

Response to the queries for Request for Empanelment (RFE) of Man-Power supply Agency for Odisha State Road Transport Corporation

RFE No. 2146 Date: 08/08/2023

No.3018/OSRTC/TOE-148/2023

Date:29.08.2023

SI.No	RFP Reference	Content of RFE	Clarification Sought	Response
1.	Pre-qualification Criteria- PQ 7 Page no.- 19	The Bidder should have experience of providing at least 200 skilled, semiskilled or unskilled manpower in a single work order / 100 skilled manpower each in two work orders issued by Government Department (ULBs, Municipal Corporation, State /Central Departments) for minimum 1 year in last 5 Years from the date of submission of bid. Minimum 2 work orders should be provided.	Can we submit experience of Security guards against the same?	Since security guards are categorized as semi-skilled workers, the organization can provide their relevant experience in relation to PQ-7.
2.	Pre-qualification Criteria- PQ 7 Page no.- 19	The Bidder should have experience of providing at least 200 skilled, semiskilled or unskilled manpower in a single work order / 100 skilled manpower each in two work orders issued by Government Department (ULBs, Municipal Corporation, State /Central Departments) for minimum 1 year in last 5 Years from the date of submission of bid. Minimum 2 work orders should be provided.	No of manpower not mentioned in agreement/Work order can we submit invoice copy or EPF /ESIC ECR or any other documents please confirm.	As per RFP
3.	Pre-qualification Criteria- PQ 11 Page no.- 19	Valid ISO 27001 certification	As per govt. norms ISO certificate is not mandatory towards eligibility in tender, it should be optional or should be considered to obtain additional marks in QCBS not in eligibility Criteria	Refer Corrigendum

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4.	Page 46 and Annexure VIII	Total Nos. of Manpower provided to the client	Total nos. of Security guards provided to the client will be consider or not in place of manpower please confirm.	As per RFP
5.	Page 49 and Annexure X	Financial capacity of the bidder	Details requested to fill in the format already we have CA certificate with same details so can we enclosed that certificate.	As per RFP
6.	Page 34 and clause 6.8 a	Monthly Service Charge (exclusive of GST) at a certain percentage rate (of the fixed emolument of the individual professionals) i.e., bidding parameter as his fee for providing manpower services to OSRTC. No other payment shall be made to the bidder. The monthly service charge shall include all costs borne by the manpower agency like recruitment process, training, advertisements for recruitment etc	Is there any other cost except recruitment process, training, advertisements for recruitment which to be covered in service charge please confirm the same	As per RFP
7.	Page 18 and clause PG 4	Minimum average annual turnover of the organization must be INR 10 Crores from the last three (3) financial years (FY 20-21, FY 21-22, FY 22-23)	FY 22-23 is not audited yet as government already provided deadline to submit audit report till oct 2023, request you to please consider turnover FY 21-22, FY 20-21 and FY 19-20.	Refer Corrigendum
8.	Pre-Qualification Proposal Criteria, PQ-3 legal Entity	The Bidder should be a company registered as a Company/LLP under Companies Act, 1956/2013.	The Bidder should be a company registered as a Company/LLP under Companies Act 1956/2013, Partnership Under Part 1932	Refer Corrigendum

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9.	Technical Evaluation Criteria: TQ2	<ul style="list-style-type: none"> For INR 10 – 25 crore – 5 marks For INR 26 – 50 crores – 10 marks More than INR 50 crores – 15 marks 	<ul style="list-style-type: none"> For INR 10 – 40 crore – 5 marks For INR 40 – 80 crores – 10 marks More than INR 80 crores – 15 marks 	As per RFP
10.	Technical Evaluation Criteria: TQ3	Experience of Government / PSU transport projects in the India with at least 100 skilled, semi-skilled or unskilled professionals/manpower each over 2 work orders or 200 skilled professionals/ manpower in 1 work /order. Work order date/agreement date on or after 1st April 2016. Project citation along with Client supporting document (Work order/Agreement/Client Certificate copy to be submitted.	Experience of Government / PSU transport projects in the India with at least 50 skilled, semi-skilled or unskilled professionals/manpower each over 2 work orders or 100 skilled professionals/ manpower in 1 work /order. Work order date/agreement date on or after 1st April 2016. Project citation along with Client supporting document (Work order/Agreement/Client Certificate copy to be submitted.	As per RFP
11.	TQ3, Page No- 21	Experience of Government/ PSU transport projects in India with at least 100 manpower.	If a company has provided above 200 manpower in other Govt. Organization, but not in any transport projects. Then is he eligible to participate.	As per RFP
12.	Page - 13	The bidder shall submit the hard copy and soft copy in pen drive.	The bidder shall submit the hard copy and soft copy in pen drive.	As per RFP
13.	5.11, Page No - 23	Performance Bank Guarantee	Can we submit PBG in shape of Bank Guarantee.	As per RFP
14.	PQ5, Page No - 18	The bidder should have positive net worth for last three years. (FY 20-21, FY 21-22, FY 22-23)	For FY 22-23, the ITR has not been filed. So, it is not possible to submit the same.	Refer Corrigendum

