

As a sequel to Pre Bid Conference on dated 29.2.2016 **DGH Reply to queries of the bidder** for the Open Tender No. DGH/MM/Admn. /Cont. Serv./039/2015-16/ENQ-025 dated 18.2.2016 for Contractual Services for DGH Office-Skilled, Semi-skilled and Unskilled for the period of three years.

Sl. No.	bidder	Bidders' Queries	DGH Reply
1(a)	M/s. XEAM Ventures	We are NSIC approved, so is the EMD exempted	DGH can consider exemption of EMD and tender fee for a valid and compliant bid from NSIC registered firm. However bidders themselves have to ensure that they are eligible for this. Bidders should have valid NSIC certificates, registered for the tendered services with requisite Quantitative Capacity per annum (in value and in numbers for which the firm is registered). However during normal evaluation or otherwise encountered situation of tie breaking among various bidders; DGH will adopt strictly the methodology laid down in the Bid Evaluation Criterion of tender document and no separate treatment will be given for NSIC registered firms while awarding technical ranking once all the
1(b)	Pvt. Ltd	Exemption from payment of Earnest Money Deposit (EMD)	
1(c)		In tender participating MSEs quoting price within price band of L1+15 per cent shall also be allowed to supply a portion upto 20% of requirement by bringing down their price to L1 Price where L1 is non MSEs.	
1(d)		Every Central Ministries/Departments/PSUs shall set an annual goal of minimum 20 per cent of the total annual purchases of the products or services produced or rendered by MSEs. Out of annual requirement of 20% procurement from MSEs, 4% is earmarked for units owned by Schedule Caste/ Schedule Tribes (as per PPP Order dated 23.03.2012 overall procurement goal shall be mandatory w.e.f. 01/04/2015)	
1(e)		In addition to the above, 358 items are	

		also reserved for exclusive purchase from SSI Sector	bids received are at par for service charges or otherwise. Please be informed that DGH reserves right to reject any non-compliant bids on account of deficiency in NSIC certificate with respect to DGH tender requirement.
2(a)	Pioneer E Solutions (P) Ltd.	We are working with Govt. sector from more than 4 years in providing software/website/Mobile application support, Rollout of e-Gov applications and allied IT manpower support. We are registered with National Small Industries Corporation Ltd. (NSIC) under single point registration scheme as SSI unit and thus exempted from paying tender fees/EMD etc.	Refer above.
2(b)		Request you to let us know if we can submit our NSIC certificate (PFA) in place of EMD & tender fee.	Refer above.
2(c)		Government store purchase programme has been a stated policy of Government of India (Circular no. CL/78-BPE/MM dt. 12th January 1978, Circular no. 21 (1) 2000-EP&M Dt. 28/08/2000 may be referred among others). Through circulars different ministry/Departments were advised to provide below major benefits to units registered with NSIC. 1) Issue of tender free of cost.	Refer above.

		2) Exemption from payment of Earnest Money.	
2(d)		Also, if required ,we can request NSIC to submit letter to you regarding our exemption for EMD, Tender Fee etc against this tender	Refer above.
3(a)	M/s. Jupiter Administrative & Security Services (P) Ltd.	1.In you clause no. 8 of General Term & Conditions, you have mentioned contract termination by DGH but in case contractor wants to terminate the contract with one month notice can he/she terminate the contract?	Please be guided by the text of the tender document. Bid should be unconditional for the entire period.
3(b)		2. In your Annexure-V (A), page no. 27, you have mentioned group personal Accident Insurance cover and Group Medical Insurance Policy. There are two category of employees- i)Those who are covered in ESIC & those whose salary is above Rs. 15000/- are not covered under ESIC scheme. Our query is do we have to take above two policy's for the employee who are covered under the ESIC also? ii)For the employee who are above Rs. 15000/-, we need the salary of employee to calculate their insurance premium.	Please be informed that the insurance has to be provided to all the employees. If deemed necessary for further clarification on insurance matter prospective bidders can approach or interact with reputed Insurance agencies like The New India Assurance Co Ltd. etc. Any variation in insurance cost has to be borne by the contractor during the currency of contract.
3(c)		3. The Security Deposit/ Performance Bank Guarantee of 7.5% is for the value of one year contract or total value of three years? Please provide the clarification on above	Please refer the tender document this is only on the annualized value of the contract.

		mentioned details at the earliest, so that we can submit our quotation accordingly.	
4(a)	Additional	EMD can submit in term of FDR	No.
4(b)	Points clarified during verbal	Is Insurance part is required to be paid by the contractor	Refer Tender document Insurance part has to be borne by contractor from his service charges.
4(c)	discussion	Security deposit for one year	Value to be used for one year and is required to be submitted for entire duration.
4(d)		Page 24 bonus is 7000 instead of 3500	Noted for compliance.
4(e)		Refer Annexure XI page 45 last para third line read as 31/01/2016 in lieu of 31.3.2012	Please read 31/01/2016 in lieu of 31.3.2012(a typographical correction).
4(f)		Refer Annexure VI Bid Evaluation Criterion Clause 3.0 for Eligibility Criterion	This is clarified that in this clause under sub-heading (a), (b) and (c) the "contract cost" refers annualized value of the contract and not the total value of the contract wherever the contract duration is more than one year. Wherever the contract is less than one year the contract value is taken as annualized value.

Note: The shaded texts are amendments/modifications in the tender document. Bidders are requested to take printout of this document and enclose a signed copy of this document along with their bid as a token of having noted the amendment/agreed for the clarifications for the above mentioned Tender Document.