

CORRIGENDUM/CLARIFICATION

Bid Number: GEM/2025/B/6015147

To Provide Manpower Along With Tablet for Data Collection, Supervisory and Administrative work on outsourcing basis for conducting PLFS (Periodic Labour Force Survey) and ASUSE (Annual Survey of Unincorporated Sector Enterprises) Surveys in Uttar Pradesh

The following Corrigendum/Addendum/Clarification in response to queries raised by prospective bidders through GeM portal/email shall form an integral part of the original RFP document and it may amount to an amendment of relevant para/clause of the bid document.

1- URMILA INTERNATIONAL SERVICE PVT.LTD

SI no.	Page no. and Point no. of RFP Document	Query Details	Request for Clarification/ Consideration	Committee Suggestion
1	2	3	4	5
1	Page No.-13, Allocation of Zones/Award of Contract.	<ol style="list-style-type: none">1. Bidder with minimum financial quotation is referred to as L1 and the price quoted by the L1 bidder shall be referred to as L1 price.2. The first choice for the selection of zones would be provided to L1. L1 can choose a max of 3 zones and minimum of 2 zones.3. Remaining technically qualified bidders are offered to match the price quoted by L1.4. After confirmation from L1 bidder, next offer shall be given to L2 bidder to select 2 zones at L1 price from the remaining unallocated zones.5. Step 4 would be repeated for L3, L4 etc. bidders till all zones have been allocated.6. However in case there still remain unallocated zones, L1 would be offered to accept all remaining zones, followed by L2, L3 etc. without any maximum limit.	If multiple bidder's become L1 then how will the work will be distributed among the multiple L1 Bidder's.	If the multiple L-1 bidders have quoted the lowest price, the successful bidder shall be selected amongst the L-1 bidders through Random "Algorithm executed by GeM system"
2	Page No.-23, Point-15.1, Earnest Money Deposit (EMD)	Bids not accompanied with EMD shall be rejected summarily. EMD shall be valid for 45 days beyond the final Bid validation period. It should be submitted in the form of Account Payee Demand Draft/Fixed Deposit receipt/Banker's cheque or Bank Guarantee from any of the Commercial banks in an acceptable	As per General Terms and Conditions on GeM 4.0 (Version 1.19) dt 26-09- 24 and Rule 149, GFR 2017 [Clause (xii) (m)(v)], entities with a turnover exceeding Rs. 500 crore in any	No relaxation is admissible in EMD. Tender Specification will prevail. Tender Specification will prevail.

SI no.	Page no. and Point no. of RFP Document	Query Details	Request for Clarification/ Consideration	Committee Suggestion
1	2	3	4	5
		form drawn in favour of an Account Payee Demand Draft, issued by one of the Nationalised/ Scheduled Banks in India, in favour of Director, Economics and Statistics, DESUP, Arth evam Sankhya Bhawan, 9-Sarojani Naidu Marg, Lucknow-226001 at least one day before opening of technical bids as specified in the critical dates. The EMD amount to be deposited should be Rs. 28,00,000 (Rs. Twenty Eight Lakhs Only).	one of the last three financial years qualify for the E.M.D. exemption. So, request you kindly exempt the EMD for those bidder, who have achieved 500 crore turnover in any one of the last three financial years	
3	Page No.-29 18.2 Financial Bid Format	1. Total Remuneration with Service/Administrative charges@ (per month per manpower with tablet) (including GST) (in Rs.)* * Excluding statutory charges along with Field Work Allowances.	1. Request you to kindly clarify whether all or which components are to be summation in q1, q2 and q3 and also please do clarify whether the additional 2% service for tablet is also to be added in q1, q2 and q3.	The total Remuneration includes (Monthly Remuneration + Service/Administrative Charges including tablest charges) + GST
	Page No.-29 18.2 Financial BidFormat	@ 1. Services/Administrative charges will be inclusive of all expenses like Registration/ on boarding charges of personnel, sourcing. Deployments, training. Management, attendance etc. as well as services handling charges like processing of Field Work Plan, payment of Field Work Allowances to outsourced staff. Further, service/Administrative charges for tablet will be inclusive of procurement, maintenance, distribution, safekeeping charges of tablets to be provided by the agency etc.	1. Request you to please allow a fixed refundable security deposit for those employee's to whom we have to provide tablet. Because it is a costly peripheral and if get lost or damage it can cost highly to a firm.	This query is not related to DESUP.
		2. Apart from the above Services/ Administrative charges, agencies can charge minimum additional (2%) service charge in the form of tablet charge.	2. Request you to kindly clarify that, as per your tender document you have mentioned to take 2% service charge additional for tablet. 2% will be of which amount.	The additional 2% service charge for tablest will be of Monthly Remuneration charges of the contractual staff.

