



REPLY TO BIDDER'S PRE-BID QUERIES
HIRING SECURITY SERVICES FOR CNG STATIONS, STORES, OFFICES, SV POINTS AND PIPELINES OF IGL IN DELHI AND NCR
TENDER DOCUMENT NO. IGL/ET2/CP/CP16377 dated 22.03.2021

Pre-bid meeting held on 25.03.2021

Date: 06.04.2021

Sl. No.	Spec.No.	Clause No.	Description	Bidder's Query/Clarification	IGL Reply
COMMERCIAL VOLUME					
1	Page no. 89 of 96	FORMS & FORMATS - TECHNO-COMMERCIAL PROPOSAL	To be filled serial-wise on the e-tendering portal bid floor in the provided format	No such format available on e-tendering portal.	Tender Conditions prevail. Refer Corrigendum-II
2	Page No. 24 of 96	Tender Clause No. 32.0 - TECHNICAL EVALUATION CRITERIA - Point no. 2	Doc Required: Copy of valid certificate clearly showing Affiliation/ Registration with PSARA (Private Security Agencies Regulation Act, 2005) / VTP (Vocational Training Provider) under MES (Modular Employable Skills)/ NCVT (National Council on Vocational Training)/ SSSDC (Security Sector Skill Development Council of India)/ NSDC-National Skill Development Corporation of India/ MHRD GOI/ Certificates and registration in the name of Group Enterprises etc. will be considered. A certificate from statutory auditor confirming the authenticity of document must also be enclosed.	Please clear what format exactly is needed from Auditor or else we can provide an undertaking certified by CA in place of it?	Refer Corrigendum-II
3	Page No. 26 of 96	Tender Clause No. 32.0 - TECHNICAL EVALUATION CRITERIA - Point no. 7	Documents to be submitted: Latest EPF Challan applicable within a span of 30 days reckoned from the date of floating of tender clearly showing the Permanent Employee Strength. A certificate from statutory auditor/ qualified CA (mentioning his/her UDIN) confirming the authenticity of document must be enclosed.	Please clear what format exactly is needed from Auditor or else we can provide an undertaking certified by CA in place of it?	Refer Corrigendum-II
4	Page No. 24 of 96	Tender Clause No. 32.0 - TECHNICAL EVALUATION CRITERIA - Point no. 2	Doc Required: Copy of valid certificate clearly showing Affiliation/ Registration with PSARA (Private Security Agencies Regulation Act, 2005) / VTP (Vocational Training Provider) under MES (Modular Employable Skills)/ NCVT (National Council on Vocational Training)/ SSSDC (Security Sector Skill Development Council of India)/ NSDC-National Skill Development Corporation of India/ MHRD GOI/ Certificates and registration in the name of Group Enterprises etc. will be considered. A certificate from statutory auditor confirming the authenticity of document must also be enclosed.	It is mentioned that agencies who have experience of running more than five or more Training Centres will get 15 points, those have 3-4 Training Centres will get 10 points and those have 1-2 Training Centres will get 5 Points, This condition seems to be arbitrary in nature as in terms Of Private Security Agencies (Regulation) Act 2005, the condition of Training is fulfilled by MOU with a PSARA Licensed Training Facility of the State. This condition is further relaxed in The Private Security Agencies Central Model Rule 2020, wherein it is mentioned that if the private security agency has already obtained a license from the Controlling Authority of any other State then requirement of training Of the licensee shall not be necessary.	Tender conditions prevail.
5	Page No. 25 of 96	Tender Clause No. 32.0 - TECHNICAL EVALUATION CRITERIA - Point no. 5	The bidder must submit a copy of work order / agreement / certificate issued by client on client letterhead duly signed by authorized signatory. The said work as per work order / agreement must be either ongoing or must have been executed in the immediately preceding five financial years reckoned from the date of floating of tender. A certificate from statutory auditor/ qualified CA (mentioning his/her UDIN) confirming the authenticity of document must be enclosed.	It states that Experience in managing security service contracts with minimum 300 trained security personnel deployed under one single contract with any hydrocarbon industry, wherein, agencies having more than 5 work orders will get 15 points. those have 4 work orders will get 12 points, those have 3 work orders will get 9 points, those have 2 work Orders Will get 6 points, those have 1 work order will get 3 points. This condition also seems to be unreasonable	Tender conditions prevail.
6	Page No. 25 of 96	Tender Clause No. 32.0 - TECHNICAL EVALUATION CRITERIA - Point no. 6	The bidder must submit a copy of work order / agreement / certificate issued by client on client letterhead duly signed by authorized signatory. The said work as per work order / agreement must be either ongoing or must have been executed in the immediately preceding five financial years reckoned from the date of floating of tender. A certificate from statutory auditor/ qualified CA (mentioning his/her UDIN) confirming the authenticity of document must be enclosed.	states that Experience in managing security service contracts with minimum 300 trained security personnel deployed under one single contract with any deployed for hydrocarbon pipeline patrolling, wherein, agencies having more than 5 work orders Will get 10 points, those have 4 work orders will get 8 points, those have 3 work orders Will get 6 points, those have 2 work orders will get 4 points, those have 1 work order will get 2 points. These conditions also seem to be unreasonable as agencies having vast experience in Central/State Govts/PSUs/ Departments will be on losing side.	Tender conditions prevail.
7				It is humbly requested that clause mentioned at Sl. No. 2 of Table for Technical Evaluation Scoring Sheet (Para 32.0 of Commercial Volume-I) of NIT may be done away with. Further, in Sl No. 5 & 6 of same table, the clause contracts in Hydrocarbon Industry and hydrocarbon pipeline patrolling may be replaced with Central/State Govts/PSUs/ Departments in order to give us a fair chance Of participation in the Tender process.	Tender conditions prevail.

