

Annexure 1

**TENDER REFERENCE NO: RFP NO. HOPE/PSA-RFP : 01/2022
FOR HIRING OF PRIVATE SECURITY AGENCIES (PSAs) FOR PROVIDING 106 UNARMED SECURITY PERSONNEL FOR HEAD
OFFICE & HO ANNEXE PREMISES**

CLARIFICATION FOR THE PRE BID QUERIES TO THE TENDER DOCUMENT

Sr. No	PSA	Page No.	Clause No.	Clause	Queries in Brief	Bank's reply to queries
1	MESCO (EMAIL)	7	IV (d)	PSAs should have Registration under Shops & Establishments Act with regard to their office in Bengaluru	Maharashtra Ex-Servicemen Corporation Limited (MESCO) is Govt. of Maharashtra Undertaking company with Registered Office in Pune and have Registered in Maharashtra under Shops & Establishment Act. MESCO also has Regional office in Sahakarnagar, Bengaluru and providing Security Services to GAIL India Ltd, Bengaluru. As per Govt. of Karnataka Dept. of Labour, exemption from Registration is given for Govt Offices . Please clarify whether this will meet the technical requirement of MESCO to participate in the tender.	Yes. This will meet the technical requirement to participate in the tender. No Amendment in the Tender RFP
2	MESCO (EMAIL)	9	IV (p)	PSAs should have their own infrastructure for training their guards (PSARA-Private Security Agencies (Regulation) Act 2005 accredited) or a MoU with any other PSARA accredited agency providing such facility	MESCO has its own training facility in Maharashtra (Satara and Buldhana). Relevant documents like Training structure, syllabus, staff, place of training, period of training etc. shall be furnished. Please clarify that this will meet the technical requirement of MESCO.	Yes. This will meet the technical requirement to participate in the tender. No Amendment in the Tender RFP

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3	MESCO (EMAIL)	31	10 (c)	Bank reserves the right to terminate contract at any time by giving one month's notice, without assigning any reason whatsoever	Similar provision should be given to PSAs also if he wants to terminate the contract at any time by giving one month's notice period. Please clarify	Concern / Query accepted. Corrigendum is being issued.
4	MESCO (EMAIL)	89	Annexure 12 Financial Bid	Payment Details	Following components of monthly wage are not given: - (a) HRA (24% in Bangalore as per DGR Notification) (b) Outfit Allowance (5% as per DGR Notification) (c) Washing Allowance (3% as per DGR Notification). Please clarify	Components specified in the Financial Bid will Remain as such. Central Minimum wages to be followed as given in the RFP. No Amendment in the Tender RFP
5	MESCO (EMAIL) & SECURITY AND DETECTIVE SERVICES PVT LTD.	89	Annexure 12 Financial Bid	No of Guards & ESM to be deployed Unarmed Civilian Guards – 86 Nos and ESM Guards – 20 Nos	Can all the guards be ESM?	The clause of providing ESM and Civilian unarmed guards in the RFP (Para I.3) will stand as such. No Amendment in the Tender RFP
6	MESCO (EMAIL)	90	Annexure 12 Financial Bid Note Point no. 5	National Holidays will be paid as per government guidelines and should be reflected in the monthly bills.	Other than National Holidays, how many days paid leave is authorized to guards in a calendar year?	Components specified in the Financial Bid will Remain as such. Central Minimum wages to be followed as given in the RFP. No Amendment in the Tender RFP.

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7	CENTRAL INVESTIGATION AND SECURITY SERVICES PVT LTD (EMAIL) & KASHI SECURITY & CONSULTING PVT LTD	18	VI (1)	EMD	Account details for making EMD of Rs.10 lakh for the tender.	The clause given in the RFP (Para IV.1) will stand as such. For BG and DD , no account details is required. No Amendment in the Tender RFP
8	CENTRAL INVESTIGATION AND SECURITY SERVICES PVT LTD (EMAIL)	89	Annexure 12	Financial Bid	Rates to be quoted is state Minimum wages (Karnataka) or Central Minimum Wages	The clause specified in the RFP will stand as such. (Annexure -12, Note 1). No Amendment in the Tender RFP
9	CENTRAL INVESTIGATION AND SECURITY SERVICES PVT LTD (EMAIL)			GENREAL QUERY	Guns to be loaded on duty ?	Only unarmed guards are required to be deployed as per terms & conditions of RFP. No Amendment in the Tender RFP

