

Bihar Urban Infrastructure Corporation, Patna

Dated- 02-08-2021

Tender No-Buidco/SIU-01/Yo-139/12(P-II)-27:

SR.NO.	Name of Agency	RFP Provisions	Pre Bid Question	Reply
1	M/S Intelligence Security of India	Clause 29. - Customer Care Center (CCC) : In an effort to enhance the existing relationship and further improve upon services, continuous feedback from our valuable customers is required hence towards this, a dedicated 24/7 Customer Care Department is to be established. In order to report any incident/complaint/urgency/feedback, anyone can reach by phone, Email or toll free number Clause 2.M - Guard person insurance of 3 lakhs Clause Annexure IV. 3 - No of ex-servicemen Guards on Roll of the agency (Submit the CV's with the documentary evidence) The format for submitting CV is attached as Annexure VI. with minimum 25 person Clause 2.L - The security agencies participating in the tender should have a valid PSARA(Private Security Agencies Regulation Act) license. The security agencies participating in the tender should have PSARA license more than 5 States in India.	1. Firm Should have 24/7 customer care Service letter/ Toll free No Vide Para 09 of Annexure-IV, Score of Technical Bid, It is not valid points for scoring. 2. Para 2M The Security Agency should get their guards insured for at least to the sum of Rs 3 lakh. It Cover under ESI. 3. CV of 25 Ex-servicemen asked vide Para 3 of Annexure-IV is not relevant with your employment. Hence it should be removed.	Bid condition Prevail Bid condition Prevail Bid condition Prevail
2	M/S Biswas Security Services.	Clause 29. Customer Care Center (CCC) : In an effort to enhance the existing relationship and further improve upon services, continuous feedback from our valuable customers is required hence towards this, a dedicated 24/7 Customer Care Department is to be established. In order to report any incident/complaint/urgency/feedback, anyone can reach by phone, Email or toll free number Page No-23, Annexure 2&3. No of trained security Guards on Roll of the agency (Submit the CV's with the documentary evidence regarding training from approved institute) The format for submitting CV is attached as Annexure VI. with minimum 25 person No of ex-servicemen Guards on Roll of the agency (Submit the CV's with the documentary evidence) The format for submitting CV is attached as Annexure VI. with minimum 25 person	1. PSARA Licence for 05 States को हटा दिया जाना चाहिए। बिहार के लिए Valid PSARA Licence को ही Eligibility Criteria में रखा जाए एम Marking System को कि Page No. 23 में है उसने भी बदलाव किया जाए। 2. Toll Free No./ Customer Care Services वाले Point No.9 को की Page No. 23 में दिया है उसको Compulsory नहीं करना चाहिए। अगर Company को Work Award होता है तो उस समय यह सुविधा Company मुहैया करानी। ऐसा कुछ संशोधन करना चाहिए। 3. EX-Servicemen Payroll को Documentary Evidence के तौर पर क्या देना होगा 7 कम से कम 25 आदमी के लिए Page No-23 Point No. 2 & 3 में यह प्रश्न पूछा गया है इसके लिए Company को Annexure-VI के अलावा क्या Proof देना होगा।	The security agencies Participating in the tender should have a valid PSARA (Private Security Agencies Regulation Act) License. The security Agencies participating in the tender should have PSARA license for at least 5 states in India. Bid condition Prevail 1. Submit First & Last Page copy of i'd (including Photograph with Seal/Stamp for documentary Proof.
3	M/S Scientific Security Management Services Pvt.Ltd	2 J Firm should have HSE and EHS policy	4. Category of Manpower Deployed का भी specification होना चाहिए। 1. Security Guard-????????? 2. Gunman-??????????? 3. Supervisor-????????? 1. Firm Should Have H&E and EHS Policy ?	1. Security Guard-Semi Skilled 2. Gunman- Skilled 3. Supervisor- Skilled. Bid condition Prevail

Executive Engineer
Buddha Smriti Park, Patna

31/8/21