8	Page No. 9 of 96	BIDDER EVALUATION CRITERIA (BEC) - Technical POINT NO. II	<p>Other requirement: The Agency (bidder) shall be either State Ex-servicemen Corporations or DGR empanelled agency/ Private Security Agencies possessing valid license on the date of bid submission to operate in the states for which the bids are invited (i.e. Delhi, Uttar Pradesh, Haryana and Rajasthan) as per Private Security Agencies Rules (2008), Central Act PSARA 2005.</p> <p>Note: The corporations registered with state as State Ex-servicemen Corporations shall not be required to provide any licence as per Private Security Agencies Rules (2008), Central Act PSARA 2005, however, registration in all the states, for which bids are invited, shall be required.</p>	<p>1. In this Connection, we submit following for your consideration</p> <p>(a) The DGR Registration Certificate is invalid without DGR sponsorship. This aspect is specifically mentioned on each certificate. The DGR Certificate is issued for a specific period of 3 Years or upto 60 Yrs of age of recipient, whichever is earlier.</p> <p>(b) The above implies that any Company/Firm which is registered with DGR can only use this Registration Certificate, when the agency is sponsored by DGR and not against an advertised tender</p> <p>(c) In this Connection, your attention is also drawn to Para 26(e) of Office Memorandum no. 28(3)2012-D (Res-I) dated 09.07.2012, issued by Government of India, Ministry of Defense (Department of Ex-Servicemen Welfare) which clearly Stipulate that any Company which is Registered with DGR and Participate in any open tender to seek any contract will be dis-Empanelled. (Copy Enclosed).</p> <p>(d) in view of DGR guidelines, the DGR sponsored Provide Security Agency are not eligible to participate in advertised tender/bids</p> <p>2. Authority Exempting State Ex-Servicemen Corporation from holding PSARA License be kindly informed</p>	Tender conditions prevail.
9	Page No. 24 of 96	Tender Clause No. 32.0 - TECHNICAL EVALUATION CRITERIA - Point no. 2	<p>Training Facility & Infrastructure to train security personnel in every training center at the time of bidding</p> <p>i) Bidder having experience of running 5 or more training centers (15/15)</p> <p>ii) Bidder having experience of running 3 to 4 training centers (10/15)</p> <p>iii) Bidder having experience of running 1 to 2 training center (05/15)</p> <p>i) Bidder having experience of running 5 or more training centers (15/15)</p> <p>ii) Bidder having experience of running 3 to 4 training centers (10/15)</p>	<p>As per Private Security Agencies Central Module rules,2020, Para-4 clause & Sub clause (5) The training certificates issued to the Guards /Supervisors from Training Institutes in one State shall be accepted in other States also. This amendment was primarily introduced to nullify the requirement of setting up training Infrastructure in each State which needs a very high Capex and adds to the financials. PSARA Act also permits tie up with training centers in form of MOUs for in Situ training. Thus awarding L-1 marks for multiple centers is not justified and is against the letter and spirit of the PSARA Act and Central Module rules. This clause aims to favour only a few select firms and does not provide a level playing field to all. The tender is for providing securityServices and not Training Services. This clause is also in contravention of CVC guidelines which state that the PQRs should be broad based and not restrict entry of players. Since the L-1 vendor is being decided on Techno Commercial Banks wherein the weightage to Technical Score is 70% this clause will create imbalance and favour a select few firms. It is requested that this clause be either deleted or training MOUs be also accepted as setting up of training centers in multiple states are neither feasible nor required by Law. The tender as it is for only Delhi & NCR and hence requirement of having 5 or more Training Centers is neither justified nor required</p>	Tender conditions prevail.
10	Page No. 25 of 96	Tender Clause No. 32.0 - TECHNICAL EVALUATION CRITERIA - Point no. 5	<p>Experience in managing security service contracts with minimum 300 trained security personnel deployed under one single contract with any hydrocarbon industry.</p> <p>i) 5 or More Work Order (15/15)</p> <p>ii) 4 Work Order (12/15)</p> <p>iii) 3 Work Order (09/15)</p> <p>iv) 2 Work Order (06/15)</p> <p>v) 1 Work Order (03/15)</p>	<p>This clause is again in contravention of CVC circular Number. 12-02-01-CTE-6 dated 17.12.2002 which States that PQRs should be broad based and not restrict entry of firms.</p> <p>This clause is absolutely Restrictive in nature as it narrows down the PQRs to a specific Industry i.e Hydrocarbon.</p> <p>The training of guards as per PSARA Act is not Industry Specific and is common to all. A trained guard can provide effective security to any Industry.</p> <p>This clause again favour the Existing vendor and may be a few more and is totally restrictive and kills the competition.</p> <p>The requirement of 300 trained security personnel under a single work order is already covered at para 3 & 4 of the Evaluation Criteria and hence repeating the clause again at Sr no.5 with addition of Hydrocarbon Industry is not Justifiable. Any firm having the work order for 300 guards in a Hydrocarbon Industry will be double benefitted as it will score maximum marks at both point no-3 and 5 with a single work order.</p> <p>It is requested to delete this clause.</p>	Tender conditions prevail.