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			Instead of FY 22-23 can we submit FY 19-20, 20-21, 21-22)	
15.	4.12, Page No - 15	Earnest Money Deposit	Exemption of EMD is allowed for this tender.	As per RFP
16.	PQ4	Minimum average annual turnover of the organization must be INR 10 Crores from the last three (3) financial years (FY 20-21, FY 21-22, FY 22-23)	Minimum average annual turnover of the organization must be INR 1000 Crores from the last three (3) financial years (FY 20-21, FY 21-22, FY 22-23). This will help in shortlisting stable partners who have the capacity to invest in sourcing adequate numbers of resources in a timely manner.	As per RFP
17.	PQ5	The Bidder should have positive net worth for last three (3) years. (FY 20-21, FY 21-22, FY 22-23)	The Bidder should have positive net worth minimum average of 250 Crores for last three (3) years. (FY 20-21, FY 21-22, FY 22-23). This will help you shortlist partner who have the capability to deliver to the project's requirement to make it a success.	As per RFP
18.	PQ7	The Bidder should have experience of providing at least 200 skilled, semi-skilled or unskilled manpower in a single work order / 100 skilled manpower each in two work orders issued by Government Department (ULBs, Municipal Corporation, State /Central Departments) for minimum 1 year in last 5 Years from the date of submission of bid. Minimum 2 work orders should be provided.	The Bidder should have experience of providing at least 500 skilled, semi-skilled or unskilled manpower in a single work order / 100 skilled manpower each in two work orders issued by Government Department (ULBs, Municipal Corporation, State /Central Departments, PSU's & its Subsidiaries/Corporate) for minimum 2 years in last 5 Years from the date of	As per RFP

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			submission of bid. Minimum 2 work orders should be provided.	
19.	6.6	Details of the manpower	Please provide the minimum salary range for each role/designation	As per RFP
20.	TQ1	Number of years of operations in outsourcing manpower.	Experience of the bidder in outsourcing with minimum 10 Years period. More than 15 Years = 10 marks 10 - 15 Years = 5 Marks	As per RFP
21.	TQ3	Experience of Government / PSU transport projects in the India with at least 100 skilled, semi-skilled or unskilled professionals/manpower each over 2 work orders or 200 skilled professionals/ manpower in 1 work /order. Work order date/agreement date on or after 1st April 2016. Project citation along with Client supporting document (Work order/Agreement/Client Certificate copy to be submitted.	Experience of Government / PSU's / Corporate in India with at least 100 skilled, semi-skilled or unskilled professionals/manpower each over 2 work orders or 200 skilled professionals/ manpower in 1 work /order. Work order date/agreement date on or after 1st April 2016. Project citation along with Client supporting document (Work order/Agreement/Client Certificate copy to be submitted.	As per RFP
22.	TQ4	Experience of Government manpower service or similar assignments (which should include project / scheme) with a minimum supply of 100 skilled, semi-skilled or unskilled manpower over 2 work orders / 200 skilled manpower in a single work order projects in India – Work order date/agreement date	Experience of Government/PSU/ Corporate manpower service or similar assignments (which should include project / scheme) with a minimum supply of 100 skilled, semi-skilled or unskilled manpower over 2 work orders /	As per RFP

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		on or after 1st April 2016 – Project citation along with Client supporting document (Work order / Agreement) copy to be submitted.	200 skilled manpower in a single work order projects in India – Work order date/agreement date on or after 1st April 2016 – Project citation along with Client supporting document (Work order / Agreement) copy to be submitted.	
23.	TQ5	At least 100 skilled, semiskilled or unskilled professionals/manpower on the ESI roll of the bidding firm for last three financial year. ESI copy to be submitted.	At least 50000 skilled, semiskilled or unskilled professionals/manpower on the ESI roll of the bidding firm for last three financial year. ESI copy to be submitted.	As per RFP
24.	6.1	Delay in deployment of manpower	Remove this clause. OK with the penalty around the delay in salary processing and statutory.	As per RFP
25.	PQ7 Relevant Experience	The Bidder should have experience of providing at least 200 skilled, semi-skilled or unskilled manpower in a single work order / 100 skilled manpower each in two work orders issued by Government Department (ULBs, Municipal Corporation, State /Central Departments) for minimum 1 year in last 5 Years from the date of submission of bid. Minimum 2 work orders should be provided.	The Bidder should have experience of providing at least 500 skilled, semi-skilled or unskilled manpower in a single work order / 250 skilled manpower each in two work orders issued by Government Department (ULBs, Municipal Corporation, State / Central Departments/Joint venture with Government) for minimum 1 year in last 5 Years from the date of submission of bid. Minimum 1 work order of 1 Cr monthly / 2 work orders of 50 lakhs each monthly should be provided.	As per RFP

