

Pre bid queries and replies thereto:

Ref: GeM bid no.: GEM/2022/B/2773086 Dated: 28-11-2022 (Hiring of security agency (Non DGR) for providing outsourced security service at AIIMS Bhopal (through GeM bidding under Rule-149(iii) of GFR-2017).

The pre bid queries received from different prospective bidders and replies thereto are reproduced in the Tables given below:

Table-A: Representation received on GeM portal:

Sl. No.	Bid/RA section	Seller Query/Representation	Reply by AIIMS
1	Other	i. Bidder Turnover means which certificate to be upload ii. Certificate (Requested in ATC) means which certificate to be upload iii. Statutory Auditor Certificate means which certificate to be upload iv. Experience Criteria means which certificate to be upload v. Auditor Certificate For Profit Making Entity In Last 3 Yrs means which certificate to be upload vi. Registration Certificate For Geographical Presence As Required By Buyer means which certificate to be upload	(i), (ii) & (iii): Audited Balance-Sheet for last 03 FYs certified by CA. (iv) As per Annexure-2 and Annexure-5 of ATC. (v) Gross Average Income as shown in IT returns during the last 03 FYs. (vi) Any agreement/registration shows the geographical presence of the bidder in Bhopal.
2	Terms and Conditions	MSME Exemption: In MSME 'Medium' category is exempted from giving EMD?	Only Micro & Small Enterprises will be exempted from EMD submission as per MSME Rules.
3	Clause 4 of ATC	Labor License: Is it compulsory to provide a single license of 300 employees or one can provide multiple license copies which totals 300 personnel.	Multiple licenses may be considered. But total personnel deployed should be at least 300 in ongoing contracts.
4	Clause 3 of ATC	Office registration: Is it compulsory to have registered office in Madhya Pradesh? If a bidder is having registered office in Delhi and branch in MP, are they eligible to participate?	Yes, eligible for participation. In case, no office is available presently at Bhopal, the same shall be opened within 30 days of award of contract (NOA).
5	Clause 6 of ATC	Pre Bid: Bidders who will not attend the pre bid will be disqualified?	It is clarified that it is NOT mandatory.
6	Clause 63(b) of ATC	In case of tie: If 2 or more bidders have tie on the same service charge, This clause is extremely unfair for MSME and capable firms who efficiently look forward to work on major projects. This way no firm who is striving to do better can grow, if only the high turnover companies can achieve this clause and move forward. I request the concerned authorities to give every company a fair chance to showcase	No change. As per ATC Terms & Conditions.

		their capabilities and quality of work to the esteemed government entities. Each seller deserves equal Quality and cost-Based Selection.	
7	Point no. 2 of Technical bid parameter	Experience: 2 Continuous experience during last Three financial years i.e. 2019-20 to 2021-22 (in a 500 bedded or higher capacity) hospital (a) AIIMS (b) PGI/JIPMER/ NIMHANS/Any INI (c) Govt. Medical College & Hospital of Central/State/Autonomous body: Requesting the authorities to kindly give relaxation on this point as not every firm has worked with the mentioned hospitals, equal chance should be given to all bidders.	No change. As per ATC Terms & Conditions.
8	Clause 5 of ATC	Annexure 5: As per the given format, is it necessary to give performance certificate in this specific format or we can submit performance certificates in our own format.	Another format will also be accepted but the complete information as required in Annexure-5 must be there.

Table-B: Queries received from M/s Ironman Security Services Private Limited through email dated 03/12/2022.

