

**ANNEXURE A**

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

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



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

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

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

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

				weekend or holidays as may be required by NSO(FOD). Since, NSO is hiring contractual manpower on man month rates, any leaves required by the manpower for whatsoever reasons will be managed by the Agency with a provision of substitute to the NSO (FOD). The coordinator will be responsible to supply substitute if needed and taking monthly attendance in coordination with regional offices for generation of monthly invoices for payment.
118	BVG India Pvt. Ltd.	Working Days for contractual outsourced manpower is not clear (i.e. 26 days / 30-31 days of working per month. Please elaborate?	Para-5.1	Please refer Query 116 above.
119	BVG India Pvt. Ltd.	Working Days for contractual outsourced manpower is not clear (i.e. 26 days / 30-31 days of working per month. Please elaborate?	Para-5.1	Please refer Query 116 above.
120	BVG India Pvt. Ltd.	For all the three post as detailed in tender for contractual outsourced manpower Under "Monthly remuneration" as per tabulated data is mentioned as market determined. Please Elaborate?	Para-19.2	Please refer to Para 7 and Para 19.2 of the RFP document. Man-Month rate quoted by the Agency must include payments of EPF, ESI and any other statutory obligations. However, GST on the Man-Month rate quoted by the agency would be over and above the quoted rate as per prevailing rate during the currency of the Contract.
121	BVG India Pvt. Ltd.	Minimum Wages Governance for all category of outsourced contractual staff has to be from State/Central Government - Please Elaborate.	General	NSO being a central Government Office. Therefore order/ guidelines issued by Central Labour department shall apply.
122	BVG India Pvt. Ltd.	Sl. No. 02 - Business Operation: The Bidder must have a minimum of five years' experience in supplying contractual outsourced manpower to reputed Central/ State Govt. Departments/ Public Sector Companies/ Banks.  Please Elaborate 03 years / five years of experience?	Para-15	The Agency may please refer to Point 5 of Para 15 of the RFP. As a basic requirement 5 years Experience of working with at least 3 Central Govt./StateGovt./Autonomous Bodies/ Banks/PSU clients in 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.
123	BVG India Pvt. Ltd.	Please Elaborate Minimum 1000 Manpower / 3000 manpower?	Para-8.6.1	Please refer to 8.6.1 and Para 15 of the RFP.
124	BVG India Pvt. Ltd.	Date of submission of physical documents are not clear - Please elaborate?	Para-14 Point-vii	EMD needs to be submitted before opening of technical bids. The EMD should be submitted in physical form to the Deputy Director General (Admn.), Sankhyiki Bhawan, GPOA Building, CBD Shahdara, Delhi, at least one day before opening of technical bids as specified in the critical dates. The EMD amount decided for each zone to be submitted (separately for each zone) along with the bid
125	BVG India Pvt. Ltd.	The Agency selected will not use its name, logo or any other information/ publicity on content created under the scope of work.  Governing Authority should provide provision of supply of uniforms which will help in identification of contractual outsourced manpower. And at the same time department should allow to do a co-branding"	General	There is no such provision in the RFP for supply of uniforms.
126	BVG India Pvt. Ltd.	d) Number and positions of the Core team may be furnished on letter head of the Agency signed by Company's Authorized Signatory.  no of staff to be fixed by tender governing department in minimum numbers for a bidder to ascertain additional expense.	Para-14	the agency may please refer to Point (xi) of Para 14.  At the time of award of contract, the number of manpower resources and services originally specified in the bidding documents may be increased or decreased. It shall be without any change in the terms and conditions of the Bid and the bidding documents. If the NSO (FOD) does not procure/engage any subject matter of procurement or

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

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



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