

PRE-BID QUERIES FOR SECURITY TENDER BY AIIMS BATHINDA

Sr. No.	Page No.	Reference Point	Name of Bidder	Queries	Decision
1.	Page 2 Point 2 Page No. 27 Point A	Bids shall be submitted online only at CPPP website: https://eprocure.gov.in/eprocure/app . The bidder should send the hard copy of supporting documents, submitted with technical bid on CPPP portal, to the office of Procurement Cell, AIIMS Bathinda. The hard copy must not contain any price or financial bid. If found, the bidder will be disqualified for financial bidding. Each and every page of document should be signed by the bidder.	Kore Security Services	This is online Tender only. Do we have to submit the hard copies also? Please Specify?	The technical and the final bids have to be submitted online. However only the copy of technical bids will be submitted in physical copy within the due time frame.
2.	Page 6 Point 2	The Bidder should have at least 3 years' experience of providing security services to Central/State Govt. Agencies including PSU/Autonomous organizations and also having executed minimum value of ₹30.00 Crore of contract of providing security services last three years (i.e. 2017-18, 2018-19 and 2019-20). (The bidder has to submit the audit report of the relevant financial year with technical bid (Note- Attach audited balance sheets and profit and loss account statements. Details of annual turnover should also be duly certified by the statutory auditor. (Amount Exclusive of GST will be considered for evaluation).	Kore Security Services	Execution of minimum value of 30 Crore- is it Turnover value or client work order value. Pls specify? Submission of provisional ITR for financial year 2019-20	The contract value should have been 30 crore for the last three years 2017-18, 2018-19 and 2019-20
3.	Page 6 Point 4	The bidder should have experience of completion of similar works in the last three financial years (from 01st April 2017 till 31st March 2020) in a single Government Medical College/ Government Hospital of National Importance.	OM Security & Cleaning Services	1. Single Govt. Medical College/any other Government Institutions/ Department to be added. 2. Period should be amended last 3 years instead of last 3 financial	Preference will be given to the firms having experience in providing security services to medical colleges and Govt. Hospitals.

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				years from the last date of bidding.
			Sarang Security Services	As per GFR guidelines, there is no clause mentioned that only service provider in hospital/medical college can participate in hospital tenders
			Panther Security	In accordance to GFR guidelines, there is no clause mentioned that only service provider in hospital/medical college can participate in hospital tenders
			RK Giri International OPT Pvt Ltd	As per GFR guidelines, there is no clause mentioned that only service provider in hospital/medical college can participate in hospital tenders
			Datar Security Service Group	As per GFR guidelines, there is no clause mentioned that only service provider in hospital/medical college can participate in hospital tenders

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4.	Page 7 Point 10	The bidder must not have incurred loss in any of the last three financial years 2017-18, 2018-19 & 2019-20. Necessary certificate duly certified from the Statutory Auditor to be enclosed.	Kore Security Services	Do we have to submit separate certificate of no loss incurred from CA or will be Balance Sheet & P/L A/C will be enough? Please specify?	Balance-sheet and P& L statement is sufficient.
5.	Page 8 Point 13	The bidder should possess Solvency certificate/financially sound certificate of amount Rs. 1.00 Crore and validity period of the Solvency Certificate shall be 12 (twelve) months from the date of issue of certificate by the Bank. The Solvency Certificate without date, seal and signature of the issuing authority shall be rejected	Kore Security Services	There is no validity period mention on Solvency Certificate. Please specify how much older this certificate should be?	Solvency certificate should older than three months w.e.f from the date of tender advertisement.
6.	Page 8 Point 16(d)	GSTN Registration Certificate of the State of Punjab.	OM security & Cleaning Services	GSTN Registration Certificate of other states may be allowed	GST and registration of any state would be eligible.
7.	Page 12 Point 2	The duration of the contract shall be for a period of three (02) years. Further extendable upto 1 year, depending upon the performance at AIIMS, Bathinda	Principle Security & Allied Services Pvt Ltd	Typing error – written three in words and 02 in numeric	The errors will be rectified and corrigendum will be published.
8.	Page 13 Point 16	The bidder shall be required to submit the Earnest Money Deposit (EMD) for an amount of Rs. 24,00,000/- (Rupees Twenty-Four Lakhs Only) by way of demand drafts or Bank Guarantee or FDR only. The demand drafts or Bank Guarantee or FDR shall be drawn in favour of "All India Institute of Medical Sciences, Bathinda" payable at Bathinda. The EMD of the successful bidder shall be returned after the successful submission of Bank Guarantee/ Security Deposit and for unsuccessful bidder(s) it would be returned after award of the contract.	SIS India Ltd	Requested to share the format in which the Bank Guarantee for EMD has to be submitted, since the same is not available in the tender. Only the Performance Security format is available in the tender document, on Page no. 38.	EMD in form of FDR/DD will be accepted.

