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|--------|--------------|--|--|---|--|
| 1 | 97 | Supporting Staff Services | 2 Supporting Staff Services 2.1 Office help staff (Greater than 8 yrs. of exp.) 2.2 Office help staff (Upto 8 yrs. of exp.) | Please specify that the staff like gardener, electrician, plumber etc are included in the office help staff category or will those be excluded from the same. | Staff like gardener, electrician, plumber etc. are in House Keeping Services |
| 2 | 25 | iii. Building maintenance services a. Civil work(Repairing) | • The site supervisor needs to inspect the complete area regularly and if found that any area requires any type of civil repairing work, then the same needs to be done on the same day, after office hours, or on Govt. holidays with the prior approval of RISL. | Please clarify that which all scenarios are included in civil repairing work? | As per RFP |
| 3 | 96 | (Supporting Staff Services) | (Supporting Staff Services) | Clarification on Salary Breakup for Existing Support Staff. | As per RFP |
| 4 | | General | | I would like to seek clarification regarding the reimbursement materials and consumables used in Civil work, plumbing, carpentry, and painting tasks. Could you please confirm if the costs for these materials and consumables are reimbursable? | As per RFP |
| 5 | | General | | List of cleaning and consumable items has not been provided in the tender document. Kindly clarify. | As per RFP |
| 6 | | General | | Kindly clarify whether it is necessary for us to produce a PSARA License for providing security services and a Pest Control License or can we sublet these contracts? | As per revised RFP |
| 7 | 96 | 2. Lock & Key management Lock Repair Lock Replacement Key Replacement | | Kindly Provide the Make, Model and Quantity of Lock & Key | As per RFP |
| 8 | 97 | 3. Building Maintenance services | | Kindly define Civil and Plumbing work. | As per RFP |

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| 9 | 12 | 2: Financial Turnover, 3.Financial: Net Worth | Average Annual Turnover of the bidder during last three financial years 2021-22, 2022- 23 and 2023-24 should be at least 150 Cr. from providing housekeeping, and facility management including manpower (as per the last published audited balance sheets). The net worth of the bidder, as on 31-03-2024, should be 50 Cr. | It is requested to ask the Financial Statements or extracts of Balance Sheet and P & L for last three financial years along with CA Certificate. | As per RFP |
| 10 | 13 | 4.Technical Capability | The bidder must have an experience in providing mechanized housekeeping and any three services from (Manpower, Electrical maintenance, garden maintenance, plumbing maintenance, Solid waste management, pest control, Carpentry) during financial years 2021-22, 2022- 23, 2023-24 and 2024-2025 (Till bid submission date) of a. Atleast one work order of 50 Cr. covering at least area of 10,00,000 Sq. Ft. with 80 locations in Central/ State Government, Local Bodies or PSU (Central/State) b. Atleast two work orders of 35 Cr. each covering at least cumulative area of 10,00,000 Sq. Ft. and having cumulative 80 locations in Central/ State Government, Local Bodies or PSU (Central/State) | Work order criteria number (a) which ask a single work order of 50 CR and number (b) which asks for 2 work orders of 35 CR each. So, please specify if either of 'a' or 'b' or both 'a' and 'b' are required to be complied? It is suggested that either 'a' or 'b' be asked. | As per revised RFP |

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| 11 | 13 | 4 (a) and (b) | <p>(a) At least one work order of 50 Cr. covering at least area of 10,00,000 Sq. Ft. with 80 locations in Central/ State Government, Local Bodies or PSU (Central/State).</p> <p>(b) At least two work orders of 35 Cr. each covering at least cumulative area of 10,00,000 Sq. Ft. and having cumulative 80 locations in Central/ State Government, Local Bodies or PSU (Central/State).</p> | <p>This is with reference to the previous tender no. F3.9(368)/RISL/Store/2022-23/1319, which was floated for the same scope of work with an estimated value of ₹15 crore, requiring experience of ₹1 crore in Housekeeping (HK) and Maintenance Services.</p> <p>In the current tender, while the estimated value has significantly increased to ₹50 crore (approximately 3.3 times), the experience requirement has escalated disproportionately to ₹50 crore, which is 50 times the earlier threshold. Such a steep increase in the eligibility criteria for experience will undoubtedly restrict competition, ultimately benefiting only a select few established players.</p> <p>We respectfully submit that the eligibility criteria should be aligned with the provisions outlined in the General Financial Rules (GFR), which recommend the following:</p> <p>The bidder must have experience in providing services in Housekeeping and Security manpower services during the last three years to any Central/State Government.</p> <p>The bidder should have successfully executed/completed:</p> <ul style="list-style-type: none"> At least one single order of 80% of the estimated bid value, or Two orders of 50% of the estimated bid value, or Three orders of 40% of the estimated bid value each. <p>Adopting the GFR guidelines will not only increase competition among bidders but also ensure competitive pricing, ultimately benefiting your esteemed organization.</p> <p>We sincerely request that the eligibility criteria be revised to adhere to the GFR guidelines to encourage wider participation and fair competition in the tendering process.</p> | As per revised RFP |