Sl. No.	Reference	Reference section	Tender document clause	Queries	Reply by AIIMS
1	Bid document	Bid document page no. 9 point no.2	If the agency is registered under MSME or NSIC, then EMD exemption certificate needs to be enclosed.	In MSME 'Medium' category is exempted from giving EMD?	Only Micro & Small Enterprises will be exempted from EMD submission as per MSME Rules.
2	ATC (Additional Terms & conditions)	Page no.1 point no. 4	The bidder should have the Labour Licence of minimum 300 employees.	Is it compulsory to provide a single license of 300 employees or one can provide multiple license copies which totals 300 personnel?	Multiple licenses may be considered. But total personnel deployed should be at least 300 in ongoing contracts.
3	ATC (Additional Terms & conditions)	Page no.1 point no. 3	The Registered /Branch Office in Bhopal is necessary	Is it compulsory to have registered office in MP? If a bidder is having registered office in Delhi and branch in MP, are they eligible to participate?	Yes, eligible for participation. In case, no office is available presently at Bhopal, the same shall be opened within 30 days of award of contract (NOA).
4	ATC (Additional Terms & conditions)	Page no. 2 point no. 6	It is mandatory for the bidder to attend the site visit and pre-bid meeting. A proof copy (to be obtain in liaison with Central	Please confirm the bidders who will not attend the pre bid will be disqualified?	Yes, attendance in pre-bid meeting is compulsory..

			Stores Department after pre-bid meet) of the same to be attached with technical bid.		
5	ATC (Additional Terms & conditions	Page no. 16 point no. 63 (b)	In case two or more agencies are found to have quoted the same rates of service charge which is termed as the lowest service charge after complying with all the Acts /provisions stated / referred to adherence in the bid documents, AIIMS Bhopal reserve the right decide the lowest bidder amongst them on the basis of highest value of gross average income of bidder as depicted in the IT Returns during the last three financial years i.e. from 2019-20 to 2021-22 based on Audited financial statement by CA.	This clause is extremely unfair for MSME and capable firms who efficiently look forward to work on major projects. This way no firm who is striving to do better can grow, if only the high turnover companies can achieve this clause and move forward. I request the concerned authorities to give every company a fair chance to showcase their capabilities and quality of work to the esteemed government entities. Each seller deserves equal Quality and costBased Selection.	No change. As per ATC Terms & Conditions.
6	Evaluation Criteria for Technical Bid	Evaluation table point 2	Continuous experience during last Three financial years i.e. 2019-20 to 2021-22 (in a 500 bedded or higher capacity) hospital (a) AIIMS (b) PGI/JIPMER/ NIMHANS/Any INI (c) Govt. Medical College & Hospital of Central/State/Autonomous body: (a) Continuous 3 years' experience in AIIMS- 25 Marks (b) Continuous 3 years' experience in PGI/ JIPMER/NIMHANS/ any INI- 20 Marks (c) Continuous 3 years' experience in any of the Govt. Medical College & Hospital of	Requesting the authorities to kindly give relaxation on this point as not every firm has worked with the mentioned hospitals, equal chance should be given to all bidders.	No change. As per ATC Terms & Conditions.

			Central/ State/ Autonomous body- 15 Marks		
7	ATC (Additional Terms & conditions)	Page no. 18 Annexure5	Format for Performance Certificate	Is it necessary to give performance certificate in this specific format or we can submit performance certificates in own format?	Another format will also be accepted but the complete information as required in Annexure-5 must be there.

Table-C: Queries received from M/s Principle Security & Allied Services Private Limited.

Sl. No.	Reference	Tender document clause	Queries	Reply by AIIMS
1	Clause 7 of ATC	The service charge should be quoted as a percentage of wages, <u>relieving charges and employer's EPF/ESI contribution. Quoting of fixed amount as service charge will result in summary rejection of the bid.</u> The Service charge quoted should be responsive and the same should be inclusive of provision for all expenses incidental to the execution of the contract by the bidder, including but not limited to, supervision, <u>leave reserve</u> , workman's compensation insurance, salary slip, Maintenance of record, stationery etc. The percentage of "Service Charges" quoted by the bidder shall remain unchanged for the entire Contract period, <u>wage revision of the security personnel's will be applicable as per centrallabour commissioner (GOI) from time to time. The service charge to be quoted should not be less than 3% of the</u>	<p>(i) Kindly clarify that wether manpower requirement mentioned in Tender Documents are Inclusive of Provision of Reliever or Excluding of Reliever</p> <p>(ii) Kindly clarify the meaning of Quoting Fixed amount of Service charges as GeM Portal allow to quote Service charges in percentage</p> <p>(iii) Kindly clarify the policy of Applicable Leave and provision of Reimbursement of leave including National Holiday , Festival Leave etc.</p> <p>(iv) Kindly clarify that In ATC Annexure 6 tentative wages structure showing that GST will be applicable on Wages + Agency Service charges also But in GeM Portal Calculation showing GST Applicable only on Gross Wages and calculate Amount of Service charges including GST According to percentage quoted by bidder.</p>	<p>(i) Inclusive of reliever charges.</p> <p>(ii) The applicable service charge should not be less than 3 % of the consolidated wages.</p> <p>(iii) As per the orders of the Govt. of India.</p> <p>(iv) Only percentage of service charges would be considered for financial evaluation.</p>

