



No. 41209 /Date 10.07.2026 /

Pre-Bid Queries & Responses for “Selection of Agency for Deployment of Back-Office Executives cum Data Entry Operators (DEOs) in Bhubaneswar Municipal Corporation (BMC).”
(RFP No.- 35751 Dated:12/06/2026)

Sl.No	Clause No. and Page reference	RFP Condition	Queries	Reply
1.	Page No. 12	Bid Processing Fee and Rs. 2,00,000/- (Rupees Two Lakh Only) towards Bid Security/EMD in the form as prescribed in the RFP failing which the bid will be rejected	Request for allowing MSME/Udyam Registration holders to avail EMD exemption	RFP conditions shall prevail.
2.	Page No. 22	Technical Presentation (Approach & Methodology)	Request for reducing the marks allotted for Technical Presentation	RFP conditions shall prevail.
3.	Page No. 15 Pre Qualification 4.	Minimum Manpower Requirement	The current manpower requirement of 500 on payroll is excessive for the stated operational need of 42 manpower. We request	1. Section:2, Clause 1, Point 4 stands amended as below: Agency must have atleast 250 nos. manpower of various categories on its payroll as on date certified by a chartered accountant.

			to reduce the manpower on the roll from 500 to 200 for our participation as a local MSME and existing service provider for this job with satisfactory performance for the last 3 years.	2. Section:2, Clause 11.2, Point 4 stands amended as below: Availability of Personnels on the Agency's payroll as on the date of bid submission. • Two Hundred Fifty (250) to Five Hundred (500) personnel = 10 Marks • More than Five Hundred (500) personnel = 15 Marks
4.	Page No. 15 Pre Qualification 5.	Minimum Average Annual Turnover Requirement	The prescribed minimum turnover of Rs. 15.00 Crore appears disproportionate to the estimated project value of about Rs. 3.00 Crore for three years. In view of the prevailing CVC guidelines recommending a reasonable turnover criterion of about 1.5 to 2 times the estimated contract value and the Government of Odisha MSME Department Notification No. MSME-IPE-MISC-0060-2019/566/MSME dated 24.01.2024, particularly OSMEs, for whom annual turnover criteria are to be relaxed by 90%, for example, if the turnover criterion is Rs. 10 Lakhs for non-OSMEs, it will be Rs. 1 Lakh for OSMEs. So, the turnover criteria may	1. Section:2, Clause 1, Point 5 stands amended as below: The bidder should have a minimum average annual turnover of Rs. 5.00 Crore during the last three (3) financial years, i.e., FY 2022–23, FY 2023–24, and FY 2024–25. 2. Section:2, Clause 11.2, Point 2 stands amended as below: Average Annual Turnover of the bidder in the last 3 Financial Years (FY 2022-23, FY 2023-24, FY 2024-25) • Average Annual Turnover greater than INR 5 Crores and up to INR 10 Crores – (5 Marks) • Average Annual Turnover greater than INR 10 Crores and up to INR 15 Crores – (10 Marks) • Average Annual Turnover greater than INR 15– (15 Marks)

			kindly be reconsidered and suitably reduced to Rs. 5.00 Crore to enable wider participation of qualified agencies.	
5.	Page 9 DATASHEET	EMD	Local MSME enterprises registered in the State may be considered for exemption from Earnest Money Deposit (EMD) in accordance with the applicable Government of Odisha provisions. This exemption may kindly be extended to encourage participation of eligible local MSME bidders and promote wider competition in the tender process.	RFP condition prevails.
6.	Price bid	BOQ format	Please clarify	The BOQ format shall be as uploaded in the Odisha e-Tender Portal. Bidders are advised to quote their rates strictly in the prescribed BOQ format available in the e-procurement portal.
7.	Salary Revision		The contract period is 36 months. Kindly clarify whether any annual revision/escalation in wages due to statutory Minimum Wage revisions shall be reimbursed by the Authority on actuals during the contract period.	No price escalation or annual revision is admissible during the contract period. However, any revision in minimum wages notified by the Government of Odisha from time to time in respect of labour rates shall be considered and dealt with in accordance with the applicable Government orders and statutory provisions.

8.	Payment Timeline	Payment terms are not clearly defined in the RFP.	Kindly confirm the payment cycle and request that payments be released within 30 days from submission of the invoice along with supporting documents.	The payment terms and conditions shall be governed as per the provisions stipulated in the RFP.
9.	Exit Clause	Termination provisions are not clearly defined.	Kindly clarify whether either party may terminate the contract by providing prior written notice and specify the applicable notice period.	The provisions relating to termination shall be governed by contractual provisions and shall form part of the Agreement to be executed with the selected agency. Necessary notice period and conditions, as applicable, shall be specified therein.
10.	Compliance (Leave, Bonus & Gratuity)		Provisions related to leave wages, bonus, and gratuity are not specifically mentioned in the RFP. Kindly clarify whether statutory liabilities such as Bonus, Leave Wages, and Gratuity shall be reimbursed separately on actuals or are deemed included in the quoted rates.	Statutory obligations relating to Bonus, Leave Wages, Gratuity and other labour welfare benefits shall be governed by the applicable Acts, Rules and Government notifications issued from time to time, and the successful agency shall ensure compliance thereof. The same shall be included in the quoted rates.
11.	Service Charge		The RFP is silent regarding minimum service charge requirements. Kindly clarify whether a minimum service charge percentage (e.g., 3.85% or otherwise) is mandatory and whether bids quoting below the prescribed limit, if any,	It is clarified that the service charge shall be within the range in accordance with the prevailing notification/orders issued by the Finance Department, Government of Odisha. Bids quoting service charges below/ more than the prescribed limits shall be treated as non-responsive

			shall be considered non-responsive.	
12	Uniform		Uniform requirements for deployed personnel are not specified. Kindly clarify whether uniforms are required for the deployed manpower and, if so, whether the cost of uniforms should be included in the commercial quote.	The requirement, specifications and pattern of uniforms, if required at any stage, shall be decided by Bhubaneswar Municipal Corporation (BMC) after selection of the agency and the same shall have to be provided by the selected Agency.
13	Working Hours & Weekly Off		Duty hours and weekly off provisions are not clearly defined. Kindly clarify the applicable working hours, weekly off entitlement, and treatment of work performed on holidays/rest days.	The deployment pattern, duty hours, weekly off and other service conditions shall be governed by the standard practices, rules and regulations of Bhubaneswar Municipal Corporation.

Sd/
Deputy Commissioner (IT)
Bhubaneswar Municipal Corporation