SI no.	Page no. and Point no. of RFP Document	Query Details	Request for Clarification/ Consideration	Committee Suggestion
1	2	3	4	5
		<p>Note: The agency is required to quote Administrative/ Services Charges per person per month separately for each category of staff to be remain same within the zone. The amount should be a fixed flat rate per outsourced manpower per month in respect of each category and irrespective of the location of deployment within the Zone. The GST and employer contribution of ESI, EPF, Bonus etc., if applicable, would be payable on over and above the total monthly invoice.</p>	<p>3. Request you to kindly clarify that whether the service charge for all the tender tenure or the service charge will increase proportionally whenever the minimum wages will change.</p>	<p>The service charges will be fixed as per the latest GO issued by MSME dated 26.11.2024</p>
2- IPSOS RESEARCH PRIVATE LIMITED				
4	Reference from RFP Page# 3 RFP Document Reference(s) (Section) 2 nd Paragraph:	The primary field work relating to collection of data in socio-economic surveys, enterprise survey, price collection etc. is done by a cadre of officials called Assistant Statistical Officers (ASOs). The supervision of the data collected by the primary field staff is done by the supervisory staff of DESUP called Additional Statistical Officers (AdStOs). Apart from the technical work related to the surveys of DESUP the administrative work of the Department is handled by the clerical/secretarial personnel called Ministerial Staff.	Here it is mentioned that primary collection of data will be done by DESUP team, which is not clear in terms of latter asked Agency to conduct the data collection	The data will be collected by the manpower provided by selected agency.
5	Page 3 1st Paragraph:	DESUP wishes to engage services of agency to conduct PLFS and ASUSE survey in CAPI (Computer Assisted Personal Interview) mode using Tablets across 75 districts of the Uttar Pradesh classified in 6 zones for the period April-2025 to March-2026	Actual requirement mentioned in RFP at multiple places is to conduct the survey (data collection) using CAPI software, including all required quality checks. But in technical qualification, one of the important qualification criteria is to have experience in providing manpower service. This will restrict many large Organizations who	As per RFP document, no amendmend needed. Tender Specification will prevail.
6	Page 3 & 4	Also mentioned as to conduct PLFS and ASUSE survey using CAPI (Computer Assisted Personal Interview) on Tablets across 75 districts		
7	Page 11 Notes Regarding Data	The DESUP-Staff will inspect the FSU/units at any time during the field survey to maintain the quality of data.		As per RFP document, no amendmend needed. Tender Specification will prevail.

SI no.	Page no. and Point no. of RFP Document	Query Details	Request for Clarification/ Consideration	Committee Suggestion
1	2	3	4	5
	collection and submission		have expertise in conducting survey work. Can this criterion be open to service agencies also.	
8	Page 13 The Bid Process: Brief description of bid process: Point-2:	The minimum business turnover of the bidder must be twice the expected value of contract during each of the last three years (2021-22, 2022-23 and 2023-24) from exclusive activity of Manpower Providing Services as per Annexure-5 : Zone-wise estimated number of FSU's and required manpower for PLFS and ASUSE survey		
9	Page 17, point-1 Technical qualification-Business Turnover	The Bidder should have a minimum annual turnover twice the expected value of contract (As per Annexure-5) during each of the last three years (2021-22, 2022-23 and 2023-24) from exclusive activity of Manpower Providing Services		
10	Page 17, point-2, Technical qualification-Business operation	The Bidder must have a minimum of five (5) years' experience in supplying survey related contractual/ outsourced manpower to reputed Central/State Govt. Ministries & departments, public sector companies/ PSU/Banks/Autonomous Bodies.		
11	Page 26, point-5, Additional Term & Condition	The Bidder should have a minimum annual turnover twice the expected value of contract during each of the last three years (2021-22, 2022-23 and 2023-24) from exclusive activity of Manpower Providing Services.		
12	Page 17, Point 3 ,Technical Qualification	The Bidder should have proven track record of providing average 500 survey related contractual/ outsourced manpower (survey/admin/ clerical/ secretarial/ Data entry operator/supervisory related) per month in projects of Central/State Govt. Ministry/ Departments/Public Sector Companies/PSU/Banks/Autonomous bodies during last three years (2021-22. 2022-23, 2023-24).		
13	Page 17 point-4 Technical Qualification	The Bidder should have executed contract with at least one Central/State Govt. Ministry & department, public sector		

