021.

**e- NOTICE INVITING BIDS**

On behalf of the President of India, e-Tender is invited through GeM Portal ([www.gem.gov.in](http://www.gem.gov.in)) from reputed, experienced and financially sound Manpower Supplying Agencies for East Zone of NSO (FOD)

2. The interested agencies may please note that this tender was uploaded earlier on CPP Portal and GeM Portal for selection of manpower hiring agency using Quality and Cost Based Selection (QCBS). However, no bidder was found to be qualified for award of the contract. The earlier pre bid minutes clarifying the queries of previous bidders are attached with the RFP document for information. The RFP document along with pre-bid minutes may be consulted by bidders before applying for the bid.

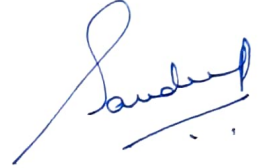
3. The selected agency is required to provide suitable manpower, for field operations of different surveys of National Statistical Office (NSO) under Ministry of Statistics and Programme Implementation, Government of India on purely contract basis. The tentative requirement of manpower for East Zone, NSO (FOD) under different categories and other terms & conditions may be seen in the Request for Proposal (RFP) document which is available free of cost on Ministry's website at [www.mospi.gov.in](http://www.mospi.gov.in) as well as on [www.gem.gov.in](http://www.gem.gov.in).

4. The interested agencies may submit their tender document complete in all respects along with applicable Earnest Money Deposit (EMD). The tender will comprise of simultaneous Technical as well as financial bids. Submission of Bids will be only through GeM Portal within specified date. Manual submission of bids is not acceptable. However, it is the responsibility of the bidder that EMD in original or self certified copy of exemption certificate/document must reach the office of Deputy Director General, FOD, on the below

mentioned address, subscribing on the envelope "Tender for providing manpower for survey of NSO in East Zone".

Deputy Director General (Admn.)  
National Statistical Office  
Field Operation Division (HQ)  
Ministry of Statistics and Programme Implementation  
Sankhyiki Bhawan, GPOA Building, CBD, Shahdara,  
Near District Court Karkardooma, Delhi-110032

5. Any further information related to tender will be issued only through the website of Ministry ([www.mospi.gov.in](http://www.mospi.gov.in)) and GeM portal.
6. NSO reserves the right to cancel the tender at any stage without assigning any reasons thereof.



(Dr. Sandeep Sharma)  
Joint Director (Admn.)  
Phone No. 011-22388136  
Email ID- [hq.e2-fod@gov.in](mailto:hq.e2-fod@gov.in)



सत्यमेव जयते

## **Selection of Agency for Providing Manpower through outsourcing for the Required Augmentation of Available Staff for Surveys of NSO**



National Statistical Office  
(Field Operations Division)

Ministry of Statistics and Programme Implementation  
Government of India  
Sankhyiki Bhawan,  
GPOA Building, CBD Shahdara,  
Delhi-110032

This document is the property of the NSO. It may not be copied, distributed or recorded on any medium, electronic or otherwise, without the NSO's written permission thereof, except for the purpose of responding to NSO for the said purpose. The use of the contents of this document, even by the authorized personnel/agencies for any purpose other than the purpose specified herein, is strictly prohibited and shall amount to copyright violation and thus, shall be punishable under the Indian Law.



## 1. Introduction

The National Statistical Office (NSO) under the Ministry of Statistics and Programme Implementation (MoSPI) is broadly responsible for conduct of large-scale sample surveys throughout India on various socio-economic subjects of interest to Government of India on yearly basis. The organization also conducts surveys on agricultural statistics; Annual Survey of Industries; price collection, etc. The field work of collection of data on sample basis, through scientifically designed structured schedules of inquiries, is done by the Field Operations Division (FOD) of the NSO through its headquarters at Delhi/Faridabad and a network of six Zonal Offices, 53 Regional Offices and 116 Sub-Regional Offices spread throughout the country (**list attached**).

The primary field work relating to collection of data in socio-economic surveys, price collection schemes, urban frame survey, etc. is done by a cadre of officials called Junior Statistical Officers (JSOs), recruited through Staff Selection Commission (SSC). The supervision of the data collected by the primary field staff is done by the supervisory staff of FOD called Senior Statistical Officers (SSOs) a grade of officers promoted from the level of JSO. Together, JSOs and SSOs constitute the SSS (Subordinate Statistical Services) cadre. Apart from the technical work related to the survey, the administrative work of the Division is handled by the clerical/secretarial personnel called Ministerial Staff.

In connection with the field operations of its Surveys (household and enterprise surveys) and data collection work of other surveys/schemes, from time to time, NSO (FOD) requires additional manpower with suitable educational qualification and experience for meeting the manpower requirement of ongoing, additional and ad-hoc surveys as well as for any other work undertaken by NSO (FOD) requiring augmentation of existing manpower. For its surveys/scheme, the collection of data is done by NSO(FOD) from selected households, enterprises, markets etc. in rural and urban areas of the country in Paper Assisted Personal Interviewing (PAPI) Mode or software enabled schedules through hand-held devices viz. tablet for capturing data from the respondents in Computer Assisted Personal Interviewing (CAPI) mode. Part or full field work of the data collection, supervision and administrative support of these surveys are done by outsourced manpower to the required extent, engaged through duly selected Agencies.

## 2. Overall Objective

The primary objective of this RFP is to solicit proposals from the bidders, for participation in a bid process for selection of agency, to provide required number of suitable manpower through outsourcing for field operations of different surveys being conducted by Regional / Sub-regional Offices in the respective FOD zones.

The selected bidder, henceforth called 'Agency', will be responsible for providing the necessary outsourced manpower as outlined in the **Para 4: scope of work** of this RFP to NSO for period of three (3) years from the award of work order and extendable maximum up to 2 years subject to the satisfactory performance of the work, one year at a time at the option of NSO. The NSO, however, reserves right to terminate/curtail the contract at any time after giving one month's notice to the selected service providing Agency owing to deficiency of service, substandard quality of outsourced manpower deployed, breach of contract and other eventuality etc.

### 3. Schedules and Critical Dates

GeM Bid Issuing Authority	Field Operations Division, National Statistical Office (NSO), Ministry of Statistics and Programme Implementation (MoSPI), Government of India
Name of the Project Work	Request for Proposal for Selection of Agency to Provide Manpower on outsource Basis for the Required Augmentation of Available Staff for Surveys of NSO (Central Zone)
Place of availability of Bid Documents	Ministry's website <a href="http://www.mospi.gov.in">www.mospi.gov.in</a> as well as on GeM Portal.
Place of uploading of bids to Tender	<a href="http://www.gem.gov.in">www.gem.gov.in</a>
Earnest Money Deposit (EMD)	EMD amount is mentioned in <b>the Para 20</b> . The EMD will be in the form of Demand Draft from any of the Commercial banks in an acceptable form drawn in favour of Pay and Accounts Officer, MoSPI, New Delhi or hypothecated in favour of PAO, MoSPI, New Delhi. The bids without EMD will not be considered.
Nature of bid process	Custom Bid Module (QCBS) on GeM Portal <i>Two bid system (simultaneous receipt of separate Technical and Financial bids)</i>
Venue for Pre-bid meeting	Field Operation Division (HQ), National Statistical Office, Ministry of Statistics and Programme Implementation, Sankhyiki Bhawan, GPOA Building, CBD, Shahdara, Near District Court Karkardooma, Delhi- 110032
Address for communication	Deputy Director General, National Statistical Office (Field Operations Division) Ministry of Statistics and Programme Implementation Government of India Sankhyiki Bhawan, GPOA Building, CBD Shahdara, Delhi-110032 <b>(hq.e2-fod@gov.in)</b>

Note: NSO reserves the right to amend the GeM bid document, tentative schedule and critical dates. It is the sole responsibility of the prospective bidders to go through MoSPI's website (<https://www.mospi.gov.in>) from time to time for any updated information. No communication in writing or through email or any other mode will be sent by MoSPI in this regard.

### 4. Scope of Work/ Deliverable

The Scope of Work (SoW) contains the expectations of NSO from the agency with respect to providing the outsourced manpower for the surveys being conducted by NSO (FOD) from time to time through outsourcing. The outsourced manpower will be utilized by NSO(FOD) for the field work related to the surveys including data collection, scrutiny, supervision and administrative support. The persons to be engaged will support NSO(FOD) in the work like data collection, scrutiny, supervision and administrative support. The persons to be engaged,

through outsourcing, mainly for data collection would be designated as "Survey Enumerators" and those mainly for supervisory work would be designated as "Survey Supervisors". The staff engaged through outsourcing to perform functions of clerical/secretarial staff would be called "Administrative Support Staff".

The details of the expected routine work of the outsourced staff and obligatory educational qualifications and skills are provided in **Para 6 "Job Description and Required number"**. The outsourced manpower is to be deployed in Regional Offices (ROs) , sub-regional offices (SROs) of NSO(FOD) throughout the Zones and Headquarters, NSO (FOD). The details of the locations where the outsourced manpower would be deployed are provided in the **Annexure -II**. ROs will utilize the services of outsourced manpower for survey within their administrative jurisdiction (Regional as well as sub-regional offices) as per requirement.

The requirement of contractual outsourced manpower may substantially increase or decrease during the contract period with the increase and decrease in the requirement of the Survey/work, for which the manpower services is intended to be outsourced. The Agency will be required to provide additional manpower as required by NSO(FOD) from time to time for which NSO (FOD) will give requirement at least 20 days in advance. NSO reserves the right to cancel the tender at any stage without assigning any reason.

## 5. Terms and Conditions

### 5.1 General

- i. The Agency shall ensure that the individual outsourced manpower deployed in the NSO (FOD) conforms to the technical specifications of age, educational qualifications and experience prescribed at **Para 6 "Job Description and Required number"** of the Tender Document.
- ii. The Agency is required to conduct a test/ aptitude test for a module for the contractual manpower to be deployed which will be provided by NSO (FOD) to filter out non-serious candidates those may be otherwise eligible. Only those candidates clearing the test/ aptitude test shall be deployed for the work defined in the RFP for the field offices.
- iii. The Agency shall furnish the following documents in respect of the individual outsourced manpower who will be deployed at the concerned field offices of FOD before the commencement of work:
  - List of persons deployed;
  - Bio-data of the persons along with copies of the certificates in respect of educational/professional qualifications etc.
  - Attested copy of matriculation certificate containing date of birth.
  - Certificate of verification of antecedents of persons by local police authority.
  - Detailed proof of identity like Aadhaar number, driving licence, bank account details, proof of residence and recent photograph of the person deployed by the agency in NSO(FOD).
  - Certification of Health of the outsourced manpower by Competent Medical Authorities.
- iv. The Agency shall ensure that the contractual outsourced manpower deployed is medically fit during the entire survey period. The Agency shall withdraw such contractual outsourced manpower that is not found medically suitable by the office immediately on receipt of such a request.

- v. The Agency shall provide Photo Identity Cards to all the contractual outsourced manpower with a note in suitable form that the manpower is engaged for data collection/ supervision work for NSO(FOD).
- vi. Agency shall nominate a coordinator for FOD Hqrs./ Zonal Offices and Regional Offices in the Zone, who will be responsible for interacting with concerned offices in all matters related to staff outsourced by respective Agency including submission of bills, submission of certificates related to statutory authorities/ payments, providing replacements on time-bound basis. The Coordinator will also be responsible for ensuring attendance of outsourced staff in concerned Zonal/ Regional/ Sub-Regional Office of NSO(FOD).

## 5.2 Outsourcing of Manpower and Clauses of Penalty

- i. The Agency shall be responsible for proper conduct of its deployed manpower in NSO(FOD) office premises as well as in field. In case of any loss/ damage, theft, etc. to the property of NSO(FOD) or carrying away of Govt. property viz. schedules manuals, instructions or electronic gadgets provided to the contractual worker deployed by the Agency, the Agency will either be liable to make good the loss on the basis of the value of the property as determined by the NSO(FOD) or the same shall be recovered from the performance guarantee/ monthly payments due to the Agency.
- ii. The Agency's deployed manpower working with NSO (FOD) should be polite, cordial, positive and efficient, while handling the assigned work. In case, the person employed by the Agency commit any act of omission/ commission which amounts to misconduct/ indiscipline/ incompetence, the Agency will be liable to take appropriate disciplinary action against such persons, including their removal from site of work.
- iii. For all intents and purposes, the Agency shall be the "Employer" within the meaning of different Labour Legislations in respect of outsourced manpower so employed and deployed in the NSO (FOD). The persons deployed by the Agency in the NSO (FOD) shall not have claims of any Master and Servant relationship against NSO (FOD).
- iv. The Agency shall be solely responsible for the redressal of grievance/ resolution of disputes for settlement of such issues whatsoever. In case any grievance is received in the NSO (FOD), such grievance shall be forwarded to the agency and it is the sole responsibility of the agency to redress such grievances within the time so specified by NSO (FOD).
- v. The Agency will be responsible for compliance of all statutory provisions in vogue related to minimum wages, Provident Fund, and Employees State Insurance, Service Tax etc. in respect of persons deployed by it in the NSO (FOD).
- vi. NSO (FOD) will not be responsible to meet charges towards transportation, food, medical and any requirements in respect of the persons while travelling to join the concerned offices of NSO (FOD) and liability in this regard.
- vii. The contractual outsourced manpower deputed to NSO (FOD) shall not be changed unilaterally by the Agency in any circumstances unless there is a specific consent/request from the concerned office of the NSO (FOD) in writing.
- viii. The respective Agency shall replace immediately any of its outsourced manpower who are found unacceptable to the NSO (FOD) because of security risks, incompetence, conflict of interest, improper conduct etc. upon receiving written notice from the concerned office of the NSO (FOD). It will be the responsibility of the Agency to provide a suitable substitute within five working days. **The delay in**

**providing a suitable substitute beyond five working days would attract a penalty @ Rs. 1000/- per day per person on the Agency.**

- ix. The Agency will be responsible to provide a suitable substitute in the event of absence of outsourced manpower due to reasons viz. leave, illness, leaving the job due to his/her personal reasons etc. The delay in providing a substitute beyond five working days from the date of intimation to the agency would attract **a penalty @ Rs. 1000/- per day per person** on the agency computable from 6<sup>th</sup> day of the absence of the worker.
- x. However, no payment would be made to the Agency for the days of absence of the outsourced manpower in case the substitute is provided within the time limit of five working days to avoid penalty.

### 5.3 Payment, legal legislations and others

- i. The Agency shall also be liable for depositing all taxes, levies, cess etc. on account of service rendered by it to NSO(FOD) to concerned tax collection authorities from time to time as per extant rules and regulations on the matter. In case the Agency fails to comply with any statutory/ taxation liability under appropriate law and as a result thereof the NSO (FOD) is put to any loss/ obligation, monetary or otherwise, the NSO (FOD) will deduct the same from the monthly bills and or the Performance Bank Guarantee of the agency, to the extent of the loss or obligation in monetary terms.
- ii. The Agency shall maintain all statutory registers under the Law. The Agency shall produce the same, on demand, to the concerned authority of the NSO (FOD) or any other authority under Law. The Agency shall require to submit such information in respect of out sourced manpower being provided to NSO(FOD) in such format in such a period as may be required by NSO(FOD).
- iii. The Tax deduction at source (T.D.S.) shall be made as per the provisions of Income Tax Department/any other department, as amended from time to time and a certificate to this effect shall be provided to the Agency by the NSO (FOD).
- iv. The Agency shall make regular and full payment of salaries and other payments as due to its outsourced manpower deputed under service contract and furnish necessary proof whenever required. The payment to contractual outsourced manpower by the Agency would be made on or before 10<sup>th</sup> day of the following month. In case 10<sup>th</sup> day being a holiday, monthly remuneration should be paid on the preceding working day of the month.
- v. The Agency will ensure the remittance of the salary to the contractual outsourced manpower deployed by them in NSO (FOD) through Bank Account and a copy of the bank statement will be furnished to the office concerned every month along with the bills for the subsequent month.
- vi. The Agency will be responsible to submit the Proof of challan /receipt issued by Regional Provident Fund Commissioner etc. for the payment made towards applicable provident fund, ESI and proof of payment towards other statutory dues (if any) for previous months along with the bills of current month. Otherwise, a certificate from a Registered Chartered Accountant should be furnished monthly basis to the effect that all statutory requirements are complied with in respect of staff outsourced by the Agency to NSO (FOD). In case of any default, NSO (FOD) may deduct the dues and release the balance amount to the Agency, besides initiating other suitable action against the agency.

- vii. The NSO (FOD) shall not be responsible for any financial loss or other injury to any person deployed by Agency in the course of their performing the functions/ duties, or for payment towards any compensation.
- viii. NSO (FOD) will provide the Tablet/ Electronic Gadgets to the field staff (Survey Supervisors, Survey Enumerators) to conduct the data collection and transmission for various FOD surveys. The responsibility of safekeeping of the Tablets/ Electronic Gadgets will rest with the Agency.
- ix. The persons deployed by the Agency shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular/ confirmed employees of the NSO (FOD) during the currency and after expiry of the contract.
- x. In case of termination of this contract on its expiry or otherwise, the persons deployed by the Agency shall not be entitled to and will have no claim for any continuation/absorption in the regular/ otherwise capacity in the NSO (FOD). An undertaking to this effect shall be obtained by the agency from each of the outsourced manpower who are to be deployed for NSO(FOD) prior to engage them for such work and the same shall be submitted to NSO(FOD).
- xi. The Agency will be responsible for managing the leave of the contractual outsourced manpower by providing the substitute. The leave including Maternity leave and related benefits should be managed in such a way that it will not hamper the NSO (FOD)'s ongoing work related to the survey.

## 6. Job Description and Required Numbers

The selected agency will require to provide suitable manpower on outsource basis under different categories viz. Survey Supervisors/ Survey Enumerators / Administrative Support Staff mentioned in the table below:

Zone Name	Manpower Type and Required Number (Tentative)			
	Survey Enumerator	Survey Supervisor	Administrative Support Staff	Total
West Zone	725	255	52	1032
East Zone	810	261	47	1118
South Zone	1100	432	101	1633
North Zone	801	235	119	1155
Central Zone	762	256	49	1067
North East Zone	550	136	55	741
<b>Grand Total</b>	<b>4748</b>	<b>1575</b>	<b>423</b>	<b>6746</b>

The responsibilities to be owned by the deployed person, Age Criteria, Eligibility/ Essential Qualifications, Desired Qualification and Work Experience required for each category is mentioned in the table below:

Name of the Post	Survey Supervisor (SSs)
Duties	Exclusive supervision of the surveys in Digital mode or conventional paper schedule mode as per requirement, coordinating with Regional Offices/Hqrs., imparting training and technical assistance to field staff and on the spot inspection of survey work. Examination of inspection notes, scrutiny of schedules and handling correspondence with RO/SRO/ Other Departments.
Age Limit	Up to the age of 50 years



	OR Up to the age of 70 years, provided being medically fit in case of retired Govt Servant.
Eligibility/Essential Qualification	Candidate having Graduate Degree along with at least 2 (two) years of experience in Survey related work in Central Govt./ State Govt/ PSUs/ Bank/ Private Companies and good working knowledge of Computers OR Statistical Officers retired from Group – B (Gazetted) post having Grade Pay of a minimum of Rs.4,600/- under Central Govt./ State Govt. and having good working knowledge of working in computer environment. Retired Statistical Officers who might have drawn equivalent pay from PSU/ Bank could also be considered.
Desirable Qualification/ Experience	Candidate having Graduate Degree in any subject having studied at least a paper of Statistics or Economics or Mathematics or Psychology or Social Work at Graduate level and having two years experience of statistical work at supervisory level in Central Govt./ State Govt./ PSU/ Public Limited would be preferred.

<b>Name of the Post</b>	<b>Survey Enumerators (SEs)</b>
Duties	Collection of data from households/enterprises/ shops/ markets etc. using paper schedule/electronic gadgets through Computer- Assisted Personnel Interviewing (CAPI) on various aspects in selected rural/urban samples through pre- designed schedules of inquiry
Age Limit	Up to the age of 45 years. OR Up to the age of 70 years, provided being medically fit in case of retired Govt Servant.
Eligibility/Essential Qualification	Bachelor's Degree from a recognized university  OR  12 <sup>th</sup> or Higher Secondary Pass with certificate of related technical course / Skill as per <b>Annexure I</b> .  AND  (a) Knowledge of English and Local language. (b) Knowledge of Computer applications like MS office etc. along with comfort in keying data through hand held devices.
Desirable Qualification/ Experience	Preference will be given to candidates having Bachelor's Degree from a recognized university in any subject having studied at least a paper of Statistics or Economics or Mathematics or Psychology or Social Work at Graduate level and Experience of field job of statistical surveys carried under Government Sector/PSU/ Public Ltd Companies.

<b>Name of the Post</b>	<b>Administrative Support Staff (ASS)</b>
Duties	Administrative work which includes clerical / secretarial work.
Age Limit	Up to the age of 45 years.

	OR Up to the age of 70 years, provided being medically fit in case of retired Govt Servant.
Eligibility/Essential Qualification	(a) 12th or Higher Secondary pass with very good proficiency in computer typing AND (b) Knowledge of Computer applications like MS office etc. along with comfort in keying data through hand held devices. OR Officials retired at least at the level of UDC or equivalent under Central Govt./ State Govt./PSU/Bank with good knowledge of working of computers.
Desirable Qualification/ Experience	Bachelor's degree in any discipline from recognized University. Candidate having proficiency in typing or stenography would be preferred. OR Officials retired at Assistant /Higher levels would be preferred.

**Note:**

- The NSO (FOD) is a Central Government office follows five working days during the week (i.e. Monday to Friday) from 09:30 hrs to 18:00 hrs with a lunch break of ½ hour from 13:30 hrs to 14:00 hrs. for office staff. Besides this, the NSO(FOD) being a Government Office also observes the Gazetted holidays notified by the Government of India from time to time. However, the working hours/days in the field may be rescheduled as per field/office requirement and contractual outsourced manpower shall have to report for work occasionally on weekend or holidays as may be required by NSO(FOD).
- The outsourced contractual manpower so deployed shall have to adhere to the punctuality strictly.
- The Agency will be responsible for managing the leave of the contractual outsourced manpower. The remuneration quoted by the Agency should be taking into account the substitute to be provided by the Agency in lieu of outsourced staff absenting from the duty due to leave on any grounds/ sudden absence from duty/ leaving job etc.

## 7. Remuneration and Allowances Details

The proposed remuneration and other benefits to be given to the outsourced staff for Survey of NSO engaged through agency are given below:

Name of the post	Monthly Remuneration * (Rs.) (Excluding GST)	Travel Allowance/Daily Allowance
Survey Supervisor (SS)	Market determined (To be decided through Tender)	As per extant rules, A.C. Three tier fare by mail/express train or A.C bus fare for ordinary or express bus or actual fare whichever is less, subject to production of ticket, and Food entitlement upto Rs.500/- per day Hotel entitlement upto Rs.1000/- per day Local travel in field upto Rs.200/- per day



Survey Enumerators (SEs)	Market determined (To be decided through Tender)	As per extant rules, A.C. Three tier fare by mail/express train or A.C bus fare for ordinary or express bus or actual fare whichever is less, subject to production of ticket, and Food entitlement upto Rs.400/- per day Hotel entitlement upto Rs.750/- per day Local travel in field upto Rs.150/- per day
Administrative Support Staff	Market determined (To be decided through Tender)	As per extant rules, A.C. Three tier fare by mail/express train or A.C bus fare for ordinary or express bus or actual fare whichever is less, subject to production of ticket, and Food entitlement upto Rs.400/- per day Hotel entitlement upto Rs.750/- per day Local travel in field upto Rs.150/- per day

**Note:**

- \*Man-Month rate quoted by the Agency must include payments of EPF, ESI and any other statutory obligations. However, GST on the Man-Month rate quoted by the agency would be over and above the quoted rate as per prevailing rate during the currency of the Contract.
- The Travel Allowances/Daily Allowances would be paid by NSO (FOD) directly to the deployed outsource manpower.
- Any increase in the TA/DA being paid, presently for surveys and wages mentioned above would be periodically reviewed and decided solely by the Ministry of Statistics and Programme Implementation only if considered necessary.
- Wages part/ component of remuneration, to be paid to contractual outsourced manpower should not violet any provisions of The Minimum Wages Act as amended from time to time for the corresponding categories, i.e. Skilled/ Semi Skilled etc. notified by the Central Government or respective State Government whichever is applicable.

## 8. The Bid Process

Two bid system will be followed with simultaneous receipt of separate technical and financial bids through GeM Portal only. Before submitting the bids, bidders may seek clarification in pre-bid meeting.

### 8.1 Pre-Bid Conference

- NSO (FOD) will host a pre-bid conference on the date mentioned in “Para 3 Schedules and Critical Dates”. If there would be any change in date, time and venue than the same will be updated on the website for information to the bidders. No other communication either in writing or through email or any other mode will be sent by NSO (FOD) for updating the same.
- The bidder or its official representative (on production of authorisation letter) may attend the pre-bid conference. Bidders may confirm their participation one day in advance.
- The purpose of the meeting is to provide bidders with information regarding the RFP and the requirements, and to provide each bidder with an opportunity to seek clarifications regarding any aspect of the RFP.

- iv. The response of the pre-bid conference shall be uploaded on the website: [www.mospi.gov.in](http://www.mospi.gov.in) and e-procurement portal.
- v. NSO (FOD) may make modifications to the RFP if necessary, as a result of pre-bid conference. All such modifications made to the RFP will be issued as corrigendum to the RFP which shall be uploaded on the website [www.mospi.gov.in](http://www.mospi.gov.in)
- vi. NSO (FOD) reserves the right to hold/ postpone or cancel the pre-bid conference without assigning any reason.

## 8.2 Tender Evaluation Committee

The Tender Technical Evaluation Committee (TTEC) constituted by NSO (FOD) shall evaluate the bid response submitted by the bidders in accordance with the Govt. of India Rules in vogue on the subject. The decision of the Tender Technical Evaluation Committee in the evaluation of Technical and Financial bids shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the committee.

## 8.3 Opening of Bids

The Technical Bid, as submitted online through [www.gem.gov.in](http://www.gem.gov.in) shall be opened on-line on the scheduled date and time at the office of (FOD), Hqrs., Delhi. In the event of the specified date of bid opening being declared a holiday, the bids shall be opened at the same time and location on the next working day.

## 8.4 Preliminary Examination of Bids

After opening of the bids, preliminary scrutiny of the bid documents will be made to determine whether they are complete, whether the documents have been properly signed, and whether the bids are generally in order.

## 8.5 Clarification on Bids

During the bid evaluation, NSO (FOD) may, at its discretion, ask the bidder for any clarification(s) of its bid. The request for clarification and the response shall be in writing, and no change in the price or substance of the bid shall be sought, offered, or permitted.

## 8.6 Evaluation Process

The Evaluation Committee shall evaluate the responses to the RFP and all supporting documents/ documentary evidence. Inability to submit requisite supporting documents/ documentary evidence by bidders may lead to rejection of their bids. The decision of the Evaluation Committee in the evaluation of bids shall be final. No correspondence will be entertained outside the process of evaluation with the Committee. The Evaluation Committee may ask for meetings or presentation with the bidders to seek clarifications or confirmations on their bids. The Evaluation Committee reserves the right to reject any or all bids. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

In case the bidder is participating in the bids for more than one zone, the evaluation done by the Evaluation Committee will be discrete for each zone.