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| 12 | 13 | 4 (a) and (b) | (a) At least one work order of 50 Cr. covering at least area of 10,00,000 Sq. Ft. with 80 locations in Central/ State Government, Local Bodies or PSU (Central/State). (b) At least two work orders of 35 Cr. each covering at least cumulative area of 10,00,000 Sq. Ft. and having cumulative 80 locations in Central/ State Government, Local Bodies or PSU (Central/State). | Additionally, it is noteworthy that despite the scope of work including the provision of security services, there is no mention of PSARA (Private Security Agencies Regulation Act) compliance as an eligibility criterion. Nor is there an explicit requirement for relevant experience in security services, which appears to be a significant omission given the nature of the work. | As per revised RFP |
| 13 | 13 | Clause 5 | The bidder must have Machinery and Equipment's worth Rs. 4 Cr. as on due date of submission of this Bid. (not older than five years) (i.e. financial years 2019-2020, 2020-2021, 2021-22, 2022- 23 and 2023-24) | We respectfully submit that such a requirement is neither in alignment with any government guidelines nor practical for bidders at the pre-contract stage. Expecting bidders to possess such machinery at the time of bid submission is unreasonable, as: 1. Pre-commencement Relevance: Before the commencement of work, bidders may not have machinery specifically allocated for this project. Any machinery owned would likely be assigned to ongoing projects at other sites, making it irrelevant to the requirements of this contract. 2. Procurement After Award: The standard practice in such contracts is that bidders arrange for the necessary machinery and equipment after the award of the contract, ensuring compliance with the tender's scope of work and requirements. In light of these considerations, we request you to kindly revise the clause to allow for an undertaking from the bidder, stating that: "Once awarded the contract, the bidder will ensure the provision of machinery and equipment as per the scope of work/tender requirements." | As per revised RFP |
| 14 | Additional | Additional | Psara License you have not asked | All bidders participating in this tender for providing security services must possess a valid PSARA (Private Security Agencies Regulation Act, 2005) license. This license is mandatory as per government norms for operating as a private security agency in India | As per revised RFP |

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| 15 | 13 | 4 | Tender name of work and experince in eligibility critria Request for Proposal (RFP) for House Keeping, Facility Management and Comprehensive Maintenance Services in the different RISL locations & its premises across the State | The tender name of work does not include mechanized housekeeping; however, the tender document is asking for experience in mechanized housekeeping. Additionally, please include security services experience in the eligibility criteria ,Additionally, that security guards are required as part of the tender, I suggest including experience in providing security services as part of the eligibility criteria. This would ensure that all potential bidders are appropriately qualified to meet the full scope of the project. we look forward to your prompt response and any necessary amendments to the eligibility requirements | As per revised RFP |
| 16 | 13 | 4. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA | Technical Capability The bidder must have an experience in providing mechanized housekeeping and any three services from (Manpower, Electrical maintenance, garden maintenance, plumbing maintenance, Solid waste management, pest control, Carpentry) during financial years 2021-22, 2022- 23, 2023-24 and 2024-2025 (Till bid submission date) of a. At least one work order of 50 Cr. covering at least area of 10,00,000 Sq. Ft. with 80 locations in Central/ State Government, Local Bodies or PSU (Central/State). b. At least two work orders of 35 Cr. each covering at least cumulative area of 10,00,000 Sq. Ft. and having cumulative 80 locations in Central/ State Government, Local Bodies or PSU (Central/State) | A. If a bidder has executed a single contract of 50 crores with similar scope of work, but it does not cover 80 distinct sites, does this still meet the eligibility criteria? Kindly provide clarification on whether the 80-site requirement is mandatory for a single contract of 50 crores. B. If we are submitting experience of ₹50 crores, do we have to submit experience of ₹35 crores also? Is it mandatory, or can we submit any contracts from A or B? | As per revised RFP |






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| 17 | N/A | Escalation | Price escalation query | Please specify that, will there be any price rise given for materials & consumables | As per RFP |
| 18 | 99 | Notes (BoQ-2) (Point no-4) | The rate quoted in BoQ 1 for support staff services must not be less than the defined min. wages by Government of Rajasthan. | Please specify that what all components will be considered to calculate minimum wages . Also please clarify category of manpower i.e. skilled, semi skilled, unskilled) | As per revised RFP |
| 19 | 32 | Point no (ii) from deliverables and payment terms | ii. The successful bidder will give the yearly increment of minimum 8% to salary/wages of all the deployed resources under the project. | Instead of giving straight 8% increment to wages we suggest you to increase this rate as per minimum wages rate provided by Government of Rajasthan. | As per RFP |
| 20 | | General | Clarification on Price Variation Clause in Tender | Price variation is applicable in this tender. please clarify. | As per RFP |
| 21 | 96, 97 | BoQ 1: 2. Lock & Key management 3. Building Maintenance services | In table of BOQ-1:- 2. Lock & Key management • Lock Repair • Lock Replacement Key replacement 3. Building Maintenance services • Civil work (repairing), • Plumbing & Sanitation, fittings and its Allied services • Pest Control Services • Placing of plants • Electrical Maintenance Work (Preventive maintenance and Break Down Service) • Carpentry / Furniture repair and maintenance Works | It is requested to change the criteria of costing of these things because rates of these items can not be provided in the sq ft format as these things are event based. So, we suggest you to specify quantity required. Accordingly format for rate asked for this will change. | As per RFP |

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| 22 | 96 | (House Keeping and BMS Services) as per Chapter-5, Scope of Work | 1. (House Keeping Services) | In the housekeeping service specifications, you have mentioned the Sq. ft. area, but have not clarified the applicable compliance components required. | As per RFP |