SI no.	Page no. and Point no. of RFP Document	Query Details	Request for Clarification/ Consideration	Committee Suggestion
1	2	3	4	5
		company/PSU/ Bank/Autonomous Body of supplying the tablet or manpower equipped with tablet.	/trained them/and take ownership of quality data. In this case can we attach those contracts as proof, and it will be considered.	
14	Page 27 Point 1.2 Bid Format	List of cities/stations and States where the company has the branch offices (attach documentary proof). As per the qualification criteria, the agency must have at least one office in a zone for which they are bidding.	All the survey agencies largely manage the survey from state local offices, so we have local offices in all state capital, but for zonal level, we deploy coordinator to stationed and monitor the data collection work for which we do not have zonal level offices. We have local state office in Lucknow. can we get relaxation on this that if an agency has local state office that is sufficient as eligible criteria.	There is no compulsion of having office in respected zone/zones for the bidder.
15	Page 15 point-5 Mandatory Eligibility Criteria -	The bidder must have registered with appropriate authorities under Employees Provident Fund (EPF) and Employees State Insurance (ESI).	We are not registered with employee's state insurance. As we are survey agency and deploy FLPS staff, those are covered under insurance policy for project specific period. In this case are we eligible for bid.	As per RFP document, no amendmend needed. Tender Specification will prevail.
16	Page 6 point-9	Agency shall nominate a separate coordinator named Administrative support Staff for each of the Zone in the concerned Divisional Office of DESUP. The coordinator shall be responsible for interacting with concerned offices in all matters related to staff outsourced including submission of bills, submission of certificates related to statutory authorities/ payments. Providing replacements etc. in time bound manner. The Administrative support Staff shall also be responsible for	We have to submit the provided format only for the payment made to data collection staffs on company letterhead / or we have to submit the bank transfer statements also for the payment.	The agency will provide the information as per the format along with bank transfer statements.

SI no.	Page no. and Point no. of RFP Document	Query Details	Request for Clarification/ Consideration	Committee Suggestion
1	2	3	4	5
		ensuring attendance of outsourced staff in concerned Zone/Zones of DESUP.		
17	Page 8 point-2	The Agency shall maintain all statutory registers under the Law. The Agency shall produce the same, on demand, to DESUP or any other authority under the Law. The Agency shall be required to submit such information in respect of engaged manpower being provided to DESUP in following format for the period as may be required by DESUP.		
18	Page 9 point-4	The admissible remittance shall be paid by the agency first to the engaged staff through Bank Account transfer after completion of work, thereafter the amount of remittance paid to engaged staff may be claimed by the agency from DESUP along with the invoice for the subsequent month.		
19	Page 19, point-5, Payment terms	The Agency shall make regular payment of remuneration and other payments (which are being paid by DESUP to its outsourced manpower deputed under service contract and furnish necessary proof every month.		
20	Page 28 Point 1.3	Number of regular employees of the Agency (Proof thereof may be enclosed)	We have to submit the regular employees working with us for UP state only, or at national level.	The bidder may submit the details of regular employees in UP State as well as India Level
21	Page 12 remuneration and Allowances	The remuneration and Field Work Allowances of the outsourced staff	We pay per survey/questionnaire / man-day basis to our deployed FLPs, which is as per Industry standards. So, our total monthly payment may be less against mentioned in this section. With this actually the work will cost less to DESUP. Hope this is ok and we can go ahead with this concept	As per RFP document, no amendmend needed. Tender Specification will prevail.