The steps for evaluation are as follows:

### 8.6.1 Technical Bids Evaluation

- i. The Evaluation Committee will evaluate the Technical Bids of the bidders who clear the preliminary scrutiny.
- ii. The bidders are bound to use the format as included in the RFP document. Tender documents submitted in different formats shall lead to outright rejection of the bid.
- iii. The bidders must furnish the necessary documents to establish their eligibility, for each of the items given in the Eligibility Criteria. Relevant portions in the documents should be highlighted. The proposals fulfilling the eligibility criteria mentioned in the RFP document will only qualify the Technical Evaluation.
- iv. In the first stage, the Technical Proposal will be evaluated on the basis of Bidder's experience in executing similar contracts, its understanding of TOR, and the experience of providing similar manpower.

**Only those bidders whose Technical Proposals get a score of 70 (seventy) marks or more out of 100 (one hundred) shall qualify for further consideration and shall be ranked from highest to the lowest on the basis of their technical score (Tn).**

#### Normalisation of Technical Score of bidders:

The Bidder with highest qualifying Technical bid (H1) will be awarded 100% score.

Technical Score will be normalised for other than H1 Bidder using the following formula:

Normalised Technical Score of a Bidder (Tn) = {(Technical Score of that bidder/Technical score of the H1 Bidder) X 100} (adjusted to 2 decimal points)

The scoring criteria to be used for evaluation shall be as follows.

Sr. No.	Parameter	Supporting Document	Maximum Marks	Marking Criteria
1.	<u>Business Turnover:</u> The Bidder should have had a minimum annual turnover of Rs. 100 Crore during each of the last three years (2016-17, 2017-18 and 2018-19) from exclusive activity of Manpower Providing Services.	Copy of the audited Balance Sheet and/ or Certificate of the Chartered Accountant for preceding three years.	15 Marks	Average of Annual turnover for prescribed 3 years will be taken into account and marks will be given as follows: a) 100 - 150 Crore: 10 Marks; b) >150 crores and upto 250 crores: 12.5 Marks; c) >250 crores: 15 Marks
2.	<u>Business Operation:</u> The Bidder must have a minimum of five years' experience in supplying contractual outsourced manpower to reputed Central/ State Govt. Departments/ Public	Details of Contracts relating to supplying of manpower to reputed Central/ State Govt. Departments/ Public Sector Companies/ undertakings in the last three years along	10 Marks	a) >5 years to 8 years: 5 Marks; b) >8 years and upto 9 years: 7.5 Marks; c) >9 years: 10 Marks

	Sector Companies/ Banks.	with attested copies of the work orders.		
3.	<u>References:</u> The Bidder must have executed similar three (3) projects in past three years. The Bidder should provide client references and contact details (email/ landline/ mobile) of 3 customers for whom similar projects were executed (Start and End Date of the Project to be mentioned)	Client References: - 1. 2.. 3.	15 Marks	a) Similar projects (>3 to 5): 5 Marks; b) Similar projects (> 5 upto 7): 7.5 Marks; c) Similar projects (>7 upto 9): 10 Marks d) Similar projects (10 or more): 15 Marks;
4.	<u>Presence:</u> The bidder should have presence (at least one office) in the jurisdiction of the zone for which they are bidding.	List of Offices, Contact Person & contact details.	15 Marks	a) One office: 5 Marks; b) 2 to 4 offices: 8 Marks; c) 5 to 7 offices: 11 Marks d) more than 7 offices: 15 Marks;
5.	<u>Total no. of Manpower:</u> The Agency should have proven track record of providing average 3000 contractual outsourced manpower per month in minimum of three (3) projects of Central/ State Govt. Departments/ Public Sector Companies/ Banks/ Public Sector company.	Satisfactory documentary proof to be attached	15 Marks	Average manpower 1000 to -1500outsourced manpower per month : 5 marks  >1500 upto 2500average outsourced manpower per month : 10 Marks;  >2500 upto 3000 average outsourced manpower per month: 12.5 Marks;  More than 3000outsourced manpower average per month: 15 Marks
7	Technical Presentation on overall understanding of Scope of Work.		30 Marks	As recommended by the Technical Evaluation Committee as per the Evaluating criteria of areas specified in Scope of Work and Technical Bid

### 8.6.2 Commercial Bid Evaluation

- i. The Financial Bids of technically qualified Bidders will be opened on the prescribed date in the presence of Bidder representatives.
- ii. If a firm quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.

#### [for QCBS evaluation]

The Bidder with lowest qualifying financial bid (L1) will be awarded 100% score (amongst the Bidders which did not get disqualified on the basis of point (ii) above). Financial Scores for other than L1 Bidders will be evaluated using the following formula:

Financial Score of a Bidder (Fn) =  $\{(Commercial\ Bid\ of\ L1 / Commercial\ Bid\ of\ the\ Bidder) \times 100\}$  % (adjusted to 2 decimal points)

Where,

Fn = Normalized financial score of the Bidder

Combined and Final evaluation is relevant for QCBS bids only.

L1 = Lowest qualifying financial bid

### 8.6.3 Combined and Final Evaluation

The technical and financial scores secured by each Bidder will be added using weightage of <70%> and <30%> respectively to compute a Composite Bid Score.

The Bidder securing the highest Composite Bid Score will be adjudicated as the most responsive Bidder for award of the Project. The overall score will be calculated as follows:-

$$\langle B_n = 0.70 * T_n + 0.30 * F_n \rangle$$

Where,

Bn = overall score of Bidder

Tn = Technical score of the Bidder (out of maximum of 100 marks)

Fn = Normalized financial score of the Bidder

In the event the bid composite bid scores are 'tied', the Bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

#### Example:

A. Normalisation of technical bids:

Bidders	Technical Score	Calculation	Normalised Technical Score
Bidder - 1	88	$(88/95) * 100$	92.63
Bidder -2	90	$(90/95) * 100$	94.73

Bidder-3	80	$(80/95)*100$	84.21
Bidder -4	95	$(95/95)*100$	100.00

B. Normalisation of Financial Bids:

Bidders	Financial Quote (total manpower expenditure) in Lakhs upto 2 decimal points	calculation	Normalised Financial Score
Bidder - 1	110	$(110/110)*100$	100.00
Bidder -2	140	$(110/140)*100$	78.57
Bidder-3	160	$(110/160)*100$	68.75
Bidder -4	130	$(110/130)*100$	84.61

C. Final Score calculation through QCBS:

The final score will be calculated through Quality and Cost Selection method based on the following weightage:

Technical : 70%

Financial : 30%

Final score=  $(0.70* \text{Normalised Technical Score}) + (0.30* \text{Normalised Financial Score})$

D. Final Score calculation:

Bidders	Normalised Technical Score	Normalised Financial Score	Final Score as per QCBS
Bidder - 1	92.63	100.00	94.84
Bidder -2	94.73	78.57	89.88
Bidder-3	84.21	68.75	79.57
Bidder -4	100.00	84.61	95.38

- i. The bidder with the highest final score shall be treated as the successful bidder. In the above example, Bidder – 4 will be treated as successful bidder.
- ii. In the event the final score are 'tied', the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the contract.

## 9. Award of Contract

### 9.1 Notification of Award

- i. Prior to the expiration of the period of proposal validity, NSO (FOD) or its authorized person will notify the successful bidder in writing or by fax or email that the bid has been accepted.
- ii. NSO (FOD) may place the work order on the successful bidder.
- iii. The bidder shall acknowledge in writing to NSO (FOD) the acceptance of the work order within ten (10) days of receipt of the work order.

### 9.2 Signing of Contract

- i. Within 15 days of receipt of the work order, the Agency shall sign the agreement with prescribed authority at concerned Zonal Centre of NSO (FOD).
- ii. The Agency in addition to signing of Agreement with the prescribed authority at Zonal Centre will sign "Covenant for execution of contract" with Head of each Regional Office within the concerned Zone, NSO (FOD).
- iii. All incidental expenses of execution of the agreement shall be borne by the selected Agency.
- iv. The agreement between NSO (FOD) and the Agency shall cover in detail the aspects/terms of contract such as mentioned in the Para 5 of this RFP "Terms and Conditions of the Contract."

### 9.3 Performance Security Deposit

The Agency will have to submit Performance Security Deposit in the form of Bank Guarantee issued by a Commercial bank or Fixed Deposit Receipt (FDR) made in the name of the agency but hypothecated to the Pay and Accounts Officer, MoSPI, New Delhi covering the period of contract. The Performance Bank Guarantee must be valid for a period of sixty days beyond the period of contract. The amount of Performance Bank Guarantee to be submitted for different Zones will be 10% of the Annual value of the contract for respective zone.

### 9.4 Tenure of Engagement

The contract with the Agency found suitable will initially be for a period of Three (3) years (performance to be reviewed annually by a Committee) from the award of work order or signing of contract whichever is earlier and extendable maximum for another Two (2) years on yearly basis, subject to the satisfactory performance of the work at the same rate of man-month, terms and condition of the contract. The NSO (FOD), however, reserves the right to terminate/curtail the contract at any time after giving one month's notice to the selected service providing Agency owing to deficiency of service, substandard quality of manpower deployed, breach of contract etc.

### 9.5 Deployment of Manpower

- i. The Agency is liable to depute the outsourced manpower within 30 days and preferably within 20 days of the signing of agreement or receiving additional manpower request.

- ii. The Agency shall bear the cost of transportation, food, medical and any requirements in respect of the persons while travelling to join the concerned offices of NSO (FOD) and will have no liability in this regard.
- iii. For all intents and purposes, the second party shall be the “Employer” within the meaning of different Labour Legislations in respect of outsourced manpower so employed and deployed in the NSO (FOD). The persons deployed by the second party in the NSO (FOD) shall not have claims of any Master and Servant relationship against NSO (FOD).
- iv. The Second Party shall be solely responsible for the redressal of grievance/ resolution of disputes for settlement of such issues whatsoever. The Second Party shall also submit a quarterly report to NSO (FOD) containing grievance details and resolve provided by the Agency.
- v. The NSO (FOD) shall not be responsible for any financial loss or other injury to any person deployed by second party in the course of their performing the functions/ duties, or for payment towards any compensation.

### 9.6 Replacement of contractual outsourced manpower

- i. The second party shall replace immediately any of its contractual outsourced manpower who is found unacceptable to the NSO (FOD) because of security risks, incompetence, conflict of interest, improper conduct etc. upon receiving written notice from the concerned office of the NSO (FOD). The delay in providing a suitable substitute beyond five working days would attract a penalty @ Rs. 1000/- per day per person on the second party counting from the 6<sup>th</sup> day of the absence of the outsourced manpower.
- ii. The second party shall immediately provide a suitable substitute in the event of absence of contractual outsourced manpower for more than five working days due to reasons viz. illness, leaving the job due to his/ her personal reasons etc. The delay in providing a substitute beyond five working days from the date of intimation to second party would attract a penalty @ Rs. 1000/- per day per person on the second party counting from the 6<sup>th</sup> day of the absence of the outsourced manpower.
- iii. The Selected Agency shall bear all additional travel and other costs arising out of or incidental to any removal and/or replacement.
- iv. The second party shall immediately provide a suitable substitute in the event of resignation of the deployed resource. The Agency will be liable to pay the per day per person penalty from the 6<sup>th</sup> day of the absence of the outsourced manpower till the period NSO (FOD) gets the replacement if substitute is not provided within 5 days.

### 10. Exit Policy and Procedures for the contractual outsourced manpower deployed

- i. At the event of resignation of the contractual outsourced manpower deployed by the second party or expiry of Contract period of the second party, the second party needs to ensure a complete knowledge transfer by their deployed contractual outsourced manpower to the new manpower replacing them.
- ii. The second party will ensure to supply all other information (including but not limited to documents, records and Agreements) relating to the services reasonably necessary



- to enable NSO (FOD), to carry out due diligence in order to transition the provision of the Services to NSO (FOD);
- iii. Second party will ensure that all the hardware (including handheld devices, laptops, printers, pen drives etc if any) which is a property of the NSO (FOD) are handed over to the respective FOD office at the time of the exit of the contractual outsourced manpower.
  - iv. The persons deployed by the second party shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular/ confirmed employees of the NSO (FOD) during the currency and after expiry of the contract.

## 11. Terms of Payment

- i. The second party shall submit the monthly bills in triplicate enclosing the certificates as mentioned in succeeding paras which shall be got duly verified by the Office in-charge of the concerned office and the same shall be paid within 10 days thereof after making recovery, if any.
- ii. All payments will be accounted in Indian Rupee and credited through Electronic Clearance System (ECS).
- iii. Penalties, if any, for violating the Service Levels will be computed at the end of each payment cycle. These Penalties would be adjusted in the payment due to the second party in the subsequent month.
- iv. The Tax Deduction at Source (T.D.S) shall be made as per the provisions of Income Tax Department/any other department, as amended from time to time and a certificate to this effect shall be provided to the second party by the concerned Office.
- v. The second party shall make regular payment of salaries ensuring compliance of Minimum Wages for respective categories of outsourced manpower and other payments as due to its contractual outsourced manpower deputed under service contract and furnish necessary proof whenever required. The payment to contractual outsourced manpower by the second party would be made on or before 10<sup>th</sup> day of the following month. In case 10<sup>th</sup> day being a holiday, monthly remuneration should be paid on the preceding working day of the month.
- vi. The second party will ensure the remittance of the salary to the contractual outsourced manpower deployed by them in NSO (FOD) through Bank Account and a copy of the bank statement will be furnished to the office concerned every month along with the bills for the subsequent month.
- vii. Proof of challan /receipt issued by Regional Provident Fund Commissioner etc. for the payment made towards applicable provident fund, ESI and proof of payment towards other statutory dues for previous months shall be submitted with the bills. Otherwise, a certificate from a Registered Chartered Accountant should be furnished monthly to the effect that all statutory requirements are complied with in respect of staff outsourced by the second party to NSO (FOD). In case of any default, NSO (FOD) may deduct the dues and release the balance amount to the second party.
- viii. In case NSO (FOD) receives any complaints regarding non-payment of salaries to the contractual outsourced manpower deployed in NSO (FOD) and found true, the amount due to the contractual outsourced manpower may be recoverable from the second party and paid to such outsourced manpower.

## 12. Service Level Agreement

Second party is expected to meet the following Service Levels in the normal course of carrying out the activities as per the detailed Scope of Work. In case of default on any or all such Service Levels, the NSO (FOD) will reserve the rights to levy penalties on the second party.

S. No.	Service	Expected Service Level	Penalty level in case of default
1	Deployment of contractual outsourced manpower at the location after signing the Contract and intimation by NSO (FOD) or any subsequent requirement from the NSO (FOD) during the Contract period.	Within 30 days of receipt of request from NSO (FOD).	Penalty @ Rs. 1000/- per day per person on the service providing agency for the number of days delayed beyond permissible 30 days for deployment of outsourced manpower.
2	Replacement of contractual outsourced manpower at request of NSO	Within 5 days of receipt of request from NSO (FOD).	Penalty @ Rs. 1000/- per day per person on the service providing agency counting from the 6th day of the absence of the outsourced manpower.
3	Replacement of contractual outsourced manpower at the request of the Selected Agency	Replacement giving substitute on the same day.	Penalty @ Rs. 1000/- per day per person on the service providing agency from the 6th day of the absence of the outsourced manpower.
4	Replacement of contractual outsourced manpower at the request of the contractual outsourced manpower in case of resignation or illness more than 5 days	Replacement giving substitute on the same day.	Penalty @ Rs. 1000/- per day per person on the service providing agency from the 6th day of the absence of the outsourced manpower.
5	In case of theft, loss, damage etc. to the Tablet/ handheld device provided by NSO for field work to the outsourced contractual manpower.	Within 5 days of information of damage/ loss etc.	Loss to be made good as per actual invoice price with permissible depreciation in case equipment is more than 1 year old along with imputed cost of data (if any) to be decided by NSO(FOD).

#### Calculation of Penalties:

- Penalties, if any, for violating the service levels will be computed at the end of each payment cycle. These penalties would be adjusted in the payment due to the second party in the subsequent month. The penalty amount applicable for violation of service levels are specified in the table above.
- In situation, where the second party has incurred a penalty of equal to or more than fifteen (15) % of invoice value for the concerned month for three (3) consecutive months at any time during the contract Period, the NSO (FOD) reserves the right to either invoke the termination clause or terminate the contract altogether. The NSO (FOD) also reserves the right to invoke the forfeiture of Performance Bank Guarantee furnished by the second party at the time of signing the contract with the NSO (FOD).
- Total penalty to be capped subject to 30% of the monthly payments at any time of the contract. in such situation where the total penalty exceeds the above limit of 30% of the monthly payments at any time of the contract, the NSO (FOD) reserves the right to invoke termination clause or terminate the contract altogether.

### 13. Termination of Contract

- i. The NSO (FOD) NSO (FOD) reserves the right to terminate/curtail the contract at any time after giving one month's notice to the selected service providing Agency Agency owing to deficiency of service, sub-standard quality of manpower, breach of contract etc.
- ii. In case of termination of this contract on its expiry or otherwise, the persons deployed by the Agency shall not be entitled to and will have no claim for any continuation/absorption in the regular/ otherwise capacity in the NSO (FOD).

### 14. Terms and Conditions

- i. Bidding will be conducted through the competitive bidding procedures (separate submission of technical and financial bid) as laid down in the General Financial Rules 2017, and is open to all eligible Bidders as defined in the RFP.
- ii. The complete details for the RFP can be downloaded from MoSPI's website (<https://www.mospi.gov.in>). NSO (FOD) may, for any reason, whether at its own initiative or in response to a clarification requested by prospective bidder(s), modify the RFP document by amendments. Such amendments shall be uploaded on the above-mentioned websites through corrigendum and shall form an integral part of RFP document. The relevant clauses of the RFP document shall be treated as amended accordingly. It shall be the responsibility of the prospective bidder(s) to check these websites from time to time for any amendment in the RFP document. In case of failure to get the amendments, if any, NSO (FOD) shall not be responsible.
- iii. Bids must be uploaded on GeM Portal within specified time. The bids submitted by any other mode viz. telex/telegram/fax/e-mail/post etc. shall not be considered. NSO (FOD) shall not be responsible for any non-receipt/non-delivery of the documents due to technical snag whatsoever at Bidder's end. No correspondence will be entertained on these matters.

- iv. NSO (FOD) will host a pre-bid conference on the date mentioned in Para 3 Schedules and Critical Dates. The bidder or its official representative will be invited to attend the pre-bid conference. Purpose of the pre-bid meeting is to provide bidders with information regarding the RFP and the requirements, and to provide each bidder with an opportunity to seek clarifications regarding any aspect of the RFP.
- v. The bidders who do not qualify the eligibility conditions in Technical Bid shall be rejected forthwith and their financial bids shall not be opened.
- vi. The method of selection is Quality cum Cost Based System (QCBS) as per criteria explained in Para 8.6.
- vii. The Earnest Money Deposit (EMD) of prescribed value as per Para 16 is to be submitted in the form of Bank Draft/ Pay Order in favour of Pay and Accounts Officer, NSO (FOD) payable at Delhi. The EMD should be submitted in physical form to the Office of Joint Director (Admn.), NSO (FOD), 1<sup>st</sup>Floor, A Block, Sankhyiki Bhawan, Delhi. It may be noted that bids without valid EMD will not be considered.
- viii. The bids will remain valid for 180 days from the date of submission.
- ix. NSO (FOD) reserves the right to solicit any additional relevant information from Bidders individually or collectively.
- x. NSO (FOD) reserves the right not to accept bid(s) from Agency(ies) resorting to unethical practices or on whom investigation/ enquiry proceedings have been initiated by Government investigating Agencies/ Vigilance Cell.
- xi. At the time of award of contract, the number of manpower resources and services originally specified in the bidding documents may be increased or decreased. It shall be without any change in the terms and conditions of the Bid and the bidding documents. If the NSO (FOD) does not procure/engage any subject matter of procurement or procures less than the number specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation.
- xii. Bidders in joint ventures, consortiums are not eligible to apply.
- xiii. All information contained in this RFP document, or provided in subsequent discussions or disclosures, corrigendum etc. is proprietary and confidential. No information during the bid process and after selection of Agency throughout the contract period may be shared by the bidders with any other organizations/ agencies. The Agency will also ensure data protection (secrecy) and ensure that no data is leaked to any person not authorised by the NSO (FOD). The Agency and outsourced manpower deployed will be governed by The Collection of Statistics Act 2008 in this regard.
- xiv. The Agency selected will not use its name, logo or any other information/ publicity on content created under the scope of work.

## 15. Eligibility Conditions for Participation in the Tender

The bidder should fulfil the following eligibility conditions for participating in the Tender/ Request for Proposal (RFP). The bidders should enclose self-certified documentary evidence for fulfilling the eligibility conditions with undertaking that these documents are authentic. It is the sole responsibility of the bidder for the smooth and timely execution of the assigned work. The bids are liable to be disqualified and contract if awarded is likely to be discontinued immediately if any, Information submitted in technical bid is found to be

misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.

Sr. No.	Broad Criteria	Basic Requirement	Specific Requirement	Documentary Proof to be submitted
1.	Registered in India	Legal Entity	<ul style="list-style-type: none"> <li>a) Agency would have to be either registered as a Company or as a Partnership Firm (including Limited Liability Partnership) under the Companies Act as amended from time to time, or the Partnership Act as the case may be. (Consortium of Companies not Permitted)</li> <li>b) Registered with Service tax authorities, Employees Provident Fund, Employees State Insurance and Contract Labour Acts.</li> <li>c) Should have been operating profitably for the last three (3) years in India. (For the purpose of this criterion, profitability of only the bidding entity will be considered. Profitability of any parent, subsidiary, associated or other related entity will not be considered.)</li> <li>d) Bidder must have its core team of resource managers</li> </ul>	<ul style="list-style-type: none"> <li>a) Copy of Certificate of incorporation.</li> <li>b) Copy of Registration certificate for GSTIN, EPF, ESIC, Labour certificates etc.</li> <li>c) Copy of the Audited Balance Sheets for the last 3 years or Certificate of the Chartered Accountant specifying profits for these years.</li> <li>d) Number and positions of the Core team may be furnished on letter head of the Agency signed by Company's Authorized Signatory.</li> </ul>
2.	Black	Mandatory	Bidders should not have	Self-certificate

	listing/ No conviction	Certificates	been blacklisted by any of the State or Central Government Organisation. Should not have been found guilty of any criminal offence by any Court of Law.	letter undertaking to this effect on Company's letter head signed by Company's Authorized Signatory. Bidder must disclose any blacklisting and nature thereof and must provide black listing revocation letter (if applicable). NSO(FOD) reserves the right to accept or reject the bidder's supporting proof.
3.	Conflict of Interest	Mandatory certification from bidder	Bidder should not have a conflict of interest in the assignment as specified in the bidding document. Comply with the code of integrity as specified in the bidding document.	Duly signed undertaking from the Authorized representative of the Agency on the Agency's letter head signed by Company's Authorized Signatory.
4.	Financial Worth	Turnover	The Bidder should have had a minimum annual turnover of Rs. 100 Crore each year during the three years (2016-17, 2017-18, and 2018-19)	A certificate in this regard may be given by the Chartered Accountant clearly specifying the turnover.
5.	Experience	5 years Experience of working with at least 3 Central Govt./State Govt./Autonomous Bodies/ Banks/PSU clients /Large Corporates (involved in survey related activities) in deploying 3000 or more similar	The Agency must have at least 3 years' experience of working with at least 3 Central Govt./State Govt./Autonomous Bodies/ Banks/ PSU clients/ Large Corporates (involved in survey related activities) in deploying 3000 or more similar manpower per month.	Work completion certificate as per the issued work order.

		manpower per month.		
6.	Presence	Presence in specific location	The bidder should have presence (at least one office) in the jurisdiction of the zone for which they are bidding.	Proof of existence and presence at that particular zone List of Offices, Contact Person & contact details. Documentary proof of existence of office.

## 16. Commercial Conditions

Apart from the above, each bidder is required to fulfil the following terms and conditions:

### 16.1 Earnest Money & Tender Fee:

Bids not accompanied with EMD shall be rejected summarily. EMD (**for each zone separately**) should be submitted in the form of Demand Draft/ Pay Order, Fixed Deposit receipt or Banker's Cheque from any of the Commercial banks in an acceptable form drawn in favour of Pay and Accounts Officer, MoSPI, New Delhi or hypothecated in Favour of PAO, MoSPI, New Delhi. The EMD should be submitted in physical form to the Deputy Director General (Admn.), Sankhyiki Bhawan, GPOA Building, CBD Shahdara, Delhi, at least one day before opening of technical bids as specified in the critical dates. The EMD amount decided for each zone to be submitted (separately for each zone) along with the bid is as follows:

Sr. No	FOD Zone	EMD* Amount in Rs.	EMD Amount in Words
1	Centre Zone	Rs. 52,00,000/-	Rupees Fifty Two Lakhs only
2	South Zone	Rs. 79,00,000/	Rupees Seventy Nine Lakhs only
3	North Zone	Rs. 56,00,000/	Rupees Fifty Six Lakhs only
4	North East Zone	Rs. 36,00,000/	Rupees Thirty Six Lakhs only
5	East Zone	Rs. 54,00,000/	Rupees Fifty Four Lakhs only
6	West zone	Rs. 50,00,000/	Rupees Fifty Lakhs only

\* tentative, may be revised.

**EMD Return:** The EMD of the unsuccessful bidders would be returned after award of the contract. No interest shall be payable by the NSO for the sum deposited as EMD.

**EMD Exemption:** EMD is not required to be submitted by those bidders who are registered with the Central Purchase Organization and Micro and Small Enterprises (MSEs), with NSIC as defined in MSEs Procurement Policy issued by Department of MSME as per Rule 170 of

GFR-2017, for which they shall submit a valid certificate issued by the appropriate authority in this regard.

## 16.2 Performance Bank Guarantee

- i. The successful Bidder shall at his own expense deposit with NSO (FOD) within seven (7) working days from the date of Issuance of Letter of Intent (LoI), an unconditional and irrevocable Performance Security Deposit in the form of an Performance Bank Guarantee (PBG) from any scheduled commercial bank to NSO (FOD), payable on demand, for the due performance and fulfilment of the contract by the bidder.
- ii. This Performance Bank Guarantee separately for all Zones will be an amount equivalent to 10% of total contract value for that respective zone. PBG shall be invoked by NSO (FOD) in the event the Bidder:
  - Fails to perform the responsibilities and obligations as set out in the RFP to the complete satisfaction of NSO (FOD).
  - Misrepresentations of facts/information submitted to NSO (FOD).
- iii. The performance bank guarantee shall be valid for 60 days post satisfactory Completion of the overall engagement/work as stipulated in RFP. In the event of any amendments to Agreement, the Bidder shall within 15 days of receipt of such amendment furnish the amendment to the Performance Guarantee as required.
- iv. The performance bank guarantee may be discharged/returned by NSO (FOD) upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the performance bank guarantee.
- v. In the event of the Bidder being unable to service the contract for whatever reason, NSO would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of NSO under the contract in the matter, the proceeds of the PBG shall be payable to NSO as compensation for any loss resulting from the bidder's failure to perform/comply its obligations under the contract. NSO shall notify the bidder in writing of the exercise of its right to receive such compensation within 40 days, indicating the contractual obligation(s) for which the bidder is in default.
- vi. NSO shall also be entitled to make recoveries from the bidder's bills, performance bank guarantee, or from any other amount due to him, an equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement. In case the project is delayed beyond the project schedule as mentioned in this REP, the performance bank guarantee shall be accordingly extended by the Bidder.