		consolidated wage and maximum two digits after decimal points are to be taken for evaluation. In case the bidder quotes <u>less than 3% service charge than the same will be treated as non-responsive bid</u> . The bidder shall quote percentage upto 2 decimal point. If the bidder quotes percentage with more than 2 decimal points. Then upto two decimal point will be taken into consideration without rounding up.		
2	Clause 61 of ATC	The service charge to be quoted should not be less than 3% of the consolidated wage (kindly refer Annexure-6 of ATC) and maximum two digits after decimal points are to be taken for evaluation. In case the bidder quotes less than 3% service charge than the same will be treated as non-responsive bid	Kindly clarify that In ATC Annexure 6 tentative wages structure showing that GST will be applicable on Wages + Agency Service charges also But in GeM Portal Calculation showing GST Applicable only on Gross Wages and calculate Amount of Service charges including GST According to percentage quoted by bidder.	No change. As per Annexure-6 of ATC.
3	Clause 60 of ATC	Rate quoted will include all statutory obligations (excluding GST) of the service provider under Gratuity, leaves, Insurance cost of security personnel, medi claim cost, Identity Card, Salary Slip, Salary Sheet, Maintenance of records, Stationary, Security tools and equipments, Guns and their Bullets, Uniform for security personnel, registration fee of security personnel, Placement charges for the security personnel, medical fitness charges of security personnel, police verification charges of	(i) Kindly clarify that applicability of Gratuity, Leaves and Provision for Reimbursement (ii) Kindly clarify applicable Insurance policies, Medi claim Policies Etc... (iii) Kindly clarify that Provision of accommodation as mentioned in tender are in the scope of Agency	(i), (ii) & (iii) :- Rate quoted will include all statutory obligations (excluding GST).

		security personnel, Mess facility, Barrack facility/expenses with basic amenities (i.e like bed, fan, almirah, personal locker, drinking water (water purifier), washroom with proper hygiene) and proper hygiene for security personnel (For Min. 150 security personnel) , training to Security personnel etc and all the tools and security equipment's as per Scope Works. The offers of those prospective bidders, which do not meet the statutory requirements, are liable to be rejected. All the above expenses and all other expenses mentioned in tender document must be included only in the service charge of the bidder		
4	Annexure 5 of ATC	performance certificate	Kindly clarify that weather performance certificates other than given format (contain required Information) will considered or not ?	Another format will also be accepted but the complete information as required in Annexure-5 must be there.
5	Annexure-6	Note Line 3 Bonus- As per Rules.	(i) Kindly clarify that rule to disbursement of Bonus (annually or Monthly) and provision for reimbursement of bonus. (ii) Also clarify that Quoted Service charges in % shall applicable on Bonus Payment/Invoice or Not ?	(i) & (ii): There is no such provision of providing bonus at present.
6	Clause 63 of ATC	In case of Tie	How to decide the L-1 bidder?	In case of tie, L-1 bidder will be decided as per clause 63(b) of ATC.

Table-D: Queries received from M/s Firstman Management Services Private Limited.