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		The demand drafts or Bank Guarantee for EMD must deliver to AIIMS, Bathinda on or before last date/time of Bid Submission. OR Bid Security Declaration may be submitted in lieu - if eligible as per GFR 2017			
9.	Page 21 Point 40	The service provider will provide following functional security equipments all the times within 15 days to the staff to provide effective & better security services in the Institute failing which a penalty amounting to Rs 1000/- per day till the providing receipt of all the security equipments. I. Torches (40 Nos.) II. Short Lathies (100 Nos.) III. Telescopic Extension View Mirrors (10 Nos.) IV. Hand held Metal Detectors (20 Nos.) V. Door Frame Metal Detectors (10 Nos.)	OM Security & Cleaning Services	Cost of equipment should be part of financial bid and not to be included in service charge.	The cost of the equipment will be the part of Service charge.
10.	Page 22 Point 40 (v)	Door Frame Metal Detectors (10 Nos.)	Swift Securitas	Do we need to provide any particular specification / types of DFMD (single zone DFMD, Multi Zone DFMD etc?)	The technical specifications are appended as Appendix -A and the equipment cost will be part of service charge (Quantity only two)
11.	Page 22 Point 42	The service provider shall provide Walkie-Talkies in good working condition to all his supervisors as well as the security guards deployed at the vital / outside duty posts for better & effective communication (Minimum 10 sets). The Service provider will have to show the sets of walkies -talkies to the Security Officer before taking possession of the security contract in a functional	Kore Security Services	Is the Walkie-Talkie to be provided to all security guards or only those security guards who are deployed at vital points. How much walkie-talkie are required to be precise?	Initially 30 walkie-talkies will be required subsequently 240 walkie-talkies will be required in future.

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		condition. In case of non-compliance a penalty of Rs 500/- per day will be charges.	Swift Securitas	Do we need to provide walkie Talkies of any particular brand? Make or model?	Functional and reliable set like Motorola brand should be provided and the equipment cost will be part of service charge.
12.	Page 28 Point 1	<p>1.Value of executing a single security contract in a Government Medical College/ Government Hospital minimum 750 beds of National Importance.</p> <p>1.Value of the Contract more than Rs 20 Crores - Marks (15/15).</p> <p>2.Value of Contract more than or equal to Rs 18Crores but less than Rs 20 Crores -Marks (12.5/15)</p> <p>3.Value of contract more than or equal to Rs 15Crores but less than Rs 18Crores – Marks (10/15).</p> <p>4.Value of Contract More than or equal to Rs12Crores but less than Rs15Crores - Marks (7.5/15).</p> <p>5.Value of Contract More than or equal to Rs10 Crores but less than Rs12Crores - Marks (5/15).</p> <p>6.Value of Contract less than Rs10 Crore- Marks (0/15)</p>	<p>Kore Security Services</p> <p>Sarang Security Services</p> <p>Panther Security</p>	<p>1. Requirement of 750 beds is mandatory? If the beds are less than 750 but value of contract is more than 20 Crores, will we get full marks? Please Specify? We request you to reduce the No. of beds from 750 to 500.</p> <p>2. The required value of contract is annually or value of completed contract.</p> <p>State Government and Central Government Departments should also be considered</p> <p>Maximum Govt. Hospital/medical college in India is around 450-500 beds, due to this reason,</p>	<p>However, the following will also be considered equivalent to one another</p> <p>(a) 1x750 bedded hospital</p> <p>(b) 2x500 bedded hospital ✓</p> <p>(c) 3x300 bedded hospital</p> <p>The required value is of contract.</p>

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				<p>very less probability for MSME registered bidder to match the same. Request for revision of the bed capacity to allow MSME registered bidders to participate as well.</p> <p>RK Giri International OPT Pvt Ltd</p> <p>Maximum Govt. Hospital/medical college in India holding around 300 to 500 beds, according to that reason, there is very less probability to meet these criteria for MSME bidders. Request to you, revise the bed capacity to participate MSME bidders as well.</p> <p>Datar Security Service Group</p> <p>Maximum Govt. Hospital/medical college in India holding around 400 - 500 beds, due to this reason, very less probability to meet these criteria for MSME bidders. Please revise the bed capacity to participate MSME bidders as well.</p>	
13.	Page 28 Point 2	Number of security manpower supplied against a single security contract of at least Three-year duration in any	OM Security & Cleaning Services	Any other Govt. Department to be added etc.	Preference will be given to the firms having provided