## 16.3. Failure to agree with the Terms & Conditions of the RFP

Without prejudice to above, failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event NSO (FOD) may award the contract to the next eligible lowest bidder or call for new proposals. In such a case, NSO (FOD) shall forfeit the EMD of successful bidder.

## 16.4 Period of Contract

The contract will be for a period of three (3) years subject to the satisfaction of NSO (FOD)(performance to be reviewed annually) and its field offices where the outsourced manpower is to be deputed. If the performance is satisfactory, NSO (FOD) may extend the



contract for another period of One (1) years upto maximum of 2 years, on the existing terms & conditions, subject to review of performance. The contract shall come into effect on the date of signing of the contract or work order (whichever is earlier) hereinafter referred to as the 'Effective Date'.

## 16.5 Prices

- i. All prices must be quoted on unit rate basis in Indian Rupees (INR) upto 2 decimal places including all applicable charges i.e. professional fee and applicable taxes, duties, etc. (if any). The GST would be payable over and above the man-month rate quoted by the selected Agency as per rate in vogue.
- ii. The agency has to ensure that the prices / rates quoted are all inclusive including the manpower support required, for the project execution and continuous support during the entire contract period.

## 17. Amendment of Tender Document

At any time prior to the deadline (or as extended by NSO) for submission of bids, NSO (FOD) for any reason, whether at its own initiative or in response to clarifications requested by prospective bidder may modify the RFP document by issuing amendment(s). All bidders will be notified of such amendment(s) by publishing the same on the website, and these will be binding on all the bidders. NSO (FOD), at its discretion, may extend the deadline for the submission of proposals. NSO (FOD) may change the scope after the submission of technical bids by the Bidders. In this case, NSO (FOD) will release a corrigendum/ clarification and ask the Bidders to resubmit their financial bids only.

## 18. Conflict of Interest

The Agency is required to provide professional, objective and impartial advice and at all times hold the NSO (FOD)'s interests paramount, strictly avoid conflicts with other assignment/jobs or their own corporate interest and act without any consideration for future work.

The Agency, and any of their affiliates, shall not be recruited in case they have a conflict of interest with NSO (FOD). The Agency, and any of their affiliated, shall be considered to have a conflict of interest, under any of the circumstances set forth below:

- **Conflicting Activities:** An Agency or any of its affiliates, selected to provide consulting assignment/job for this project shall be disqualified from subsequent downstream supply of goods or works or services resulting from or directly related to this project.
- **Conflicting Assignment/job:** An Agency (including its affiliates) shall not be hired for any assignment/job that, by nature, may be in conflict with another assignment/job of the Agency to be executed for the same or for another Employer.
- **Conflicting Relationships:** An Agency that has a business or family relationship with a member of the NSO (FOD) staff who is directly or indirectly involved in any part of the project shall not be awarded the Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the NSO (FOD) throughout the selection process and the execution of the contract.

Agencies have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of NSO (FOD), or that may reasonably be perceived as having the effect. Any such disclosure shall be made as per the forms of technical proposal provided herewith. If the Agency fails to disclose said situations and if the NSO (FOD) comes to know about any such situations at any time, it may lead to the disqualification of the Agency during bidding process or the termination of its contract during execution of the assignment.

## 19. Bid Formats

### 19.1 Technical Bid Format

Name of the Zone for which the Agency is bidding: \_\_\_\_\_

1	Name of Agency	
2	Profile of the Agency	
3	Name of proprietor/ Director of Agency	
4	Full Address of Registered Office	
	a. Telephone No. b. Fax No. c. E-Mail Address	
5	Full Address of Operating/ Branch Office/ contact person	
	a. Telephone No. b. Fax No. c. E-Mail Address	
6	Banker of Agency with Full Address (certified copy of Account statements for the last three years issued by the Bank)	
	Telephone No. of the Bankers	
7	Whether registered as a Company or as a partnership firm (including Limited Liability Partnership) under the Companies Act, 1956 or partnership Act as the case may be (Attach attested copy of the registration)	
8	Registration and License No. of Agency under Contract Labour (Regulation and Abolition) Act, 1970 (Attach attested copy of the registration)	
9	PAN No. of the Company (Attach attested copy of the PAN Card of the Agency)	Attach copy of PAN Card of the agency attested by **
10	GST Registration No. (Attach Attested copy of the registration Certificate)	**
11	EPF registration No. (Attach attested copy of the registration certificate)	**
12	ESI registration No. (Attach attested copy of the registration certificate)	**
13	The list of Central/ State Government/ PSUs or Public Limited Companies, offices/organizations to which the agency has supplied more than 3000contractual manpowerper month over the period of last 3 (three) years to 3 Central/ State Govt./ Autonomous Bodies/ Banks/ PSU/ Public Limited Company. (Attach documentary proof)	Award letters/ Successful completion letters to be attached.

14. Financial turnover of the Agency for following 3 Financial Years. (Copies of the IT returns filed during three financial years and copies of the turnover statements of the three years duly certified by the Chartered Accountant to be attached)

<b>Financial Year</b>	<b>Amount (Rs. In Crore)</b>	<b>Remarks, if any</b>
2016-17		
2017-18		
2018-19		

(Attached separate sheet if space provided is insufficient)

15. List of cities/stations and States where manpower supplied in the past (attach documentary proof)

16. List of cities/stations and States where the company has the branch offices (attach documentary proof). As per the qualification criteria, the agency must have at least one office in the jurisdiction of the zone for which they are bidding.

17. Number of regular employees of the Agency (Proof thereof may be enclosed)

<b>Financial Year</b>	<b>Number of Employees (category-wise break-up may be provided)</b>

18. Details of major contracts with Central Government/ State Government/ PSUs/ Public limited company handled by the tendering Agency for providing manpower during the last three years in the following format (attested copies of the last three years work award may be enclosed) \* Copy of supporting papers along with certificate about the performance of the agency, if any, should be enclosed:

<b>Sl. No.</b>	<b>Details of client along-with address, telephone and FAX numbers</b>	<b>Amount of Contract (Rs. In Lacs)</b>	<b>Duration of Contract</b>		<b>Nature of Contract</b>		<b>Remarks, if any</b>
			<b>From</b>	<b>To</b>	<b>Type of man power provided</b>	<b>No. of persons deployed</b>	
1.							
2.							
3.							

(If space provided is insufficient, a separate sheet may be attached)

19. Number of survey related manpower per month provided to Central Government/ State Government/ Autonomous Bodies/ PSUs/ Public limited company during immediately preceding last 12 months.

20. Details of infrastructure available with the firm/agency along with Regional Centre/offices, if any, for supplying manpower:

(If space provided is insufficient, a separate sheet may be attached)

## 19.2 Financial Bid Format

The Agency is required to submit a price bid in the following format only:

Name of Zone -	#	No. of manpower required for each category (Zone wise manpower requirement Annexed)	Total monthly value of the contract
(1)	(2)	(3)	(4)= (2) X (3)
<b>Name of the Job services for which required to be hired</b>	<b>Man-Month Rate*</b>		
Survey Supervisors (SS)			
Survey Enumerators (SE)			
Administrative Support Staff			
<b>Total</b>			

Note.\*

- The agency is required to quote common Man-month rate per person per month separately for each category of staff within the zone (Col:2). The amount should be a fixed flat rate per outsourced manpower per month in respect of each category and irrespective of the location of deployment within the Zone. The rate should include all charges/ deductions to be made by the agency for its services and other liabilities like service charges, mandatory charges of ESI, EPF, **etc., if applicable, excluding only GST, which would be payable over and above the rates quoted by the Agency as per rates in vogue.**
- # The Name of the zone for which the bidder is quoting.
- Each bidder needs to bid for all categories mentioned above. A separate bid is required to be filed for each Zone for which Agency wishes to bid. For calculation of total monthly expenditure manpower requirement zone-wise is provided in Para 6.
- The financial quote will be taken from Col. 4 of above table shown against total.
- Contract will be awarded on the basis of following: Successful bidder will be decided on the basis of evaluation process mentioned in Para 8 of this RFP.

Authorized Signatory\_\_\_\_\_

Name\_\_\_\_\_

Designation\_\_\_\_\_

Signature of authorized person

Date: Full Name:

Seal: Seal:

### **19.2.1 Bid Price**

Bidders shall quote for the entire scope of contract on a “overall responsibility” basis such that the total bid price covers Bidder’s all obligations mentioned in or to be reasonably inferred from the bidding documents in respect of providing the services.

Prices quoted by the Bidder shall remain firm during the entire contract period and not subject to variation on any account. A bid submitted with an adjustable price quotation shall be treated as non-responsive and rejected.

## 20. Declaration

I, \_\_\_\_\_ Son/ Daughter/Wife of Shri \_\_\_\_\_  
Partner/ Director/ Authorized signatory (Authorisation letter enclosed) of the Agency  
M/s....., is  
competent to sign this declaration and execute this tender document.

2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them.

3. The information /documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/we, am/ are well aware of the fact that furnishing of any false information/ fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

4. It is also certified that the Agency is not Blacklisted by Any entity at any time/ the details of blacklisting is as follows and blacklisting revocation certification is enclosed.

5. It is certified that the Agency is not convicted or facing any criminal case in the Court of Law.

Signature of authorized person

Date:

Full Name:

Place:

Seal:

## 21. Disqualification

- i. The proposal is liable to be disqualified in the following cases or in case bidder fails to meet the bidding requirements as indicated in this RFP:
  - 1) Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal.
  - 2) During validity of the proposal, or its extended period, if any, the bidder increases its quoted prices.
  - 3) The bidder's proposal is conditional and has deviations from the terms and conditions of RFP.
  - 4) Proposal is received in incomplete form.
  - 5) Proposal is received after due date and time will automatically rejected through portal.
  - 6) Proposal is not accompanied by all the requisite documents.
  - 7) Information submitted in technical bid is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
  - 8) If commercial bid disclosed with technical bid.
  - 9) Bidder tries to influence the proposal evaluation process by unlawful/ corrupt/ fraudulent means at any point of time during the bid process.
  - 10) In case any one party submits multiple proposals or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional proposals/ bidders are withdrawn upon notice immediately.

### 21.1 Fraud and Corrupt Practices

- i. The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, NSO(FOD) shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, NSO (FOD) shall, without prejudice to its any other rights or remedies, forfeit and appropriate the EMD or PBG, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to for, inter alia, time, cost and effort of, in regard to the RFP, including consideration and evaluation of such Bidder's Proposal.
- ii. Without prejudice to the rights of under Clause above and the rights and remedies which may have under the Letter of Intent (LOI) or the Agreement, if a Bidder is found by to have directly or indirectly or through an agent, engaged or indulged in any of the Prohibited Practices during the Selection Process, or after the issue of the LOI or the execution of the Agreement, such Bidder shall not be eligible to participate in any tender or RFP issued by NSO (FOD) during a period of 3+1+1 years from the date such Bidder is found by to have directly or through an agent, engaged or indulged in any of the Prohibited Practices, as the case may be.
- iii. For the purposes of this, the following terms shall have the meaning hereinafter respectively assigned to them:



“corrupt practice” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of , shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the Award or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of in relation to any matter concerning the Project;

“fraudulent practice” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;

“coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person’s participation or action in the Selection Process;

“undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by NSO (FOD) with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and

“Restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

## 22. Legal

- i. The Agency will be responsible for compliance of all statutory provisions related to minimum wages, Provident Fund, and Employees State Insurance, Service Tax etc. in respect of persons deployed by it in the NSO (FOD).
- ii. The Agency shall also be liable for depositing all taxes, levied, cess etc. on account of service rendered by it to NSO (FOD) to concerned tax collection authorities from time to time as per extant rules and regulations on the matter. In case the Agency fails to comply with any statutory/ taxation liability under appropriate law and as a result thereof, the NSO (FOD) is put to any loss/ obligation, monetary or otherwise, the NSO(FOD) may deduct the same from the monthly bills and or the Performance Bank Guarantee of the agency, to the extent of the loss or obligation in monetary terms.
- iii. The Agency shall maintain all statutory registers under the Law. The Agency shall produce the same, on demand, to the concerned authority of the NSO (FOD) or any other authority under Law.
- iv. The Tax deduction at source (T.D.S.) shall be made as per the provisions of Income Tax Department/any other department, as amended from time to time and a certificate to this effect shall be provided to the Agency by the NSO (FOD).

## 23. Dispute Resolution

- i. NSO (FOD) and the Agency shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after 30 days from the commencement of such informal negotiations, NSO (FOD) and the Agency have been unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration.
- ii. The India Arbitration and Conciliation Act, 1996 and revisions, if any, thereof, shall apply to the arbitration proceedings.
- iii. All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to a Tribunal of three (3) Arbitrators. Each party shall appoint one arbitrator, and the two appointed arbitrators shall appoint the third arbitrator who shall act as the presiding arbitrator.
- iv. Any decision or award resulting from arbitration shall be final and binding upon the Parties.
- v. If the parties cannot agree on the appointment of the Arbitrator within a period of one month from the notification by one party to the other of existence of such dispute, then the Arbitrator shall be appointed by the High Court of Delhi, India.
- vi. The venue of the arbitration shall be at New Delhi.
- vii. The expenses incurred by each party with the preparation, presentation, etc. of its proceeding as also the fees and expense paid to the appointed arbitrator by such party or on its behalf shall be borne by each party itself.
- viii. Pending the submission of and/or decision on a dispute, difference or claim or until the arbitral award is made; the Parties shall continue to perform all of their obligations under this Contract without prejudice to a final adjustment in accordance with such award.

## 24. Force Majeure

Notwithstanding the above provisions, the Agency shall not be liable for penalty or termination for default if and to the extents that delay on its part in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the either party to the contract and not involving anyone's fault or negligence and not foreseeable. Such events may include, but are not restricted to, such as a war, strike, riot, crime, or an act of God/Nature (such as hurricane, flooding, earthquake, volcanic eruption, etc.), which prevents one or both parties from fulfilling their obligations under the contract. If a Force Majeure situation arises, the Agency shall promptly notify NSO (FOD) in writing of such condition and the cause thereof. Unless otherwise directed by NSO (FOD) in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.

**ANNEXURE-I**

**25. List of recognized Technical/ Skill Courses:**

Recognized Technical/ Skill course under Pradhan Mantri Kaushal Vikas Yojana (PMKVY), National Skill Development Corporations (NSDC).

<b>S. No</b>	<b>S.No of Course</b>	<b>Type (QP-NOS /NOS/Expository)</b>	<b>Sector</b>	<b>Name of the QP</b>	<b>QPref.ID</b>	<b>NSQ F Level</b>	<b>Version No.</b>
1	556	QP-NOS	Banking, Financial Services and Insurance	Financial Inclusion Officer	BSC/Q8405	6	1.0
2	1421	QP-NOS	IT-ITES	Domestic Data entry Operator	SSC/Q2212	4	1.0
3	1713	QP-NOS	Management and Entrepreneurship & Professional	Secretary	MEP/Q0201	4	1.0
4	1714	QP-NOS	Management and Entrepreneurship & Professional	Office Assistant	MEP/Q0202	3	1.0
5	1730	QP-NOS	Management and Entrepreneurship & Professional	Field Executive - Data and Document Collection or Verification	MEP/Q0206	4	1.0
6	1739	QP-NOS	Management and Entrepreneurship & Professional	Field Executive / Survey Enumerator - Data and Document Collection or Verification	MEP/Q0206	4	2.0

7	1740	QP-NOS	Management and Entrepreneurship & Professional	Survey Supervisor	MEP/Q0208	5	1.0
8	1742	QP-NOS	Management and Entrepreneurship & Professional	Investigator	MEP/Q7401	4	1.0
9	2192	QP-NOS	Telecom	Field Sales Executive-Telecom Plan & Services	TEL/Q0200	4	1.0

Or any other relevant technical/ skill course. The decision related to relevance of the course will be taken by NSO (FOD) and shall be final and acceptable to all concerned.

## 26. Addresses of Headquarter, Zonal, Regional and Sub-Regional Offices

Zone	Office Name	Office Type	Office Address
FOD HQ	FOD HQ Delhi	FOD HQ	Sankhyiki Bhawan, GPOA Building at CBD Shahdara, Near Karkardooma Court, Delhi-110032
FOD HQ	FOD HQ Faridabad	FOD HQ	CGO Complex, NH-IV, AS Wing, Faridabad
South Zone	BANGALORE	ZO	2nd Floor, B Wing, Kendriya Sadan,CGO Complex, Koramangala, Bangalore-560034.
South Zone	KADAPA	RO	1/403-3, Near Press Club, Maruthinagar, Kadapa 516001
South Zone	ANANTAPUR	SRO	6-2-11, e-seva Road, Ram Nagar, Anantapur-515004.
South Zone	GUNTUR	SRO	D.No.4-4-109, First Floor, 4th Lane, Ring Road, Chandramouli Nagar, Guntur - 522007.
South Zone	KURNOOL	SRO	H.No.45/142-47-2-C-2-2, III floor Ramaligeshwara nagar, Near SAP Camp Back gate Kurnool - 518003.
South Zone	NELLORE	SRO	D.No.27-2-88, Balaji Nagar, Nellore -524002.
South Zone	HYDERABAD	RO	293/7, Ist Floor, R&B complex, Mahavir marg, A.C. guards, Hyderabad-500004.
South Zone	KARIMNAGAR	SRO	H.No. 2-10-1240, Opp. Radha Nilayam,Mulkapur Road, Jyothi nagar, Karimnagar-505002.
South Zone	NIZAMABAD	SRO	H.No. 6-1-136, Opp. Zila Parisad Guest - House, Subhash Nagar, Kanteswar Road, Nizamabad-503001.
South Zone	WARRANGAL	SRO	H.No.7-1-40, Srimannarayana Residency, Opp. Diet college, Sai nagar, Balasamudram, asker bazar, Hanamkonda, Warangal-506001.
South Zone	VIJAYAWADA	RO	5th floor, C.G.O. complex, Industrial estate, Autonagar, Vijayawada-520007.

South Zone	KAKINADA	SRO	D.No. 8-22-39/9, 1st Floor, Peddisetty Complex, Pattabhi St, opp. to Gandhinagar market, Kakinada - 533004.
South Zone	VISAKHAPATNAM	SRO	D.No.29-27-3/2/4, Sri Yaduvamsi Complex, Marripalem, N.H-5 Road, Visakhapatnam - 530018.
South Zone	BANGALORE	RO	NSSO(FOD) Regional Office, 5th floor, E&F Wing Kendriya Sadan Koramangala, Bangalore-563004.
South Zone	MANGALORE	SRO	NSSO(FOD), Survey No. 10/88@nd Cross, Abakka Nagar, Kottara, Magaluru-575006.
South Zone	MYSORE	SRO	NSSO(FOD), No. 1241, "Poorna Pragna", 11th Main, Hebbal I Stage, Mysuru-570016
South Zone	SHIMOGA	SRO	NSSO(FOD), Krishna Complex, Jail Road, Opp. Shimoga HP Gas, Shimoga-577201.
South Zone	HUBLI	RO	NSSO(FOD) 2nd Floor, Shrinath Complex, New Cotton Market, Hubli-580029.
South Zone	BELGAUM	SRO	Bellad Building, IIInd floor, CTS No.4855/B-6, 1st Main, 1st Cross, Sadashivnagar, Belgaum-590019.
South Zone	BELLARY	SRO	KSCA & RD Beside DoddaNagouda Rangamandira, Opp. Shadimaha, Bank building TS no 28/1 Ward no. 54 oppsite Bellary-583101.
South Zone	GULBARGA	SRO	Sir Patil's Building, Plot No. 30, CIB Colony, Behind Central bus stand, Gulbarga-585103.
South Zone	PANAJI-(GOA)	RO	Sarvekshana bhavan, 1309/1, Goa Housing board colony, Porvorim, Bardez Goa-403521.
South Zone	KOZHIKODE	RO	NSSO(FOD), Kendriya Bhavan,(4th floor), 'A' block, Kallai P.O. Kozhikode-673003.
South Zone	PALAKKAD	SRO	NSSO (FOD), Aishwarya Arcade, Opp. Mercy college, P.O. Pallipuram, Palakkad - 678006.
South Zone	THRISSUR	SRO	NSSO(FOD), Room No. IX/576/56, IIInd Floor, Sakhtan Arcade, TUDA complex, near Sakhtan Bus stand, Thrissur-680001.

South Zone	KANNUR	SRO	N.S.S.O.(FOD), Door No.TP( S )-4/707, Kumar Building, near LIC Office, Thalapp Civil station, Kannur-670002.
South Zone	THIRUVANANTHAPURM	RO	CGO Complex, Block B, Ground Floor, Poonkulam, Vellayani P.O.Thiruvananthapuram-695522.
South Zone	KOCHI	SRO	CGO Complex, 3rd Floor, C - I Wing, Kendriya bhavan, CSEZ P O, Kakkanad, Kochi-682037.
South Zone	KOLLAM	SRO	St. Mary's building, Ground Floor, Mundakkal west, Mundakkal PO Kollam-691001.
South Zone	KOTTAYAM	SRO	Arattuchirackal building, Ground floor, Star junction, near K.S.R.T.C. bus stand Kottayam-686001.
South Zone	COIMBATORE	RO	43, Sengupta street, Ram nagar, Coimbatore-641009.
South Zone	DHARMAPURI	SRO	4/129, chinnathayammal Street, Dharmapuri-636701.
South Zone	SALEM	SRO	NSSO(FOD) 3B/8, Ram nagar Road, Swarnapuri II gate, Salem-636004.
South Zone	TIRUCHIRAPPALI	SRO	Shrivari complex, IIIrd floor, 36/1 Ramalinga nagar, 1st main road, Woriyur, Tiruchirappalli-620003.
South Zone	CHENNAI	RO	B' Wing, II Floor, III-Block, Shastri bhawan, Haddows road, Nungambakkam, Chennai-600006.
South Zone	CUDDALORE	SRO	No.67, IIrd floor, Subbaraya Chetty street, Thiruppadiripuliyur, Cuddalore-607002.
South Zone	VELLORE	SRO	Tamilnadu Housing Unit, Flat No. C-51 & 52, Poonga nagar, Vallalar, Sathuvachari Post, Vellore-632009.
South Zone	PUDUCHERRY	SRO	Housing Board Commercial Complex, Kombakkam road, Murugakkam, Puducherry-605004
South Zone	MADURAI	RO	NSSO (FOD), R.K. Mahal, IIrd floor, 86, Tamil Sangam road, Madurai-625001.
South Zone	THANJAVUR	SRO	NSSO (FOD), Plot No.60, 5th Cross road, Sundaram nagar, Medical College road, Thanjavur-613004.

South Zone	TIRUNELVELI	SRO	NSSO (FOD), plot No. 1, First Floor, 'B' Extension, NGO 'B' colony, Tirunelveli - 627007.
South Zone	VIRUDHUNAGAR	SRO	NSSO (FOD), Door No.114/3/A4, Katcheri Road, NH-7,4 Way Raod. OPP: T.N.S.T.C. Virudhunagar-626001.
South Zone	PORT BLAIR	RO	2nd Floor, B-Block, Kendriya Sadan, Lamba Line, Junglighat (PO), Port Blair, A&N Islands-744 103
West Zone	NAGPUR	ZO	CGO Complex, A-Block, East Wing, Illrd Floor, Seminary Hills, Nagpur-440006.
West Zone	AHMEDABAD	RO	Near Urban Health Centre, behind Narayanpura Police Station, Purshottam Nagar, Nava Vadaj, Ahmedabad-380013
West Zone	BHAVNAGAR	SRO	302, Shanti Aradhana Complex, Opp. Sahkari Hat, Waghavadi Road, Bhavnagar - 364001.
West Zone	JAMNAGAR	SRO	10/1624, Matru Ashish Panchvati, SaruPara Road, Jamnagar-361002.
West Zone	RAJKOT	SRO	Ravin Chambers, Illrd Floor, 9 Bhakti Nagar, Station Road,Rajkot-360002.
West Zone	SURENDRA NAGAR	SRO	Opp. ITI College, behind Ram bhojnalay, Near. Vadilal Icecream Godown, Ist Floor, Surendrenagar - 363002.
West Zone	VADODARA	RO	NSSO Bhawan, Plot No. 24, Near office of Akota Ward No. 6, Akota, Vadodara-390020.
West Zone	MAHESANA	SRO	Virchand KaramchandWadi, Mahesana-384001.
West Zone	NADIAD	SRO	Manilal Mension, Ist Floor, Room No-5, Dabhan Bhagol, Nadiad-387001.
West Zone	SURAT	SRO	10/499, Shri Atmagyaneshwar complex, BSNL exchange, Teen Batti Gopipura, Near Mahila Vidyalaya, Surat-395001.
West Zone	VALSAD	SRO	C/o Super cycle stores, beside S.T. depot, Bechar road, Valsad-391001.
West Zone	MUMBAI	RO	4th Floor, A-2-3 Wing, Near Konkan bhawan, CGO complex building, CBD Belapur, Navi Mumbai-400614.



West Zone	THANE	SRO	Vardaan Industrial Trade-centre building, F-9 to 11, 1st floor, Wagle state, MIDC, Thane-400604.
West Zone	AURANGABAD	RO	NSSO(FOD) , Hall No. I/II, 1st floor, Central Facility Building, N-7, CIDCO, Aurangabad-431001.
West Zone	JALGAON	SRO	B.C.Jain Muncipal mkt, Opp. Balgandharv Natyagruha, Athawada Bazar, F-Mezzanine hall, Jalgaon-425001.
West Zone	NANDED	SRO	House no.1-12-288, Opp. Hutatma smarak, Gokul Nagar, Nanded-431602.
West Zone	NASHIK	SRO	Hall No.5, Ashwini Sector, Central Facility Bldg, Opp. Ambad Police St., CIDCO, Nasik-422009.
West Zone	NAGPUR	RO	CGO Complex, A-Block, East Wing, IIIrd Floor, Seminary Hills, Nagpur-440006.
West Zone	AKOLA	SRO	Smt.Geetabai Atmaram Surse Raut Wadi, PO Akola, Distt. Akola-444001.
West Zone	AMRAVATI	SRO	Dr. D.P. Goswami 1st floor Joglekar Plot Rukhmini Nagar , Amravati-444606.
West Zone	PUNE	RO	Kendriya Sadan, 2nd Floor, A&B Wing, opp. Akurdi railway station, Pradhikaran, sector No-26, Pune-411044.
West Zone	KOLHAPUR	SRO	249/A-1/55, E Ward, MHADA Complex, 1st Floor, Nagala Park, near Z.P. Office, Kolhapur-416003.
West Zone	SOLAPUR	SRO	Old Sr.No. 102 at SPA-2, Hydrabad Road, Sagar Chowk, Bidi Gharkul Scheme, Solapur-413005.
West Zone	RAIPUR	RO	2nd Floor, Bhakta Mata Karma Commercial Complex, Room No.8-25, New Rajendra Nagar, Raipur-492006
West Zone	AMBIKAPUR	SRO	Near Shiv Mandir, behind High School,Ambikapur - 497001.
West Zone	BILASPUR	SRO	H/O Shri J.P. Prajapati (Deep Shikha Bhawan), H. No. 322 Phase II Rajkishor Nagar, Bilaspur (CG) - 495001.