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26.	Valid ISO 27001 Certification	The Bidder should have valid ISO certification from the Indian Certification Bureau	ISO 9001:2008/ ISO 2001:2015 is applicable as this is related to Quality Management System. Hence, ISO 9001:2008 /ISO 9001:2015 should be included instead of ISO 27001 which is related to Confidentiality of information.	Refer Corrigendum
27.	TQ2	<p>The bidder shall have minimum INR 10 Crores Annual Turnover from consulting services from business operations in India for each of the last 3 Financial Years.</p> <ul style="list-style-type: none"> • For INR 10 – 25 crore – 5 marks • For INR 26 – 50 crores – 10 marks • More than INR 50 crores – 15 marks 	<p>The bidder shall have minimum INR 10 Crores Annual Turnover from manpower services from business operations in India for each of the last 3 Financial Years.</p> <ul style="list-style-type: none"> • For INR 10 – 25 crore – 5 marks • For INR 26 – 50 crores – 10 marks • More than INR 50 crores – 15 marks 	As per RFP
28.	TQ3	<p>Experience of Government / PSU transport projects in the India with at least 100 skilled, semi-skilled or unskilled professionals/manpower each over 2 work orders or 200 skilled professionals/ manpower in 1 work /order. Work order date/agreement date on or after 1st April 2016. Project citation along with Client supporting document (Work order/Agreement/Client Certificate copy to be submitted.</p> <ul style="list-style-type: none"> • For each project of 200 manpower -10 marks • For each additional Project headcount of 200 – 10 Marks • maximum score – 20 marks 	<p>Experience of Government /Joint Venture with Government / PSU transport projects in the India with at least 100 skilled, semi-skilled or unskilled professionals / manpower each over 2 work orders or 200 skilled professionals/ manpower in 1 work /order. Work order date/agreement date on or after 1st April 2016. Project citation along with Client supporting document (Work order/Agreement/Client Certificate copy to be submitted.</p>	As per RFP

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			<p>Experience with similar projects may please be included rather than projects.</p>	
29.	TQ4	<p>Experience of Government manpower service or similar assignments (which should include project / scheme) with a minimum supply of 100 skilled, semi-skilled or unskilled manpower over 2 work orders / 200 skilled manpower in a single work order projects in India – Work order date/agreement date on or after 1st April 2016 – Project citation along with Client supporting document (Work order / Agreement) copy to be submitted.</p> <ul style="list-style-type: none"> • 100 – 200 nos. of resources - 5 Marks • 200 – 400 nos. of resources - 7 Marks • 400 or more nos. of Resources – 10 Marks 	<p>Experience of Government/ Joint Venture with Government manpower service or similar assignments (which should include project / scheme) with a minimum supply of 100 skilled, semi-skilled or unskilled manpower over 2 work orders / 200 skilled manpower in a single work order projects in India – Work order date/agreement date on or after 1st April 2016 – Project citation along with Client supporting document (Work order / Agreement) copy to be submitted.</p> <ul style="list-style-type: none"> • For project of more than 200 Manpower - 2 marks • For each additional headcount of 200 - 02 marks Upto maximum score – 10 marks 	As per RFP

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30.	Page no 24- performance bank guarantee	After acknowledgement of the work order as aforesaid by the selected firm, the selected agency must submit performance security in the form of account payee demand draft/ banker's cheque from a scheduled commercial/ nationalized bank of India in favor of Odisha State Road Transport Corporation payable at Bhubaneswar. Amount of the performance security shall be 10% of Total Contract Value.	After acknowledgement of the work order as aforesaid by the selected firm, the selected agency must submit performance security in the form of account payee demand draft/ banker's cheque from a scheduled commercial/ nationalized bank of India in favor of Odisha State Road Transport Corporation payable at Bhubaneswar. Amount of the performance security shall be 10% of Total Annual Contract Value .	As per RFP
31.	6.8 Payment Terms	OSRTC shall be responsible for clearing all the invoices on or before 45 days from the day of receiving invoices.	OSRTC shall be responsible for clearing all the invoices on or before 15 days from the day of receiving invoices.	Refer Corrigendum
32.	-	Exit Clause: No exit clause is for Vendor. The same needs to be included	Either party has the right to terminate the contract by providing written notice at least 30 days in advance and clear the pending dues.	Refer Addendum
33.	-	The penalty charges in a month mentioned above shall not exceed the 5% of the amount payable to the selected agency in that month. If the penalty charges exceed the permissible amount, NMC/OSRTC reserves the right to terminate the	The penalty charges in a month mentioned above shall not exceed the 5% of the Monthly Service Charge payable to the selected agency in that month	As per RFP

