



SEEPZ SEZ AUTHORITY

No.: E-OPT-12/133/2022-Security Section

Date: 22/02/2023

Responses to Pre-bid Queries

Tender Title: Custom Bid for Services - Request for Bids for Security Manpower Services in SEEPZ, Mumbai

Tender ID: GEM/2023/B/3096033

SN	Index and Page No.	Description of Clause as per RFP	Query raised by bidder	Response from SEEPZ
1	Appendix G-1 Minimum Wages Requirement Page No.71	MINIMUM SERVICE CHARGES @0.85% FIXED BY GEM OF MINIMUM WAGES REQUIREMENTS QUOTED IN APPENDIX G1	REFER GOVT OF INDIA, OFFICE MEMORANDUM DT.06.01.2023 WHEREIN THE MINIMUM SERVICE CHARGE IN THE PROCUREMENT IS FIXED AS 3.85% (enclosed the notification for your kind perusal)	Accepted. As this affects the minimum bid price stipulated in GeM bid which cannot be amended, a fresh bid has been created on GeM. With reference to the O.M. no. F.6/1/2023-PPD dated 6 TH January 2023 it is to be mentioned that <i>“the minimum service charges in the procurement of manpower outsourcing service may be fixed as 3.85% (3% profit plus transaction charges). However, such charges should not exceed 7% (including transaction charges) in any case.”</i>

2	Appendix G-1 Minimum Wages Requirement Page No.71	Minimum Wages Requirement BREAK UP OF RATES	ASO CATEGORY RATES ARE NOT PROVIDED IN THE BREAKUP	Please refer bid documents SECTION 5 ACTIVITY SCHEDULE, C.3. Special Terms and Conditions, (J) Requirement of Manpower at page no. 39 already mentioned that Assistant Security Officer is Security Supervisor on rotation. Therefore it is mentioned in the Minimum Wages Requirement.
3	Appendix G-2 Format for Salary Breakup Page No.73	Format for salary Breakup BREAK UP OF RATES	IN THE GEM PORTAL, WE HAVE TO ENTER OFFER PRICE (INCLUSIVE OF ALL TAXES INCLUDING GST) ON OR ABOVE 84430150. WILL GST BE APPLICABLE OR EXMPTED	Kindly refer 'Appendix-E Non-Applicability of GST' in the RFB document.
4	Appendix G-1 Minimum Wages Requirement Page No.71	Minimum Wages Requirement BREAK UP OF RATES	THE OFFER PRICE 83718542/- IS ONLY FOR MANPOWER SERVICES, WE HAVE TO QUOTE OTHER THAN IS IN THE PRICE SCHEDULE FOR OTHER ITEMS.	Please follow the BoQ attached in the fresh bid RfP document. The estimated price is for internal reference of SEEPZ only and has no bearing on bid price. Bidders are expected to quote based on their good judgement of all associated costs including equipment, overheads and service charges.
5	Appendix G-2 Format for Salary Breakup Page No.73	Format for Salary Breakup BREAK UP OF RATES	PF PLUS ADMIN AND EDLI IS 13%, BUT IN BREAKUP ONLY 12.50% IS CONSIDERED	Accepted. The updated format is amended in fresh GeM bid.

6	Appendix G-1 Minimum Wages Requirement Page No.71	Minimum Wages Requirement BREAK UP OF RATES	HRA IS PRINTED AS 5400 FOR 30 DAYS BUT CALCULATED FOR 26 DAYS	Accepted. The updated break up rates is amended in fresh GeM bid.
7	SECTION 5 ACTIVITY SCHEDULE Page No.30	(vii) The SEEPZ, SEZ Authority shall provide minimum 10 number of 'A' type quarters in SEEPZ residential colony and the deductions as per the HRA of Rs. 5400/- per month for each quarter will be deducted from the monthly billing.	IF THEY DO NOT WANT TO STAY THEN WILL YOU DEDUCT.	HRA will be deducted only for those employees who will avail the quarters.
8	SECTION 5 ACTIVITY SCHEDULE C.2. Service Provider's Obligations (a) Employment of man power by service provider: Page No.30	(ii)Service provider shall employ only man power who has completed eighteen years of age and not above 40 years of age and in case Security Supervisor shall not be more than 55 years of age. Security agency shall only employ man power who satisfied the service provider about his character and antecedents and has completed the prescribed security training. Service provider shall only engage man power fulfilling such physical standards as may be prescribed in the PSARA 2005 and	AGE CRITERIA TO BE INCREASE FROM 40 TO 55. PLEASE CONSIDER	Will remain the same as per the RFP.

