

Clarification to the queries raised by the bidders for Hiring of agency for Deployment of Private security agency for non-core functions at IGI Airport

S.No.	RFP Page No.	RFP Clause / point	Query raised by Bidders	DIAL Response to the queries
1	9	5.6.1 & 5.6.2	When should the Private security agency complete the AVSAC induction & Basic course, is it compulsory for the employees to qualify the tests conducted by BCAS before starting the duty?	PSA personnel (Security Guards and Supervisors) shall undergo the following training. a) AvSec Induction Training Course at any BCAS accredited Aviation Security Institute. b) After Successful completion of AvSec Induction Training , PSA personnel shall be required to undergo at least 24 hours on the job training before deployed for non-core security functions at Airports. c) AvSec Basic Course within 06 (Six) months from date of successfully completing AvSec Induction Course . The concerned Airport operator and PSA shall give a joint undertaking in this regards before deployment of PSA personnel for non-core duties at Airports. If any PSA personnel fails to successfully complete the AvSec Basic Course within stipulated time, he/she shall be immediately withdrawn from the duty post. d) All PSA personnel shall undergo AvSec Basic Refresher Course after every 02 years as per provisions of NCASTP. e) Any PSA violating the training requirements / conditions stipulated for training the PSA personnel and as committed by them in their joint undertaking
2	9	5.6.1 & 5.6.2	Who will bear the cost of AVSAC training, in case if it is to be borne by the security agency, can we include the cost in our quote?	PSA will bear the cost of AvSec trainings. Cost for trainings can be included in the Quote with break-up.
3	9	5.4	Requesting little more clarity on the word contractual outsourced employee.	The private security personnel should be on the regular payroll of the designated private security agency rather than the contractual outsourced employee
4	21	3.2.4	What is the procedure for allotting training slots for the employees of private security agency ?	1. Training of appropriate duration shall be organized by training division , BCAS at the concerned Airport / ASTIs before induction. 2. Training to PSA personnel shall be imparted as per the BCAS norms under supervision of BCAS. Training Division , BCAS would consider allotting / organizing additional batches of induction and Basic AVSEC Training courses to clear the immediate requirements of such training for soon to be inducted PSA Personnel
5	21	3.2.5 (a & b)	What about the Billing on these days (OJT period) ?	On the Job training shall be treated as ON DUTY and the Billing is permitted for these days
6	22	3.3.4	Can we use the same uniform what our employees are wearing now, or should we prepare for a change in uniform pattern?	The agency cannot use the same uniform. Every PSA personnel will wear such uniform with badges depicting the name of the PSA, as prescribed by the ASG in consultation with BCAS, for easy and distinct identification. Every PSA should preferably have a similar Uniform for all Airports, designated to them, for uniformity and easy identification
7			Kindly clarify whether you want deployment 500 security personnel at one Airport or different Airports	The deployment of Security Personnel can be at One Airport or various / multiple Airports
8			Continuously 5 years services at Airport or with break will also eligible.	Size of deployment will be considered as per the deployment of personnel at one Airport or multiple Airports for a period upto 5 yrs continuous or non continuous . The agency to have similar services experience, it may be continuous or with break
9			If I have deployed security personnel at Airport from 2010 to 2015, will my company be eligible in tender	The agency to have similar service experience
10			On Technical and financial Eligibility criteria and document list point no 3. said that minimum 500 personnel at any Airport, please clarify that total no. of 500 personnel deployed at a particular Airport or it can be taken from different Airports.	Size will be considered as per the deployment of personnel at one or multiple Airports. It is further clarified that the agency shall be evaluated based on the experience of working at one or multiple Airports and years of experience of deployment of personnel . Weightage shall be based on the cumulative experience.
11			On Technical and financial Eligibility criteria and document list point no 3. said that experience should be 5 years, please clarify the experience can be count continuously five years or in parts. Please mention the experience will be count from last 5 years or more	Same as above
12			The private security personnel shall be on the regular pay roll of the designated private security agency rather than the contractual outsourced employee. Please elaborate on this point	The private security personnel shall be on the regular pay roll of the designated private security agency
13	17	2	“In the Technical & Financial Eligibility Criteria Page-17, Pt. No. 2, Resource Based & Technical expertise-Experience: Nature of Organization and size of deployment having minimum 500 personnel at any Airport/ hypersensitive Airport with period of deployment to be more than 5 years We will request you to re-consider your clause and also include the experience of other establishment where heavy foot-fall (similar to Airport) is there. Such establishments are big hospitals, big malls. If you will consider experience of only Airport very few companies will be in position to participate. Kindly allow other companies also who have experience in providing security services to big organizations like Airport also.	The agency to have similar service experience i.e. deployment of personnel at one or multiple Airports
14			You are requested to consider our request and consider experience of other establishments also and extend the due date of submission of tender by 10 days”	The bid due date is extended till 19th May 2022
15			“Please consider relaxation of the minimum deployment of 500 persons”	Size will be considered as per the deployment of personnel at one or multiple Airports. It is further clarified that the agency shall be evaluated based on the experience of working at one or multiple Airports and years of experience of deployment of personnel . Weightage shall be based on the cumulative experience.
16			“In the Price/Contract sum format: It is mentioned that, NFH with three Holidays in a year, but there are Four NFH in a year which are Republic Day, Independence Day, May Day & Gandhi Jayanthi. Requesting clarification on this point also”	May day is not a national holiday as per Delhi shop & establishment Act, hence rest 3 NH only will be applicable on establishment in Delhi.
17			Clarification on the number of personnel to be deployed	Bidders to note that number of personnel mentioned in the page no 31 of RFQ is 330 numbers are excluding reserve.