West Zone	DURG	SRO	Hall No.323, 2nd Floor, MPH Commercial Complex,G.E. Road, Durg - 491001.
North East Zone	Guwahati	ZO	3 <sup>rd</sup> Floor, Central Block, Housefed Complex, Basistha Road, Dispur Guwahati -781006
North East Zone	Guwahati	RO	3 <sup>rd</sup> Floor, Central Block, Housefed Complex, Basistha Road, Dispur Guwahati -781006
North East Zone	Silchar	SRO	4 <sup>th</sup> Floor, Kendriya Sadan Rannagar, Silchar -788003
North East Zone	GANGTOK	RO	Rinzing Building, Gairigaon, Tadong, Gangtok-737102.
North East Zone	KOHIMA	RO	AG Upland colony, opp. Lerie Baptist Church NH-39 Imphal Road, Kohima-797001.
North East Zone	IMPHAL	RO	Thangmeiband Lourung Purrel Lekei, Imaemoinu sana sanglen, P.O., Imphal-795001
North East Zone	SHILLONG	RO	Dutta Kuthir, Oakland road, Shillong-793001.
North East Zone	TURA	SRO	Mankachar road, Hawakahna, P.O. Tura, west Garo Hills-794001.
North East Zone	AGARTALA	RO	Sree Ram villa, near SBI, PO Kunjaban Agartala, Tripura -799006.
North East Zone	DIBRUGARH	RO	DDA, Market cum office complex,top floor, phoolbagan, opposite DTO office, Dibrugarh - 786001
North East Zone	ITANAGAR	RO	*Itanagar RO is currently camped at SRO Tezpur and DDG, RO Itanagar is camped at RO Dibrugarh
North East Zone	JORHAT	SRO	Malow ali Jogen Saikia Path Jorhat-785001.
North East Zone	TEZPUR	SRO	Office of Asstt. Director, NSSO (FOD), Raja Arcade, 3rd floor, N T Road, Kamarchuburi, Tezpur-784001.
East Zone	KOLKATA	ZO	Mahalnobis Bhawan, 6th Floor, 164, G.L.T. Road, Kolkata-700108.
East Zone	MUZAFFARPUR	RO	First Floor, Chankya Place, Aghoria Bazar, Near Zenith Petrol Pump, Ramdayalu Road, Muzaffarpur-842002

East Zone	DARBHANGA	SRO	H/O Rahul Anand, Groung Floor, Bhandar Chowk, Kathalbari, Anand Bhawan, Darbhanga-846004.
East Zone	MOTIHARI	SRO	Choubey Bhawan, Near Rly. Station, Mahabir Mandir, Motihari-845401.
East Zone	PURNIA	SRO	Vikash Bhawan, Distt. Board Campus,Purnia-854301.
East Zone	PATNA	RO	Markanday Complex, 1st Floor, Gayatri Mandir Road,Kankar Bagh, Patna - 800020.
East Zone	BHAGALPUR	SRO	House of Dr. A.K. Singh, Devi Prasad Dhandhaniya Lane, Near - U.B.I., Khalifa Bagh, Bhagalpur-812002.
East Zone	GAYA	SRO	House of Shri Basant Kumar, 2nd Floor, A.P.Colony, Opposite Kaveri Sweets, Gaya- 823001.
East Zone	BURDWAN	RO	Chowdhury Market, 2nd Floor, Badamtala, Kalna Road, P.O- Burdwan, Dist. Burdwan (East), Pin- 713101.
East Zone	BANKURA	SRO	Holding No 80/1/A, 2nd Floor,Natunchati Mahalla, P.O.Nutan Choti, Raghunathpur Main Road, P.O & Distt.-Bankura. Pin- 722101.
East Zone	CHINSURAH	SRO	1st floor, 'Roopmati Mahal', Khadina More, G.T. Road, P.O - Chinsurah, Distt-Hooghly,Pin- 712002.
East Zone	MIDNAPUR	SRO	4th Floor, "Motilal Bhawan", Raja Bazar, P.O: Midnapore, Distt.Midnapore(West), Pin- 721101.
East Zone	KOLKATA	RO	CGO Complex, 2nd Floor, E -wing, Sector-I, Salt Lake City, Kolkata- 700064.
East Zone	HOWRAH	SRO	10, Sitanath Banerjee Lane, P.O.B. Garden, Howrah - 711103.
East Zone	BARASAT	NSRO Kolkata	West Bengal (S) Region NSRO Barasat, Arifbari,Barrackpur Road, Barasat- 700125.
East Zone	MALDA	RO	1/3, Netaji Subhash road, Gangabag, P.O. & Distt. Malda- 732101.

East Zone	BEHRAMPUR	SRO	36, Dr.S.N. Bhattacharjee Road, Near Kalpana Cinema, P.O. Barhampur, Distt -Murshidabad - 742102.
East Zone	SILIGURI	SRO	76, Khudiram Pally road, P.O. Siliguri, H.C. road, Darjeeling - 734401.
East Zone	RANCHI	RO	Atma Ram Bhawan, IIIrd Floor, Bangla School lane, behind Mahabir Temple, Main Road, Ranchi- 834001.
East Zone	DUMKA	SRO	NSSO(FOD), 2nd floor, Behind Kalyan medicino, Kumhar Para chowk,Dumka-814101.
East Zone	HAZARIBAGH	SRO	NSSO (FOD), Opp. New BSNL Telephone Exchange, Ranchi Patna Road, Hazaribagh-825301.
East Zone	JAMSHEDPUR	SRO	2nd Floor, DGS&D Building, Opp.NML Co, Burmamines, Jamshedpur-831007.
East Zone	DHANBAD	SRO	Maa Smriti, Main road, Opp. Imma Bhawan, near Black Diamond car showroom, Saraidhela, Dhanbad - 828127.
East Zone	DALTON GANJ	SRO	NSSO(FOD) Near Police Line, in front of Tiwari fuel centre, Daltonganj-822101.
East Zone	BHUBANESWAR	RO	NSSO(FOD), Commercial Complex, 1st Floor, Acharya Vihar, Bhubaneswar-751013.
East Zone	BARIPADA	SRO	Govt. of India, Daragadihi chowk, near chungi gate, Baripada, Dist. Mayurbhanj, Orissa-757001.
East Zone	BERHAMPUR	SRO	Ramnagar Court Petta, Berhampur, Dist. Ganjam, Orissa-760004.
East Zone	CUTTACK	SRO	NSSO Bhawan, Sector-6, Avinava Bidanasi, CDA Cuttack -753014.
East Zone	SAMBALPUR	RO	161 Senpark Lane, gole bazar, Nayapara, Sambalpur-768001.
East Zone	BHAWANIPATNA	SRO	College Road, I Floor, Opp. DIC Office, Dist.- Kalahandi, Odisha 760001.
Central Zone	LUCKNOW	ZO	NSSO Bhawan, INS-IV, Sector-11, Vikas Nagar, Ring Road, Lucknow- 226022.
Central Zone	DEHRADUN	RO	C-15, Sector-1, Defence Colony, Dehradun-248001.

Central Zone	ALMORA	SRO	Link Road, Talla Joshi Khola, Near Arya Kanya Inter College, Almora-263601.
Central Zone	LUCKNOW	RO	NSSO Bhavan, Sector-11, INS-IV, Vikas Nagar, Ring Road, Lucknow-226022.
Central Zone	FATEHPUR	SRO	H.No.166, A/1 Amarjaee, Fatehpur-212601.
Central Zone	GONDA	SRO	513 Malviya Nagar, opposite Gandhi Park, Gonda-271001.
Central Zone	JHANSI	SRO	376/4, Civil Lines, Chandra Vihar Colony, near BKD Chauraha, Jhansi-284001.
Central Zone	KANPUR	SRO	112/1A, Tara Raju Cottage, Benjhabar, Kanpur-208001.
Central Zone	AGRA	RO	64/4, B-wing, 2nd Floor, CGO Complex, Sanjay Place, Agra-282003.
Central Zone	ALIGARH	SRO	H.NO.1054, Khalil Manzil, Marris Road, Aligarh-202001.
Central Zone	MEERUT	SRO	NSSO Bhawan, 479/1, Mangal Pandey Nagar, Meerut-250004.
Central Zone	PRAYAGRAJ	RO	38/A, Sardar Patel Marg, Civil Lines, Allahabad-211001.
Central Zone	AZAMGARH	SRO	Nehru Bhawan, Collectrate, Azamgarh-276001.
Central Zone	FAIZABAD	SRO	5/11/143, Reidganj, Mukherjee Niwas, Faizabad-224001.
Central Zone	GORAKHPUR	SRO	E Block, GDA, Flat No. 1-4, Awasiya Yojna, Railway Station Road, Gorakhpur-273009.
Central Zone	VARANASI	SRO	P.C.F. Plaza, Hall No. 8-9, IInd Floor, Nadesar, Varanasi-221002.
Central Zone	BAREILLY	RO	B.D.A. Complex, 2nd Floor, Priyadarshini Nagar, Bareilly-243122.
Central Zone	MORADABAD	SRO	Ekta Dwar Complex, Hall No.8, 1st Floor, near Pili kothi, Company Bagh, Civil Line, Moradabad-244001.
Central Zone	SAHARANPUR	SRO	Shiv Vihar, Near Kids School, Rajwahe Ki Patri, Saharanpur 247001.
Central Zone	SITAPUR	SRO	413/82, Kailash Bhawan, Head Post Office Road, Sitapur-261001.

Central Zone	BHOPAL	RO	Vijay Stambh, Hall No. 201 & 205, Block-B, 2nd Floor, M.P. Nagar Zone-I, Bhopal-462011.
Central Zone	CHHINDWARA	SRO	NSSO Bhawan, In-front of SDO(PWD) Office-2, Shiv Nagar Colony, Chhindwara (M.P.) -480001
Central Zone	INDORE	SRO	2nd Floor, C.G.O. Building, opp. White Church, A.B. Road, Indore-452001.
Central Zone	KHANDWA	SRO	61, Punjab colony,near Gurudwara, Khandwa-450001.
Central Zone	GWALIOR	RO	B-Block, 1st Floor, Sanjay Complex, Jayendra Ganj, Lashkar, Gwalior-474009.
Central Zone	RATLAM	SRO	Scheme-71, J-Block, Type-A, Room No A-1,Rajiv Gandhi Civics Centre, First Floor, Ratlam-457001.
Central Zone	SHIVPURI	SRO	MIG 6-7, M.P. Housing Board Colony, Jhansi Road, Deen Dayal Puram, Shivpuri-473551.
Central Zone	UJJAIN	SRO	20-HX,HIG, Laxmi Nagar, Ujjain-456010.
Central Zone	JABALPUR	RO	Jabalpur Devlpment Auth. Building, 1st Floor, Nagpur Road, Madan Mahal, Jabalpur-482001.
Central Zone	REWA	SRO	Sajla Tower, Beside P.K.School, Rewa-486001.
Central Zone	SAGAR	SRO	M.P. Housing Board Building, 1st Floor, Padmakagar, Makronia, Sagar-470002.
North Zone	JAIPUR	ZO	55 Keshav Nagar, Lane no. 3, Hawa Sadak, Jaipur-302019.
North Zone	JAIPUR	RO	70/149-154, Patel Marg, Mansrovar, Jaipur-302020.
North Zone	ALWAR	SRO	House No.8/11, NEB , Rajasthan Housing Board Colony, Alwar-301001.
North Zone	SRIGANGANAGAR	SRO	Opp. Hakam Maaruti Garage, Near Govt. Hospital, Suratgarh Road, N.H.-15, Sriganganagar-335001
North Zone	KOTA	SRO	Plot No. 9-A, Shivshakti Bhavan, Opp Bank of Baroda, New Colony, Gumanpura, Kota, Rajasthan. 324007.

North Zone	JAMMU	RO	Deputy Director General, NSSO(FOD), H. No.-34, Sector -A, Ext. Sainik Colony, Jammu-180011
North Zone	UDHAMPUR	SRO	133, Mukherjee Bazar, Udhampur- 180211.
North Zone	SRINAGAR	RO	25 - Shah Asrar Colony Near Bone and Joint Hospital, Barzulla Srinagar, Jammu and Kashmir – 190019
North Zone	ANANTNAG	SRO	F.M.Public School Building, opp. General Bus Stand, Anantnag- 192101.
North Zone	BARAMULA	SRO	Mohalla Jadeed, Baramula-193101.
North Zone	SHIMLA RO	RO	BOSE WELL VILLA , NEAR DEEPAK PROJECT SHIMLA- 171005
North Zone	MANDI SRO	SRO	287/1 VYASA-SAW-MILL MANDI - 175001
North Zone	DHARAMSHALA SRO	SRO	Verma Bhawan, Civil Lines, Dharamshala-176215.
North Zone	HAMIRPUR SRO	SRO	1st Floor , Allahabad Bank Office, Ward No - 6 , N.H. 88 New Road HAMIRPUR
North Zone	JALANDHAR	RO	348, Jaswant Nagar, Garha Road, Near Gurudwara, Jalandhar City- 144022.
North Zone	AMRITSAR	SRO	4th Floor, SCO-93, Near Passport Office, Ranjit Avenue, Amritsar- 143001.
North Zone	HOSHIARPUR	SRO	Court Road, Second Floor, Opp. Green Park View, Near SBI (main branch), Hoshiarpur-146001.
North Zone	MOHALI	RO	Building No. 418 Bulk Material Market, Sector 65, Phase-11, SAS Nagar, Mohali-160065.
North Zone	BHATINDA	SRO	100 Road, T.P. Scheme no. 3, Street part 2, Guru Teg Bahadur Nagar, Bhatinda-151001.
North Zone	FARIDKOT	SRO	VIII A, near street no. 3, Guru Nanak colony, Sadik Road, Faridkot- 151203.
North Zone	LUDHIANA	SRO	B-1/971, Rajpura Road, Civil Lines, Ludhiana-141001.
North Zone	CHANDIGARH	RO	NSSO (FOD), 6th Floor, Kendriya Sadan, Sec-9-A, Chandigarh- 160017.

North Zone	AMBALA	SRO	250/39, 2nd Floor, Backside Bhagan Filling Station, Preet Nagar, Jagadhari Road, Ambala Cantt. 133001
North Zone	FARIDABAD	SRO	NSSO (SRO) Level-6, CGO Complex, NH-IV, Faridabad-121001.
North Zone	HISAR	SRO	N.S.S.O.(F.O.D), Om Comlex, 2th Floor, 5 K.M. Stone, Tosham Road, Hisar, Haryana-125005
North Zone	KARNAL	SRO	SCF-92, IInd & III rd Floor, Sector 6, Main Market, Near Allahbad Bank, Karnal. 132001.
North Zone	ROHTAK	SRO	SCO No.-1, Sector 14, Rohtak-124001.
North Zone	DELHI	RO	N.S.S.O.(F.O.D), MOSPI, Sankhiyaki Bhawan, 4th floor, CBD, G.P.O.A Building, Near Karkardooma Court, Shahdara, Delhi-110032
North Zone	AJMER	RO	NSSO Bhavan, Haribhau Upadhyay Nagar, Ajmer-305004.
North Zone	JODHPUR	SRO	NSSO Bhavan, Plot No.3, Sector-3, Madhuban Housing Board, Bansi-I, Jodhpur 342005.
North Zone	UDAIPUR	SRO	NSSO Bhavan, Plot No. 1/52, Sector 14, Goverdhan Vilas Scheme, Rajasthan Avasan Mandal colony, Udaipur-313002.



A-12026/01/2020-E.II  
Government of India  
Ministry of Statistics & Programme Implementation  
National Statistical Office  
(Field Operations Division)

Sankhyiki Bhawan, GPOA Building,  
CBD Shahdara, Delhi-110032

Tender Reference No. : A-12026/01/2020-E.II (28597)

I am directed to enclose herewith minutes of the Pre-Bid Meeting held under the Chairmanship of Shri. S.L. Menaria, ADG, NSO(FOD) Hqrs. on 15/06/2020 through Video Conference at NSO (FOD) Hqrs. at Sankhyiki Bhawan, Delhi to discuss and clarify the queries received from various bidders regarding RFP documents for selection of agency (ies) for surveys of NSO (FOD).

2. This issues with the approval of Competent Authority.



(Sandeep Sharma)  
Joint Director

To,

1. All participants of the above mentioned meeting.
2. Bidder agencies.
3. Computer centre with a request to upload the same on MoS&PI website.

Minutes of the Pre-bid Meeting held on 15/06/2020 at 02:30 PM through Video Conferencing under the Chairmanship of ADG, NSO (FOD) , along with representatives of various Manpower Hiring Agencies.

A Pre-bid meeting with the representatives of various manpower Hiring Agencies was held on 15/06/2020 at 02:30 PM through Video Conferencing under the Chairmanship of Shri S. L. Menaria, Assistant Director General, NSO (FOD) in Conference Hall, 1<sup>st</sup> floor, Sankhyiki Bhawan, Delhi . The participants of the meeting are as follows:

Field Operation Division:

1. Shri S. L. Menaria, ADG, NSO(FOD) Hqrs. -in Chair.
2. Shri Sandeep Sharma, Joint Director, NSO(FOD) Hqrs.
3. Shri Manoj Kumar Saini , Deputy Director (Admn. ) , NSO ( FOD ) Hqrs.
4. Shri Ravi Kant , Senior Statistical Officer , NSO ( FOD ) Hqrs.

Representative of various Agencies:

1. Rama Infotech Pvt. Ltd.
2. Collabera Technologies Pvt Limited
3. BVG INDIA LIMITED
4. Lehri Solutions Pvt. Ltd.
5. XEAM Ventures Pvt. Ltd.
6. M/s AVANI PARIDHI ENERGY & COMMUNICATIONS PRIVATE LIMITED
7. Inductus Consultants Private Limited
8. Nielsen (India) Private Limited
9. 2COMS Consulting Pvt Ltd.
10. GA DIGITAL WEB WORD(P) Ltd.
11. Pioneer e Solutions Pvt. Ltd.
12. WORLD CLASS SERVICES Ltd.
13. Luminous infoways
14. Rooman Technologies Pvt. Ltd.
15. Quess Corp Limited
16. Sybex Support Solutions Pvt. Ltd.
17. Orion Secure Pvt. Ltd.
18. Naveen Security & Detectives (P) Ltd

2. ADG at the outset welcomed all the participants and briefed about NSO (FOD), various Surveys being undertaken by NSO (FOD), and manpower requirement of NSO, FOD. Joint Director (Admn.) explained purpose and various clauses of the RFP in brief. The representatives of Manpower Hiring Agencies were informed inter-alia about the types of manpower required and their qualifications, the functions & duties to be performed entitlements & allowances and leaves provided to such manpower. Further, Agencies were informed about the Bid Process to be followed for selection of Agency and a light is thrown on the Technical Bid Evaluation, Commercial Bid Evaluation, Combined and Final Evaluation on the basis of QCBS and finally, Award of Contract. Further, Agencies were informed about the eligibility conditions of the bidders that Turnover/ Financial Worth should have Rs. 100 Crore each year, Experience: 5 year experience of working with at least

3 Central Govt./State Govt./Autonomous Bodies/ Banks/PSU clients in deploying 3000 or more similar manpower per month and the Presence of Agency in Zones of NSO.

3. Keeping in view of the above mentioned information and pre bid queries received through email and during the Pre-Bid Meeting from Agencies, all queries were replied as per enclosed **Annexure A**. Further, on the basis of the Pre-Bid Meeting discussion held, following decisions are taken:

- I. The last date for bid submission will be extended till 01/07/2020.
- II. Travel Allowance/ Daily Allowance (Column 3) shown in table of Para 7 for Survey Supervisor, Survey enumerator and Administrative Support Staff may be read as:

Name of the Post	Travel Allowance/ Daily Allowance (RFP)	Travel Allowance/ Daily Allowance (Updated)
Survey Supervisor (SS)	A.C. Three tier fare by mail/express train or A.C bus fare for ordinary or express bus or actual fare whichever is less, subject to production of ticket, and Food entitlement Rs.500- per day Hotel entitlement Rs.1000/- per day Local travel in field Rs.200/- per day	As per extant rules, A.C. Three tier fare by mail/express train or A.C bus fare for ordinary or express bus or actual fare whichever is less, subject to production of ticket, and Food entitlement Upto Rs.500- per day Hotel entitlement Upto Rs.1000/- per day Local travel in field Upto Rs.200/- per day
Survey Enumerators (SE)	A.C. Three tier fare by mail/express train or A.C bus fare for ordinary or express bus or actual fare whichever is less, subject to production of ticket, and Food entitlement Rs.400/- per day Hotel entitlement Rs.750/- per day Local travel in field Rs.150/- per day	As per extant rules, A.C. Three tier fare by mail/express train or A.C bus fare for ordinary or express bus or actual fare whichever is less, subject to production of ticket, and Food entitlement upto Rs.400/- per day Hotel entitlement upto Rs.750/- per day Local travel in field upto Rs.150/- per day
Administrative Support Staff	A.C. Three tier fare by mail/express train or A.C bus fare for ordinary or express bus or actual fare whichever is less, subject to production of ticket, and Food entitlement Rs.400/- per day Hotel entitlement Rs.750/- per day	As per extant rules, A.C. Three tier fare by mail/express train or A.C bus fare for ordinary or express bus or actual fare whichever is less, subject to production of ticket, and Food entitlement upto Rs.400/- per day Hotel entitlement upto Rs.750/- per day

III. The following Zonal / Regional/ Sub-Regional offices may be taken as part of Annexure-II. Further, more offices may be added to this list during the tenure of the contract:

S. No.	Zone	Office Name	Office Type	Office Address
1.	North East Zone	Guwahati	ZO	3rd Floor, Central Block, Housefed Complex, Basistha Road, Dispur Guwahati-781006.
2.	North East Zone	Guwahati	RO	3rd Floor, Central Block, Housefed Complex, Basistha Road, Dispur Guwahati-781006.
3.	North East Zone	Silchar	SRO	4th floor, Kendrya Sadan Rannagar, Silchar-788003.

ADG, NSO (FOD) thanked all the agencies for their valuable inputs and the meeting ended with vote of thanks to the Chair.

**ANNEXURE A**

S. No.	Query received from	Query details	RFP's Para/Point /Page No.	Comments of this Section
1.	2COMS Group.	We understand the preference is given to MSMEs and hence exemption is given on EMD Submission but no exemption is applicable on eligibility criteria making MSMEs not eligible to apply with min.100 crore criteria which is contradictory, We wish to know any changes expected in eligibility criteria to allow MSME for application.	Para-8.6.1 Point-1 of Scoring Criteria and Para-15 Point-4	RFP Clause stands.
2.	M/s. GA DIGITAL WEB WORD PRIVATE LIMITED	1). Page #8/52; Point VIII: Penalty 1000/- Per day after 5 days. This penalty is highly arbitrary and not at all feasible to work with. 5 days is too short a period for completing the whole deployment exercise, esp. when we consider that this process is not unilateral, and involves a matching schedule from NSSO too (EXAMPLE: at the onset, NSSO RO/ SRO has to give a date for interview which most often, is given for 5-8 days afterwards.....5 days elapsed straightway here only), which at times, may fall below the requisite, whereby the contractor is penalized, without ever considering what was the NSSO's officials' contribution in that.	Para-5.2, Point-viii	After the agreement, manpower has to be provided within 30 days, by the Agency. The delay in providing a suitable substitute beyond five working days would attract a penalty@ Rs. 1000/- per day per person, which has already exhibited in the RFP.  NSO is already working with agencies with this clause.
3.	M/s. GA DIGITAL WEB WORD PRIVATE LIMITED	2). 30/100 allotted for presentation is highly arbitrary and a move which can only breed discontentment and allegations of corruption.	Para-8.6.1 Point-7	A template of presentation will be shared by NSO. The presentation will mainly be on the plan of execution of the work by the agency and planning for fulfillment of all the requirement of manpower during the contract period. This PPT will be part of RFP and the performance of the agency will be monitored on that basis. The marking will be done on the basis of process brought out and explained in the presentation to the committee members.
4.	M/s. GA DIGITAL WEB WORD PRIVATE	3). Clause 8.6/ Page 14/52: "In case the bidder is participating in the bids for more than one zone, the evaluation done by the Evaluation Committee will be discrete for each zone.": Where in the submitted bids'	Para-19.2	Technical proposal can be one but technical score will be calculated based on criteria described in RFP separately for each zone. Financial bid will be

	LIMITED	which annexure is to be made the indication by the bidder for the zones for which he is bidding. Or is it meant that for each zone opted, the bidder needs to submit a complete individual tender submission, i.e., if the bidder is opting to bid for, say 4 zones, does he need to make 4 different submissions.?		formulated on the basis of zones for which agency is bidding and accordingly EMD of each zone is to be submitted.
5.	M/s. GA DIGITAL WEB WORD PRIVATE LIMITED	4). In the financial bids, what is the basis of the wage component to be quoted by the bidder? Without any specific guiding rule of law/ labour ministry, the outcome will be chaotic and arbitrary.	Para-7	It has to be ensured by Agency that there will be no violation of Minimum Wages or labour laws, or any other related law, enacted by Union/State Govt. Irrespective of the place of deployment. salary for one zone for one category for all the candidates will be uniform.
6.	M/s. GA DIGITAL WEB WORD PRIVATE LIMITED	5). Needed clear clarity and specific mention in the tender document on the reimbursement of increased (differential) WAGE amounts in case minimum wages get revised by Min of Labor, G.O.I.. Therefore, we hereby request you to kindly give clarification on the above said, so that we can prepare for the participation in this tender with clarity.	Para-7 Note-4	Please Refer to Query No. 5 mentioned above. Wages part/ component of remuneration, to be paid to contractual outsourced manpower should not violate any provisions of The Minimum Wages Act as amended from time to time for the corresponding categories throughout the contract period.
7.	Pioneer e Solutions	Last time, this tender was divided into different zones which was beneficial for every company to decide on which Zone/Areas they have strong team to execute this work order and it was easy on financial part and eligibility also as EMD, Eligibility required was on lower side in zone wise tender. Thus, We request you to kindly release this tender in zone wise as done last time which will be feasible for large number of venders and Dept. will also receive competitive rates.	Para-19.2	As per RFP.
8.	Pioneer e Solutions	2) In respect to Eligibility Criteria i.e. 5 years Experience of working with at least 3 Central Govt./State Govt./Autonomous Bodies/Banks/PSU clients in deploying 3000 or more similar manpower per month. In this connection, it is requested that For any single company, this manpower number of 3000 is quite difficult to find. Hence, would request you to kept it around 200-300 manpower.	Para-8.6.1 Scoring Criteria Point 5	As per RFP.