		rules as amended on date. Further man power shall satisfy any other conditions as may be prescribed in relevant rules.		
9	SECTION 5 ACTIVITY SCHEDULE C.2. Service Provider's Obligations (L) Applicable Leave PAGE NO. 35	(i) Services hired is for all 7 days also it shall be ensured that service personnel's are given at least 4 holidays in a month. (ii) The applicable casual leave is to be provided to the personnel and the payment for the applicable leave also shall be taken in to account for calculation of the payment to be made by the SEEPZ, SEZ Authority.	There is no leave provision in rate. Please clarify as how to provide casual leave.	Kindly refer Technical clause SECTION 5 ACTIVITY SCHEDULE, C.2. Service Provider's Obligations, (L) Applicable Leave of the RFP document where 10 Casual leaves are provisioned in one year (12 months) is updated in fresh bid.
10	SECTION 5 ACTIVITY SCHEDULE C.3. Special Terms and Conditions (g) Insurance requirements. Page No. 37	"Service provider shall be responsible for any insurance requirements for the man power deployed regarding accidents etc. No claim for any compensation or damages on account of Any injury or death of man power while performing the duties shall be entertained by the SEEPZ, SEZ Authority Insurance requirements if any for the property or premises for which security is offered shall be the responsibility of the SEEPZ,	Since they are not covered under ESIC Act, what type of insurance is required by SEEPZ SEZ. We need to deduct approx. 500 pm from the guards against insurance and general liability insurance coverage.	Will remain the same as per the RFP. Service provider shall be responsible for any insurance requirements for the man power deployed regarding accidents etc. No claim for any compensation or damages on account of any injury or fatality of man power while performing the duties shall be entertained by the SEEPZ, SEZ Authority Insurance

		SEZ Authority."		requirements if any for the property or premises for which security is offered shall be the responsibility of the SEEPZ, SEZ Authority.
11	SECTION 5 ACTIVITY SCHEDULE C.3. Special Terms and Conditions (J) Requirement of Manpower page no. 39	Total Quantity of Manpower (Nos.) 162 And Quantity of Reliever (Nos. 26)	Total is $169+26 = 195$ whereas in price breakup it is $180+8 = 188$ Please clarify	Accepted. The total manpower requirement is 188 and the estimated price shall be as per 188. The correct final total is $162+26 = 188$.
12	SECTION 5 ACTIVITY SCHEDULE C.3. Special Terms and Conditions (J) Requirement of Manpower page no. 39	Reliever 26	Please clarify quantity of physical reliever for providing weekly off	For each category of manpower, one reliever is required for every 7 staff. Total 26 relievers are required.
13	BIDDING DOCUMENTS Appendix A - Scope of Work		PLEASE CLARIFY WHAT TO BE ATTACHED AS IN APPENDIX B-KEY PERSONNEL, SO IS NOT REQUIRED	Only Supervisors and Assistant Security Officer are considered as the key personnel and only their work profiles are required.

	{To be inserted as per Section 5 after incorporating changes if any made vide corrigenda} Appendix B – Key Personnel {Service Provider shall insert the Work Profile of the Security Officer here} page no 65			
14	Appendix G-1 Minimum Wages Requirement Pg. No. 71		As per GeM Portal the service charges for security services is 3.85%. Where as in the quotation the minimum is shown as 0.85% "Request increase the minimum from 0.85% to 3.85%"	Accepted. As this affects the minimum bid price stipulated in GeM bid which cannot be amended, a fresh bid has been created on GeM.
15	Section 2 – Instructions to Bidders (ITB) C. Preparation of Bids 14. Bid Security Point b) Pg. No. 13	b) MSME bidders shall submit relevant documentation pertaining to their MSME status and supporting documents for exemption claims made.	No mention is made about preference to MSME in the tender document. But in GeM portal it is mentioned Yes for preferential allotment. Request for MSME preference	The basic reason for not allowing MSME preference is that we cannot split the service and award a part of it to the MSME bidder. Since this is a high-risk service with requirement of a large and reliable work force, neither exemption nor preference shall be given to MSEs in the qualification / award criteria.