SI no.	Page no. and Point no. of RFP Document	Query Details	Request for Clarification/ Consideration	Committee Suggestion
1	2	3	4	5
22	Page 13 Note	Man-Month rate includes only employee contributions towards EPF, ESI and any other statutory obligations. The employer contribution for ESI, EPF, Bonus & any other statutory obligations, if applicable, would be reimbursed separately by DESUP over and above the monthly remuneration and service charges bill.	We deploy FLPs for survey work and this manpower are on contract basis, so we do not pay EPF, ESI. Can we get relaxation on this criterion.	As per RFP document, no amendment needed. Tender Specification will prevail.
23	Page 29 Note	The GST and employer contribution of ESI, EPF, Bonus etc., if applicable, would be payable on over and above the total monthly invoice.		
24	Page 9 Point 6.2: Job description and required engaged manpower-	Desirable Qualification/ Experience => Having certificate/diploma related to MS office or basics of computer from a recognized University/Institute. For all staff	We have FLPs to collect the data and Most of them learn MS office on the job and generally do not have certificate for the same. Yes, for Administrative Support Staff we will deploy the required eligibility staff only. But for Surveyors/ Supervisors can we have relaxation on this criterion. Rest all eligibility criteria	This is a desirable qualification. As per RFP document, no amendmend needed. Tender Specification will prevail.
25	Page 11 Note	Working hours would be normally 8½ hours per day including half an hour lunch break during six working days in a week. However, in exigencies of work, the timings may be rescheduled, if required. Besides this, the DESUP being a Government Office also observes the Gazetted holidays notified by the Government of India/State Government from time to time.	Hope six working days applicable for deployed Administrative Support Staff at DESUP office, as the staff working for data collection work for all seven days other than gazetted/festival holidays	As per Labour Law.
26	Page 34 Point-1.1, Background:	The PLFS is a large-scale socio-economic survey aimed at collecting data on employment and unemployment to provide insights into the labour market. It captures information on demographic details, labour force participation, employment status (e.g., regular, self-employed, casual work), hours worked, wages, industries, job types,	We would require clarity on number of HH/ establishment listing to be done in one FSUs.	Approximately 1000 - 1200 population will be listed in Rural sample and 150 - 180 HH in Urban Sample in PLFS and all establishments in ASUSE survey.

SI no.	Page no. and Point no. of RFP Document	Query Details	Request for Clarification/ Consideration	Committee Suggestion
1	2	3	4	5
		reasons for unemployment and skill acquisition. The questionnaire is structured into sections covering household demographics, economic activities, and education or training, with a focus on both primary, secondary and tertiary work engagements. Normally the survey of one First Stage Unit (FSU) will take 04-05 days in first visit to complete 'listing of households' to collection of data from selected sample households (12 hrs per FSU).		
27	Page 36 Training point-b:	Training will be conducted offline in Headquarter/Zones/Divisions (as per Annexure-1) and material for this training to be provided by DESUP. The training content will be based on manuals designed by MoSPI, Gol. Only food and lodging cost for this training will be borne by the DESUP as prescribed.	For point number-b, Hope DESUP refers to central training. Please clarify, also confirm the number of days of TOT, For Point number-c, hope DESUP refers to larger team training, please clarify also confirm the required number of days team training.	Shall be discussed with successful bidder.
28	Page 36 Training point-C:	In addition to the trainings identified above, the surveyors/supervisors /Administrative Support Staff are expected to undertake an online/offline training through the CAPI-enabled survey applications prior to deployment.		
29	Page 7 Outsourcing of Manpower- point ii:	The Agency is liable to depute the engaged manpower within 30 days of award of contract and preferably within 20 days of the signing of agreement or receiving additional manpower request.	Here it is written to Agency will have to deploy required resources in 30 days of award of contract. But in Annexure-2-action plan and timeline the launch of Survey refers as 1st April. Please clarify this.	The days can be flexible accordingly.
30	Page 40 Annexure-2:	Action Plan with Time Line of Survey		
31	Page 41 Annexure-3:	Monthly Timeline of Survey	While calculating the total sample size and timeline, last three-month Jan to March-25 sample will not be covered four times. As revisits will not be able to complete by March-25 of first visited sample in Jan-25. Need clarity on this.	As per RFP document, no amendment needed.

