

## Response to Pre-Bid Queries

11.06.2026

**Name of the work:** "Providing of Skilled Manpower, Housekeeping and Security Services on Outsource basis to Bi-RIDE Offices/Field Works"

**Tender Notification No:** Bi-RIDE/MANPOWER/2026

**Tender ID:** 2026\_KRIDE\_275910\_1

SI No	Reference Clause	Clause Description	Queries	Response from Bi-RIDE
1.	Page No.98, Annexure to Terms of Reference, 1.GENERAL INSTRUCTIONS AND SCOPE OF WORK Page No.112	1.2 The Contractor shall have to use his own equipment / tools / consumables, wherever required, for this work. 14. The contractor shall provide, at his own cost, all workers and other employees with necessary tools, shoes, jackets, uniform etc. for effective and efficient discharge of the work contemplated in the contract. Necessary inventory for consumables should also be provided by him so that the work is not hampered at the premises.	Equipment/tools/consumables required for Operating as per the scope, will Bi-Ride will provide or bidder to be provided, request clarify  If so, please provide the list of Equipment / tools/consumables and Price bid is not aligned this to quote bidder rates.	Equipment/tools/consumables are provided by Bi-RIDE only. (Refer Sl. no. 2 of Corrigendum No-1)
2.	Page No.109, 3.14 UNIFORM AND IDENTITY CARDS TO THE WORKERS AND SUPERVISORS:	The contractor shall provide, at his own cost to all the contractor's professional / personnel / staff/ supervisors, two sets of uniform as per Bi-RIDE requirements per year.	Request to clarify, that the shoes, Jackets Uniforms Etc., to be provided for all the staffs or only for Housekeeping and Security Staffs, please clarify	The Contractor shall provide Uniforms to Attenders, Housekeeping Supervisors and Security Staffs. (Refer Sl. no. 3 of Corrigendum No -1)

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3.	Page No.115, ANNEXURE - I	b). Payment of Gratuity Act 1972: Gratuity is payable to an employee under the Act on satisfaction of certain conditions on separation if an employee has completed 05 years' service or more or on death the rate of 15 days wages for every completed year of service. The Act is applicable to all establishments employing 10 or more employees.	Request to clarify that the bidder left option quote only Service charge in the price bid, hence the applicable Gratuity will be reimbursed by the Bi-Ride, kindly clarify	The manpower Contract period is only for 2 years. Payment of gratuity Act is not applicable to this contract.
4.	Page No.107, 3.13 Deployment of Staff And Submission of Report:	xxix. The contractor shall follow/obey the constitutional / statutory laws in respect of minimum wages act and labour laws under implementation by the Government of India from time to time and shall also be prepared to submit any documentary evidence / records as per the statutory laws in force.	Refer to <b>4B: Salary Break up Details, the wages seems followed by State Wages.</b>  Request to clarify the wages followed by State or Central Wages.	Wages shall be followed as per prevailing norms / Guidelines of Government of Karnataka.
5.	Page No.53, 4B: Salary Break up Details	The Bidder(s) must quote Service Charges upto maximum of 5% duly calculating over and above the Lumpsum price indicated in the financial bid.	As per the Ministry of Finance Govt. of India-DoE OM No. F. 6/1/2023-PPD, the Minimum Service Charge to quoted by bidder is 3.85%, request to consider the same and fix a minimum Services charge.	Said clause is not applicable. Bidder may quote service charges upto maximum of 5%
6.	4, Pg. No. 27	The Tenderer should have valid ISO 9000 Certificate as 'Manpower Service provider' or for the similar jobs.	We note that the tender document refers to ISO 9000 certification. As per international standards, ISO 9000 provides the fundamental concepts, principles, and vocabulary for quality management systems, whereas ISO 9001 specifies the actionable requirements and is the certifiable standard within the ISO 9000 family. Kindly confirm whether possession of a valid ISO 9001 certification will be considered acceptable compliance under the requirement for ISO 9000.	Refer SI. no. 1 of Corrigendum No-1