9.	Pioneer e Solutions	3) In respect to Business Turnover eligibility of Rs. 100 Crore minimum during each of the last three years (2016-17, 2017-18 and 2018-19) from exclusive activity of Manpower Providing Services. It is requested that Please consider zone wise tender and average turnover of 20-25 Crore from Manpower Services for each zone.	Para-8.6.1 Scoring Criteria Point 1	As per RFP.
10.	Nielsen India Private Limited	1. After award of the contract to the successful bidder, since a Bank Guarantee has to be submitted for an amount equivalent to 10% of the total job value per zone, can the agency get 10% advance from NSO.	General	No, there is no provision for advance from NSO.
11.	Nielsen India Private Limited	2. As envisaged in the RFP one of the eligibility criteria for submitting the bids is that "the Bidder must have a minimum of five years' experience in supplying contractual outsourced manpower to the reputed Central/ State Govt. Departments/ Public Sector Companies/ Banks". At Nielsen we have been recruiting and engaging a large number of enumerators, survey supervisors and other categories of staff for carrying out data collection at household, individual, community and institutional levels for a number of studies/surveys commissioned by Central/ State Govt. Departments/ Public Sector Companies/ Banks since last 5 decades. Therefore, can an agency engaging large manpower for field level data collection for projects undertaken for Central/ State Govt. Departments/ Public Sector Companies/ Banks (but not directly supplying the manpower to them) be considered for bidding for the current assignment.	Para 8.6.1	The bidder agency is requested to refer Para 15 of the RFP which describes eligibility conditions for participation in the tender. Any agency fulfilling all eligibility conditions can apply. You may have been awarded for conducting survey/study and accordingly it was completed by your organization by engaging some manpower. But as such no manpower were provided to any organization by your agency.
12.	Nielsen India Private Limited	3. The RFP mentions that the Agency will be responsible for compliance of all statutory provisions including Provident Fund and Employees State Insurances in respect of persons deployed by it in the NSO (FOD). Since the required manpower has to be recruited on a contractual basis for a specific period can the agency pay one month's extra salary in each year of service to the staff hired on a contractual basis for a specific period of time instead of making separate provisions for Provident Fund for these staff. Further, instead of provisions for Employees State	Para-7 Note-1	No, ESI and EPF are compulsory to be contributed as per guidelines of Government of India wherever applicable and subject to fulfilling necessary conditions prescribed by Government of India. Further, it is reiterated that Man-Month rate quoted by the Agency must include payments of EPF, ESI and any other statutory obligations to provide health insurance and other benefits

		Insurances for the outsourced staff can the agency make necessary arrangements to cover the staff under the health insurance/ mediclaim as well as accidental health insurance for their entire period hiring for the job.		etc. to the contractual employees and the Agency will be responsible for compliance of all statutory provisions related to minimum wages, Provident Fund, and Employees State Insurance, Service Tax etc. in respect of persons deployed by it in the NSO (FOD).
13.	Nielsen India Private Limited	4. Keeping in view various legal implications pertaining to services of the staff after a specific period of time can the agency hire the staff initially for XX months and renew their contracts at an interval of every YY months till the completion of their association with NSO, instead of hiring them for the entire period of 3 years at a time.	General	Decision has to be taken by Agency on this issue. However, agency is required to supply the manpower for entire period of contract.
14.	Nielsen India Private Limited	5. Whether the candidate's test will be conducted at regional or sub regional offices?	Para-5.1, Point-2	Please refer to Point (ii) of Para 5.1. A test/ aptitude test for a module for the contractual manpower to be deployed will be conducted at any place deemed fit/ convenient to Agency.
15.	Nielsen India Private Limited	6. How will the agency come to know if there is any misconduct done by enumerators?	General	As per RFP, agency coordinator has to look into such issue(s). Apart from this, the agency may take precautions/ steps considered suitable by the agency to eradicate any possible misconduct by enumerators etc. If it is brought to notice by field office, the same shall be communicated and appropriate action shall be taken, as per mandate of RFP.
16.	Nielsen India Private Limited	7. Will RO/SRO provide the monthly performance report to agency to make the payment of enumerators/supervisors based on their performance?	General	Please refer Para 11 of RFP. The invoices are to be submitted by Agency which will be vetted by RO and accordingly payment will be made. However, the agency may be requested to replace any of its outsourced manpower who are found unacceptable to NSO (FOD) because of security risk, incompetence, conflict of interest, improper conduct etc.



17.	Nielsen India Private Limited	8. The minimum monthly wage rate for graduates varies for semi-skilled, skilled and highly skilled as well as from state to state. For instance in Rajasthan the minimum monthly wage rates for semi-skilled, skilled and highly skilled manpower are Rs. 5798, Rs. 6058 and Rs. 7358 respectively. The rates in Madhya Pradesh for semi-skilled, skilled and highly skilled manpower are Rs.9132, Rs. 10510 and Rs. 11810 respectively. Please elaborate what type of manpower is required to be recruited as enumerators and supervisors?	Para-7	Please refer to Query No. 5 mentioned above. Further, for a zone it will be one rate.
18.	Nielsen India Private Limited	9. As mentioned in the tender document the Bidder should have had a minimum annual turnover of Rs 100 Crore during each of the last three years (2016-17, 2017-18 and 2018-19) from exclusive activity of Manpower Providing Services. The turnover of our organisation meets the criteria of above mentioned amount, but the turnover is primarily from research and consultancy assignments and not from the exclusive activity of Manpower Providing Services. Can an agency with more than 100 crores turnover from research and consultancy assignments which involves deployment of manpower for conducting field operation be eligible for bidding for the present assignment.	Para-8.6.1 Point-1 and Para-15 Point-4	Please refer to Para 8.6.1 whereas it is stated that business turnover will also be taken as scoring criteria.
19.	Nielsen India Private Limited	10. Further, as envisaged in the tender document, the Agency should have a proven track record of providing an average 3000 contractual outsourced manpower per month in minimum of three (3) projects of Central/ State Govt. Departments/ Public Sector Companies/ Banks/ Public Sector company. Can an agency deploying cumulative contractual outsourced manpower of 3000 on an average per month in 6 to 7 surveys/studies involving field operations be considered for this tender.	Para-8.6.1	Please refer to Query No. 8 mentioned above.
20.	Nielsen India Private Limited	11. We are registered at e-procurement website. Currently, the tender is visible at e-publish website ( <a href="https://eprocure.gov.in/epublish/app">https://eprocure.gov.in/epublish/app</a> ). However, it is not visible at e-procurement website	General	RFP is available at e-procure portal for bidders. No additional registration is required.

		( <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> ) from where we are expected to submit the bid. By when it will be visible at e-procurement website and is there any further registration required from our end? Please clarify.		
21.	Nielsen India Private Limited	12. Our office is located in Gurgaon, Haryana and you may be aware that due to the current COVID19 lock downs, Haryana and Delhi Borders have been sealed by the local administration of the two states. Due to the travel restrictions imposed by the local administration, commuting to Delhi for attending the pre bid conference at the NSO office on 2nd June seems to be a bit challenge. We would like to know if the physical presence during the pre-bid conference remains mandatory. It would be really good if there is an alternative to attend this meeting virtually.	Para-3 and Notice on website	Date for Pre-Bid conference was extended and the Pre-Bid Meeting was held on 15/06/2020 at 02:30 AM and has been uploaded on MoS&PI website and e-Procurement Portal. Further, it has been decided to hold the meeting through video conference.
22.	(AVP – Sales & Operations) WORLD CLASS SERVICES LTD	Please find attached court order on write up marking. As per your tender document page no. 14 point no 8.6.1, Technical bid evaluation chart point no 7 where you have allotted 30 marks for presentation. Jabalpur High court has given verdict in this regards in point no 11 where you have asked for technical presentation and marks given on this presentation is 30.	Para-8.6.1 Point-7	Please refer to reply to query No. 3 above. Further, the RFP has been approved and concurred by Competent Authority
23.	Luminous infoways, Odisha	1) In respect to the Bidder should have had a minimum annual turnover of Rs. 100 Crore each year during the three years (2016-17, 2017-18, and 2018-19). In this connection it is requested NSSO to reduce this turn over clause from INR 100 Cr to 20 Cr at least. Or Please provide another turnover criteria for the MSME bidder's with turnover at least 15 crores.		Please refer to Query No. 9 mentioned above.
24.	Luminous infoways, Odisha	2) In respect to Point No.26, point 5 of eligibility criteria the Agency must have at least 3 years' experience of working with at least 3 Central Govt./State Govt./Autonomous Bodies/ Banks/ PSU clients in deploying 3000 or more similar manpower per month. In this connection, it is requested that NSO please split this experience in 2 categories i.e. one is for the MSME bidders with average manpower experience in year at least 250 Manpower	Para-8.6.1	Please refer to Query No. 8 mentioned above. No changes can be made at this stage.

		and for the 2nd category which is not MSME vendors can provide the experience of average manpower of 400 in a single year		
25.	Luminous infoways, Odisha	3) As per Point No. 15, Technical evaluation Criteria point 1, it is requested that NSO to please amend this turnover clause for the MSME and without MSME vendors For MSEM it should be as below ;a)15 - 20 Crore: 10 Marks; b) >20 crores and upto 25 crores: 12.5 Marks; c) >25 crores: 15 Marks	Para-8.6.1	Prescribed criteria will be followed.
26.	Luminous infoways, Odisha	4) As per Point No. 15, Technical evaluation criteria point 2, it is requested that please relax this clause for the MSME vendors a) >2 years to 3 years: 5 Marks; b) >3 years and upto 6 years: 7.5 Marks; c) >6 years: 10 Marks	Para-8.6.1	Prescribed criteria will be followed.
27.	Luminous infoways, Odisha	5) As per point No. 15, Technical evaluation criteria point 3, it is requested that NSO to please modify this clause for the MSME vendors a) Similar projects (>1 to 2): 7 Marks; b) Similar projects (> 2 upto 3): 12 Marks; c) Similar projects (>3 upto 4): 15 Marks	Para-8.6.1	Prescribed criteria will be followed.
28.	Luminous infoways, Odisha	6) As per point No. 16, Technical evaluation criteria point 4, it is requested that NSO to please provide relaxation for the MSME Vendors. a) One office: 10 Marks; b) 1 to 2 offices: 12 Marks; c) 2 to 3 offices: 15 Marks in any locations of the India	Para-8.6.1	Prescribed criteria will be followed.
29.	Luminous infoways, Odisha	7) As per Page 16, Technical evaluation criteria point 4. It is requested that NSO to please reduce this manpower strength for the MSME vendors Average manpower 100 to 150 outsourced manpower per month : 10 marks >150 upto 200 average outsourced manpower per month : 12Marks; >200 upto 250 average outsourced manpower per month: 15 Marks;	Para-8.6.1	Prescribed criteria will be followed.
30.	Quess Corp Limited	Kindly confirm the total manpower mentioned for all the zones is 6746	Para-6	At present manpower requirement is 6746. However, the requirement of contractual outsourced manpower may substantially increase or

				decreaseduring the contract period with the increase and decrease in the requirement of theSurvey/work solely decided by NSO, FOD.
31.	Quess Corp Limited	2. What would be the average salaries of the employees	Para-7	Please refer to Query No. 5 mentioned above.
32.	Quess Corp Limited	3. All the employees are currently working with NSO and will be transferred to our payroll, kindly confirm	General	It is informedthat the existing contractual manpower is employee of their respective Agency and it is discretion of contractual staff to work with any agency. However, it is supposed that fair practices will be employed by all the agencies for manpower deployment.
33.	Quess Corp Limited	4. Do we need to submit both technical and financial bids separately for all 6 zones differently as RFP is one.	Para-19.2	Please refer to reply for Query No. 4 mentioned above.
34.	Quess Corp Limited	5. The agency to submit the police verification for the associates. Self police verification will be applicable or vendor needs to get the police verification done.	Para-5.1	It will be the duty of Agency to furnish the documents of police antecedents of contractual manpower supplied.
35.	Quess Corp Limited	6. Please clarify on the medical checkup clause, whether agency would be doing or it will be done by the associates themselves. Also kindly confirm if any specific test to be conducted in Medical examination.	Para-5.1	It is the duty of Agency to provide Certification of Health of the outsourced manpower by Competent Medical Authorities that supplied manpower is medically fit.
36.	Quess Corp Limited	7. NSO is holding the vendor liable for any loss/damage/theft done by the associate. Is this open indemnity – please clarify. We usually cap the liability to 3 months of service fee	Para-5.2 Point-1	Agency will be liable to make good the loss on the basis of the value of the property as determined by the NSO(FOD) and in this respect no maximum limit is mentioned. Loss to be made good as per actual invoice price with permissible depreciation in case equipment is more than 1 year old along with imputed cost of data (if any) to be decided by NSO(FOD).
37.	Quess Corp Limited	8. Have to check on the penalty clause of R. 1000/- per day per person if agency is not able to give the replacement within 5 days.	Para-5.2 Point-viii	Please refer to Query No. 2 mentioned above.

38.	Quess Corp Limited	9. Agency needs to provide coordinator. Will this coordinator be based out of NSO office or vendor's office and who will be bearing the cost of this coordinator. Also kindly confirm the number of coordinators if agency bids for all the zones.	Para-5.1 Point-vi	Agency shall nominate a coordinator. The coordinator will be the employees of the vendor agency to coordinate with all 6 Zones at vendors cost for convenient coordination with FOD Hqrs./ Zonal Offices and Regional Offices in the Zone. The Coordinator will be responsible for interacting with concerned offices in all matters related to staff outsourced by respective Agency including submission of bills, submission of certificates related to statutory authorities/ payments, providing replacement on time-bound basis. The Coordinator will also be responsible for ensuring attendance of outsourced staff in concerned Zonal/ Regional/ Sub-Regional Office of NSO(FOD). Number of coordinators to be decided by agency. The coordinator will work from vendor office and will not be a part of financial bid.
39.	Quess Corp Limited	10. This coordinator will be responsible for attendance collection. What would be the process for the same. Whether he would be coordinating with NSO SPOCs for attendance or he would be directly responsible for the same.	Para-5.1	Please refer to Para 5.1. Further, the process may be mutually decided by the coordinator and the field office.
40.	Quess Corp Limited	11. NSO will not be responsible for any loss of the associates deployed, do we need to take the insurance for the employees, if yes, then will it be billable to NSO or has to be deducted from employees salary.	Para-5.1 Point-1 read with general	The NSO (FOD) shall not be responsible for any financial loss or other injury to any person deployed by Agency in the course of their performing the functions/ duties, or for payment towards any compensation. All the responsibility in this respect is lying with Agency itself. NSO will pay for ESIC which is already included in the man

				month rate requested from agencies.
41.	Quess Corp Limited	12. It is mentioned that leaves should be managed by providing substitute – who will bear the monthly cost of the substitute, the bench cost to be borne by NSO or the roaster based deployment should be done. Also as per the law the employee is eligible for leave in a month and should be given to employee, Also we cannot have substitutes across the country. Kindly elaborate and do the needful changes	Para-9.5 Point-5	Agency is requested to refer to Para 5.2 Point 9 & 10. Agency is responsible for supplying substitute for absence of contractual manpower due to reasons viz. leave, illness, leaving the job due to his/ her personal reasons etc.failing which Para 5.2 will be applicable.
42.	Quess Corp Limited	13. There is a clause that if any associate will be asked to report for work on weekend or holidays then there will be no compensatory leave or allowance which would be paid. Kindly clarify on the OT or CO as it should be paid as per the compliances.	Para-6 Note-1	Please refer to Para 6, Note 1-3.The NSO(FOD) is a Central Government office and follows five working days during the week (i.e. Monday to Friday) from 09:30 hrs to 18:00 hrs with a lunch break of ½ hour from 13:30 hrs to 14:00 hrs. for office staff. Besides this, the NSO(FOD) being a Government Office also observes the Gazette holidays notified by the Government of India from time to time. However, <b>the working hours/days in the field may be rescheduled/extended as per field/office requirement</b> and contractual outsourced manpower shall have to report for work occasionally on weekend or holidays as may be required by NSO(FOD). Since the work is rescheduled only as per requirement no additional work is involved on the part of the contractual manpower.
43.	Quess Corp Limited	14. It is mentioned that any travel allowance would be paid directly by NSO to the employees, however if these employees are on vendor payrolls then everything has to be routed through vendor only. Kindly clarify.	Para-7 Note-2	RFP clause stands.
44.	Quess Corp Limited	15. Kindly provide the salaries of the employees to be deployed and the employees which are currently working and will be	Para-7 Read with general	Present monthly remuneration being paid to contractual staff is Rs.19,590 for Admin staff and FI

		transferred. The salaries of the employees will depend on the salary negotiated at the time of hiring with the consent of the department.		and Rs.21,300 for Field Officers. Further, please refer to Query No. 5 and 32 mentioned above in this regards.
45.	Quess Corp Limited	16. Its mentioned that 1 month notice will be there for termination of contract. Can the termination period be considered as 60 Days.	Para-13	RFP Clause stands.
46.	Quess Corp Limited	17. Its mentioned that vendor will be responsible to depute the employees within 30 days of signing the agreement, failing to which will attract a penalty of Rs. 1000/- per day. 30 days window can be increased?	Para-9.5 Point-1 along with Para-12	RFP Clause stands.
47.	Quess Corp Limited	18. Its mentioned that vendor should give a replacement if in case an employee is absent for more than 5 working days. What will happen to this replacement if in case the original employee get back to work. How we going to manage the replacement's salary and other compliances?	Para-9.6	Agency has to plan this. NSO, FOD has proposed to hire agency on man month rate which means that the agency will be required to provide Number of contractual staff as requested by NSO (FOD) offices. Further Agency is liable to supply/maintain that No. during all the time of period of contract. In case vacancy arises due to termination/resignation of contractual staff then Agency is required to depute replacement within 5 days, falling which will attract a penalty - Point 9 & 10 of Para 5.2 of the RFP.
48.	Quess Corp Limited	19. Its mentioned that it is the responsibility of the vendor to transfer the knowledge to a new employee joining. The employees are working at NSO premises and under the supervision of NSO. The knowledge transfer should be taken care by NSO not vendor.	Para-10	RFP Clause stands.
49.	Quess Corp Limited	20. Its mentioned that it should be the responsibility of the vendor to take over the assets from the leaving employee and hand it over to the respective NSO department. The assets are provided by NSO and vendor can support NSO in handover of the assets by holding the F&F or by issuing the respective letters but vendor cannot take the	Para-10 Point-iii	RFP Clause stands.

		responsibility of the assets.		
50.	Quess Corp Limited	21. Its mentioned that all the decisions taken by NSO with regards to the contract processing should be final and binding, however it should be on mutual decision. Kindly confirm	Para-23	RFP Clause stands. Decision of NSO, FOD shall be final. No change in this can be made.
51.	Quess Corp Limited	22. Kindly confirm on the payment terms will be Pay and Collect (Payment clear in 10 days). Kindly clarify	Para-5.3 Point-iv	The payment to contractual outsourced manpower by the Agency would be made on or before 10th day of the following month subject to submission of attendance and correct invoices for the month by coordinator. In case 10 <sup>th</sup> day being a holiday, monthly remuneration should be paid on the preceding working day of the month. Regional Offices will forward the payment after completion of month and completed all formalities in respect to salary payment.
52.	Quess Corp Limited	23. Need to show deployment of more than 3000 contractual staff in 3 projects in last 3 years. So it should be 3000 each or cumulative 3000. Kindly clarify	Para-8.6.1	Cumulative and for more clarity in this regards please refer to Query No. 8 mentioned above.
53.	Quess Corp Limited	24. Request to extend the bid submission timelines for few days.	General	It has been decided by Competent Authority to extend the date of submission of bid till 01/07/2020.
54.	Rooman Technologies Pvt.Ltd.	In respect to page 15, Point No. 5 it is informed that As per Govt. of India E procurement Guidelines Page no: 85 & 86 in Subject PAST EXPERIENCE OF THE BIDDER it says "the bidder must have successfully executed One Similar completed service of providing 80% of Manpower as per the requirement of the Tender" For ex: If the bidder wishes to participate In one or two zones, he should have the eligibility criteria of having provided 80% of the manpower according to the respective zone for which the bidder intends to participate. Hence we request you to change as The Agency should have proven track record of providing 80% contractual outsourced manpower (for the	Para-8.6.1	RFP Clause stands.



		respective zone for which the bidders intends to participate for any Central/State Govt. Departments/Public Sector Companies/Banks, as this will facilitate the bidders to select the zone of his strength to perform in a more effective & efficient manner.		
55.	Rooman Technologies Pvt.Ltd.	In respect to Page 15, Point No. 1 it is informed that As per Govt. of India E procurement Guidelines Page no: 85 In Subject Financial Capability it says "Average annual financial turnover of the related services during the last three years, ending 31" March of the previous financial year, should be at least 30% of the estimated project cost". The Estimated Project cost put to this tender is Rs.1643325600, if you calculate per zone on average It is Rs.273887600, 30% of it is Rs.82166280 If the bidder intends to participate in One or two zones the turnover should be 30% of the estimated project cost of that particular Zone as per the above. Hence we request you to change as" The Bidder should have had a minimum annual turnover of 30% at the estimated project cost as per the respective Zone for which the bidder is submitting the Bid for and such said turnover should be for the last three years (2017-18, 2018 19 2015-20)	Para-8.6.1	RFP Clause stands.
56.	Rooman Technologies Pvt.Ltd.	In respect to Page 15, Point No. 1 it is informed that As per Govt. of India E procurement Guidelines Page no: 85 In Subject Financial Capability it says "Average annual financial turnover of the related services during the last three years, ending 31" March of the previous financial year, should be at least 30% of the estimated project cost". The Estimated Project cost put to this tender is Rs.1643325600, if you calculate per zone on average It is Rs.273887600, 30% of it is Rs.82166280 If the bidder intends to participate in One or two zones the turnover should be 30% of the estimated project cost of that particular Zone as per the above. Hence we request you to change as" The Bidder should have had a minimum annual turnover of 30% at the	Para-8.6.1	RFP Clause stands.

		estimated project cost as per the respective Zone for which the bidder is submitting the Bid for and such said turnover should be for the last three years (2017-18, 2018 19 2015-20)		
57.	Nielsen India Private Limited	12. As per the revised dates the pre bid meeting will be held on 15th June and the final date of submission of the Tender is 20th June. Hence, after the pre bid meeting the agencies will get only 5 days for the preparation and submission of the tender which also includes arranging the EMDs in physical form. Since this time period seems to be too short after the pre bid meeting at least two weeks gap should be given to the agencies for preparation and submission of the tender. Can the last date of submission of the tender be extended till 30th June 2020.	General	It has been decided by Competent Authority to extend the date of submission of bid till 01/07/2020.
58.	Nielsen India Private Limited	13. As envisaged in the Tender document the agency has to submit Performance Bank Guarantee separately for all Zones and the amount of the BG will be equivalent to 10% of total contract value for that respective zone. In this connection, Can the agency submit the Bank Guarantee for 5% of the total annual contract value for particular zone instead of submitting the Bank Guarantee for 10% of the total contract value for a zone for all the three years.	Para-9.3	RFP Clause stands.
59.	Nielsen India Private Limited	14. The tender document mentions that the EMD of the unsuccessful bidders would be returned after award of the contract. Can you please clarify whether the EMDs of the successful bidders will also be returned after the award of the contract?	Para-14 Point-vii	Yes. The EMD of the successful bidder may also be returned subject to submission of requisite performance Bank Guarantee.
60.	Nielsen India Private Limited	Page 31 of 52: Point 6 under Technical Bid Format: Certified copy of Account statements for the last three years issued by the Bank: Our account statements may run into approximately thousand pages. It would be difficult to arrange. Is there any alternative which we can provide, like a summary statement for each year-verified by the bank (account opening amount/closing amount etc.) ?	Para-19.1	A certificate to this effect may be obtained from the bank or any Chartered Accountant clearly stating annual turnover, average balance etc. Alternatively soft copies of the bank statement along with certification on bank letter head may be provided.
61.	Nielsen India	16. Page 32 of 52: Point 20-Details of infrastructure available with the firm: Kindly	Para-19.1 Point-20	Infrastructure will consist organizational assets of the

	Private Limited	let us know what kind of details the agency needs to furnish under this point.		agency including fundamental facilities and systems being used in long run by the Agency.
62.	Nielsen India Private Limited	Due to the travel restrictions during the COVID19 pandemic, we would like to know if the physical presence during the pre-bid conference remains mandatory. It would be really good if there is an alternative to attend this meeting virtually.	Para-3 and notice on website	It may be informed to all the agencies submitted queries that the meeting is being held online through video conference.
63.	Inductus Consultants Private Limited	Whereas, as we have noticed that, such high financial turnover criteria have never been sought in the past for the same scope of work tenders. We have analysed that the requirement of Turnover in the past tenders have always been kept between 10 – 15 crores, irrespective of number of manpower required. Therefore, raising the criteria suddenly from 10 crores to 100 crores will create a hurdle for companies like us to bid and compete for the work. Therefore, we would like to request you and your good office to kindly consider our request to provide some relaxation in the Financial Turnover Criteria and to keep it in the range of your earlier tenders, as this would eventually, not only help companies like us to participate and compete but also make the bid more competitive. Vice versa you will also have more bids to select from, which will eventually raise the standard of bid and will create a win - win situation for all. Furthermore, as you are aware that the SME segment of industries are going through a tough and challenging time and the business opportunities are also at scarce. Under the circumstances it will be a great gesture to lower down the turnover criteria to enable us and organisation like us to fairly compete in the given opportunity. We trust and sincerely urge upon you and your highly esteemed and valued organisation to look into and consider the request sympathetically.	Para-8.6.1	RFP Clause stands.