SI no.	Page no. and Point no. of RFP Document	Query Details	Request for Clarification/ Consideration	Committee Suggestion
1	2	3	4	5
32	Page 48 Annexure-5:	Zone-wise estimated number of FSU's and required manpower for PLFS and ASUSE survey	The total number of required staff and mentioned in the Annexure will not be sufficient to cover the sample in required timeline. We did the calculation basis the number of days mentioned in RFP to cover PLFS and ASUSE. Should we go ahead and calculated the estimates as per provided manpower in the RFP or do our back calculation on required number of days and manpower to cover the given sample.	As per RFP document, no amendment needed. Tender Specification will prevail.
33	Page 19 Terms of Payment:	The Agency shall submit the monthly invoices (completed in all aspects) in triplicate enclosing the certificates as mentioned in the RFP which shall be duly verified by the Office in-charge of the concerned office(zone office) and the same shall be processed within 10 days thereof after making recovery, if any.	In all data collection survey, we agencies incurred substantial amount upfront during manpower recruitment/training /lodging/team movement. But as per mentioned statement payment will be cleared after a month of data collection as monthly invoice. Can we have some advance payment provision at signing of contract.	No advance will be paid to the agency. Tender Specification will prevail.
34	Page 36 point-IV: Survey planning and coordination-	Collaborate closely with DESUP to execute data collection activities using the prescribed CAPI-enabled software provided by DESUP.	Can you please clarify the platform in which CAPI software will be developed. Do we get the translated CAPI for survey?	DESUP will going to use CAPI software provided by MoSPI, GOI.
35	Page 34, Point 1.2	Normally It will take 06-07 days to survey a FSU completely from 'listing of households/establishments' to collection of data from selected sample enterprises (appx. 42 to 46 establishments + segment 9 establishments per FSU). On	What kind of establishment we need to cover, can we have the definition of this category. Also, segment-9	The required instructions/manuals/schedules are given in the links below:- <ul style="list-style-type: none"> ▪ Instructions PLFS ▪ Instructions ASUSE ▪ Schedule PLFS

SI no.	Page no. and Point no. of RFP Document	Query Details	Request for Clarification/ Consideration	Committee Suggestion
1	2	3	4	5
		average, each 'enterprise schedule' takes 90-120 minutes per enterprise, depending on establishment size and nature of operations.	establishment is not clear.	<ul style="list-style-type: none"> ▪ Schedule ASUSE Please refer the MoSPI's website for further details
3- KDS SERVICES PRIVATE LIMITED				
36	Page 15 Point No. 8.4.1 Stage 1: Mandatory Eligibility Criteria for Bidders (Point No. 6 CLRA)	The bidder must have registered or obtained a license under the Contract Labour (Regulation & Abolition) Act, 1970.	<ul style="list-style-type: none"> • We would like to bring to your attention that, prior to this tender, no other company has requested for this particular registration/license, and as a result, our company has not registered for it under the said Act. Therefore, we respectfully request an amendment to this clause to accept a Labor License under the Shop and Establishment Act as an alternative. • If this amendment is not possible, we kindly request that a 3-month grace period after the issuance of the work order be provided for bidders to submit the required registration/license under the Contract Labour (Regulation & Abolition) Act, 1970. 	As per RFP document, no amendment needed. Tender Specification will prevail.
37	Page 17 Technical Qualification: Point No. 3 Total no. of Manpower:	The Bidder should have proven track record of providing average 500 survey related contractual/ outsourced manpower (survey/ admin/ clerical/ secretarial / Data entry operator/ supervisory related) per month in projects of Central/ State Govt. Ministry/ Departments/Public Sector Companies/PSU/ Banks/ Autonomous bodies during last three years (2021-22, 2022-23,	<ul style="list-style-type: none"> • We would like to seek clarification on whether we can combine multiple work orders to meet the total manpower requirement of 500 or if only a single work order is required to demonstrate this capacity. 	The bidder may club no. of manpower supplied in multiple works.

