



Pre-Bid Responses towards RFP for Providing Manpower Services

Sr. No.	Pg No	Point No	Tender/Original Clause	Clarification	Request for Change / Modification / Addition / Deletion	Pre Bid Query Reply
1	9	3	Scope of Work 9. Payment by the BFSL Limited will be on reimbursement basis means – first paid by service providers to staff deployed & then reimbursed by BFSL Limited to the service provider through NEFT/RTGS/Account Transfer entry.		We recommend the payment terms should be on collect and pay model. BFSL will make the payment to service provider and then service provider will pay to their staff	Should be pay & collect model
2	9	3	15. Service Provider has to provide police enquiry report of personnel deployed from time to time.	Do we have a mandatory requirement for police and criminal background verification.	Police and criminal verification is conducted at an additional cost, can we included the same as part of the commercials or need to bill/dt actual	To be included in service charges only, no separate bills
3	9	6	Absence of particular staff will attract prorata salary deduction Payment by the BFSL Limited will be on reimbursement basis means – first paid by service providers to staff deployed & then reimbursed by BFSL Limited to the service provider through NEFT/RTGS/Account Transfer entry.	Please confirm, is this applicable for informed / approved leaves?	The salary should not be deducted in case of informed / approved leave.	In case of approved leave as per terms & conditions of minimum wage act/ labour laws of maharashtra
4	9	9	Attendance is to be maintained mechanically and proof is to be submitted with bill by the service provider which is subject to verification by BFSL Limited. Service Provider has to deploy one supervisor at their cost for ensuring proper attendance and discipline by the staff provided on their behalf. Prorate salary for absences will be deducted from the bill.	Please confirm, if biometrics will be deployed. Will the service provider get access to Bio Metric reports?	Request BFSL to share the payment terms and TAT?	Request BFSL to share the payment terms and TAT?
5	9	10	Service Provider has to bear all financial losses for misdoing by the manpower provided. Loss/expenses will be directly deducted from the existing and/or future payment due.	we need details of this clause and extent of losses	Request you to get bio metric reports. Attendance to be approved by BFSL officials	To be managed by service provider. Staff deployed at company premises as per the RFP terms
6	9	12	All the personnel deployed should put on photo ID of Service Provider. If possible personnel provided should wear one specific dress for identity.	is this about giving uniform to the employees?	Request you to elaborate this requirement	On actual financial loss to company
7	9	13	Bio-data of all the personnel deployed with photograph, residential address, photo ID, D.O.B., contact number etc. with proof duly verified by Service Provider is to be provided to us from time to time else BFSL shall not pay salary to such staff and payment already made will be recovered	Does the service provider needs to conduct the physical verification required if physical verification is required it can be carried out at extra cost	Request you to elaborate this requirement	No uniform is required only ID card of service provider to carry.
8	9	14	Service Provider has to provide police enquiry report of personnel deployed from time to time	Request you to elaborate this requirement	Request you to elaborate this requirement	It is on services provider to do by whatever method best suited to them.
9	9	15	Service Provider has to take care of any litigation, disputes raised by the personnel deployed and will bear all cost in this regard	Request you to elaborate this requirement	Request you to elaborate this requirement	Already appended above
10	9	17	BFSL will not be responsible for any deficiency in employment regulation	Request you to elaborate this requirement	Request you to elaborate this requirement	Already mention in RFP
11	9	18	Shortlisted Service Provider has to provide Bank Guarantee of Rs. 10 lacs which can be invoked by us in case of deficiency of service, losses/expenses on account of staff	Request you to elaborate this requirement	Request you to elaborate this requirement	Already mention in RFP
12	9	20	Service Provider has the facility of providing Mechanical attendance taking process of staff.	Request you to elaborate this requirement	Request you to elaborate this requirement	Already mention in RFP
13	10	27	Shortlisted Service Provider has to provide Bank Guarantee of Rs. 10 lacs which can be invoked by us in case of deficiency of service, losses/expenses on account of staff	As an existing service provider, we have already have existing PBG of 10 Lacs, do we need to provide additional PBG for this RFP		PBG or security deposit (either of the two will do)
14	10	29 c	Service Provider can manage timely payment to staff even in case of delayed payment/reimbursement by BFSL Limited	Pis confirm if bio metric is to be provided by service provider?		YES
15	10	29 e	The Bidder has to size the Providing Manpower Services covering hardware, software & services to ensure availability, scalability, redundancy and performance as per the terms of the RFP within the timeframe prescribed by the Company.	This is required for how many months and in what situations?		In case of contingent/exceptional cases
16	11	3.1.	There shall be no escalation in the prices once the prices are fixed and agreed to by the Company and the selected bidder. Price escalation is possible only for regulatory changes relevant documents.	As per RFP, the requirement is for Manpower services. Please confirm what is the requirement that needs to be provided for the hardware and software		It is only for man power services no software is required from service provider
17	25	8.1	Terms & Conditions: The Company expects the vendor to adhere to the terms of this RFP document and would not accept any deviations to the same.	Annual hike should be considered for Cost of living annual adjustment		Service charges will remain same for extension however minimum wage will revise as per wage hike notification from Gov. of Maharashtra.
18	25	9.0	Indemnity: The Selected Vendor shall indemnify the company, and shall always keep indemnified and hold the Company, its employees, personnel, officers, directors, (hereinafter collectively referred to as "personnel") harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Company as a result of:	We recommend the terms and conditions of the contract i.e. Indemnity, Limitation of liability, termination, confidentiality, liquidated damages and penalties to be subject to negotiation at the time of the award of the contract.		these are something that can't be quantified in money terms and dependent on contingent happening
19	25	9.2		We recommend the indemnity clause should be mutually agreed between the 2 parties with capping on the indemnity		will take up the matter with legal team however it can not be a constant for signing the contract.