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<p>Government Medical College/ Government Hospital of National Importance.</p> <ol style="list-style-type: none"> 1. Number of security manpower supplied more than 400 in a single contract of at least three years duration --- Marks (15/15). 2. Number of security manpower supplied more than or equal to 350 but less than 400 in a single contract of at least three years duration --Marks (12.5/15). 3. Number of security manpower supplied more than or equal to 300 but less than 350 in a single contract of at least three years' duration. Marks (10/15). 4. Number of security manpower supplied is more than or equal to 250 Nos. but less than 300 Nos. in a single contract at least three years' duration. Marks (7.5/15). 5. Number of security manpower supplied is more than or equal to 200 Nos. but less than 250 Nos. in a single contract at least three years' duration. Marks (5/15). 6. Number of security manpower supplied is less than 200 Nos.-Marks (0/15) 	<p>Sarang Security Services Panther Security</p>	<p>Request you to consider experience of other institutes & other Govt. organizations In Accordance to GFR guidelines, there is no clause mentioned that only service provider in hospital/medical college can participate in hospital tenders. Request you to consider experience of other institutes & Govt. organizations as well for broader spectrum participation</p>	<p>security services to medical colleges and Govt. Hospitals.</p>
	<p>RK Giri International OPT Pvt Ltd</p>	<p>As per GFR guidelines, there is no clause mentioned that only service provider in hospital/medical college can participate in hospital tenders. Please consider experience of other institutes & Govt. Organizations.</p>	
	<p>Datar Security Service Group</p>	<p>As per GFR guidelines, there is no clause mentioned that only service provider in hospital/medical college can participate in</p>	

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				hospital tenders. Request you to consider experience of other institutes & other Govt. organizations	
14.	Page 29 Point 3	<p>Average Annual Turn Over of the bidder for preceding three financial years (2017-18, 2018-19, 2019-20) based on its audited financial statement.(Turnover should be exclusive of GST</p> <ol style="list-style-type: none"> 1. Average Annual Turnover of More than or equal to Rs 150 Crores Marks (15/15). 2. Average Annual Turnover of More than or equal to Rs101Crores but less than Rs 150 Crores - Marks (12.5/15). 3. Average Annual Turnover of More than or equal to 50 Crores but less than 100 Marks (10/15) 4. Average Annual Turnover of More than or equal to 40 Crores but less than 50 Crores Marks (7.5/15). 5. Average Annual Turnover of More than or equal to 30 Crores but less than 40 Crores Marks (5/15). 6. Average Annual Turnover less than 30Cr- Marks (0/15). 	<p>Kore Security Services</p> <p>Sarang Security Services</p> <p>Panther Security</p>	<p>The value of the Contract is 10 Crore for 2 years while you are asking average annual turnover as 150 Crore (more than 15 time of contract) for getting full marks. We request you to reduce the Average annual value.</p> <p>This is the 20 times greater than contract annual value, which is not possible to meet this point for MSME registered.</p> <p>Average Annual Turnover asked/required as per tender document is considerably high restricting the MSME registered bidders to participate. Keeping in view of MSME bidders, request you to please revise the Average annual turnover point.</p>	No action

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			RK Giri International OPT Pvt Ltd	This is the 20 times greater than contract annual value, which is not possible to meet this point for MSME registered firms. Keeping in view of MSME bidders, request to you please revise the Average annual turnover point.	
			Datar Security Service Group	This is the 20 times greater than contract annual value, which is not possible to meet this point for MSME registered firms. Keeping in view of MSME bidders, request to you please revise the Average annual turnover point.	
15.	Page 29 Point No. 4	Cumulative Value of the top 3 security contracts executed in the last three years (valid from 1st Apr 2017 to 31st March 2020 with minimum duration of each contract being not less than one year) duly certified by the statutory auditor in any Government Departments/ Government Institutions/ Public Sector Undertakings /Public Sector Banks /Public Ltd. Companies/Government Hospital/ Government Medical Colleges/Autonomous Institutions Note: - The values should be inclusive of GST.	Kore Security Services	Satisfactory performance certificate issued by the client should be certified by statutory auditor also?	Satisfactory performance certificate issued by the client is sufficient.
16.	Page 30 Point 5	Number of Running contracts of similar nature (Security Manpower) in hand during the financial year 2019-20 in	Kore Security Services	The running contracts should be 20 in a F.Y. 2019-20 to obtain full	Running contracts means contracts in hand.

