

### Pre-bid query response dated 26.05.2023

Tender No: EG-SAOA/COMC/001/2023-23 dated 08/05/2023

Request for proposal for Comprehensive operation and maintenance Contract for Residential Premises (at EROS SAMPOORNAM, Plot No GH-01, Sec-2, Greater Noida, Uttar Pradesh- 201318)

S.No	Company Raised Query	Reference Clause No. of RFP	Page No. of RFP	Query / Suggestions/ Amendment Request	Response from Tender Committee
1	SAMS Facilities Management Pvt Ltd	VI	8	It is mentioned that EMD to be submitted in the form of Bank Guarantee, But bank guarantee format is given for Security deposit at Annexure 16. Is it the same format for EMD BG. Or can we submit EMD through DD as well.	Please go through the addendum (Revised RFP). However, we have also kept very minimal amount of EMD.
2	SAMS Facilities Management Pvt Ltd	Civil work	12	It is mentioned that Civil repair and maintenance work like tiles, granite/marble slab, ceramic fittings, CP fixtures for common areas to be inclusive in the offered cost. It is quite difficult to forecaste the exact amount to be incurred in all such civil work, wooden work, waterproofing work, Electrical work etc. Therefore request you to please keep this on on actuals reimbursement basis.	Currently, Vendor is taking up these services under the contract. Before publishing the tender. Research and Industry consultations have been done. Survey is done by 3 organization and Budgetary proposal is also submitted. Based on the Budgetary proposal, this tender is published. Please note this comprehensive maintenance contract covers all the common area except the repair and painting of Building of outerwall more than the height of Ground and First

					Floor where specific labours and machinery are required to carry out services.
3	SAMS Facilities Management Pvt Ltd	Annexure 17	97	Shall we have to provide laptop/desktop for IT communication.	Yes required PC/Laptop/Printers and other consummables to be provided by the vendor for their staff and to manage all records. However, this is to remember that data related to maintenance will be the property of SAOA and EROS Group. Whenever required complete data in prescribed format to be provided to SAOA and EROS Group.
4	Ufirm Technologies Private Limited	General Query		As we have gone through your tender inviting letter, Almost everything is prescribed in good way, we have some small queries on that we will talk to you physically in office. Our service partner for the security services has 30 Cr of annual turnover. Should we use their profile for bidding.	In Pre-bid, It is decided that Firms can bid in consortium. Maximum 2 consortium partner may participate jointly. Criteria may be fulfilled jointly. However, Prime Bidder will have responsibility.

5	Pro-Interactive Services (India) Pvt. Ltd.	<p>Clause No- 5.0 - (A)- Average Annual financial turnover during the last 3 years, ending March 31, 2022 should be at least Rs. 20.00 Crores, subject to that annual turnover from AMC in having Residential Societies/Complex to be minimum Rs. 4 Crore with minimum two existing contracts.</p>	18	<p>We have security and maintenance experience Since 2000. We have been providing Security/maintenance in Schools, Hospitals and other Government Department in Pan India for many years. We have recently ventured with Real Estate. We have provided such services mention in RFQ. We have the capability for providing such services but we don't have existing residential society's sites to show for it.</p> <p><b>"can we bid for security only ?</b></p>	<p>In Pre-bid, It is decided that Firms can bid in consortium. Maximum 2 consortium partner may participate jointly. Criteria may be fulfilled jointly. However, Prime Bidder will have responsibility. Please find format of following documents that is required to be submitted in the Bid:</p> <ol style="list-style-type: none"> <li>1. Power of Authority to Prime Bidder by consortium member on a Rs. 100/- non-judicial stamp paper.</li> <li>2. Consortium Agreement clearly specifying the Scope of Work.</li> <li>3. Both the members of consortium has to submit all the formats provided in the tender document on their letter head.</li> <li>4. EMD has to be submitted by the Prime Bidder.</li> </ol>
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6	Pro-Interactive Services (India) Pvt. Ltd.	Clause No- 5.0 (B)- The contractor/agency/firm must have experience of minimum 5 years in similar works in operations and maintenance contract of residential societies/complexes.	18		
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7	Pro-Interactive Services (India) Pvt. Ltd.	<p>Clause No- 5.0 (C)- The Contractors / Service Provider should have satisfactorily executed atleast one work of similar nature, costing at least Rs. 2 Crore annually or 2 works of similar nature costing at least Rs. 1 Crore annually each in last 3 years (ending with the last date for submission of bid). The document Proof for the same along with satisfactory completion of the AMC / Service Contract certificate from the client must be submitted in technical bids with the reference of the client name and contract details of the Key person/in charge.</p>	18	<p>We are providing security services pan India to corporates/Public sector /Private sector Banks ,Manufacturing plants etc. Residential Society we have one running contract at Gr. Noida having 180 Security Guards . Request to kindly consider the same as per Pre- Qualification Criteria.</p>	<p>Please find the response of the query no 5 and 6. This criteria can be also fulfilled jointly as consortium.</p>
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8	Pro-Interactive Services (India) Pvt. Ltd.	Clause No- 5.0 (D)- The Contractors / Service Provider should have minimum running contracts Either at least 2 Contracts in Residential Societies in Greater Noida (West) Area Or at least 5 contracts in Noida/ Greater Noida Area Or at least 10 contracts in Delhi NCR Region	18		
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9	Pro-Interactive Services (India) Pvt. Ltd.	Clause - 6 (i) List of Category-wise number of manpower employed on the rolls of the contractor be submitted. At least 50% of the manpower to be deployed on our premises should be from the regular rolls of the contractor. An undertaking to this effect should be submitted.	19	Not Possible	No change. 100% compliance required for Manpower as per RFP.
10	Pro-Interactive Services (India) Pvt. Ltd.	Clause - 7.9.24 Monthly Payment	32	Payment terms Not clarify	Please refer the clause no "7.9.24 Monthly Payment" at page no 32 of the RFP. Payment will be made after the Satisfactory Report on Service Level signed by AOA.
11	Swift Securitas Pvt Ltd	General		Do we have to participate in all the Services or we can opt for single service also. Kindly Clarify.	Yes everyone has to bid for all services. However, we have also provided an option to bid in consortium.
12	BS MAN POWER SUPPLY	General		As we have gone through your tender inviting letter, Almost everything is prescribed in good way, we have some small querries on that we will talk to you phisically in office.	NA