		We assure you & your most honoured & esteemed organization that, we would continue to provide our best of the services to you and shall prove ourselves a worthy & pivotal partner.		
64.	XEAM Ventures Pvt. Ltd.	EMD shall be acceptable in the form of a Bank Guarantees also	Para-14 Point-vii	EMD is to be submitted in the form of DD/ PAY order, FDR or Banker's check only.
65.	XEAM Ventures Pvt. Ltd.	As due to COVID 19 restrictions or general advisory on inter state travels. Many of the bidders may not participate in the pre-bid meeting so there shall be a provision for online meeting also for participation in the pre-bid for discussion on the queries submitted.	General and Para-3	The Pre-Bid Meeting was held online through video conference.
66.	XEAM Ventures Pvt. Ltd.	The Agency will be required to provide additional manpower as required by NSO(FOD) from time to time for which NSO (FOD) will give requirement at least 20 days in advance. It should be "at least 30 days in advance."	Para-9.5	The Agency may please refer to Point (i) of Para-9.5 of the RFP. The Agency is liable to depute the outsourced manpower within 30 days and preferably within 20 days of the signing of agreement or receiving additional manpower request.
67.	XEAM Ventures Pvt. Ltd.	"Please clarify all the cost related to aptitude test to be born by Agency or any facilitation shall be provision by the client also.. And what document related to the result of aptitude test is required by you."	Para-5.1 Point-ii	A test/ aptitude test for a module for the contractual manpower to be deployed will be conducted at any place deemed fit/ convenient to Agency however, content of test/ aptitude test will be provided by NSO (FOD) to filter out non-serious Candidates those may be otherwise eligible. The aptitude test may be taken online/ offline as considered convenient to the agency.
68.	XEAM Ventures Pvt. Ltd.	"i. In case of any loss/ damage, theft, etc. to the property of NSO(FOD) or carrying away of Govt. property viz. schedules manuals, instructions or electronic gadgets provided to the contractual worker deployed by the Agency, the Agency will either be liable to make good the loss on the basis of the value of the property as determined by the NSO(FOD) or the same shall be recovered	Para-5.2	Please refer to Point No. 36 mentioned above. Agency will be liable to make good the loss on the basis of the value of the property as determined by the NSO(FOD) and in this respect no maximum limit is mentioned. Loss to be made good as per actual invoice price with

		from the performance guarantee/ monthly payments due to the Agency." Please specify the limit of liability of the Agency under the clause ..		permissible depreciation in case equipment is more than 1 year old along with imputed cost of data (if any) to be decided by NSO(FOD).
69.	XEAM Ventures Pvt. Ltd.	vi. NSO (FOD) will not be responsible to meet charges towards transportation, food, medical and any requirements in respect of the persons while travelling to join the concerned offices of NSO (FOD) and liability in this regard. Please specify if any kind of medical insurance cover to be provided for the manpower deployed .. And if who shall borne the cost of such insurance.	Para-7 Note-1	Please refer to Query No. 40 mentioned above. The NSO (FOD) shall not be responsible for any financial loss or other injury to any person deployed by Agency in the course of their joining, performing the functions/ duties, or for payment towards any compensation. All the responsibility in this respect is lying with Agency itself. NSO will pay for ESIC which is already included in the man month rate requested from the agencies.
70.	XEAM Ventures Pvt. Ltd.	"viii. The respective Agency shall replace immediately any of its outsourced manpower who are found unacceptable to the NSO (FOD) because of security risks, incompetence, conflict of interest, improper conduct etc. upon receiving written notice from the concerned office of the NSO (FOD). It will be the responsibility of the Agency to provide a suitable substitute within five working days. The delay in providing a suitable substitute beyond five working days would attract a penalty @ Rs. 1000/- per day per person on the Agency." 5 days shall be increase to 15 days. And the penalty is very high .. Shall be reduced	Para-5.2 Point-viii	RFP Clause stands.
71.	XEAM Ventures Pvt. Ltd.	"ix. The Agency will be responsible to provide a suitable substitute in the event of absence of outsourced manpower due to reasons viz. leave, illness, leaving the job due to his/ her personal reasons etc. The delay in providing a substitute beyond five working days from the date of intimation to the agency would attract a penalty @ Rs. 1000/- per day per person on the agency computable from 6th day of the absence of the worker." "Need clarification .. As we understand the substitution shall be for	Para-5.2 Point-viii	Please refer to Query No. 2 mentioned above. NSO, FOD has proposed to hire agency on man month rate which means that the agency will be required to provide Number of contractual staff as requested by NSO (FOD) offices. Further Agency is liable to supply/maintain that Number during all the time of period of contract. In case vacancy arise

		<p>prolonged Absentism or leave unless approved by Client officials.</p> <p>Penalty is very high .. Shall be reduced"</p>		<p>due to termination/resignation of contractual staff then Agency is required to depute replacement within 5 days, falling which will attract a penalty - refer to Point 9 &amp; 10 of Para 5.2 of the RFP.</p>
72.	XEAM Ventures Pvt. Ltd.	<p>iii. The Tax deduction at source (T.D.S.) shall be made as per the provisions of Income Tax Department/any other department, as amended from time to time and a certificate to this effect shall be provided to the Agency by the NSO (FOD). The clause should mention "Tax deduction at source (T.D.S.) shall be made as per section 194C of Income tax act.</p>	Para-22 Point-iv	<p>Both the contents are same. Further, it is reiterated that Agency is solely responsible for any statutory obligations.</p>
73.	XEAM Ventures Pvt. Ltd.	<p>viii. NSO (FOD) will provide the Tablet/ Electronic Gadgets to the field staff (Survey Supervisors, Survey Enumerators) to conduct the data collection and transmission for various FOD surveys. The responsibility of safekeeping of the Tablets/ Electronic Gadgets will rest with the Agency. We suggest as Tablet/ Electronic Gadgets is NSO's property an respective insurance should be maintained by NSO and the agency shall still remain responsible for its safe keeping while it is been issue to manpower..</p>	Para-5.2 Point-i	<p>Please refer to Query No. 36 The tablets supplied by NSO will be under warranty or maintenance contracts. However, as known physical damage is not covered therefore, the agency will ensure safe keeping of property of NSO in the hands of its employees deployed for NSO work.</p>
74.	XEAM Ventures Pvt. Ltd.	<p>xi. The Agency will be responsible for managing the leave of the contractual outsourced manpower by providing the substitute. The leave including Maternity leave and related benefits should be managed in such a way that it will not hamper the NSO (FOD)'s ongoing work related to the survey. "Need clarification ... As substitution shall be for prolonged Absenteeism unless approved by the Client official ..</p> <p>And as this is manpower service contract we understand that all the applicable compliance related to Leave including maternity leaves shall be reimbursed to Agency by Client and other statutory compliance such as Bonus and Gratuity if applicable shall also be reimbursed to Agency. "</p>	Para-5.3 Point-xi	<p>The agency may please refer to Para 7 and 19.2 of the RFP. The agency is required to quote common Man-month rate per person per month separately for each category of staff within the zone (Col:2). The amount should be a fixed flat rate per outsourced manpower per month in respect of each category and irrespective of the location of deployment within the Zone. The rate should include all charges/ deductions to be made by the agency for its services and other liabilities like service charges, mandatory charges of ESI, EPF, etc., if applicable, excluding only GST, which would be payable over and above the rates quoted by</p>

				the Agency as per rates in vogue.
75.	XEAM Ventures Pvt. Ltd.	<p>"As per clause contract need to comply with Minimum wages, EFP &amp; ESIC and any other statutory as applicable form time to time because all these statutes subject to change like minimum wages revised by GOI / State twice a year ..</p> <p>Whereas at clause no. 19.2.1 Bid Price,. Prices quoted by the Bidder shall remain firm during the entire contract period and not subject to variation on any account..</p> <p>So there shall be a provision for revision in prices with respect to the change in Minimum Wages on annual basis or there can be a standard increment @ 5% on quote price annually."</p>	Para-7	Please refer to Para 7 and Para 19.2. RFP Clause stands.
76.	XEAM Ventures Pvt. Ltd.	Please clarify..if the technical evaluation (technical scoring) shall be done separately for each zone for each bidder ... So that the QCBS evaluation can be done for each bidder in the zone..	Para-19.2	Please refer to Query No.4 mentioned above. Please refer to Para 8.6 (Evaluation process). In case the bidder is participating in the bids for more than one zone, the evaluation done by the Evaluation Committee will be discrete for each zone.
77.	XEAM Ventures Pvt. Ltd.	<p>"This clause shall be amended and Marking should be</p> <p>a) 100 - 120 Crore: 10 Marks;</p> <p>b) &gt;120 crores and upto 140 crores: 12.5 Marks;</p> <p>c) &gt;140 crores: 15 Marks</p> <p>As the average value of work in zone is 20 -35 crores and Companies with 100 cr turnover in manpower services in India are well established companies in terms of quality in service delivery.</p> <p>So, Asking for turnover of 250cr in a QCBS criteria is not rational and this will result in restriction to a healthy competition in bid."</p>	Para-8.6.1	RFP Clause stands.
78.	XEAM Ventures Pvt. Ltd.	"3. References: The Bidder must have executed similar three (3) projects in past three years. The Bidder should provide client references and contact details (email/ landline/ mobile) of 3	Para-8.6.1	Please refer to Query No.8 mentioned above. Similar contracts will refer to deployment of skilled manpower requiring similar

		customers for whom similar projects were executed (Start and End Date of the Project to be mentioned)" Hare similar work shall be specified as "Work of providing similar (skilled manpower) in Central/ State Govt. Departments/ Public Sector Companies/ undertakings." and work for providing Housekeeping staff / security services or staff or unskilled workers shall not be consider for evaluation under this clause.		educational qualifications.
79.	XEAM Ventures Pvt. Ltd.	<p>"4. Presence: The bidder should have presence (at least one office) in the jurisdiction of the zone for which they are bidding.</p> <p>a) One office: 5 Marks;  b) 2 to 4 offices: 8 Marks;  c) 5 to 7 offices: 11 Marks  d) more than 7 offices: 15 Marks;"</p> <p>"Please clarify the scoring under the clause .. ""more than 7 offices: 15 Marks;"" means 7 offices in the one Zone only.. So if a bidder is applying for Six zone the bidder shoul have 6 X 7 = 42 offices PAN india.. Which is an impractical situation because for manpower service establishment of such numbers of office is not required.. HR companies generally establish / arrange for a project office for coordination at the client location only.. a copy of work order / certificate from client mentioning delivery of services at the location shall be accepted as proof of office at that location.. "</p>		RFP Clause stands.
80.	XEAM Ventures Pvt. Ltd.	<p>"5. Total no. of Manpower: The Agency should have proven track record of providing average 3000 contractual outsourced manpower per month in minimum of three (3) projects of Central/ State Govt. Departments/ Public Sector Companies/ Banks/ Public Sector company.</p> <p>Average manpower 1000 to -1500outsourced manpower per month : 5 marks  &gt;1500 upto 2500average outsourced manpower per month : 10 Marks;  &gt;2500 upto 3000 average outsourced manpower per month: 12.5 Marks;</p>	Para-8.6.1	The agency should have proven track record of providing average 3000 contractual outsourced manpower per month in minimum of three (3) projects of Central/ State Govt. Departments/ PublicSector Companies/ Banks/ Public Sector company during the present or previous Financial year. Work completion certificate/ award letter may be submitted as documentary proof for the same.



		<p>More than 3000outsourced manpower average per month: 15 Marks""Please specify *per month like per month during financial year 2018-19..</p> <p>Also please specify what document shall be considered for evaluation under this clause.. "</p>		
81.	XEAM Ventures Pvt. Ltd.	7. Technical Presentation on overall understanding of Scope of Work. Please clarify the presentation is required to be submitted with the BID or bidders will be called for presentation during the evaluations..	Para-8.6.1	Bidders will be called for presentation.
82.	XEAM Ventures Pvt. Ltd.	The Performance bank guarantee amount shall be reduced to 1% as the payment terms for contract is Post bill (Agency has to pay it first and then claim it from client) so there is no risk to the Client for any defaults by the Agency.. Otherwise payment may be done in Advance to the Agency..	Para-9.3	Please refer to query No. 57 mentioned above. The agency is requested to refer to Para 11. The Agency shall submit the monthly bills in triplicate enclosing the certificates as mentioned in succeeding Para's which shall be got duly verified by the Office in- charge of the concerned office and the same shall be paid within 10 days thereof after making recovery, if any.
83.	XEAM Ventures Pvt. Ltd.	"i. The second party shall submit the monthly bills in triplicate enclosing the certificates as mentioned in succeeding paras which shall be got duly verified by the Office incharge of the concerned office and the same shall be paid within 10 days" The payment term shall be ADVANCE TO THE AGENCY .. As discussed in above clause	Para-11 Point-i	Well defined Explained in RFP. No provision for advance payment to the agency is available in the RFP.
84.	XEAM Ventures Pvt. Ltd.	"2 Replacement of contractual outsourced manpower at request of NSO - Within 5 days of receipt of request from NSO (FOD)." 5 days.. Shall be increased to 15 days	Para-5.2 Point-viii	RFP Clause stands.
85.	XEAM Ventures Pvt. Ltd.	5 In case of theft, loss, damage etc. to the Tablet/ handheld device provided by NSO for field work to the outsourced contractual manpower. 5 days.. Shall be increased to 15 days	Para-12 Point-5	Considering the past experience, clause is added for smooth functioning of work of NSO. RFP Clause stands.
86.	XEAM Ventures	"As per the BOQ provided . There are 6 excel sheet in BOQ one for each zone.. In case	Para-19.2	Sheet may be left blank or with remarks in editable field that

	Pvt. Ltd.	<p>bidder intend to quote for lesser number of zone.. Can that Zone's sheet can be kept empty..</p> <p>Because generally cannot be kept blank or if quote as 0 this will be an default..so please suggest. "</p>		the agency is not applying for the zone.
87.	XEAM Ventures Pvt. Ltd.	<p>Prices quoted by the Bidder shall remain firm during the entire contract period and not subject to variation on any account. A bid submitted with an adjustable price quotation shall be treated as non-responsive and rejected. "As per the clause 19.2..</p> <p>The quoted rate should include all charges/ deductions to be made by the agency for its services and other liabilities like service charges, mandatory charges of ESI, EPF, etc., if applicable, excluding only GST.</p> <p>Here all these statutory are variable so there shall be a provision in revision of the rate with respect to the change increase in the Minimum wages so there can be a standard provision to increase the rates by 5%."</p>	Para-19.2 along with Para-7	RFP Clause stands.
88.	Lehri Solutions Pvt. Ltd.	<p>Average Annual turnover for last three years should be asked zone wise (20- 25 crore per zone) and minimum turnover should be more than 75 crore and highest upto 100 to 125 crore for maximum marking. As the value of the tender zone wise stand approximately 25 crore and it will eligible more bidd.</p>	Para-8.6.1	Please refer to query No. 9 mentioned above. RFP Clause stands.
89.	Lehri Solutions Pvt. Ltd.	<p>Presence: The bidder should have presence (at least one office) in the jurisdiction of the zone for which they are bidding.</p> <p>a) One office: 5 Marks; b) 2 to 4 offices: 8 Marks; c) 5 to 7 offices: 11 Marks d) more than 7 offices: 15 Marks.</p> <p>It is not possible that agency have different Branch offices in the same state or zone so we are submitting please consider project offices / sites offices in replace of Branch offices in the particular state / states or zone.</p>	Para-8.6.1	RFP Clause stands. Further, this is a scoring criteria and no agency is forbidden to apply due to this clause.
90.	Lehri	HR agency will require to submit 10 % PBG of	Para-9.3	RFP Clause stands.

	Solutions Pvt. Ltd.	annual contract value which is high investment amount for all zones however for manpower supply project as the agency will pay advance salary to the deployed staff it should not be issue of security/ performance and PBG should be reduced up to 1 % of annual contract value or model of payment should be change to collect & pay. Please consider		
91.	Lehri Solutions Pvt. Ltd.	Time for replacement in case the employee will on leave without any reason or absent should be approximately 15 days from the date of order of replacement by the department	Para-5.2 Point-viii	Please refer to Query No. 2 mentioned above. RFP Clause stands.
92.	Lehri Solutions Pvt. Ltd.	Please clarify that EMD for each zone will submit separately however only one EMD detail we can submit while online procurement. This tender shall be procured separately zone wise	Para-14 Point-vii	Please refer to Para 16.1 of the RFP document. Bids not accompanied with EMD shall be rejected summarily.
93.	Lehri Solutions Pvt. Ltd.	Who will abide the cost of Test/ aptitude test or shall we require to quote our rate inclusive of test charges ?	Para-5.1 Point-ii	Please refer to Query No. 14 above. The agency is expected to quote rate inclusive of all expenses incidental to the hiring and deployment of manpower in field offices of NSO (FOD).
94.	Lehri Solutions Pvt. Ltd.	The Tax Deduction at Source (T.D.S) shall be made as per the provisions of Income Tax Department/any other department, as amended from time to time and a certificate to this effect shall be provided to the second party by the concerned OfficeUnder which section of IT TDS shall be deducted Please clarify ?	Para-22 Point-iv	Please refer to Query No. 71 mentioned above.
95.	Lehri Solutions Pvt. Ltd.	The Agency will be responsible for managing the leave of the contractual outsourced manpower by providing the substitute. The leave including Maternity leave and related benefits should be managed in such a way that it will not hamper the NSO (FOD)'s ongoing work related to the survey. With this clause we are understanding HR agency have to manage all leaves including Maternity leave as per the requirement an appropriate provision shall be taken for the deployed staff	Para-5.3 Point-xi	Please refer to Query No. 73 mentioned above. YES.
96.	Avanipari	आप द्वारा प्रत्येक वर्ष में कम से कम सौ करोड़ का	Para-8.6.1	RFP Clause stands.

	dhi	<p>टर्नओवर होना निविदा की तकनीकी बिड में अनिवार्य किया गया है जबकि आप द्वारा छह जोनों में मानवसंसाधन आपूर्ति हेतु निविदा द्वारा एजेन्सी नियुक्त किये जाने की बात कही गयी है। इसमें अगर कोई एजेन्सी एक या दो जोनों में काम करना चाहती है तो उसके लिए भी सौ करोड का एनओवर होना तथा छह जोन में भी सौ करोड के टर्नओवर होने का प्रावधान किया गया है। यह न्यायोचित नहीं है अतः इसमें जो कम्पनी दो जोनों में कार्य करना चाहती है उसके लिए टर्नओवर प्रत्येक वर्ष के लिए 50 करोड , चार जोनों के लिए 78 करोड तथा छह जोनों के लिए 100 करोड किया जाना न्यायोचित होगा।</p>		
97.	Avanipari dhi	<p>2. सिमिलर प्रोजेक्ट का अभिप्राय सवै की मैनपावर की आपूर्ति से सम्बन्धित है। इस सम्बन्ध में कहना है कि हर विभाग में कार्य करने वाली मनपावर अलग – अलग प्रकार की होती है तथा सेवाप्रदाता कम्पनियों को कार्य का अनुभव होता है। समान कार्य करने वाली मैनपावर आपूर्ति का कार्य आपके विभाग में नेविदा प्राप्त होने के उपरान्त ही संभव है। आज जब केन्द्र सरकार स्टार्टअप कम्पनियों के अनुभव एवटर्नओवर में धूट प्राप्त करने के लिए इने दिशा में आगे बढ़ रही है। ऐसे समय में अपने द्वारा समान कार्य का अनुमचे ( सर्व ) मांग जाने से ऐसा प्रतीत होता कि पूर्वन जिन कनानियों के द्वारा आपके विभाग में कार्य किया गया है उन्ही कम्पनियों के सिर सेलिय जाने की कोशिश होर ही है। यह शर्त प्रिक्योरमेन्ट गाइडलाइन का विवरीत।</p>	Para-8.6.1	<p>Please refer to Query No. 8 mentioned above. Similar manpower does not necessarily mean field survey work only although this is a scoring criteria as per Para 8.6.1. Further, Similar contracts will refer to deployment of skilled manpower requiring similar educational qualifications.</p>
98.	Avanipari dhi	<p>3 –आपारा जो नम्बर कपा 3000 दिया गया ह हद जोनों के आधार पर दिया गया है अगर कोई कम्पनी दोनो नाकी दिने प्रतिमांग करती है दो नम्बरिक पैटर्नकम होना TRI अराउपरोक्त बिन्दु जोपरानसिक विचार करते हुए संशोधन करने का कष्ट करे।</p>	Para-8.6.1	<p>Please refer to Query No. 8 mentioned above. RFP Clause stands.</p>
99.	Collabera Technologies Pvt. Ltd.	<p>We understand the importance of the project and completion of the project is of immense importance and it is felt that the Zones distribution be done from L1-L6 vendor .Each vendor should only be eligible for getting one zone.</p>	General	<p>RFP Clause stands.</p>
100	Collabera Technolog	<p>There is a mismatch in parameter which specifies 5 years and the supporting</p>	Para-8.6.1	<p>The Agency may please refer to Point 5 of Para 15 of the RFP. As</p>

	ies Pvt. Ltd.	documents 3 years. Whereas all other places it is mentioned 3 years .Please Clarify.		a basic requirement 5 years Experience of working with at least 3 Central Govt./StateGovt./Autonomous Bodies/ Banks/PSU clients in deploying3000 or more similar manpower per month is required. Therefore, any Agency with 5 years of experience out of which 3 years must be with at least 3 Central Govt./StateGovt./Autonomous Bodies/ Banks/PSU clients is eligible to apply.
101	Collabera Technologies Pvt. Ltd.	The RFP is specifying 3000 No of manpower deployment, considering a specialized nature of work a blue coloured manpower deployment should not be considered it is felt that a total of 500 resources deployment is more than enough, considering a vendor gets one zone per head.PI Clarify	Para-8.6.1	RFP Clause stands.
102	Collabera Technologies Pvt. Ltd.	This been a QCBS bid it is felt that the evaluation should be done Zone wise and minimum qualifying numbers should be 60 .PI clarify.	Para-8.6.2	RFP Clause stands.
103	Collabera Technologies Pvt. Ltd.	Can we do the rebadging of the existing resources to avoid time delay and knowledge drain? Please confirm.	Para 5 for terms & conditions.	It is informed that the existing contractual manpower is employee of their respective Agency and it is discretion of contractual staff to work with any agency. However, it is supposed that fair practices will be employed by all the agencies for manpower deployment.
104	Collabera Technologies Pvt. Ltd.	If a vendor is declared L1 for all the Six Zones is the deployment of the manpower to be is done simultaneously .Please confirm.	General	Yes. Further, the agency may please refer to Point (xi) of Para 14. At the time of award of contract, the number of manpower resources and services originally specified in the bidding documents may be increased or decreased. It shall be without any change in the terms and conditions of the Bid and the bidding documents. If the NSO (FOD) does not procure/engage any subject matter of procurement or

				procures less than the number specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation.
105	Collabera Technologies Pvt. Ltd.	How many days the vendor will get to complete the recruitment and it is felt imparting training would also be needed? Pl clarify	Para-9.5	The agency may please refer to Point (i) of Para 9.5. The Agency is liable to depute the outsourced manpower within 30 days and preferably within 20 days of the signing of agreement or receiving additional manpower request. No training to contractual manpower will be required by the Agency.
106	Collabera Technologies Pvt. Ltd.	We understand that the training will be done by MOSPI.PI clarify	General	The contractual manpower will be trained on the job by officers of NSO (FOD).
107	Collabera Technologies Pvt. Ltd.	We understand that all the supervision will be done by MOSPI or MOSPI is looking ahead to the service provider to do a supervision of the staff deployed at the different zones. If so the time period of approvals are not mentioned .Please confirm.	General and Para-5.1 Point-vi	Supervision of field work will be done by MoS&PI. However, coordinator of the agency will be responsible for interacting with concerned offices in all matters related to staff outsourced by respective Agency including submission of bills, submission of certificates related to statutory authorities/ payments, providing replacements on time-bound basis. The Coordinator will also be responsible for ensuring attendance of outsourced staff in concerned Zonal/ Regional/ Sub-Regional Office of NSO(FOD). Please refer to Point (vi) of Para 5.1 of the RFP.
108	Collabera Technologies Pvt. Ltd.	What all facilities/gadgets will be provided to these contractual staff deployed at various Zone locations?	Para-5.2 Point-i	The contractual staff may be provided with hand held devices (tablets, mobiles, laptops, pendrives etc.) for digital data collection. Further, The contractual staff may be provided paper schedules for offline field data collection. The

				entitlements of the contractual staff while on field duty are explained in Para 7 of the RFP.
109	Collabera Technologies Pvt. Ltd.	In case of tie among L1 vendors how will be L1 decided. Please confirm.	Para-8.6	Please refer to Para 8.6.3 of the RFP. In the event the bid composite bid scores are "tied", the Bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.
110	Collabera Technologies Pvt. Ltd.	Will the tax will be deducted @ 2% u/s 94 C towards supply of Manpower?	Para-11	Please refer to Point 4 of Para 11. The Tax Deduction at Source (T.D.S) shall be made by the respective paying PAO as per the provisions of Income Tax Department/any other department, as amended from time to time and a certificate to this effect shall be provided to the second party by the concerned Office.
111	Collabera Technologies Pvt. Ltd.	Payments made to the employees in form of bonus/ maternity benefits will be invoiced to MOSPI and the same shall be paid by MOSPI. Please clarify.	Para-19.2	Please refer to Para 7 and 19.2 of the RFP. The agency is required to quote common Man-month rate per person per month separately for each category of staff within the zone (Col:2). The amount should be a fixed flat rate per outsourced manpower per month in respect of each category and irrespective of the location of deployment within the Zone. The rate should include all charges/ deductions to be made by the agency for its services and other liabilities like service charges, mandatory charges of ESI, EPF, etc., if applicable, excluding only GST, which would be payable over and above the rates quoted by the Agency as per rates in vogue. No additional payment for any benefit to contractual staff by the agency will be paid / reimbursed by NSO (FOD)