16	Appendix G-1 Minimum Wages Requirement Pg. No. 71	Minimum Wages Requirement	As per labour law, contract labour are to be given 14 days of casual leave per year and are to paid double the pay when they work on National holidays Request include leave allowance of 8.33% in wage structure	As per the INDUSTRIAL EMPLOYMENT (STANDING ORDERS) CENTRAL RULES, 1946, serial no. 10 – Casual Leave It is mentioned that “ A workman may be granted casual leave of absence with or without pay not exceeding 10 days in the aggregate in a calendar year. ”
17	Appendix G-1 Minimum Wages Requirement Pg. No. 71	EMD : Rs. 1674371/-	Whether EMD amount is exempted for MSME registered bidder. Please confirm.	Yes, mentioned in RFP. Section 2 – Instructions to Bidders (ITB) clause no. 14 bid security (b).page no. 13 of RFP bid document.
18	Appendix G-1 Minimum Wages Requirement Pg. No. 71	GST on Contract Value	Whether Contract Value is including GST or GST will be paid extra.	Since GST on services provided to an SEZ is zero rated under Section 16 of the IGST Act, there will be no GST applicable for this contract. Please refer Appendix E- Non applicability of GST on page number 67
19	Appendix G1- Minimum Wages Requirement Pg. No. 71		EPF (Employer) 12% + EPF Admin 0.5% have been considered but EDLI @ 0.5% is not included. Pls confirm	Accepted. EDLI – 0.5% considered and rectified in wage structure. The same shall be updated in estimated bid price and BoQ.

20	SECTION 5 ACTIVITY SCHEDULE C.3. Special Terms and Conditions (J) Requirement of Manpower page no. 39	1) Security Officer-1 Nos 2) Security Supervisor – 7 Nos 3) Un armed Security Guard (Male, Lady, Baggage Inspector, CCTV Operator) 161+ Reliever 26 = Total Security Guard 187 Manpower Requirement as per BOQ (Excel File No. 1675780404) Total Guard is 162+ Reliever 26 = Total 188	Total Number of Guards is showing 187 nos. + Security officer 1 + Security Supervisor 7 = Total Security Manpower = 195 nos. As per BOQ Price Schedule, Number of Quantity for Security Guard is 180+ Security Supervisor 8 nos. = Total Manpower 188 nos. There is difference in quantity of manpower showed at pg. 39, & BOQ Please confirm the Number of Quantity of Security Personnel are required? Also please confirm Whether 188	Accepted. The total manpower requirement is 188 and the estimated price shall be as per 188. The correct final total is 162+26 =188.
21		Revision Service Charge	As per GEM, the service charge have been revised @ 3.85% w.e.f. 9th January 2023. The Copy of Notification is enclosed for your reference Please confirm.	Accepted. The revised service charges is incorporated in BoQ.
22			As per GEM the service charges upgraded from January 2023 increased from 0.85% To Service Charges 3.85% .	Accepted. The revised service charges is incorporated in BoQ.
23	SECTION 5 ACTIVITY SCHEDULE C.3. Special Terms and Conditions (J) Requirement of		Quantity of Man Power (Nos) 162 is Mentioned – it should be 169	Accepted. The total manpower requirement is 188 and the estimated price shall be as per 188. The correct final total is 162+26 =188.

	Manpower page no. 39			
24	Appendix G-1 Minimum Wages Requirement Pg. No. 71		In The price Bid Rate Breakup is mentioned admin charges (EPF) 0.5% - It should be 1.0% (PF 12.00% + Admin Charges 1.00%) Total 13.00%	Accepted. EDLI – 0.5% considered and rectified in wage structure. The same shall be updated in estimated bid price and BoQ.
25	SECTION 5 ACTIVITY SCHEDULE C.2. Service Provider's Obligations (a) Employment of man power by service provider: Page No.30	(ii)Service provider shall employ only man power who has completed eighteen years of age and not above 40 years of age and in case Security Supervisor shall not be more than 55 years of age. Security agency shall only employ man power who satisfied the service provider about his character and antecedents and has completed the prescribed security training. Service provider shall only engage man power fulfilling such physical standards as may be prescribed in the PSARA 2005 and rules as amended on date. Further man power shall satisfy any other conditions as may be prescribed in relevant rules.	Service provider to be deploy age limit 18 years to 40 Years , since we requested to you sir - the age upper limit should be 45 Years.	No Change

26	SECTION 5 ACTIVITY SCHEDULE C.3. Special Terms and Conditions (J) Requirement of Manpower page no. 39	Total Quantity of Manpower (Nos.) 162 And Quantity of Reliever (Nos. 26)	1) The Head Count mentioned in the requirement is of 169 Head Count and 26 reliever i.e total 195 Head Count.	Accepted. The total manpower requirement is 188 and the estimated price shall be as per 188. The correct final total is 162+26=188.
27			2) Service fee to be quoted in Percentage or Flat.	Service fees are to be quoted in rupees only.
28			3) Can we have a self proposal format for the mentioned categories as it needs allowance to be added or it will be uniform for all the vendors.	The price breakup format shall be uniform for all vendors. Bidder will be disqualified in case – a) financial breakup is uploaded as part of technical bid, or b) financial breakup is not uploaded along with bid price, or c) financial breakup is uploaded in any format other than the prescribed one.

