

ऑयल इंडिया लिमिटेड  
**OIL INDIA LIMITED**

**Minutes of Pre-Bid Conference held against GeM Tender No: GEM/2025/B/6320818 dated 18.06.2025 at Hotel Ratnamouli Palace, Beltola Chariali, Guwahati.**

**Members Present:**

**OIL Officials**

- 1.0 Shri Shyamal Prasad Das, CGM (HRE)
- 2.0 Shri Arup Tanti, CM-F&A
- 3.0 Shri Pranjal Neog, CM-HRE
- 4.0 Shri Saurav Kumar Saha, SE-Drilling
- 5.0 Shri Bikramjit Borgohain, Manager (Contracts)

**Bidders Present (Physical):**

- 1.0 Shri Jagdip Singh Baro, Director, Refma Facility & Hospitality (I) Pvt. Ltd.
- 2.0 Shri Atul Kalita, Asst. Manager (Operations), Sindoori Solutions Pvt. Ltd.
- 3.0 Shri Amlan Borah, Dst. Manager (Operations), R. B. Enterprise
- 4.0 Shri Manoj Choudhury, Operations Manager, BVG India Limited
- 5.0 Shri Mahesh Dutta, Proprietor, M/S M. Dutta & Company
- 6.0 Shri Randeep Dulakakhoria, Asst Manager (Operations), SMC Integrated Facility Management

**Bidders Present (Through VC):**

- 1.0 Shri Ganesh Das, Director, Weaverbird Consultants Pvt. Ltd.
- 2.0 M/s. Projects Pachiyappan
- 3.0 M/s. Marwar Enterprise
- 4.0 M/s. J. P. Singhal & Company
- 5.0 M/s. Ronak Enterprises
- 6.0 M/s. R S Group
- 7.0 M/s. RRB
- 8.0 M/s. Sodexo

**Preamble:**

A GeM Tender was floated for Integrated Facility Management Services including Mechanized/manual Housekeeping, Catering, Office Assistance, Waste Management, Horticulture, Pest Control Service, Front Office Management, Façade/Exterior cleaning of multi-storeyed buildings vide tender no: GEM/2025/B/6320818 dated 07.06.2025.

As a part of the tendering process, a Pre-Bid Conference was scheduled on 18.06.2025 at Guwahati to address any queries from the prospective bidders. A GeM notification was issued regarding submission of queries beforehand via Email so that the queries can be addressed in the Pre-Bid Conference. Accordingly, a few queries were received via email which were addressed during the Pre-Bid Conference. Moreover, a few queries were also

raised during the Conference itself and the same were also addressed. Details of deliberations are as below:

**1.0 M/s. Refma Facility & Hospitality (I) Pvt. Ltd : (Physically Present)**

Sl. No	Query	Answer
1.0	In cafeteria services, is there any fix pax/quantity arrangement for daily foods preparations for smooth functioning.	The minimum guaranteed pax was not mentioned in the tender document, however as the service will be over the counter sale and individuals will pay of their own, hence a prior intimation will be provided to service provider, e.g., for breakfast intimation will be provided one day before and for lunch, the same will be intimated early morning by 08:30 AM.
2.0	Is there any fixed or compulsory estimated quantities of total numbers of manpower to be engaged after awarded the work.	In the tender document, fixed manpower quantity is not mentioned for the services as it is a service contract. For defining the quantum of work, the area wise calculation, working hours, frequency of required service etc. are already mentioned in the tender. Moreover, for specific & vital positions, necessary manpower requirement along with educational qualification & experience criteria are also mentioned in the tender document.
3.0	As a big tender, is there any conditions like, if some parties are not attended the pre bid meeting, then the party will be automatically disqualified in the technical bid.	No. Attending Pre-Bid Conference and/or site visit is preferred; however, this is not a bid rejection criterion.
4.0	For facade/exterior glass cleaning, is it compulsory/mandatory work experiences/ work orders are required of any state/central govt or PSU.	<b>Shall deliver and issue amendment if needed.</b>
<b>Other Points Raised</b>		
5.0	It was suggested to modify the Similar Work as  <b><i>Integrated Facility Management Services viz. Mechanized &amp; Manual Housekeeping &amp; Catering Services in multi-storeyed building</i></b>	<b>Shall deliver and issue amendment if needed.</b>
6.0	Road Cleaning Machinery and other machinery quantity should be mentioned in the Scope Of Work Document	<b>Shall deliver and issue amendment if needed.</b>

**2.0 M/s. Sugandhim Food & Catering Pvt. Ltd** (Party did not attended the Pre Bid Conference)

<b>Sl. No</b>	<b>Query</b>	<b>Answer</b>
1.0	Lump Sum Based – As mentioned in the tender; As mentioned in the tender; Consumables to be provided by service provider (inclusive in contract cost)	Consumables for housekeeping, waste management and gardening service has to be provided by the Service Provider. Consumables for cafeteria will be arranged by Service provider as it will be over the counter sale. As clearly outlined in the SCC of the tender, consumables for in room tea services will be provided by Oil India Limited.
2.0	Please specify the number of existing labourers and the additional manpower required.	Existing manpower at G+5 HR Building & RCE Office: 10 Nos Existing manpower at NIA Office: 07 No Rest manpower requirement assessment will be done by the Service Provider based on data provided in Scope of Work such as area calculations, frequency of services required, office timings, no. of rest rooms (ladies, gents & PWD)
3.0	Will the consumable items for catering be provided by the department or will the contractor provide them on their own	Mentioned in Sl No-1.0 Above
4.0	And will the services start simultaneously in all departments	As per mobilization notice to be issued by HR(Establishment)/Drilling Dept. [as applicable] after issuance of LOA. (Ref: Mobilization Period & Contract Period of the SCC of the tender)
5.0	Can the garbage collection machinery or vehicle be taken on rent, or will it have to be purchased and provided	It is the prerogative of the service provider. Oil India Limited requires only un-interrupted services as per the terms and conditions as outlined in the tender.
6.0	Our company has experience of 30 years plus in catering & hospitality management in Government run institutions, so we can participate in this tender or not	Your bid submitted against the subject tender shall be evaluated as per the Evaluation Criteria (as mentioned in the PQC/BEC-BRC of the tender).