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		contract and invoke Performance Bank Guarantee. Decision of TIA shall be final and binding on the selected agency.		
34.	-	Payment to the selected bidder = Percentage quoted by the selected bidder in the financial x Gross Monthly salary of the total nos. of resource hired by OSRTC (Excluding The statutory contributions of employer's share like PF, ESIC for 8.3 A only)	Payment to the selected bidder = Percentage quoted by the selected bidder in the financial x CTC Monthly salary of the total nos. of resource hired by OSRTC (Including The statutory contributions of employer's share like PF, ESIC for 8.3 A only)	As per RFP
35.	-	Training and Supervision charges	Training and Supervision charge are not the part RFE which should be included @2% of CTC	As per RFP
36.	-	Service charges	Min Service charges should not be less than 5% of CTC. Any bidder quoting less than 5% will be summarily rejected.	As per RFP
37.	-	Uniform	RFE is not specifying uniform and its associated cost. Request clarity for the same as this should be part of CTC. If it is mandatory, Rs 350 per month should be the part of CTC	As per RFP
38.	PQ-3, page-18	The Bidder should be a company registered as a Company/LLP under Companies Act, 1956/2013	Proprietorship organisations should be included.	

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39.	TQ-4, Page 21	Experience of Government manpower service or similar assignments (which should include project / scheme) with a minimum supply of 100 skilled, semi-skilled or unskilled manpower over 2 work orders / 200 skilled manpower in a single work order projects in India.	Public Listed company with foreign experience should be considered.	As per RFP
40.	4.6 Consortium Bids, Page-12	Each member of the consortium shall have a registered office (under the Companies Act 1956	Foreign entity can participate as consortium partner	As per RFP
41.	PQ 11, Page 19 of 54 TQ 6, Page 22 of 54	Valid ISO- 27001 Certification & Valid ISO certification timeline	This certificate is related to "Information Security Management System", but we do have certificate of 9001:2015, 14001:2015, 45001:2018 from more than last 5 years. Can we submit the same to qualify and getting full marks?	Refer Corrigendum
42.	PQ4, Page 18 of 54	Annual Turnover Profit & Loss account Statement, FY 22-23	22-23 audited Profit & Loss Balance sheet is not yet ready as the last time of finalising is October in every year. Provisional balance sheet is ready with duly signed of statutory auditor with UDIN number.	Refer Corrigendum

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			Can we submit the same to qualify in that particular point?	
43.	TQ1	Number of years of operations in outsourcing manpower.	Company incorporation date or EPF -ESC registration should be considered in this.	As per RFP
44.	TQ2	The bidder shall have minimum INR 10 Crores Annual Turnover from manpower services from business operations in India for each of the last 3 Financial Years.	we are also in O&M services. All operation & Maintenance work is done by Manpower only, we are serving Reliance, Airtel & BSNL in this segment. we can prove our manpower strength with labour licences in this. Please consider labour Licence for the same.	As per RFP
45.	TQ3	Experience of Government / PSU transport projects in the India with at least 100 skilled, semi-skilled or unskilled professionals/manpower each over 2 work orders or 200 skilled professionals/ manpower in 1 work /order. Work order date/agreement date on or after 1st April 2016. Project citation along with Client supporting document (Work order/Agreement/Client Certificate copy to be submitted.	Experience in Private sector should be considered in this. PO with Labour Licence is self-proved document for this.	Refer Corrigendum

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46.	-	Note: Selection of L1 vendor: However, bidders whose Financial Bids have Gross Total Rate (GTR) is less than 0.5 times of the Average Bid Rate or above 1.5 times of the Average Bid Rate will be disqualified. For example, if the Average Bid Rate among all 10 bidders is 10%, the bidders those have quoted GTR less than 5% or GTR more than 15% will be disqualified.	For Financial Evaluation Parameter : Sir, in open Market some vendors bid less than 1% service charges. Is there any minimum services charges cap for bidders in Odisha? In Uttar Pradesh it is minimum 4.50%. Bihar it is 7% and so on.	As per RFP

-Sd-
General Manager(A),
OSRTC, Bhubaneswar