112	Collabera Technologies Pvt. Ltd.	Experience in Govt. agencies /Public sector/Banks etc. is mentioned. To bring in the global experience and best practices domestically experience of Large corporate be included in order to maintain the quality of the manpower.	Para-8.6.1	RFP Clause stands.
113	Collabera Technologies Pvt. Ltd.	The QCBS technical scoring should be 60-40 instead of 70-30. Please clarify.	Para-8.6.1	RFP Clause stands.
114	Collabera Technologies Pvt. Ltd.	The bid submission date need to be extended at least 15 working days from the release of pre bid replies . Pl clarify.	General	It has been decided by Competent Authority to extend the date of submission of bid till 01/07/2020.
115	Collabera Technologies Pvt. Ltd.	It is mentioned that an Average manpower supply per month is 3000 from minimum 3 Projects. Please clarify.	Para-8.6.1	Please refer to Query No. 100 above.
116	BVG India Pvt. Ltd.	Number of Resource required for coordinators are not fixed. Kindly Elaborate.	Para-5.1	The agency may please refer to Point (vi) of Para 5.1. The agency may deploy any number of coordinators it seems sufficient to carry out responsibilities of the coordinator in each respective zone.
117	BVG India Pvt. Ltd.	Working Days for contractual outsourced manpower is not clear (i.e. 26 days / 30-31 days of working per month. Please elaborate?	Para-6	Please refer to Note 1-3 of Para 6 of the RFP document. The NSO(FOD) is a Central Government office follows five working days during the week (i.e. Monday to Friday) from 09:30 hrs to 18:00 hrs with a lunch break of ½ hour from 13:30 hrs to 14:00 hrs. for office staff. Besides this, the NSO(FOD) being a Government Office also observes the Gazetted holidays notified by the Government of India from time to time. However, the working hours/days in the field may be rescheduled/extended as per field/office requirement and contractual outsourced manpower shall have to report for work occasionally on



				weekend or holidays as may be required by NSO(FOD). Since, NSO is hiring contractual manpower on man month rates, any leaves required by the manpower for whatsoever reasons will be managed by the Agency with a provision of substitute to the NSO (FOD). The coordinator will be responsible to supply substitute if needed and taking monthly attendance in coordination with regional offices for generation of monthly invoices for payment.
118	BVG India Pvt. Ltd.	Working Days for contractual outsourced manpower is not clear (i.e. 26 days / 30-31 days of working per month. Please elaborate?	Para-5.1	Please refer Query 116 above.
119	BVG India Pvt. Ltd.	Working Days for contractual outsourced manpower is not clear (i.e. 26 days / 30-31 days of working per month. Please elaborate?	Para-5.1	Please refer Query 116 above.
120	BVG India Pvt. Ltd.	For all the three post as detailed in tender for contractual outsourced manpower Under "Monthly remuneration" as per tabulated data is mentioned as market determined. Please Elaborate?	Para-19.2	Please refer to Para 7 and Para 19.2 of the RFP document. Man-Month rate quoted by the Agency must include payments of EPF, ESI and any other statutory obligations. However, GST on the Man-Month rate quoted by the agency would be over and above the quoted rate as per prevailing rate during the currency of the Contract.
121	BVG India Pvt. Ltd.	Minimum Wages Governance for all category of outsourced contractual staff has to be from State/Central Government - Please Elaborate.	General	NSO being a central Government Office. Therefore order/ guidelines issued by Central Labour department shall apply.
122	BVG India Pvt. Ltd.	Sl. No. 02 - Business Operation: The Bidder must have a minimum of five years' experience in supplying contractual outsourced manpower to reputed Central/ State Govt. Departments/ Public Sector Companies/ Banks.  Please Elaborate 03 years / five years of experience?	Para-15	The Agency may please refer to Point 5 of Para 15 of the RFP. As a basic requirement 5 years Experience of working with at least 3 Central Govt./StateGovt./Autonomous Bodies/ Banks/PSU clients in deploying3000 or more similar manpower per month is

				required. Therefore, any Agency with 5 years of experience out of which 3 years must be with at least 3 Central Govt./State Govt./Autonomous Bodies/Banks/PSU clients is eligible to apply.
123	BVG India Pvt. Ltd.	Please Elaborate Minimum 1000 Manpower / 3000 manpower?	Para-8.6.1	Please refer to 8.6.1 and Para 15 of the RFP.
124	BVG India Pvt. Ltd.	Date of submission of physical documents are not clear - Please elaborate?	Para-14 Point-vii	EMD needs to be submitted before opening of technical bids. The EMD should be submitted in physical form to the Deputy Director General (Admn.), Sankhyiki Bhawan, GPOA Building, CBD Shahdara, Delhi, at least one day before opening of technical bids as specified in the critical dates. The EMD amount decided for each zone to be submitted (separately for each zone) along with the bid
125	BVG India Pvt. Ltd.	The Agency selected will not use its name, logo or any other information/ publicity on content created under the scope of work.  Governing Authority should provide provision of supply of uniforms which will help in identification of contractual outsourced manpower. And at the same time department should allow to do a co-branding"	General	There is no such provision in the RFP for supply of uniforms.
126	BVG India Pvt. Ltd.	d) Number and positions of the Core team may be furnished on letter head of the Agency signed by Company's Authorized Signatory.  no of staff to be fixed by tender governing department in minimum numbers for a bidder to ascertain additional expense.	Para-14	the agency may please refer to Point (xi) of Para 14.  At the time of award of contract, the number of manpower resources and services originally specified in the bidding documents may be increased or decreased. It shall be without any change in the terms and conditions of the Bid and the bidding documents. If the NSO (FOD) does not procure/engage any subject matter of procurement or

				procures less than the number specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation. Further, sufficient number of coordinators may be deployed by the Agency to effectively discharge all work as assigned.
127	BVG India Pvt. Ltd.	Experience of 5 years / 3 years - please elaborate?	Para-8.6.1	The Agency may please refer to Point 5 of Para 15 of the RFP. As a basic requirement 5 years Experience of working with at least 3 Central Govt./State Govt./Autonomous Bodies/Banks/PSU clients in deploying 3000 or more similar manpower per month is required. Therefore, any Agency with 5 years of experience out of which 3 years must be with at least 3 Central Govt./State Govt./ Autonomous Bodies / Banks/ PSU clients is eligible to apply.
128	BVG India Pvt. Ltd.	The list of Central/ State Government/ PSUs or Public Limited Companies, offices/organizations to which the agency has supplied more than 3000 contractual manpower per month over the period of last 3 (three) years to 3 Central/ State Govt./ Autonomous Bodies/ Banks/ PSU/ Public Limited Company. (Attach documentary proof) On-Going Works are accepted or not?	Para-8.6.1	Yes. Award letters and work completion certifications etc. are accepted.
129	Rama Infotech Pvt. Ltd.	Please refer your tender document Bid reference no- A-12026/01/2020-E28597) for selection of Agency for providing manpower staff for Surveys of NSO which explains that the financial work of the bidder should be 100 crore each year as annual turnover during the last three financial year. Regarding average. annual turnover CVC guidelines describes that average annual financial turnover during the last 3 years ending 31" March of the previous financial year, should be at least 30% of the	Para-8.6.1	Please refer to query No. 9 mentioned above.

		<p>estimated cost. It means in this project the estimated cost of the project is 333.33 crore approx so as per CVC Guidelines. If in this tender turnover of Rs. 100 crore required by you is 30% of estimated cost of i.e. Rs. 333.3 crore then please clarify the estimated cost accordingly.</p> <p>Therefore, you are requested to please amend the tender document for fair and healthy selection/competition.</p>		
130	Sybex Solutions Pvt. Ltd.	<p>निविदा के विन्दु संख्या 8.6.1 में The scoring criteria to be used for evaluation shall be as follows. के अंतर्गत सं. ६. १ पर Business Turnover: The Bidder should have had a minimum annual turnover of Rs. 100 Crore during each of the last three years 2016-17, 2017-18 and 2018-19) from exclusive activity of Manpower Providing Services. दिया गया है, जो कि आपत्तिजनक प्रतीत होता है, क्योंकि मैनपावर के अधिकांश टेंडर में अधिकतम अनुमानित लागत के उदाहरणार्थ सेंट्रल जोन के लिए समान टर्नओवर की मांग की जाती है। जो कि प्रत्येक जोन के लिए अलग-अलग होनी चाहिए. उदाहरणार्थ सेंट्रल जोन के लिये approx. value of tender is Rs. 30 crore.</p> <p>अतः उपरोक्त तालिका से सेंट्रल जोन के सर्विस चार्ज को शून्य मानकर कार्य की अनुमानित लागत की गणना करने पर ज्ञात होता है कि सेंट्रल जोन के लिए निविदा की अनुमानित लागत लगभग 2.5 करोड़ रुपये मासिक है। अतः निविदा में टर्नओवर अधिक से अधिक 30 करोड़ टर्नओवर की मांग की जानी चाहिए।</p>	Para-8.6.1	Please refer to Query No. 9 mentioned above.
131	Sybex Solutions Pvt. Ltd.	<p>निविदा के विन्दु संख्या 8.6.1 में The scoring criteria to be used for evaluation shall be as follows. के अंतर्गत F-5 Total no. of Manpower: The Agency should have proven track record of providing average 3000 contractual outsourced manpower per month in minimum of three (3) projects of Central/ State Govt. Departments/Public Sector Companies/Banks/Public Sector Company. 3000 Contractual मैन पावर जो कि अपत्तिजनक प्रतीत होता है। इसके स्थान पर या तो कम्पनी पर सभी outsourced manpower per month होने का अनुभव की मांग की जाए या कम्पनी जिस जोन के लिए निविदा में भाग ले रही है सम्बंधित जोन में सप्लाई की जाने वाली की संख्या पूर्व</p>	Para-8.6.1	Please refer to Query No. 8 mentioned above.

		में किसी भी 3 प्रोजेक्ट में दी गई संख्या के वरावर होने की मांग की जानी चाहिए।		
132	Sybex Solutions Pvt. Ltd.	निविदा के विन्द संख्या 8.6.3 में Technical & Financial Evaluation में QCBS का प्रयोग न कर के Financial Bid में भरे गए रेट के आधार पर जिस कम्पनी का रेट सबसे कम हो उसको सफल घोषित क्या जाना चाहिए। Technical Score को केवल Qualify करना आवश्यक होना चाहिए। क्योंकि इस फॉर्मूला से गणना करने पर विडर को प्राप्त होने वाले सर्विस चार्ज में होगा। अतः इस फॉर्मूले से गणना करने पर ज्ञात होता है में 100 नंबर प्राप्त होते हैं और बिडर को 70 तब यदि बिडर-IV के द्वारा मासिक रेट 400 लाख भरे जाते हैं तथा बिडर-के द्वारा 250 लाख भी भरे जाते हैं। तब भी फाइनल स्कोर बिडर - IV का 89 होता है जबकि उसके रेट बिडर -I के रेट से 150 लाख ज्यादा है। अतः इस फॉर्मूले से गणना करने पर मंत्रालय के बजट पर काफी प्रभाव पड़ेगा व भाग लेने वाली कंपनियों के रेट में भी आपस बड़ा अंतर रहेगा। अतः इस सम्बन्ध में सफल बिडर की गणना केवल फाइनेंशियल टेकनीकल स्कोर को केवल quality करना अवाश्यक होना चाहिए।	Para-8.6.1	अनुबंधीय जनशक्ति की गुणवत्ता सुनिश्चित करने के लिए, यह सक्षम प्राधिकारी द्वारा अनुमोदित है इसलिए, इस स्तर पर कोई बदलाव संभव नहीं है।
133	Sybex Solutions Pvt. Ltd.	पूर्व में क्षेत्रकार्य) सर्वे, जनगणना इत्यादि (हेतु जिन कम्पनियों को मैनपावर सप्लाई का अनुभव हो उन्हें वरीयता प्रदान की जानी चाहिए।	General	In the first stage, the technical proposal will be evaluated on the basis of bidder's experience in executing similar contracts, its understanding of TOR, and the experience of providing similar manpower.
134	Sybex Solutions Pvt. Ltd.	उक्त टेंडर में नियम व शर्तें समस्त जोन में सप्लाई की जाने वाली मैनपावर को ध्यान में रखते हुए रखी गई है। जबकि EMD प्रत्येक जोन के लिए अलग-अलग प्रस्तुत करना लिखा है मतलब प्रत्येक जोन के लिए अलग-अलग बिड करना है। तो प्रत्येक जोन के लिए नियम व शर्तें भी उस जोन में सप्लाई की जाने वाली मैनपावर के अनुसार ही नियम व शर्तें रखी जानी चाहिए। जैसे टर्न ओवर, पूर्व में सप्लाई की हुई मैनपावर, इत्यादि। अतः महोदय को उक्त प्रश्न उचित कार्रवाही हेतु प्रेषित किए जा रहे हैं। तथा आपके स्तर से उचित कार्यवाही की अपेक्षा की जाती है।	Para-19.2	Please refer to query No. 4 mentioned above.

A-12026/01/2020-E.II-Part(3)  
(E. File No. 30071)  
Government of India  
Ministry of Statistics & Programme Implementation  
National Statistical Office  
(Field Operations Division)

Sankhyiki Bhawan,  
GPOA Building, CBD Shahdara,  
Near Karkardooma Court,  
Delhi-110032

Tender Reference No. : A-12026/01/2020-E.II (28597)

I am directed to enclose herewith minutes of the Pre-Bid Meeting held under the Chairmanship of Shri. Ganga Kumar, DDG (Admn.), NSO(FOD) Hqrs. on 19/11/2020 at 10:30 AM through Video Conferencing at NSO (FOD) Hqrs. at Sankhyiki Bhawan, Delhi to discuss and clarify the queries received from various bidders regarding RFP documents uploaded on GeM Portal for selection of agency (ies) for surveys of NSO (FOD).

2. This issues with the approval of Competent Authority.



(Manoj Kumar Saini)  
Deputy Director( Admn.)

To,

1. All participants of the above mentioned meeting.
2. Bidder agencies.
3. Computer centre with a request to upload the same on MoS&PI website.

Minutes of the Pre-bid Meeting held on 19/11/2020 at 10:30 AM at Main Conference Hall, 1<sup>st</sup> floor, Sankhiyiki Bhawan, Karkardooma, New Delhi and through Video Conferencing under the Chairmanship of DDG (Admn.), NSO (FOD) Hqrs., along with representatives of various Manpower Providing Agencies in respect to Pre- bid Queries of BID Document uploaded on GeM for the engagement of outsource staff for conducting different surveys of NSO (FOD).

A Pre-bid meeting with the representatives of various manpower Providing Agencies was held on 19/11/2020 at 10:30 AM at Main Conference Hall, 1st floor, Sankhiyiki Bhawan, Karkardooma, New Delhi and through Video Conferencing under the Chairmanship of Shri Ganga Kumar, Deputy Director General (Admn.), NSO (FOD) Hqrs. in Main Conference Hall, 1<sup>st</sup> floor, Sankhyliki Bhawan, Delhi . The participants of the meeting were as follows:

Field Operation Division:

1. Shri Ganga Kumar, H.O.D. & DDG(Admn.), NSO(FOD) Hqrs. -in Chair.
2. Shri Sandeep Sharma, Joint Director, NSO(FOD) Hqrs.
3. Shri Manoj Kumar Saini , Deputy Director (Admn. ) , NSO ( FOD ) Hqrs.
4. Shri Ravi Kant , Senior Statistical Officer , NSO ( FOD ) Hqrs.

Representatives from following bidder Agencies attended the meeting physically/ virtually :

1. Rama Infotech Pvt. Ltd.
2. Collabera Technologies Pvt Limited
3. BVG India Limited
4. Lehri Solutions Pvt. Ltd.
5. XEAM Ventures Pvt. Ltd.
6. M/s Avani Paridhi Energy & Communications Private Limited
7. Inductus Consultants Private Limited
8. Nielsen (India) Private Limited
9. 2COMS Consulting Pvt Ltd.
10. G A Digital Web Word(P) L.T.D
11. Pioneer e Solutions Pvt. Ltd.
12. (AVP –Sales & Operations), World Class Services Ltd
13. Luminous infoways
14. Rooman Technologies Pvt. Ltd.
15. Quess Corp Limited
16. Sybex Solutions Pvt. Ltd.
17. Orion Secure Pvt. Ltd.
18. Naveen Securiy & Detectives (P) Ltd

2. DDG (Admn.) at the outset welcomed all the participants and briefed about NSO (FOD), various Surveys being undertaken by NSO (FOD), and manpower requirement of NSO, FOD. Thereafter, Joint Director (Admn.) explained purpose and various clauses of the BID document in brief. The representatives of Manpower Providing Agencies were informed inter-alia about the types of manpower required and their qualifications, the functions & duties to be performed entitlements & allowances and leaves provided to such manpower. Further, Agencies were informed about the Bid Process to be followed for selection of Agency and a light is thrown on the Technical Bid Evaluation, Commercial Bid Evaluation, Combined and Final Evaluation on the basis of QCBS and finally, Award of Contract. Further, Agencies were informed about the eligibility conditions of the bidders that Turnover/ Financial Worth should have Rs. 100 Crore each year, Experience: 5 year experience of working with at least 3 Central Govt./State Govt./Autonomous Bodies/ Banks/PSU clients in deploying 3000 or more similar manpower per month and the Presence of Agency in Zones of NSO.

3. In order to bring the uniformity and clarity among the prospective bidders for the various terms and conditions as mentioned in the BID document, the queries received from various bidders vide email were clarified to all the bidder. The clarifications against each query may be seen at **Annexure A & B.**

DDG (Admn.), NSO, (FOD) thanked all the agencies for their valuable inputs and the meeting ended with vote of thanks to the Chair .



## Queries raised by the representatives of prospective bidders during the Pre-bid Conference

S.No	Company Name	Section/Page Reference of RFP	Query Raised by Bidders	NSO Response
1.	M/s Avani Paridhi Pvt. Ltd.	General	Why the bid was not uploaded on the 'hiring of human resource outsourcing' Item category on GeM ?	Joint Director (Admn.) clarified that it is a re-publishing of tender No. A-12026/1/2020-E.II on GeM therefore, provisions of earlier approved RFP are applicable. However, uploading of RFP was not available at 'hiring of human resource outsourcing' Item category on GeM. Therefore, BID is invited through "Custom Bid for Services" to enable applicability of earlier approved RFP.
2	Various Agencies	General	Representatives of bidder agencies informed that on as per requirement of the bid bulky documents in support of their eligiblilty needs to be uploaded on GeM Portal. Whereas GeM has maximum size limit of 10 MBs for upload of documents. Therefore, full set of documents may not be uploaded.	A decision was taken that in case non-uploading of full set of documents on GeM due to maximum size limit, the summary/Gist of documents having all the main details may be uploaded on GeM and identical set of relevant/supporting documents may be send to this Division's email id at <a href="mailto:hq.e2-fod@nic.in">hq.e2-fod@nic.in</a> or by post. It may be noted that documents will be verified at a later stage before evaluation of technical bids and if any default found at any stage, NSO(FOD) will not proceed their evaluation further.

## Responses to the queries received through email/letter for Pre-bid Meeting to be held on 19/11/2020 for Tender No. A-12026/01/2020-E.II

S.No	Company Name	Section/Para Reference of RFP	Query Raised by Bidders	NSO Response
1	Qess Corp Ltd.	Para 6: Job description and required number.	Kindly confirm the total manpower mentioned for all the zones is 6746.	In BID document uploaded on GeM, the present manpower requirement of NSO (FOD) has been mentioned i.e. 3812. However, keeping in view future manpower requirement of NSO(FOD) during the contract period of 3 years, manpower requirement is mentioned as 6746 in RFP. <b>All the calculation related to financial bid must be calculated with tentative requirement of NSO (FOD) for the contract period of 3 years i.e. 6746 as mentioned at Para 6 of the RFP Document.</b>
2	Qess Corp Ltd.	Para 7: Remuneration and Allowances Details	What would be the average salaries of the employees	Please refer to Para 7 of the BID document.
3	Qess Corp Ltd.	General	All the employees are currently working with NSO and will be transferred to our payroll, kindly confirm	It is informed that the existing contractual manpower is employee of their respective Agency and it is discretion of contractual staff to work with any agency.
4	Qess Corp Ltd.	Para 5.1 (iii) General terms & conditions	The agency to submit the police verification for the associates. Self police verification will be applicable or vendor needs to get the police verification done.	It will be the duty of Agency to furnish the documents of police antecedents of contractual manpower supplied.
5.	Qess Corp Ltd.	Para 5.1 (iii) General terms & conditions	Please clarify on the medical checkup clause, whether agency would be doing or it will be done by the associates themselves. Also kindly confirm if any specific test to be conducted in Medical examination.	It is the duty of Agency to provide Certification of Health of the outsourced manpower by Competent Medical Authorities that supplied manpower is medically fit.

S.No	Company Name	Section/Paragraph Reference of RFP	Query Raised by Bidders	NSO Response
6.	Qess Corp Ltd.	Para-5.2 (i) Outsourcing of Manpower and Clauses of Penalty	NSO is holding the vendor liable for any loss/damage/theft done by the associate. Is this open indemnity – please clarify. We usually cap the liability to 3 months of service fee.	The Agency will be liable to compensate for the loss on the basis of the value of the property as determined by the NSO(FOD) and in this respect no maximum limit is mentioned. The Agency will compensate for the Loss as per actual invoice price with permissible depreciation in case equipment is more than 1 year old along with imputed cost of data (if any) to be decided by NSO(FOD).
7.	Qess Corp Ltd.	General	Penalty clause of Rs. 1000/- per day per person if agency is not able to give the replacement within 5 days. If possible kindly increase the replacement period.	Cannot be changed at this stage. NSO (FOD) is already working on these terms & conditions.
8.	Qess Corp Ltd.	Para-5.1 Point-vi: General Terms & Conditions .	Agency needs to provide coordinator. Will this coordinator be based out of NSO office or vendor's office and who will be bearing the cost of this coordinator? Also kindly confirm the number of coordinators if agency bids for all the zones.	Agency shall nominate a coordinator. The coordinator will be the employees of the vendor agency to coordinate with respective Zonal/Regional Office at vendors cost for convenient coordination with FOD Hqrs./ Zonal Offices and Regional Offices in the Zone. The Coordinator will be responsible for interacting with concerned offices in all matters related to staff outsourced by respective Agency including submission of bills, submission of certificates related to statutory authorities/ payments, providing replacement on time-bound basis. The Coordinator will also ensure attendance of outsourced staff in concerned Zonal/ Regional/ Sub-Regional Office of NSO (FOD). Number of coordinators is to be decided by agency. The coordinator will work from vendor office and will not be a part of financial bid.
9.	Qess Corp Ltd.	Para-5.1	This coordinator will be responsible for attendance collection. What would be the process for the same. Whether he would be coordinating with NSO SPOCs for attendance or he would be directly responsible for the same.	Please refer to Para 5.1. Further, the process may be mutually decided by the coordinator and the field office.
10	Qess Corp Ltd.	Para-5.1 Point-1 read with general	NSO will not be responsible for any loss of the associates deployed, do we need to take the insurance for the employees, if yes, then will it be billable to NSO or has to be deducted from employee salary.	The NSO (FOD) shall not be responsible for any financial loss or other injury to any person deployed by Agency in the course of their performing the functions/ duties, or for payment towards any compensation. All the responsibility in this respect is lying

S.No	Company Name	Section/Page Reference of RFP	Query Raised by Bidders	NSO Response
				with Agency itself. NSO will pay for ESIC which is already included in the man month rate requested from agencies.
11	Quess Corp Ltd.	Para-9.5	It is mentioned that leaves should be managed by providing substitute – who will bear the monthly cost of the substitute, the bench cost to be borne by NSO or the roster based deployment should be done. Also as per the law the employee is eligible for leave in a month and should be given to employee, Also we cannot have substitutes across the country. Kindly elaborate and do the needful changes.	A leave policy will be prepared and communicated before execution of the contract detailing leave entitlement of the contractual staff. In case any employee is absent beyond his entitled approved leave, Agency will be liable to provide replacement/substitute of manpower within 05 days. After 05 days penalty will be imposed as per clause of BID document.
12	Quess Corp Ltd.	Para-6, Note-1	There is a clause that if any associate will be asked to report for work on weekend or holidays then there will be no compensatory leave or allowance which would be paid. Kindly clarify on the OT or CO as it should be paid as per the compliances.	Please refer to Para 6, Note 1-3. The NSO(FOD) is a Central Government office and follows five working days during the week (i.e. Monday to Friday) from 09:30 hrs to 18:00 hrs with a lunch break of ½ hour from 13:30 hrs to 14:00 hrs. for office staff. Besides this, the NSO(FOD) being a Government Office also observes the Gazette holidays notified by the Government of India from time to time. However, <b>the working hours/days in the field may be rescheduled as per field/office requirement</b> and contractual outsourced manpower shall have to report for work occasionally on weekend or holidays as may be required by NSO(FOD). Since the work is rescheduled only as per requirement no additional work is involved on the part of the contractual manpower.
13	Quess Corp Ltd.	Para-7, Note-2	It is mentioned that any travel allowance would be paid directly by NSO to the employees, however if these employees are on vendor payrolls then everything has to be routed through vendor only. Kindly clarify.	RFP Clause cannot be changed. NSO (FOD) is presently working on these terms & conditions.

S.No	Company Name	Section/Para Reference of RFP	Query Raised by Bidders	NSO Response
14	Qess Corp Ltd.		Kindly provide the salaries of the employees to be deployed and the employees which are currently working and will be transferred. The salaries of the employees will depend on the salary negotiated at the time of hiring with the consent of the department.	Present monthly remuneration being paid to contractual staff is 19,590 for Admin staff and FI and 21,300 for Field Officers inclusive of ESI, EPF etc. but excluding GST and Service charges. Further, It has to be ensured by Agency that there will be no violation of Minimum Wages or labour laws etc. However, Salary of all the manpower deployed at respective zone for each category may be uniform irrespective of the place of deployment.
15	Qess Corp Ltd.	General.	Its mentioned that vendor will be responsible to depute the employees within 30 days of signing the agreement, failing to which will attract a penalty of Rs. 1000/- per day. 30 days window can be increased?	No. NSO (FOD) is presently working with these terms & conditions.
16	Qess Corp Ltd.	Para 5.2, Point 9 & 10.	Its mentioned that vendor should give a replacement if in case an employee is absent for more than 5 working days. What will happen to this replacement if in case the original employee get back to work. How we going to manage the replacement's salary and other compliances?	Please refer to Query no. 11 mentioned above.
17	Qess Corp Ltd.	Para 10	It's mentioned that it is the responsibility of the vendor to transfer the knowledge to a new employee joining. The employees are working at NSO premises and under the supervision of NSO. The knowledge transfer should be taken care by NSO not vendor.	No. Para 10 of the RFP will stand.
18	Qess Corp Ltd.	Para 10	Its mentioned that it should be the responsibility of the vendor to take over the assets from the leaving employee and hand it over to the respective NSO department. The assets are provided by NSO and vendor can support NSO in handover of the assets by holding the F&F or by issuing the respective letters but vendor cannot take the responsibility of the assets.	No. Para 10 of the RFP will stand.

S.No	Company Name	Section/Para Reference of RFP	Query Raised by Bidders	NSO Response
19	Qness Corp Ltd.	Para 23	It's mentioned that all the decisions taken by NSO with regards to the contract processing should be final and binding, however it should be on mutual decision. Kindly confirm.	Para 10 of the RFP will stand.
20	Qness Corp Ltd.	Para-5.3 Point-iv	Kindly confirm on the payment terms will be Pay and Collect (Payment clear in 10 days). Kindly clarify.	The payment to contractual outsourced manpower by the Agency would be made on or before 10th day of the following month subject to submission of attendance and correct invoices for the month by coordinator. In case 10 <sup>th</sup> day being a holiday, monthly remuneration should be paid on the preceding working day of the month. Regional Offices will forward the payment after completion of month and completed all formalities in respect to salary payment.
21	Qness Corp Ltd.	Para-15	Need to show deployment of more than 3000 contractual staff in 3 projects in last 3 years. So it should be 3000 each or cumulative 3000. Kindly clarify.	Cumulative. Please refer Para 15 Eligibility Conditions for Participation in the Tender.
22	BVG India Ltd.	General	EMD Amount differs from Document to Documents for ex: EMD amount for SZ as mentioned at Pg. No. 24 of 49 is 79 lacs whereas GeM-Bidding Document states an amount of 8037720 – which one to consider?	EMD amounts shown as per bid uploaded on GeM Portal will be applicable.
23	BVG India Ltd.	Para 6: Job description and required number.	Required Manpower Resource differs from Document to Document for ex: A total strength for SZ is tabulated at Pg. No. 7 of 49 is 1663 whereas GeM-Bidding Document states a total of 951 Manpower for SZ ?	Please refer to query no. 1 mentioned above.
24	BVG India Ltd.	Para 5.1 General Terms & Conditions	Kindly confirm the Aptitude Test Result Declaration from NSO (FOD) on attendance in days from the date of Aptitude test?	Please refer to Para 5.1. The Agency has to conduct a test before deployment of contractual staff.
25	BVG India Ltd.	Para 5.1 General Terms & Conditions	No. of Coordinators are to be confirmed or to be notified by NSO (FOD) in tender document i.e. to avoid post AOC DIS-AGREEMENTS!!!	The agency may please refer to Point (vi) of Para 5.1. The agency may deploy any number of coordinators it seems sufficient to carry out responsibilities of the coordinator in each respective zone.