SI no.	Page no. and Point no. of RFP Document	Query Details	Request for Clarification/ Consideration	Committee Suggestion
1	2	3	4	5
		2023-24).		
38	Page 17 Technical Qualification: Point No. 4 Tablet:	The Bidder should have executed contract with at least one Central/State Govt. Ministry & department, public sector company/PSU/ Bank/ Autonomous Body of supplying the tablet or Manpower equipped with tablet.	<ul style="list-style-type: none"> We would like to seek clarification regarding the requirement to supply tablets or deploy manpower equipped with tablets. The bid does not specify the minimum number of tablets or manpower equipped with tablets. If a company has deployed only one tablet, would they still be considered eligible? Additionally, we would like to inquire if the deployment of other mobile devices, such as smartphones, laptops, or computers, can also be considered as meeting the requirement. We kindly request that the bid be amended to include these devices as eligible alternatives to tablets. 	<p>It is clearly mentioned that the each Manpower is required with Tablet.</p> <p>The bidder should have executed contract of supplying sufficient no. of tablets.</p>
39	Page 17 Technical Qualification: Point No. 1 Business Turnover	The Bidder should have a minimum annual turnover twice the expected value of contract (As per Annexure-5) during each of the last three years (2021-22, 2022-23 and 2023-24) from exclusive activity of Manpower Providing Services	<ul style="list-style-type: none"> As per the guidelines of the GEM portal, the required turnover can start from 30% of the bid value. In this case, the bid value of the project is ₹47 Cr., and the turnover requirement is ₹94 Cr., i.e., 200%. We kindly request that the turnover requirement be reduced to below 100% to allow for 	As per RFP document, no amendment needed. Tender Specification will prevail.

SI no.	Page no. and Point no. of RFP Document	Query Details	Request for Clarification/ Consideration	Committee Suggestion
1	2	3	4	5
			healthy competition and enable more companies to participate in the bidding process.	
40	Bid Document- Bid End Date/Time	Bid End Date/Time: - 18-03-2025 19:00:00	<ul style="list-style-type: none"> We would like to bring to your attention that today, 10th March 2025, is the pre-bid meeting date, and it will take some time for the necessary clarifications to be provided. Additionally, with the upcoming Holi festival holidays, and the office reopening only on 17th March, we will effectively have only two working days to submit the bid. Considering the time required for obtaining clarifications and finalizing the bid, we kindly request an extension of the bid submission deadline to allow sufficient time for all necessary preparations. 	The DESUP will decide about the extension of BID accordingly
41	-	-	<ul style="list-style-type: none"> We would like to inquire whether the Earnest Money Deposit (EMD) can be submitted in the form of a Bank Guarantee (B.G.) instead of the traditional payment method. 	The bidder may submit their EMD as Bank Guarantee (B.G.)
42	-	-	<ul style="list-style-type: none"> We would like to inquire whether there are any provisions or relaxations for 	As per RFP document, no amendmend needed. Tender Specification will prevail.