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		Central/State Government Organizations, PSU, Public sector Banks and Government Hospitals. 1. More than 20 - Marks (15/15). 2. More than 18 but less than 20 - Marks (12.5/15) 3. More than 15 but less than 18- Marks (10/15). 4. More than 10 but less than 15 – Marks (7.5/15) 5. More than 7 but less than 10 – Marks (5/15) 6. less than 7 – Marks (0/15)			marks. Running contracts means work in hand either these are awarded in 2019-20 & 2020-21. We request you to reduce the No. of running contracts and also include the contracts of F.Y. 2020-21 and include private organization also.																															
17.	Page 30 Point 6	0-15 Marks will be awarded based on the quality of presentation and the availability of the systems for online transactions and Online MIS			Principle Security & Allied Services Pvt. Ltd.	0-15 marks in first column but 25 in 2 nd column	The errors will be rectified and corrigendum will be published																													
18	Page 32	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>S No.</th> <th>Description of wages components</th> <th>Security Guards (with arms)</th> <th>Security Guards (without arms)</th> <th>Security/Fire Supervisor</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Minimum Wages (Basic plus VDA)</td> <td>18,382.00</td> <td>15,678.00</td> <td>18,382.00</td> </tr> <tr> <td>2</td> <td>Special Allowance (30% of Basic Plus VDA for Security/Fire Supervisor)</td> <td>Nil</td> <td>Nil</td> <td>5,514.60</td> </tr> <tr> <td>3</td> <td>* ESI 0.25% of Basic plus VDA plus Special Allowance subject to Wage Ceiling upto Rs. 21,000/- p.m. for entitlement as per ESI Act.</td> <td>597.42</td> <td>509.54</td> <td>597.42</td> </tr> <tr> <td>4</td> <td>** EPF 12% + EDLI 0.50% + Admin Charges 0.50% of Basic plus VDA plus Special Allowance subject to Wage Ceiling upto Rs. 15,000/- p.m. for calculation of share of contribution towards EPF accounts as per EPF Act</td> <td>1,950.00</td> <td>1,950.00</td> <td>1,950.00</td> </tr> <tr> <td>5</td> <td>Uniform Outfit 5% + Washing Allowance 3% = Total 8% of Basic plus VDA for security personnel</td> <td>1,470.56</td> <td>1,254.24</td> <td>1,470.56</td> </tr> </tbody> </table>	S No.	Description of wages components	Security Guards (with arms)	Security Guards (without arms)	Security/Fire Supervisor	1	Minimum Wages (Basic plus VDA)	18,382.00	15,678.00	18,382.00	2	Special Allowance (30% of Basic Plus VDA for Security/Fire Supervisor)	Nil	Nil	5,514.60	3	* ESI 0.25% of Basic plus VDA plus Special Allowance subject to Wage Ceiling upto Rs. 21,000/- p.m. for entitlement as per ESI Act.	597.42	509.54	597.42	4	** EPF 12% + EDLI 0.50% + Admin Charges 0.50% of Basic plus VDA plus Special Allowance subject to Wage Ceiling upto Rs. 15,000/- p.m. for calculation of share of contribution towards EPF accounts as per EPF Act	1,950.00	1,950.00	1,950.00	5	Uniform Outfit 5% + Washing Allowance 3% = Total 8% of Basic plus VDA for security personnel	1,470.56	1,254.24	1,470.56		SIS India Ltd	The Rate Break up for ASO is not available.	The rate breakup for ASO is same as for security supervisor.
S No.	Description of wages components	Security Guards (with arms)	Security Guards (without arms)	Security/Fire Supervisor																																
1	Minimum Wages (Basic plus VDA)	18,382.00	15,678.00	18,382.00																																
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5	Uniform Outfit 5% + Washing Allowance 3% = Total 8% of Basic plus VDA for security personnel	1,470.56	1,254.24	1,470.56																																
					Principle Security & Allied Services Pvt Ltd	Calculation Mistakes in S.No. 3, 6 and 7 for Security/Fire Supervisor and in S.No. 6 and 7 for Security Guards (without arms)	The errors will be rectified and corrigendum will be published																													