S.No	Company Name	Section/Para Reference of RFP	Query Raised by Bidders	NSO Response
26	BVG India Ltd.	Para-5.3, Point-i	NSO (FOD) Should declare the Other Statutory Obligations such as "Bonus" etc. for bidders to ascertain the cost & for level playing or competitive quotations with similarity & not disparity?	The agency may please refer to Para 7 and 19.2 of the RFP. NSO(FOD) will pay only the man-month rate quoted by the Agency plus applicable GST. The man-month rate should include all charges/ deductions/statutory obligations/ other liabilities like service charges, mandatory charges of ESI, EPF, etc. payable towards contractual manpower for services excluding applicable GST to be made by the agency.
27	BVG India Ltd.	General	Substitute within five days is very short-time "the on-boarding process takes minimum 2-3 WORKING days from Result declared for Aptitude test by NSO (FOD); REQUEST THE DEPARTMENT TO INCREASE IT TO 7-10 DAYS.	Please refer to Query no. 11 mentioned above. The Agency has to conduct a test before deployment of contractual staff.
28	BVG India Ltd.	Para 5.3	BONUS/LWW/NFH ETC In history of Contracts with NSO (FOD) ARE there such requirements / proof of record demanded by NSO to existing Service Providers handling similar contract.???	Please refer Para 5.3. The Agency will be responsible to submit the Proof of challan /receipt issued by Regional Provident Fund Commissioner etc. for the payment made towards applicable provident fund, ESI and proof of payment towards other statutory dues (if any) for previous months along with the bills of current month
29	BVG India Ltd.	Para 5.3	The Agency will be responsible to submit the Proof of challan /receipt issued by Regional Provident Fund Commissioner etc. for the payment made towards applicable provident fund, ESI and proof of payment towards other statutory dues (if any) for previous months along with the bills of current month. what about BONUS/LWW/NFH...ETC	Para 5.3 is applicable for all statutory dues applicable to be paid to the contractual staff by the hiring agency.
30	BVG India Ltd.	General	In case of termination of this contract on its expiry or otherwise, the persons deployed by the Agency shall not be entitled to and will have no claim for any continuation/absorption in the regular/ otherwise capacity in the NSO (FOD). An undertaking to this effect shall be obtained by the agency from each of the outsourced manpower who are to be deployed for NSO(FOD) prior to engage them for such work and the same shall be submitted to NSO(FOD). Undertaking Note/Format to be provided by NSO (FOD); otherwise as	Format is enclosed.

S.No	Company Name	Section/Para Reference of RFP	Query Raised by Bidders	NSO Response
			per CLRA act "Form-Q" shall be in place. (Form-Q includes principal employer name also.	
31	BVG India Ltd.	Para 7	Man-Month rate quoted by the Agency must include payments of EPF, ESI and any other statutory obligations. However, GST on the Man-Month rate quoted by the agency would be over and above the quoted rate as per prevailing rate during the currency of the Contract. what about BONUS/LWW/NFH...ETC	Please refer to Query no. 26 mentioned above.
32	BVG India Ltd.	Para 8.6.1	Technical Presentation secures 30/100 marks towards eligibility - the presentation required to be uploaded while tender bid submission or NSO (FOD) shall demand the same to only bidders who are Technically qualified?	Information regarding presentation will be communicated to the technically qualified bidders well in advance.
33	BVG India Ltd.	Para 15	<p>Business Operation: The Bidder must have a minimum of five years' experience in supplying contractual outsourced manpower to reputed Central/State Govt. Departments/ Public Details of Contracts relating to supplying of manpower to reputed Central/State Govt. Departments/ Public Sector Companies/undertakings in the last three years along 10 Marks</p> <p>a) &gt;5 years to 8 years: 5 Marks;  b) &gt;8 years and upto 9 years: 7.5 Marks;  c) &gt;9 years: 10 Marks</p> <p>Business Operations by means of Supplying Contractual Manpower to Govt - what categories of staff/job/service contract will be considered by NSO (FOD) towards acceptance (For Eg: HK Staff / Security Staff / Project Based Manpower which falls under different categories i.e. USW/SSW/SW/HSW...</p>	The Agency may please refer to Point 5 of Para 15 of the RFP. As a basic requirement 5 years Experience of working with at least 3 Central Govt./ State Govt./Autonomous Bodies/ Banks/PSU clients in deploying 3000 or more similar manpower per month is required. Therefore, any Agency with 5 years of experience out of which 3 years must be with at least 3 Central Govt./State Govt./Autonomous Bodies/ Banks/PSU clients is eligible to apply. Further, Similar contracts will refer to deployment of skilled manpower requiring similar work experience and qualifications.



S.No	Company Name	Section/Para Reference of RFP	Query Raised by Bidders	NSO Response
34	BVG India Ltd.	Para 15	Definition of Similar Experience to be elaborated by NSO (FOD) also the experience should be completed projects or On-Going project in last 3 years will also be considered??	Similar contracts will refer to deployment of skilled manpower requiring similar work experience and qualifications.
35	BVG India Ltd.	General	There are various documents by which a bidder can claim his presence For Ex: Shops & Est Certificate (FORM-C) / Office Rental or lease agreement (VALID) / ESIC & EPFO & GST Registration Certificates / Bank a/c documents / License from Udyog Aadhar or Municipal Corporation (Please elaborate)	Any recognised document may be submitted clearly specifying existence of the agency at the address. Please note that document submitted should be valid and validity of the same must be continued for the contract period.
36	BVG India Ltd.	Para 15	What categories of staff/job/service contract will be considered by NSO (FOD) towards acceptance (For Eg: HK Staff / Security Staff / Project Based Manpower which falls under different categories i.e. USW/SSW/SW/HSW...	Please refer to query no. 34 mentioned above.
37	BVG India Ltd.	Para 8.6.1	Technical Presentation secures 30/100 marks towards eligibility - the presentation required to be uploaded while tender bid submission or NSO (FOD) shall demand the same to only bidders who are Technically qualified???	Please refer query no. 32 mentioned above.
38	BVG India Ltd.	Para 9.2	Signing of Contract i. Within 15 days of receipt of the work order, the Agency shall sign the agreement with prescribed authority at concerned Zonal Centre of NSO (FOD). ii. The Agency in addition to signing of Agreement with the prescribed authority at Zonal Centre will sign "Covenant for execution of contract" with Head of each Regional Office within the concerned Zone, NSO (FOD). iii. All incidental expenses of execution of the agreement shall be borne by the selected Agency. Need Clarity for Agreement execution One Mater Agreement or Zonal/Location - wise agreement to be executed ?	The Agency may please refer to Para 9.2 of the bid document wherein it has been clarified that Agency in addition to signing of Agreement with the prescribed authority at Zonal Centre will sign "Covenant for execution of contract" with Head of each Regional Office within the concerned Zone, NSO (FOD).

S.No	Company Name	Section/ Page Reference of RFP	Query Raised by Bidders	NSO Response
39	BVG India Ltd.	Para 15	Bidder must have its core team of resource managers d) Number and positions of the Core team may be furnished on letter head of the Agency signed by Company's Authorized Signatory. What documents are to be proposed here - pls elaborate??	Requisite Information of the Agency may be furnished on letter head of the Agency signed by Company's Authorized Signatory.
40	BVG India Ltd.	Para 15	Experience 5 years Experience of working with at least 3 Central Govt./State Govt./Autonomous Bodies/ Banks/PSU clients /Large Corporates (involved in survey related activities) in deploying 3000 or more similar The Agency must have at least 3 years' experience of working with at least 3 Central Govt./State Govt./Autonomous Bodies/ Banks/ PSU clients/ Large Corporates (involved in survey related activities) in deploying 3000 or more similar manpower per month. Work completion certificate as per the issued work order. Experience only towards Survey Related Activity or other similar experience accepted by NSO..?	Similar experience is accepted by NSO (FOD). However, if the experience is with large corporate then the manpower should be deployed for Survey related activity.
41	BVG India Ltd.	General	EMD in physical form submission to be revised to 5 days after bid submission date?	Bid clause will stand.
42	BVG India Ltd.	General	No of Staff Break-up Zone-wise are these tentative then what a bidder should consider to bid for financial bid submission.	Please refer to Query no. 1 mentioned above.
43	BVG India Ltd.	General	Definition of Similar Experience to be elaborated by NSO (FOD) also the experience should be completed projects or On-Going project in last 3 years will also be considered??	Please refer to query 34 above. Further, Work completion certificate/ award letter may be submitted as documentary proof for the same.
44	BVG India Ltd.	General	Number of survey related manpower per month provided to Central Government/ State Government/ Autonomous Bodies/ PSUs/ Public limited company during immediately preceding last 12 months. WHAT SUPPORTING DOCUMENTS TO BE SUBMITTED HERE ??	Please refer to Para 15 of the BID document for documentary proof to be submitted.

S.No	Company Name	Section/Para Reference of RFP	Query Raised by Bidders	NSO Response
45	BVG India Ltd.	General	Details of infrastructure available with the firm/agency along with Regional Centre/offices, if any, for supplying manpower: WHAT SUPPORTING DOCUMENTS TO BE SUBMITTED HERE ??	Please refer to Para 15 of the BID document for documentary proof to be submitted.
46	BVG India Ltd.	Para 7.	Prices quoted by the Bidder shall remain firm during the entire contract period and not subject to variation on any account. A bid submitted with an adjustable price quotation shall be treated as non-responsive and rejected. NSO (FOD) SHOULD MENTION SPECIFICALLY THAT Minimum wages Escalation as per Central Wages which happens twice per year should be accounted by bidders in financial bid format. No Increase in Minimum wages shall be paid by NSO (FOD) FOR ENTIRE PERIOD OF CONTRACT.	The Agency may please refer to Para 7 of the bid document. The same has already been clarified.
47	Collabera Technologies Pvt. Ltd.	General	We understand the importance of the project and completion of the project is of immense importance and it is felt that the Zones distribution be done from L1-L6 vendor .Each vendor should only be eligible for getting one zone.	RFP Clause stands. Bidders are free to bid for each zone and get selected for all 6 zone simultaneously.
48	Collabera Technologies Pvt. Ltd.	Para-8.6.1 and Para 15	There is a mismatch in parameter which specifies 5 years and the supporting documents 3 years. Whereas all other places it is mentioned 3 years .Please Clarify.	The agency may please refer to Point 5 of Para 15 of the RFP. As a basis requirement 5 years Experience of working with at least 3 Central Govt./State Govt./Autonomous Bodies/Banks/PSU client in deploying 3000 or more similar manpower per month is required. Therefore, any Agency with 5 year of experience out of which 3 years must be with at least 3 Central Govt./State Govt./Autonomous Bodies/Banks.PSU clients is eligible to apply.
49	Collabera Technologies Pvt. Ltd.	Para-8.6.1	The RFP is specifying 3000 No of manpower deployment, considering a specialized nature of work a blue coloured manpower deployment should not be considered it is felt that a total of 500 resources deployment is more than enough, considering a vendor gets one zone per head.PI Clarify	RFP clause stands. No changes can be made at this stage.

S.No	Company Name	Section/Para Reference of RFP	Query Raised by Bidders	NSO Response
50	Collabera Technologies Pvt. Ltd.	Para-8.6.2	This been a QCBS bid it is felt that the evaluation should be done Zone wise and minimum qualifying numbers should be 60 .PI clarify.	RFP clause stands. No Change.
51	Collabera Technologies Pvt. Ltd.	Para 5 for terms & conditions	Can we do the re badging of the existing resources to avoid time delay and knowledge drain? Please confirm.	It is informed that the existing contractual manpower is employee of their respective Agency and it is discretion of contractual staff to work with any agency.
52	Collabera Technologies Pvt. Ltd.	General	If a vendor is declared L1 for all the Six Zones is the deployment of the manpower to be is done simultaneously . Please confirm.	Yes.
53	Collabera Technologies Pvt. Ltd.	Para-9.5	How many days the vendor will get to complete the recruitment and it is felt imparting training would also be needed? PI clarify	The agency may please refer to Point (i) of Para 9.5. The Agency is liable to depute the outsourced manpower within 30 days and preferably within 20 days of the signing of agreement or receiving additional manpower request.
54	Collabera Technologies Pvt. Ltd.	General	We understand that the training will be done by MOSPI.PI clarify	The contractual manpower will be trained on the job by officers of NSO (FOD).
55	Collabera Technologies Pvt. Ltd.	General and Para-5.1 Point-vi	We understand that all the supervision will be done by MOSPI or MOSPI is looking ahead to the service provider to do a supervision of the staff deployed at the different zones. If so the time period of approvals is not mentioned .Please confirm.	Supervision of field work will be done by MoS&PI. However, coordinator of the agency will be responsible for interacting with concerned offices in all matters related to staff outsourced by respective Agency including submission of bills, submission of certificates related to statutory authorities/ payments, providing replacements on time-bound basis. The Coordinator will also be responsible for ensuring attendance of outsourced staff in concerned Zonal/ Regional/ Sub-Regional Office of NSO(FOD). Please refer to Point (vi) of Para 5.1 of the RFP.
56	Collabera Technologies Pvt. Ltd.	Para-5.2 Point-i	What all facilities/gadgets will be provided to these contractual staff deployed at various Zone locations?	The contractual staff may be provided with hand held devices (tablets, mobiles, laptops, pendrives etc.) for digital data collection as per requirement of the Surveys. Intimation of the same will be provided to the respective agency by concerned Regional Offices of NSO(FOD).

S.No	Company Name	Section/Para Reference of RFP	Query Raised by Bidders	NSO Response
57	Collabera Technologies Pvt. Ltd.	Para-8.6	In case of tie among L1 vendors how will be L1 decided. Please confirm.	Please refer to Para 8.6.3 of the RFP.
58	Collabera Technologies Pvt. Ltd.	Para-11	Will the tax will be deducted @ 2% u/s 94 C towards supply of Manpower?	Please refer to Point 4 of Para 11. The Tax Deduction at Source (T.D.S) shall be made by the respective paying PAO as per the provisions of Income Tax Department/any other department, as amended from time to time and a certificate to this effect shall be provided to the second party by the concerned Office.
59	Collabera Technologies Pvt. Ltd.	Para-19.2	Payments made to the employees in form of bonus/ maternity benefits will be invoiced to MOSPI and the same shall be paid by MOSPI. Please clarify.	Please refer to Query no. 26 mentioned above. Further, maternity leave benefits may be allowed as per extant rules amended from time to time.
60	Collabera Technologies Pvt. Ltd.	Para-8.6.1	Experience in Govt. agencies /Public sector/Banks etc. is mentioned. To bring in the global experience and best practices domestically experience of Large corporates be included in order to maintain the quality of the manpower.	RFP Clause stands.
61	Collabera Technologies Pvt. Ltd.	Para-8.6.1	The QCBS technical scoring should be 60-40 instead of 70-30. Please clarify.	RFP Clause stands.
62	Collabera Technologies Pvt. Ltd.	General	The bid submission date need to be extended at least 15 working days from the release of pre bid replies . Pl clarify.	No extension can be given at this Stage.
63	Collabera Technologies Pvt. Ltd.	Para-8.6.1 and Para 15	It is mentioned that an Average manpower supply per month is 3000 from minimum 3 Projects. Please clarify.	The Agency may please refer to Point 5 of Para 15 of the RFP. As a basic requirement 5 years Experience of working with at least 3 Central Govt./State Govt./Autonomous Bodies/ Banks/PSU clients in deploying 3000 or more similar manpower per month is required. Therefore, any Agency with 5 years of experience out of which 3 years must be with at least 3 Central Govt./State Govt./Autonomous Bodies/ Banks/PSU clients is eligible to apply.

S.No	Company Name	Section/Para Reference of RFP	Query Raised by Bidders	NSO Response
64	NAVEEN SECURIY & DETECTIVES (P) LTD	Para-8.6.1	The Manpower requirement of 3000 from 3 contracts is objectionable Since the tender has been called for 6 Zone separately for each zone and the eligibility criteria fixed should be as per each zone so you are requested to kindly ratify the manpower and turnover is according to zone wise.	RFP clause stands.
65	NAVEEN SECURIY & DETECTIVES (P) LTD	Para-8.6.1	As the average value of work in zone is 20 -35 crores and who are well established companies in terms of quality in service delivery. So, Asking for turnover of 250cr in a QCBS criteria is not rational and this will result in restriction to a healthy competition in bid."	Please refer to Para 15 of BID Document. The required turnover for each year is 100 crores only as per eligibility conditions.
66	NAVEEN SECURIY & DETECTIVES (P) LTD	Para-8.6.1	Wherein on valuation through QCBS System the contract shall be award to such company who has highest rate in financial bid and lower L1 bidder will not get the tender due to less mark in technical score So you are requested to evaluate only on financial score. not through QCBS system.	RFP clause stands.
67	XEAM Ventures Pvt. Ltd.	GEM BID Document and RFP	Volumes mentioned in the GEM bid document & mentioned in the RFP are different. Please clarify on the total nos. of manpower required.  For instance : for North Zone : required manpower as per the GEM documents is 655 Nos however in bid documents it is stated 1155 Nos. therefore please correct on this.	Please refer to query No. 1.
68	XEAM Ventures Pvt. Ltd.	GeM BID Document and RFP's Para-16.2	PBG is calculated on annual value as standard practice in all Govt. tenders however, the e-PBG mentioned at GeM is 7% which will automatically calculate ePBG on estimated project value which is erroneously mentioned as three years value which increase the ePBG to 21 % on the annual value which will be a huge fund blockage for the bidders in turn will impact the rates and competition.	Performance Bank Guarantee is presently fixed at 7% as per estimated present value of contract which will be for the period of 3 years. Relevant instructions as amended from time to time in this regard will be followed. BID Document clause stands.

S.No	Company Name	Section/Para Reference of RFP	Query Raised by Bidders	NSO Response
69	XEAM Ventures Pvt. Ltd.	Para-16.5 and Para 7 of RFP	Please clarify the prices to be quoted are inclusive of GST or GST shall be paid over and above by the MOSPI.	Please refer to Para 7 or Para 16.5 of the BID Document.
70	XEAM Ventures Pvt. Ltd.	Para 5.1 of RFP	The Agency is required to conduct a test/ aptitude test for a module for the contractual manpower to be deployed which will be provided by NSO (FOD) to filter out no serious candidates those may be otherwise eligible. We recommend, the test shall be online keeping in view of COVID 19 pandemic and scattered scope of work.	Conducting the test of contractual employee before sending to NSO(FOD) is the responsibility of Agency.
71	XEAM Ventures Pvt. Ltd.	Point-iii of Para-5.2 of RFP and General	The Agency shall furnish the following documents in respect of the individual outsourced manpower who will be deployed at the concerned field offices of FOD before the commencement of work: suggestion: All the documents shall be allowed to be submitted in soft copy (PDF form) only, because physical submission would be cumbersome and difficult to manage and store.	Soft copies of Requisite documents may be submitted to concerned field offices of NSO(FOD) through official email of agency.
72	XEAM Ventures Pvt. Ltd.	Para-5.2 of RFP	In case of any loss/ damage, theft, etc. to the property of NSO(FOD) or carrying away of Govt. property viz. schedules manuals, instructions or electronic gadgets provided to the contractual worker deployed by the Agency, the Agency will either be liable to make good the loss on the basis of the value of the property as determined by the NSO(FOD) or the same shall be recovered from the performance guarantee/ monthly payments due to the Agency. Please specify the limit of liability of the Agency under the clause.	Intimation with respect to equipments provided to contractual staff will be provided to the respective agency by concerned Regional Offices of NSO(FOD). Agency is liable to compensate NSO for the loss on the basis of the value of the property as determined by the NSO(FOD) or the same shall be recovered from the performance guarantee/ monthly payments due to the Agency.
73	XEAM Ventures Pvt. Ltd.		The respective Agency shall replace immediately any of its outsourced manpower who are found unacceptable to the NSO (FOD) because of security risks, incompetence, conflict of interest, improper conduct etc. upon receiving written notice from the concerned office of the NSO (FOD). It will be the responsibility of the Agency to provide a suitable substitute within five working days.	RFP clause stands. No change is possible at this stage.

S.No	Company Name	Section/Para Reference of RFP	Query Raised by Bidders	NSO Response
			<p>The delay in providing a suitable substitute beyond five working days would attract a penalty @ Rs. 1000/- per day per person on the Agency.</p> <p>5 days shall be increase to 15 days. And the penalty is very high. Shall be reduced</p>	
74	XEAM Ventures Pvt. Ltd.		<p>The Agency will be responsible to provide a suitable substitute in the event of absence of outsourced manpower due to reasons viz. leave, illness, leaving the job due to his/ her personal reasons etc. The delay in providing a substitute beyond five working days from the date of intimation to the agency would attract a penalty @ Rs. 1000/- per day per person on the agency computable from 6thday of the absence of the worker. Need clarification. As we understand the substitution shall be for prolonged Absentism or leave unless approved by Client officials.</p> <p>Penalty is very high. It Shall be revised and reduced to Rs. 100 per day per person.</p> <p>And also the days to provide the suitable substitute shall be revised to two weeks.</p>	Please refer to query no. 11 mentioned above.
75	XEAM Ventures Pvt. Ltd.		The clause should mention "Tax deduction at source (T.D.S.) shall be made as per section 194C of Income tax act.	Contents of terms of T.D.S. are same. Further, it is reiterated that Agency is solely responsible for any statutory obligations.
76	XEAM Ventures Pvt. Ltd.		We suggest, as Tablet/ Electronic Gadgets is NSO's property an respective insurance should be maintained by NSO or the insurance premium shall be reimbursed as actual.	Maintenance of Tablet is the responsibility of NSO (FOD). However, in case any damage/lost etc. of equipments/property supplied by NSO(FOD) which is not covered under maintenance contract, Agency will be liable to make good the loss on the basis of the value of the property as determined by the NSO(FOD) or the same shall be recovered from the performance guarantee/ monthly payments due to the Agency.



S.No	Company Name	Section/Paragraph Reference of RFP	Query Raised by Bidders	NSO Response
77	XEAM Ventures Pvt. Ltd.	Para-5.3 and Para-19.2.1	Since, maternity leave is mandatory compliance now request for reimbursement of maternity leaves claims as applicable on the approved tenders rates, however the substitute may be provided for prolonged leaves.	Please refer to query no. 59 mentioned above.
78	XEAM Ventures Pvt. Ltd.	Para-19.2.1	<p>As per clause bidder need to comply with Minimum wages, EFP &amp; ESIC and any other statutory as applicable from time to time because all these statutes subject to change like minimum wages revised by GOI / State twice a year and other statutory compliance such as Bonus and Gratuity if applicable shall also be reimbursed to Agency.</p> <p>Whereas at clause no. 19.2.1 Bid Price,. Prices quoted by the Bidder shall remain firm during the entire contract period and not subject to variation on any account..</p> <p>So, we request you to keep a provision for proportionate revision in rates whenever there is change in Minimum Wages or any statutory change by the Govt. of India/State Govts. on annual basis or there can be a standard increment @ 5-7% on quote price to cover the minimum wages and rates can be revised in case of any unforeseen change by Govt. of India during the project tenure.</p>	No change is possible at this stage. RFP clause stands. Further, it is reiterated that Prices quoted by the Bidder shall remain firm during the entire contract period and not subject to variation on any account. A bid submitted with an adjustable price quotation shall be treated as non-responsive and rejected.
79	XEAM Ventures Pvt. Ltd.		Please clarify, which wages (Central / State Govt.) shall be considered for quoting.	To maintain uniformity Minimum wage rate declared by Central Govt. Or State Govt. will be applicable(whichever is higher). However, Salary of all the manpower deployed at respective zone for each category may be uniform irrespective of the place of deployment.
80	XEAM Ventures Pvt. Ltd.		As the volume of business is high and scattered PAN India, no single company can effectively handle this. We request you to mandatorily empanel at least 4-5 companies for competitive and quality services.	Please refer to query no. 47 mentioned above.
81	XEAM Ventures Pvt. Ltd.	Para-8.6.1 and Para-15	<p>This clause shall be amended and Marking should be</p> <p>a) 100 - 120 Crore: 10 Marks;</p> <p>b) &gt;120 crores and upto 150 crores: 12.5 Marks;</p>	RFP clause will stand.

S.No	Company Name	Section/Para Reference of RFP	Query Raised by Bidders	NSO Response
			<p>c) &gt;150 crores: 15 Marks</p> <p>Since, the services are required Pan India and to attract good local companies we request you to amend the turnover clause as above because any company with 100 cr turnover in HR Business in India is established company in terms of quality in service delivery. So, Asking for turnover of 250 cr in QCBS criteria is not rational and this will result in restriction to a healthy competition in bid.</p>	
82	XEAM Ventures Pvt. Ltd.	Para-15	<p>Here similar work shall be specified as "Work of providing similar (skilled manpower) in Central/ State Govt. Departments/ Public Sector Companies/ undertakings." and work for providing Housekeeping staff / security services or staff or unskilled workers shall not be consider for evaluation under this clause.</p>	Please refer to Query no. 34 mentioned above.
83	XEAM Ventures Pvt. Ltd.		<p>Please clarify the scoring under the clause "more than 7 offices: 15 Marks;" means 7 offices in the one Zone only.. So if a bidder is applying for Six zone the bidder should have 6 X 7 = 42 offices PAN India.. Which is an impractical situation because for manpower service establishments, such numbers of offices are not required. HR companies generally establish / arrange for a project offices for coordination at the client location with maximum one office in the region. a copy of work order / certificate from client mentioning delivery of services at the location shall be accepted as proof of office at that location..</p>	RFP clause stands.
84	XEAM Ventures Pvt. Ltd.	Para-8.6.1	<p>Total no. of Manpower: The Agency should have proven track record of providing average 3000 contractual outsourced manpower per month in minimum of three (3) projects of Central/ State Govt. Departments/ Public Sector Companies/ Banks/ Public Sector company.</p>	<p>The Agency must have deployed average 3000 contractual outsourced manpower for each month in minimum of three (3) projects of Central/ State Govt. Departments/ Public Sector Companies/ Banks/ Public Sector company. Further, Work completion certificate/ award letter may be submitted as documentary proof for the same.</p>

S.No	Company Name	Section/Paragraph Reference of RFP	Query Raised by Bidders	NSO Response
			<p>Average manpower 1000 to -1500outsourced manpower per month : 5 marks            &gt;1500 upto 2500average outsourced manpower per month : 10 Marks;            &gt;2500 upto 3000 average outsourced manpower per month: 12.5 Marks;            More than 3000 outsourced manpower average per month: 15 Marks            Please specify *per month like per month during financial year 2018-19.</p> <p>Also please specify what document shall be considered for evaluation under this clause..</p>	
85	XEAM Ventures Pvt. Ltd.	Para-8.6.1 of RFP	Please clarify the presentation is required to be submitted with the BID or bidders will be called for presentation during the evaluations.	Please refer to query No. 32.
86	XEAM Ventures Pvt. Ltd.	Para-9.6 of RFP	Replacement of contractual outsourced manpower at request of NSO- Within 5 days of receipt of request from NSO (FOD). 5 days Shall be increased to 15 days	No change is possible at this Stage.
87	XEAM Ventures Pvt. Ltd.	Para-5.2 of RFP	5 In case of theft, loss, damage etc. to the Tablet/ handheld device provided by NSO for field work to the outsourced contractual manpower. 5 days Shall be increased to 15 days	No change is possible at this Stage.

**UNDERTAKING BY CONTRACTUAL MANPOWER**

I.....S/o Shri.....Resident of .....do hereby undertake that for all intents and purposes, the (Agency Name ) shall be the “Employer” in respect of outsourced manpower so employed and deployed in the NSO (FOD). I Fully understand that I am deputed at NSO (FOD) .....(Office name) in contractual capacity and shall not have claims of any Master and Servant relationship against NSO (FOD) at any point of time.

Further, (Agency name) shall be solely responsible for the redressal of any grievance/ disputes faced by me.

Signature of the contractual staff

Counter signed by Agency representative.