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10	OM SECURITY & HOSPITALITY SERVICES & FIRST MAN MANAGEMENT SERVICES PVT LTD(EMAIL)	9	Para IV.1. M	Eligibility Criteria: PSA should have average minimum 250 security / armed guards in their payroll during last one year. (Copy of running work orders & past Wage Slips, not older than three months, of their employees with any Principal Employer proving the same to be attached. (Mandatory).	How many Wage Slips to be Enclosed. Have we to enclose 250 Wage Slips. <u>Please clarify.</u>	Concern / Query accepted. Corrigendum is being issued.
11	OM SECURITY & HOSPITALITY SERVICES(EMAIL)	9	Para IV.1.o &	Eligibility Criteria: PSA should have provided the services to at least THREE Government Establishments (GEs) / Public Sector Banks (PSBs) / Public Sector Undertakings (PSUs during the last 03 (Three) years, with at least two running contract on the day of submission of the bid.	Please include / Consider Reputed Private Sector Companies also in addition to the Banks / GE's etc.	The clause specified in the RFP will stand as such. (Para IV.1.o) No Amendment in the Tender RFP
12	OM SECURITY & HOSPITALITY SERVICES(EMAIL)	92	Annexure 13 (Sr.no . o)	PSA should have provided the services to at least three Government Establishments (GEs) / Public Sector Banks (PSBs) / Other Banks (OBs) / Public Sector Undertakings (PSUs)/ AAA rated companies during the last 03 (Three) years. (Refer Para IV.1.o) - (Mandatory)	Please include / Consider Reputed Private Sector Companies also in addition to the Banks / GE's etc. This is already mentioned in General Guide Lines to Bidders at Page No-92 at Annexure 13, Technical Bid Document Requirements Para 2.0 that " AAA " Rated Companies also considered.	Error in Annexure 13. Corrigendum is being issued.

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13	OM SECURITY & HOSPITALITY SERVICES , CENTRAL INVESTIGATION AND SECURITY SERVICES PVT LTD , SECURITY AND DETECTIVE SERVICES PVT LTD , BOMBAY INTELLIGENCE SECURITY INDIA LTD , MESCO & CENTRAL INVESTIGATION AND SECURITY SERVICES LTD	90	Annexure 12 Financial Bid Note point no. 6	Financial Bid: TDS at the rate and GST TDS will be deducted from the total amount payable to the PSA. However, the PSA should not reduce the tax portion while paying the wages to their guards i.e. even after deduction of TDS/GST TDS, the amount paid to the Guard should not fall below Minimum Wages fixed as per the Central Minimum Wages Act,1948. In accordance to the above service charge below, 2.5% will not be entertained and it is liable for rejection.	If normal TDS is 2% and GST TDS 2%, the Service Charge should not be less than 4%. How can we comply / satisfy note No.6 the Wages to the Guards, even after deduction of TDS and GST TDS, the amount Paid to the Guard should not fall below Minimum Wages fixed if we quote 2.5% Service Charge.	Concern / Query accepted. Corrigendum is being issued.
14	CREATIVE INTEGRATED SERVICES PRIVATE LIMITED & SECURITY AND DETECTIVE SERVICES PVT LTD.	89	Annexure 12 Financial Bid	Financial Bid	Leave with wages, National Holidays , festival holidays and Gratuity to be included	Components specified in the Financial Bid will Remain as such. Central Minimum wages to be followed as given in the RFP. No Amendment in the Tender RFP.
15	PRINCIPAL SECURITY & ALLIED SECURITY SERVICES PVT LTD AND FIRST MAN MANAGEMENT	10	IV 1 (q) . ELIGIBILITY	Should submit Bank Solvency Certificate of minimum Rs. 50 Lakhs to establish the financial soundness of the Firm/Company. The Solvency	We would like to draw your attention that Canara bank has floated many tenders of other region with same terms and conditions, and solvency certificate should be required in each	The clause specified in the RFP will stand as such. (Para IV.1.q)