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		6	Total add S. No. (1) to (5)	22,399.98	18,882.24	27,914.58		
		7	Replacement/ Relieving charges (1/6th of Sl. No. 06 above)	3,733.33	3,147.04	4,652.43		
		8	Service Charges () %age on total sum S. No. (6)					
		9	Total add S. No. (06), (07) & (08)					
		10	GST at present @18% or as applicable on total sum S. No. (9)					
		11	Total add S. No. (9) & (10) (Total wages per person/ per month)					
19.	Page 33	The minimum Service charge should not be less than 2%. The bidder shall quote percentage upto 2 decimal points. If the bidder quotes percentage with more than 2 decimal points then the quote upto two decimal points will be taken into consideration without rounding up.				Panther Security	The capping of the minimum service charge should be more than 6% for smooth functioning in operations. Several banking and petrochemical sector along with some Educational Institutions of the same tenders has been published out with Minimum Service Charges of 6%	No action
						RK Giri International OPT Pvt Ltd	The capping of the minimum service charge should be more than 6.5% for smooth functioning in operations. HPCL, Indian Bank and so many Government organizations, tenders has been published out with	

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			Datar Security Service Group	<p>minimum service charge of 6.5%.</p> <p>The capping of the minimum service charge should be more than 6% for smooth functioning in operations. HPCL-Bahadurgarh & Kanpur, Indian Bank, Union Bank of India tenders has been published out with Minimum Service Charges of 6%</p>	
20.	BOQ	Vendors have to submit financial bid in form of Service Charges as absolute value whereas in Tender Document Service Charges were asked in percentage.	SIS India Ltd	Clarification is sought on the service charge has to be quoted in percentage or INR. Do both formats duly filled in and signed need to be submitted by the bidders.	Service charge has to be quoted in percentage. Amended BOQ will be uploaded on portal.
			Swift Securitas	BOQ not picking up the percentage (page 32 serial No-8). But in absolute value	
21.	Bonus	No provision in Tender Document	SIS India Ltd	Is bonus to be paid out on an annual basis by the bidder to all security personnel & the same shall be reimbursed by AIIMS or	Bonus is to be paid on an annual basis and reimbursement will be made by the AIIMS Bathinda

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22.	Page 5	The tender form shall be available on AIIMS Bathinda website (www.aiimsbathinda.edu.in) from where it can be downloaded and a demand draft of Rs 1180/- (Rupees one thousand one hundred eighty only) in favour of AIIMS Bathinda payable at Bathinda should be submitted at the time of submission of tender form (COST OF TENDER FORM).	SIS India Ltd.	bonus is not to be paid at all? The DD to be made towards cost of tender, is to made payable to AIIMS or All India Institute of Medical Science.	DD to be made in favour of "Executive Director AIIMS Bathinda" payable at Bathinda.
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Technical Specification for Multi-Zone Door Frame Metal Detector (DFMD)

Sl. No.	Specifications for Multi-Zone Door Frame Metal Detector (DFMD)	
1.	Passage Dimensions	Height: 200 ± 5cm Width: 070 ± 10cm Depth: 060 ± 10 cm
2.	Metal alarm Indication	a. Visual: Alphanumeric display on the overhead control unit LED zones on left and right side of the DFMD showing height on person bar display (metal locator). b. Audible: Audible tone alert for metal indication, with at least 5 selectable audio tones and audio intensities.
3.	Zones	Not less than eight zones, covering full height of the instrument.
4.	Sensitivity	Wide range of sensitivity settings. All zones individually adjustable.
5.	Static metal compensation	Should automatically adjust/compensate for stationary metal in the vicinity.
6.	Immunity to external RF interference	(i) Should be immune to external RF transmission in the vicinity. (ii) Automatic synchronization for DFMDs located close to each other up to a distance of one foot side by side.
7.	Calibration	Should have automatic calibration/self installation for easy setup.
8.	Traffic Counter	Intelligent traffic counter in Alphanumeric display on the overhead control unit.
9.	Detection capability	(i) Uniform detection over the entire walk through area from top to bottom. (ii) Should be capable to detect both ferrous and non-ferrous metals including 9 mm cartridge. (iii) Should be able to detect multiple metal objects of various sizes in different zones simultaneously.
10.	Throughput rate	A minimum of 25 people per minute.
11.	Systems access protection	Access for system settings should have password word protection. Should have built-in key pad or remote control via a serial/wireless link for accessing the system settings.
12.	Health and Safety	(i) Conform to relevant electric safety standard (supported by test certificate from NABL (India) accredited lab or by reputed labs from the country of origin of the equipment). (ii) Magnetic field should be harmless to magnetic media, electronic devices, wearers of Pacemaker (heart) and pregnant women. Supporting test certificates from NABL (India) accredited lab or by any reputed lab from the country of origin of the equipment should be attached.
13.	Test sample	Standard test samples should be provided for testing the DFMDs.
14.	Power Supply	220 ± 10 VAC, 50 Hz with an internal or external power ON delay system up to 3 minutes.
15.	Operating Temperature	From 0 to 50°C.
16.	Humidity	Up to 90% Non-Condensing.
17.	Weight	< 100kg.