SI no.	Page no. and Point no. of RFP Document	Query Details	Request for Clarification/ Consideration	Committee Suggestion
1	2	3	4	5
			MSME-registered organizations as per any clause in this tender.	
4- M/s XEAM VENTURES PRIVATE LIMITED				
43	(Page No. 5 of RFP) Clause No.4 (5)	The tablets provided to engaged manpower by the agency must be in running condition and compatible to run CAPI Software provided by DESUP. Operation & safekeeping of the tablet is the responsibility of the agency.	As the Tablets are being issued by Agency to Staff therefore for safekeeping and security of the Tablets, we propose the Agency shall be allowed to take a Security Amount equivalent to One month salary from the Staff.	As per RFP document, no amendmend needed. Tender Specification will prevail.
44	(Page No.5 of RFP) Clause No. 5 (5.1) Point (i)	(i) The Agency shall provide the tablets as per the technical specifications mentioned in Annexure-6: Specifications of the tablets and the outsourced manpower as per "Job description and required engaged manpower (Field level)" of the RFP. The procurement, disbursement, operation, maintenance and safekeeping of all the tablets will be the sole responsibility of the agency	Specifications of the Tablets asked are quite High end and costing very high, whereas the work can be conducted through Tablets with a lower technical specifications Tablets. (Enclosing herewith another Tablets specification used by Ministry of Labour & Employment, Labour Bureau Gol for your reference) Requesting to consider revising the technical specifications of Tablets to be used for the Survey.	As per RFP document, no amendmend needed. Tender Specification will prevail.
45	(Page No. 6 of RFP) Clause No. 5.2 Outsourcing of Manpower and Clauses of Penalty	(i). The Agency shall be responsible for proper conduct of its deployed manpower in DESUP. In case of any loss/damage, theft, etc. to the property of DESUP or carrying away of Govt. property viz. schedules, manuals, documents, instructions, electronic gadgets/tablets etc. due to engaged manpower, the Agency will either be liable to make good the loss on the basis of the value of the property as determined by the DESUP or the same shall be recovered first from the invoice payments dues of the Agency and if required, from performance security deposit.	For (i) As the responsibility is on Agency, Agency shall be allowed to take security from Staff to safeguard such risks.	This is the internal matter of agency
46	(Page No. 7 of RFP) Clause No. 5.2 Outsourcing of	(V). The Agency shall furnish an undertaking in writing that the personnel engaged in the data collection work shall not disclose the data to any third party	For (v) we request to delete "the Performance Security Deposit submitted by the agency	As per RFP document, no amendmend needed. Tender Specification will prevail.

SI no.	Page no. and Point no. of RFP Document	Query Details	Request for Clarification/ Consideration	Committee Suggestion
1	2	3	4	5
	Manpower and Clauses of Penalty	under any circumstances. In case of violation, the Performance Security Deposit submitted by the agency will be forfeited.	will be forfeited” and the Agency shall be made responsible to bound the staff under “Non-disclosure / Confidentiality agreement” and take appropriate legal action on the staff as per directions of Department on such defaults by Staff.	
47	(Page No. 7 of RFP) Clause No. 5.2 point (viii) Outsourcing of Manpower and Clauses of Penalty	(viii). The agency shall be responsible to provide the replacement of the Tablets within two working days to the engaged manpower in the event of loss, theft, dysfunction etc. The delay in providing replacement of the Tablets beyond two working days would attract a penalty @ Rs. 1000/- per day on the Agency.	For (viii) we request, to increase the timeline to at least 5 working days in place of 2 working days and penalty should be reduced to Rs 100/- Per day.	As per RFP document, no amendmend needed. Tender Specification will prevail.
48	(Page No. 8 of RFP) Clause No. 5.2 point (x) Outsourcing of Manpower and Clauses of Penalty	(x). The engaged staff shall seek prior permission for leave from the concerned officer of DESUP. Payment of service charges and wages/ remuneration shall not be made to the Agency for the days of unauthorised absence of the engaged manpower.	For (X) We understand the wages for the leave day including Maternity leave will be paid by the Department to Agency.	As per RFP document, no amendmend needed
49	(Page No. 8 of RFP) Clause No. 5.2 Outsourcing of Manpower and Clauses of Penalty	(xi). The Agency shall provide a suitable substitute in the event of absence of engaged manpower due to reasons namely leave, illness, quitting the job etc. The delay in providing a substitute beyond five working days from the date of intimation to the agency would attract a penalty @ Rs. 1000/- per day per person on the agency computable from 6th day of the absence of the engaged manpower.	For (xi) Request the timeline may please be extended to 10 days.	As per RFP document, no amendmend needed. Tender Specification will prevail.
50	(Page No. 9 of RFP) Clause No. 5.3 Payment, legal legislations and others:	(V). The DESUP shall not be responsible for any financial loss or injuries to any engaged staff in the course of their performing duties and no compensation will be paid by DESUP in this regard.	(V). To cover accidental losses, the Agency may opt for a Group Personal Accident (GPA) insurance policy. We propose allowing the Agency to deduct the associated insurance costs from the monthly salary of the staff on a recurring basis.	This is the internal matter of agency.
51	(Page No. 29 of RFP) Clause No. 18.2 Financial Bid Format	@ 1.Services/Administrative charges will be inclusive of all expenses like Registration/ on boarding charges of personnel, sourcing, deployments, training, management, attendance etc. as well as services handling	As per the current provisions, a 2% service charge has been defined for the supply of tablets, which we find to be quite low. Given the high cost of tablets as per the	As per RFP document, no amendmend needed. Tender Specification will prevail.

