

INDRAPRASTHA GAS LIMITED

IGL Bhawan, 4, Community Center,
Sector-9, R.K. Puram, New Delhi - 110022

TENDER NO. IGL/ET2/CP/CP18547
HIRING OF MANPOWER FOR SERVICES FOR PNG DOMESTIC ACQUISITION ACITIVITES

Replies to Bidders' Queries - 1

Sr. No.	Tender Page No.	Tender Section &	Clause Description	Bidder's Query	IGL's Reply
1	75	SOR	All administrative expenses operational expenses, Uniform, labour license etc, motorcycle/scooter, smartphones etc. as specified in scope of work	What is the minimum Service Charge we can quote.	The Minimum service charge quoted can't be negative i.e. must be 0 (zero) or higher
2	72	SOR	All administrative expenses operational expenses, Uniform, labour license etc, motorcycle/scooter, smartphones etc. as specified in scope of work	How many motorcycle / scooter we need to provide	The vendor should ensure that all the hired manpower has motorcycles/scooters.
3	70	Scope Of Work 6.5 €	Apart from ESIC/Group Medclaim Insurance as applicable. The service provider shall be required to take GPA Policy for ensuring coverage of minimum Rs. 5 Lacs for each resource deployed by the contractor in this contract.	The deployed resource coming under ESIC would also be covered under GPA policy of Rs 5 lacs or not?	Yes, The GPA policy of Rs 5 Lakh should be for all the hired manpower coming either under GMI or ESIC
4	69	Scope Of Work 1.1	All the manpower deployed by vendor should have a smartphone with following specification: 8GB RAM. 5.3 inch Screen (minimum). 4G/5G (2300 MHz) Connectivity 20 MP+ Back Camera. 10 MP+ Front Camera. Latest Android/IOS Version	Do we have to provide smart phones to all Manpower	The vendor should ensure that all the hired manpower has smartphones with mentioned specifications.
5	59	SCC 27.3	The private agency must have valid PSARA license to operate in Delhi, Uttar Pradesh and Haryana & Rajasthan. In case the successful bidder's PSARA license gets expired in the middle of the contract, he should get the license renewed within a period of one month, failing which a penalty of Rs 5,000 per month per state shall be levied on the contractor in his RA bills.	Is PSARA license is mandatory for this contract.?	No, it is not mandatory for this contract
				Clause 27.3 mentions the requirement of a PSARA certificate, which is applicable only for security services. Since this tender is not related to security services, we request you to kindly remove this requirement.	



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6	9	Technical BEC 7.1 (a)	The bidder should have experience in providing manpower services for various marketing activities such as Customer registration / KYC / direct customer dealing assignments / door step customer services in Telecom / Financial Services of at least an amount mentioned in the table below, under a single order/agreement/contract during last 7 years reckoned from the date of floating of Tender.	<p>Debtor Management work involves direct customer interaction; hence, relevant experience in customer-facing roles must be considered in BEC</p> <p>We are doing door to door activities as a bill collection agency for debtor management for IGL, and we have execution certificate for above services. We want to confirm that we can bid for this tender or not, pls confirm us.</p>	The BEC clearly specifies that the SCOPE of the WO/contract should be to provide manpower for specified marketing activities.
7				<p>We are writing to seek clarification regarding the applicability of the Public Procurement (Preference to Make in India), Order 2017 (PPP-MII) to your ongoing procurement process.</p> <p>Kindly confirm whether PPP-MII is applicable to this tender.</p>	Not applicable. Tender Conditions Prevail.