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7	3.13(xxv), Pg. No.107	The contractor shall deploy adequate number of manpower required for the work as per the requirement given in the schedule and in conformity with labour laws. The Contractor should deploy the minimum number of supervisors and workers every day including on Sundays and on holidays, wherever applicable and directed, for carrying out the work.	We request clarification on the following: In case workers are deployed on Sundays or weekly holidays, will the contractor be required to provide compensatory off or will wages for the additional day be reimbursed, and kindly confirm the number of days considered for salary calculation under this contract	For working on holidays / Sundays, staffs shall be granted compensatory rest on some another working day within 30 days. No additional remuneration shall be paid on this account.																							
8	3.13(xxix), Pg. No. 107	The contractor shall follow/obey the constitutional / statutory laws in respect of minimum wages act and labour laws under implementation by the Government of India from time to time and shall also be prepared to submit any documentary evidence / records as per the statutory laws in force.	<p>a) Kindly confirm whether the department is considering State Minimum Wages or Central Minimum Wages for this contract.</p> <p>b) If State Minimum Wages are applicable, please clarify whether the department will reimburse the Labour Welfare Fund contribution that is payable during the month of December.</p> <p>c) If State Minimum Wages are applicable, please clarify whether the department will reimburse the Menstrual Leave benefit mandated by the Government of Karnataka.</p>	As per prevailing norms / Guidelines of Government of Karnataka																							
9	FORM-3G, Pg. No. 40	<p style="text-align: center;">Form 3G FINANCIAL DATA (WORKS DONE DURING THE LATEST FIVE FINANCIAL YEARS) NAME OF THE TENDERER (All amounts in Rupees in Crores)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2">DESCRIPTION</th> <th colspan="5">Financial Data for Last 05 Audited Financial Years</th> </tr> <tr> <th>Year 2020 - 2021</th> <th>Year 2021 - 2022</th> <th>Year 2022 - 2023</th> <th>Year 2023 - 2024</th> <th>Year 2024 - 2025</th> </tr> <tr> <th>1</th> <th>2</th> <th>3</th> <th>4</th> <th>5</th> <th>6</th> </tr> </thead> <tbody> <tr> <td>Total value of consultancy works done as per audited financial statements</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	DESCRIPTION	Financial Data for Last 05 Audited Financial Years					Year 2020 - 2021	Year 2021 - 2022	Year 2022 - 2023	Year 2023 - 2024	Year 2024 - 2025	1	2	3	4	5	6	Total value of consultancy works done as per audited financial statements						We wish to understand we being the Service Provider what does Total Value of Consultancy refer to	Total value of consulting means charges for consulting services towards deployment of man power only.
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10	ITC ref, Pg. No. 30	The following specific data shall complement, supplement, or amend the provisions in the Information to Consultants (ITC). Whenever there is a conflict, the provisions herein shall prevail	we wish to clarify we being the Service Provider what does this refer to	Provisions mean all provisions mentioned in this tender document
11	ITC 5.3 (A) SI No. 1 Pg. No. 26	<p><b>5.3 A. Technical Eligibility Criteria</b></p> <p>1 The bidder should have provided “Similar service” by deploying <b>at least Skilled (100 nos.) and Un Skilled (100 nos.)</b> of manpower services of tender quantity in any Central/State Government Departments /PSUs/Private Organization Listed companies in Karnataka in any 02 years of the last five preceding financial years (2020-21, 2021-22, 2022-23, 2023-24 and 2024-25) and should have rendered service satisfactorily. Documentary proof along with certificate of satisfactory service duly indicating the Nos issued by the previous Employer/Client should be uploaded. The Bi-RIDE may verify Service agreement/Work Orders/any other documents.</p> <p>Certificate of Satisfactory completed service duly indicating the Nos issued by the previous Employer/Client shall be uploaded.</p>	<p>In this regard, we humbly request the authority to kindly <b>consider accepting PAN India experience for similar manpower services</b> executed in Central Government/State Government Departments/PSUs/Private Organizations across India, instead of restricting the experience only to the Karnataka state.</p> <p>Our organization has extensive experience providing skilled, semi-skilled and unskilled manpower services across multiple states and government organizations. We currently provide manpower-related services to reputed organizations and departments, including <b>ITI Limited, ISRO, BSNL, KPTCL and other Government departments</b> for manpower-related services.</p> <p>Considering PAN India experience would encourage wider participation and healthy competition in the tender process while ensuring the participation of experienced agencies.</p> <p>We therefore request your good office to kindly consider issuing a suitable clarification/amendment in this regard.</p>	It is Mandatory to provide Certificate of satisfactory completion of service duly indicate the number of manpower deployed issued by the previous employer