11	Page No. 25 of 96	Tender Clause No. 32.0 - TECHNICAL EVALUATION CRITERIA - Point no. 6	<p>Experience in managing security personnel deployed for hydrocarbon pipeline patrolling under single contract</p> <ul style="list-style-type: none"> i) 5 or More Work Order (10/10) ii) 4 Work Order (08/10) iii) 3 Work Order (06/10) iv) 2 Work Order (04/10) v) 1 Work Order (02/10) 	<p>This clause is again restrictive in nature and in contravention to CVC12-02-01-CTE-6 dated 17.12.2002 which states that few select players who are already in the Hydrocarbon Industry will be placed at an added advantage.</p> <p>You are requested to kindly clarify if a firm holding five or more work orders in the preceding five years of more than 300 persons in Hydrocarbon Pipelines Patrolling spread across more than 3 states in any Govt/PSU/PSB/Semi Govt/ Institution etc will get Maximum marks for Sr No.3, 4, 5 & 6 based on the same work orders or different work orders are required for each Serial i.e 3,4,5 & 6 of the Evaluation Criteria.</p>	<p>Tender Conditions Prevail.</p> <p>The Bidder may provide same or different work orders for Serial no. 3,4,5 & 6 of evaluation criteria subject to fulfilment of respective technical evaluation criterion.</p>
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