20	25	9.5	Termination of Contract: Company shall have the option to terminate any subsequent agreement and / or any particular order, in whole or in part by giving Vendor at least 90 days prior notice in writing. It is clarified that the Vendor shall not terminate the subsequent Agreement for convenience.				
21		General	how many approved leaves are allowed to an employee?	The termination clause should be mutual and both parties, BFSL and service provider should have right to terminate the contract with advance notice We need fixed count of approved leave for the employee. This is under labour law mandate		Yes (as per labour law/ minimum wage act of Maharashtra.	
22	8		The above projections are only indicative figures and may be revised upwards or downwards. Hence, these should not be treated as commitment from the Company. Rates quoted by the Bidder will be valid even when the Company does not meet these projections.	projection of manpower given is what skill set. Please clarify. In the RFP the requirement of technical and software is also given.		It is as per skilled category definition set up by Maharashtra minimum wage act (experience of industry is desirable, preference will given to technical and software skilled personnel.	
23	8	2.2	The tenure of the contract initially would be for (one) year from the date of offer Company can further extend this at its discretion at mutually agreed terms.	Will the contract after 1 year be extended with increase in price or with same price.		With the same price and terms & conditions	
24	9	3.0 (1)	Manpower provided will be subject to satisfaction of the BFSL Limited which will be finalized through a selection process (Interview and or skill test)	Manpower will be onboard only after interview process from BFSL or can we go ahead and recruit. Kindly clarify		Only after selection by BFSL	
25	9	15	Service Provider has to provide police enquiry report of personnel deployed from time to time.	Police reports are not being provided by the Department. We have a service provider who checks with the Police Station and provide us with a report. Will that be enough?		Will do. Due diligence will be done by service provider on this	
26	10	3 (29) a	Service Provider must have experience of Manpower service activity at least for 3 years	The requirement is 3 year experience in manpower services, but in eligibility criteria the minimum experience asked is 5 year in manpower services. Kindly clarify		It is 5 years minimum experience	
27	11	3.1 (4)	The Bidder has to size the Providing Manpower Services covering hardware, software & services to ensure availability, scalability, redundancy and performance of the Providing Manpower Services, and to meet technical and functional requirements as per the terms of the RFP within the timeframe prescribed by the Company.	please specify the if the manpower is to be provided at 1 location or multiple locations. And also please clarify on hardware and software to be provided.		In Mumbai only. Hardware & software will be provided by company	
28	11	3.1 (4)	The Bidder has to size the Providing Manpower Services covering hardware, software & services to ensure availability, scalability, redundancy and performance of the Providing Manpower Services, and to meet technical and functional requirements as per the terms of the RFP within the timeframe prescribed by the Company.	The manpower will operating from BOB financial premises or the service provider premises. Please confirm. Since there will be different set of commercial implications basis client site/vendor site		BOB financial premises only	
29	17	17	In case of software supplied with the solution the selected bidder should ensure that the same is licensed and legally obtained with valid documentation made available to Company.	Kindly clarify on what solution BOB is looking for and what is the requirement, no mention of the software solution is mentioned in RFP. It only about manpower services.		It is only for man power services no software is required from service provider	
30	17	19	The Bidder shall ensure that the solution provided and sized by the Bidder is capable of meeting Company's current and terminal year transaction and business volumes.	Please clarify on the this point, as this is not clear		please treat it as null & void	
31	-	-	General	We will have the manpower recruited and onboarded in our subsidiary company for salary processing. Please confirm if this is ok with you.		please be guided by RFP terms	
32	-	-	General	is it mandatory that the manpower recruited have experience in card industry. Can we onboard freshers		It is not mandatory but desirable	
33	-	-	General	is the EMD refundable		YES	