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	SERVICES PVT LTD		CRITERIA	Certificate shall be issued by any scheduled bank, addressing to “The Assistant General Manager (GA Wing), Canara Bank Head Office” and clearly specifying the RFP Number in the Subject Line or Matter. Solvency Certificate if not submitted as specified here would be considered as non-responsive, incomplete and shall be out rightly rejected(Mandatory).	tender. We request you to kindly consider Solvency certificate in favour of CANARA Bank Head office to all tenders for security Services .	No Amendment in the Tender RFP
16	SECURITY & DETECTIVE SERVICES PVT LTD	18 to 19	VI para 4	EMD	Rs. 10Lakhs (In form of BG), Is it mandatory if vendor registered under MSME?	The clause specified in the RFP will stand as such. (Para VI.4) No Amendment in the Tender RFP
17	SECURITY & DETECTIVE SERVICES PVT LTD	9	IV 1 (m)	ELIGIBILITY CRITERIA	PSA Should have minimum 250 civilian guard or armed guards?	Concern / Query accepted. Corrigendum is being issued.
18	SECURITY & DETECTIVE SERVICES PVT LTD	18 to 19	VI para 1	EMD	EMD Valid for 120 days effective what date?	Concern / Query accepted. Corrigendum is being issued.

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19	SECURITY & DETECTIVE SERVICES PVT LTD AND KORE SECURITY SERVICES	18 to 19	VI para 4	EMD	MSME Exemption Certificate Issued From relevant Authorities, Which authority?	From concerned Govt authority. No Amendment in the Tender RFP
20	SECURITY & DETECTIVE SERVICES PVT LTD , FIRST MAN MANAGEMENT SERVICES PVT LTD , KASHI SECURITY & CONSULTING PVT LTD , KORE SECURITY SERVICES & BOMBAY INTELLIGENCE SECURITY INDIA LTD	52	Annexure 5	Pre-Contract Integrity Pact	Has to be on letter head or Stamp Paper. And Date Made on?	Concern / Query accepted. Corrigendum is being issued.
21	SECURITY & DETECTIVE SERVICES PVT LTD AND FIRST MAN MANAGEMENT SERVICES PVT LTD	60	Annexure 6	Indemnity Format	To be submitted after Award of contract or at the time of submission of Technical Bid? And should be on letter head or Stamp Paper and to be made on which date?	Concern / Query accepted. Corrigendum is being issued.
22	SECURITY & DETECTIVE SERVICES PVT LTD AND KASHI SECURITY & CONSULTING PVT LTD	62	Annexure 7	Non-Disclosure Agreement	To be submitted after Award of contract or at the time of submission of Technical Bid? And should be on letter head or Stamp Paper and to be made on which date?	Concern / Query accepted. Corrigendum is being issued.

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23	SQUAD INDIA SECURE SERVICES PVT LTD G4S SECURE SOLUTIONS (INDIA) PVT LTD & FIRST MAN MANAGEMENT SERVICES PVT LTD & BOMBAY INTELLIGENCE SECURITY INDIA LTD	28	XI 6 d	The successful PSAs shall have to open Escrow account (Current A/c) with Canara Bank and all payments will be routed through the Agency's account with Canara Bank.	This is not possible. Can we provide the alternative for the same. Please Clarify ?	The clause specified in the RFP will stand as such. (Para XI.6.d) No Amendment in the Tender RFP
24	G4S SECURE SOLUTIONS (INDIA) PVT LTD			General Question	Do we need to considered Central wages. Please Confirm	The clause specified in the RFP will stand as such. (Annexure -12, Note 1) No Amendment in the Tender RFP
25	G4S SECURE SOLUTIONS (INDIA) PVT LTD			General Question	Agreement clauses and Other clauses will be reviewed by our Legal Team. Can we submit our deviation sheet along with our technical submission. Please Confirm	T &C of the RFP will be final and is to be accepted unconditionally. No Amendment in the Tender RFP
26	G4S SECURE SOLUTIONS (INDIA) PVT LTD	89		Financial Bid	As per the Financial Bid Format. Only Security Guards quotations need to be submitted. Please confirm ?	Components specified in the Financial Bid will Remain as such. No Amendment in the Tender RFP.

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27	G4S SECURE SOLUTIONS (INDIA) PVT LTD	89		Financial Bid	Gratuity Leaves , Uniform cost is not included in the format. Can we edit the format. Please Clarify ?	Components specified in the Financial Bid will Remain as such. No Amendment in the Tender RFP.
28	FIRST MAN MANAGEMENT SERVICES PVT LTD	4	I.3	20 Ex servicemen (ESM)	It is difficult to get ex-servicemen at the present central minimum wages. Request you to consider for DGR rates for ex-servicemen exclusively.	Terms and conditions specified in the RFP will stand as such. (Para I.3) No Amendment in the Tender RFP.
29	FIRST MAN MANAGEMENT SERVICES PVT LTD	10	Under taking 1	Police verification Submit before deployment of the Guard	Process of the verification will take time by Police department, request to accept the acknowledgement at time of deployment	Concern / Query accepted. Corrigendum is being issued.
30	FIRST MAN MANAGEMENT SERVICES PVT LTD	11	Under taking 4	Armed/Unarmed guards with minimum 10 pass will be deployed,	Request to Consider 8th std and above	Terms and conditions specified in the RFP will stand as such. (Para IV.1.r.iv) No Amendment in the Tender RFP.
31	FIRST MAN MANAGEMENT SERVICES PVT LTD	11 to 12	Under taking 4	Workmen Compensation policy	Clarify	Clarification required in this regard. Corrigendum is being issued.