Sl. No.	Reference	Tender document clause	Queries	Reply by AIIMS
1	Clause 67 of ATC	The security personnel those who are not covered under ESIC scheme, mediclaim facility will be provided to them and their family.	To relax the ESIC liability of dependents of security personnel	It will be as per ESIC Rules.
2	Clause 69 of ATC	Ability to pay three months monthly payment and all statutory dues of security personnel's by 7 th of ensuing month, deployed in the AIIMS Premises	To relax this condition	No change.
3	Clause 75 of ATC	Integrity pact	On how much Rs. Of Stamp Paper for execution of Integrity pact.	Integrity pact shall be executed on Rs.500/- non judicial stamp paper.

Table-E: Queries received from M/s SIS Limited.

Sl. No.	Reference	Tender document clause	Queries	Reply by AIIMS
1	GeM Bid	Exemption from submission of EMD- As per GeM Bid document no. GEM/2022/B/2773086 DATED 28/11/2022 , the bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. (Page No. 2, Clause (a)).	As per GeM General Terms and conditions on GeM 3.0 (Version 1.15), Page no. 16, Sellers having Annual turnover of Rs. 500 Cr are exempted from furnishing the EMD. Please advise if SIS Limited is exempted from submission of EMD of Rs. 24, 00,000/- its annual turnover in excess of INR 3317.84 CR.	Agreed.
2	Annexure 5 of ATC	Required Performance Certificate as per Annexure 5 of ATC	Performance Report of works format for performance certificate to be submitted by bidders is enclosed. A certificate with all relevant information required in the format but not in the same language and structure will be accepted as a valid document by AIIMS Bhopal or no deviation would be accepted.	Another format will also be accepted but the complete information as required in Annexure-5 must be there.

3	Clause 7 of ATC	Minimum Service Charge to be quoted @3%:-	<p>SIS would seek to draw the attention to the AIIMS Bhopal on the following, as per tender Terms and Conditions</p> <p>(i) 3% Service Charge to be quoted by the bidder should include</p> <p>a. but not be limited to all expenses incidental to the execution to the contract like Gratuity, leaves, Insurance cost of security personnel, medi-claim cost, Identity Card, Salary Slip, Salary Sheet, Maintenance of records, Stationary, Security tools and equipment, Guns and their Bullets, Uniform for security personnel, registration fee of security personnel, Placement charges for the security personnel, medical fitness charges of security personnel, police verification charges of security personnel, Mess facility, training to Security personnel and all the tools and security equipment as per Scope Worksetc.</p> <p>b. Cost of 10 Bio-Metric attendance systems</p> <p>c. Cost of 15 equipment as listed under resource requirement under scope of work, including two sets of uniform to each security person.</p> <p>(ii) The GeM Portal charges a transaction fee of Rs. 0.5% of total value of contract from the successful bidder prior to issuing the contract of award to the bidder. The 0.5% in case of AIIMS Bhopal would translate into a onetime fee INR 6 lacs for the successful bidder.</p> <p>(iii) Cost of other miscellaneous expenses like rate of interest on EMD amount, payment terms, PBG, Equipment etc.</p> <p>Keeping the above in the view it is requested that AIIMS Bhopal considered increase the minimum service charge to be quoted to be increased to 5%.</p>	No change. As per ATC Terms & Conditions.
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Table-F: Queries received from M/s Agile Security Force Private Limited.

Sl. No.	Reference	Tender document clause	Queries	Reply by AIIMS
1	Annexure-6 of ATC	Bonus –as per Rule	Whether bonus will be given or not	There is no such provision of providing bonus at present.
2	Annexure-2 & 3	Duration of contract & No. of security staffs.	Whether to be mentioned as per annexures attached	Yes, Mandatory to fill. Extra rows can be added.

Table-G: Queries received from M/s BIS (I) Limited.

Sl. No.	Reference	Tender document clause	Queries	Reply by AIIMS
1	Clause 7 of ATC	Minimum Service Charges @ 3% to be quoted.	To amend the clause as: Minimum 5 % Service Charge to be quoted.	No change. As per ATC Terms & Conditions.