

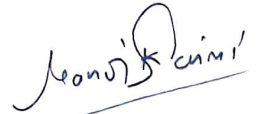
A-12026/01/2020-E.II-Part(3)
(E. File No. 30071)
Government of India
Ministry of Statistics & Programme Implementation
National Statistical Office
(Field Operations Division)

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, 1st 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, 1st 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 hq.e2-fod@nic.in 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. 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.
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 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.	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, 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). 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 th 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) >5 years to 8 years: 5 Marks; b) >8 years and upto 9 years: 7.5 Marks; c) >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 & 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) >120 crores and upto 150 crores: 12.5 Marks;</p>	RFP clause will stand.

S.No	Company Name	Section/Page Reference of RFP	Query Raised by Bidders	NSO Response
			<p>c) >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 >1500 upto 2500average outsourced manpower per month : 10 Marks; >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. 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 ofdo 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.