SI no.	Page no. and Point no. of RFP Document	Query Details	Request for Clarification/ Consideration	Committee Suggestion
1	2	3	4	5
		<p>charges like processing of Field Work Plan, payment of Field Work Allowances to outsourced staff. Further, service/Administrative charges for tablet will be inclusive of procurement, maintenance, distribution, safekeeping charges of tablets to be provided by the agency etc.</p> <p>2. Apart from the above Services/Administrative charges, agencies can charge minimum additional (2%) service charge in the form of tablet charge.</p> <p>3. The latest applicable Services/ Administrative charges as per MSME vide order no. 57/18-2-2024-97(ल०उ०)/2016 dated 26.11.2024 is 3.85%.</p>	<p>specifications mentioned in the RFP, the 2% charge is not financially viable for the Agency to provide, manage, and maintain the tablets effectively. We kindly request that the service charges be revised to at least ₹2500-₹3000 per tablet per month to ensure feasibility and proper upkeep of the devices.</p>	
5- GA DIGITAL WEB WORD (P) LIMITED				
52	Page 17 point no. 4- Technical Qualification	<p>The Bidder should have executed contract with at least one Central/State Govt. Ministry & department, public sector company/PSU/ Bank/ Autonomous Body of supplying the tablet or manpower equipped with tablet.</p> <p>Bidders should provide "Satisfactory documentary proof to be attached which includes signed contract agreement or contract for extension along with work/supply order or experience certificate needs to be attached."</p>	<p>kindly clarify that in support of above condition can we submit a satisfactory experience certificate along with the Work order and Scope of work stating the details of Tablet to be provided under this contract.</p>	As per RFP document, no amendmend needed
53	Page 29 Financial bid format	<p>In the Financial bid we have to quote full contract value, including GST as per GeM portal. While as per the Financial Bid format given in the Bid Document the amount of remuneration including service charges per person per month to be quoted. GST and other statutory charges shall be payable extra.</p>	<p>Kindly clarify that which amount to be quoted on GEM and how to calculate the total contract value of contract to be quoted on GeM portal.</p>	The price bid is described in the Para 18.2 Financial bid format (Page 29 of RFP)
6- Innovatiview India Ltd.				
54	8.4.2. Technical Bids Evaluation, RFP Page no. 17	<p>Total no. of Manpower: The Bidder should have proven track record of providing average 500 survey related contractual/outsourced manpower (survey/admin/clerical/secretarial/Data entry operator/supervisory related) per month in projects of Central/ State Govt. Ministry/Departments/Public Sector Companies/PSU/ Banks/ Autonomous bodies during last three years (2021-22, 2022-23, 2023-24).</p>	<p>Requesting authority to kindly amend the clause as suggested below: Total no. of Manpower: The Bidder should have proven track record of providing average 500 survey related contractual/outsourced manpower (survey/admin/clerical/secretarial/Data entry operator/IT Operator/ supervisory</p>	As per RFP document, no amendmend needed. Tender Specification will prevail.

			related) per month in projects of Central/ State Govt. Ministry/Departments/ Public Sector Companies/PSU/ Banks/ Autonomous bodies during last three years (2021-22, 2022-23, 2023-24).	
--	--	--	---	--

7- Vishu Enterprises

55	Page 15 Point No. 8.4.1 Stage 1: Mandatory Eligibility Criteria for Bidders (Point No. 6 CLRA)	The bidder must have registered or obtained a license under the Contract Labour (Regulation & Abolition) Act, 1970.		As per RFP document, no amendment needed. Tender Specification will prevail.
----	---	---	--	--