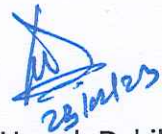
29	SECTION 5 ACTIVITY SCHEDULE C.3. Special Terms and Conditions (J) Requirement of Manpower page no. 39	Asstt. Security Officer – 1 Security Supervisor-7 Un Armed Male Security Guard-124 Un Armed lady Security Guard-16 Un Armed Male Security Guard-Baggage Inspector -14 Un Armed Male Security Guard-CCTV Operator (On need basis)-7	4) Please mention the ratio of Ex-serviceman and civilian to be deployed.	This decision is left to the good judgement and discretion of each bidder. The Employer shall neither assign preference nor disqualify any bids based on this ratio.
30			5) Can we have a scope to negotiate on the penalty clauses?	No change.
31			please promote MSE companies	Bid security exemption is provided for MSE bidders. However, since this is a high-risk service with requirement of a large and reliable work force, neither exemption nor preference shall be given to MSEs in the qualification / award criteria.
32	Section-6-Bidding Forms 4. Bidder's Qualification Information Column No. 3	Average Annual financial turnover of related/Similar Services during the last three years(FY 2019-20,20-21 &21-22), ending 31st march of the previous financial year,should be	If a company is having a turnover of Rs. 3,00,00,000. how they will submit work orders of Rs 4,00,00,000 x 3 , Rs 5,00,00,000 x 2 or Rs 8,00,00,000 x 1.	Turnover is calculated annually whereas it is not expected that the work orders should be all from the same financial year. The objective of the turnover criteria is to assess

Page No. 50	at least Rs.3,00,00,000".	Please rectify the amount of work orders below Rs 3,00,00,000(all inclusive).	financial capacity whereas past experience criteria assess ability to successfully implement contracts of comparable scale.
Section-6-Bidding Forms 4. Bidder's Qualification Information Column No. 4 Page No. 51	The Bidder must have successfully executed/completed similar services.i.e., security manpower services , over the last three years i.e., the current financial year and the last three financial years (a,b,c is absent please specify if any other terms and conditions) d. Three similar completed services costing not less than Rs 4,00,00,000; or e. Two similar completed services costing not less than Rs 5,00,00,000;or one similar completed service costing not less than Rs 8,00,00,000."		Kindly refer Section 4 - Evaluation and Qualification Criteria, 2. Qualification Requirements, Serial no.4 The bidder must have successfully executed/completed similar Services i.e. Security Manpower Services, over the last three years i.e. the current financial year and the last three financial years a. Three similar completed services costing not less than Rs. 3,40,00,000; or b. Two similar completed services costing not less than Rs. 4,25,00,000; or c. One similar completed service costing not less than Rs. 6,80,00,000.

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33			kindly allow consortium/JV	Allowed. Kindly refer the Section 4 – Evaluation and Qualification Criteria, page no. 21 for the qualification requirements of the consortium/ JV provision in the fresh GeM bid document.
34	SECTION 5 ACTIVITY SCHEDULE C.3. Special Terms and Conditions (J) Requirement of Manpower page no. 39		We are drawing your attention towards MSE exemptions provided by Central & State Govt. organisations, which is missing in the bid floated by you on GeM Portal.	Bid security exemption is provided for MSE bidders. However, since this is a high-risk service with requirement of a large and reliable work force, neither exemption nor preference shall be given to MSEs in the qualification / award criteria.
			Please also make corrections in page no :- Column no 3. "Instead of 124 it should be 117".	Accepted. The total manpower requirement is 188 and the estimated price shall be as per 188. The correct final total is 162+26 =188.

35	SECTION 5 ACTIVITY SCHEDULE C.3. Special Terms and Conditions (k) Deployment of Manpower Page No 40	No. of security deployment Deployment Location -1 – 39 (Nos.)	Column no 1. "Instead of 39 it should be 40".	Accepted. The correction is updated in fresh GeM bid document.
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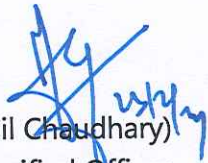
(Hareesh Dahilkar)
Asstt. Development Commissioner
SEEPZ-SEZ



(Dr. Vijaykumar Londhe)
PAO
SEEPZ-SEZ



(Bridget Joe)
EA to DC/ADC
SEEPZ-SEZ



(Anil Chaudhary)
Specified Officer
SEEPZ-SEZ



(CPS Chauhan)
Joint Development Commissioner
SEEPZ-SEZ



(Shyam Jagannathan)
Zonal Development Commissioner
SEEPZ-SEZ