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32	FIRST MAN MANAGEMENT SERVICES PVT LTD	12 to 13	Under taking 8	Uniforms	Will be reimburse by bank	Terms and conditions specified in the RFP will stand as such. (Annexure 8 Para 3) No Amendment in the Tender RFP.
33	FIRST MAN MANAGEMENT SERVICES PVT LTD	68	Annexure 8 para 3	Their will be no encashment during the Employment period	Request to reimburse of the revised Minimum wages and statutory	Wrong query raised by PSA as "encashment" instead of "enhancement". No Amendment in the Tender RFP.
34	FIRST MAN MANAGEMENT SERVICES PVT LTD	86	Anx. 10 para 6	Total Number of Guard	Specify the number of Guards	It has to be specified by the PSA. No Amendment in the Tender RFP.
35	FIRST MAN MANAGEMENT SERVICES PVT LTD & BOMBAY INTELLIGENCE SECURITY INDIA LTD	86	Anx. 10 para 7	DGR	Request to give the equal waightage to Private security agency and DGR	Terms and conditions specified in the RFP will stand as such. No Amendment in the Tender RFP.

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36	KASHI SECURITY & CONSULTING PVT LTD AND KORE SECURITY SERVICES	9	IV 1 (m)	ELIGIBILITY CRITERIA	Wage Slip of any one Client for 1 month or all running clients?	Concern / Query accepted. Clarification will be given Corrigendum is being issued.
37	KASHI SECURITY & CONSULTING PVT LTD AND KORE SECURITY SERVICES	7	IV I (c)	ELIGIBILITY CRITERIA	Apart from turn over certificate, do we need to get any separate certificate from CA for this tender	Concern / Query accepted. Clarification will be given Corrigendum is being issued.
38	BOMBAY INTELLIGENCE SECURITY INDIA LTD	9	IV (1 P)	ELIGIBILITY CRITERIA	PSA should have own infrastructure for training of guards in Karnataka or anywhere in India	Requirement of Training infrastructure in Karnataka only is not specified in the RFP. However the certificate as specified in the eligibility criteria for training centre to be submitted. No Amendment in the Tender RFP.
39	KORE SECURITY SERVICES			GENERAL QUERY	Do we need to pay the Tender Fees	Nowhere in the RFP tender fees is specified. No Amendment in the Tender RFP.

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40	KORE SECURITY SERVICES	10 to 12	IV (1 R)	ELIGIBILITY CRITERIA	Undertakings to be submitted at the time of Technical bid submission ?	Undertakings have to be submitted at the time of Technical Bid submission. (Annexure 13 .2.r) No Amendment in the Tender RFP.
41	WISDON SECURITY SERVICES	89		FINANCIAL BID	Rate quoted should be including or excluding GST	Terms and conditions specified in the Financial Bid, RFP will stand as such. No Amendment in the Tender RFP.
42	KASHI SECURITY & CONSULTING PVT LTD AND KORE SECURITY SERVICES	10	IV 1 (q)	SOLVENCY CERTIFICATE	Solvency Certificate with 6 months can be Submitted or renewal fresh as per your tender description?	Terms & Conditions mentioned in the RFP will stand as such. (Para IV.1.q) No Amendment in the Tender RFP.
43	BOMBAY INTELLIGENCE SECURITY INDIA LTD	13 to 14	V I (k)	GENERAL QUERY	If the tender is submitted by the company, the same must be signed by a person authorised by the BOD of the company	Terms & Conditions mentioned in the RFP will stand as such. (Para V.1.k) No Amendment in the Tender RFP.

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44	SQUAD INDIA SECURE SERVICES PVT LTD			GENERAL QUERY	Is the deployment only for Karnataka or South ?	Terms and conditions specified in the RFP will stand as such. (Para I.3) No Amendment in the Tender RFP.