**3.0 M/s Marwar Enterprises: Attended through VC**

<b>Sl. No</b>	<b>Query</b>	<b>Answer</b>
1.0	There is no minimum quantity of machineries mentioned in bid documents against any line item, Can we use same machineries in all	<b>Shall deliver and issue amendment if needed.</b>

	buildings or have to arrange separate machineries in each building ?	
2.0	There is no minimum manpower provision in bid documents but as per annexure-C Non-deployment of manpower is under provision of penalty, so how you measure that manpower are sufficient or not?	Manpower requirement assessment will be done by the Service Provider based on data provided in Scope of Work such as area calculations, frequency of services required, office timings, no of rest rooms (ladies, gents & PWD). Penalty regarding non deployment of manpower will be applicable when there is no deployment of manpower for a particular service and/or absence of assigned manpower against a particular service. In matters pertaining to penalty due to non-deployment of manpower, the same shall be reviewed by OIL. <b>(Shall deliver and issue amendment if needed.)</b>
3.0	Kindly Provide estimate number of officers who will take breakfast & lunch from Canteen for ease of daily consumption calculation.	The minimum guaranteed pax was not mentioned in the tender document, however as the service will be over the counter sale and individuals will pay of their own, hence a prior intimation will be provided to service provider, e.g., for breakfast intimation will be provided one day before and for lunch the same will be intimated early morning by 08:30 AM
4.0	How will decide the rate of food for counter sale as we have to take payment directly from the employees as per bid documents and also have to quote rates for cafeteria service in price bid, Kindly Clarify	The requirements will be only for breakfast & lunch. Hence, the rates of breakfast & lunch will be decided with the service provider post awarding the contract with mutually agreed rates. The rate will be fixed considering the prevailing market rate of raw materials, rate chart of various items of nearby hotels and standard rate of out Guest House and other running contract agreement wherein catering services are included.
5.0	Kindly Provide Estimated Daily consumption of Tea/Coffee/Snacks and Estimated No. of manpower for each pantry/floor for ease of calculation, There is short of information for quoting the price.	In the Scope of Work it is clearly mentioned that “ <i>Dedicated service will be required for i. Preparation of tea, ii. Serving of tea and iii. Washing of utensils.</i> ” Moreover, consumables will be provided by Oil India Limited. The above are clearly mentioned in the SCC of the tender.
6.0	Services of Helpdesk Management. Where is to be quote against this scope of work, there is no line item in BOQ and Kindly Provide Skill wise Estimated Manpower for needed type of work. As	Services of Helpdesk Management can be accommodated in “Office Assistant Hiring Service”. The skillset & education qualification of crucial manpower requirement is already mentioned in the

	per scope of work, this type of work can be done by High-Skilled, Skilled or Semi-Skilled manpower so kindly clarify the category and number of manpower as per work load.	tender document. <b>(Shall deliver and issue amendment if needed.)</b>
7.0	Services for file handler/Office Assistance at HR Building. Kindly Provide estimated number of manpower in totally or floor wise or office wise or officer wise to do this work as work load can't be defined through scope of work to calculate the number of manpower. (For Example Some Senior officers may required personal assistant but there is no such information guided in scope of work)	In the tender document it is mentioned that Dedicated Service will be required i. for receiving and record keeping of files and ii. for dispatch and delivery of files to various offices at OIL-FHQ, Duliajan. The above dedicated service will be required at 04 Floors of G+5 HR Building, RCE's Office Building, ED (HR&FA) Office and Public Affairs Department at General Office Building
8.0	Misc-Manpower Services. Not Provided any scope of work about this line item in Bid Document, Kindly Provide.	<b>Shall deliver and issue amendment if needed.</b>

**4.0 M/s. SMC Integrated Facility Management Solutions Limited:** Physically present and also attended through VC.

Sl. No	Query	Answer
1.0	We kindly request you to allow submission of an undertaking stating that we will provide a tie-up/agreement/MoU with another firm that has the requisite experience of II. <i>'Façade/Exterior cleaning of a multistorey building.'</i> In this regard, this will ensure that we comply with the requirement before the commencement of work.	No change.
2.0	Bid Security in Original shall be furnished as a part of the Technical Bid and shall reach the office of <b>CGM-CONTRACTS, OIL at Duliajan</b> on or before <b>14.15 Hrs (IST)</b> on the Bid Closing Date (BCD). A scanned copy of the bid security shall however be uploaded in GeM portal along with the Technical Bid. The amount of Bid Security shall be ₹ <b>49,43,700.00 (Rupees Forty-Nine Lakh Forty-Three Thousand Seven Hundred)</b> . Bid without proper & valid Bid Security will be rejected. For detailed may please refer to <b>Clause No. 12.0 of INSTRUCTIONS TO BIDDERS (ITB). Exemption from</b>	As per GeM policy, bidders having annual turnover of more than 500 crores are exempted from submission of EMD/Bid Security.

	<p><b>submission of bid security shall be as per the provision of GeM GTC.</b></p> <p>Our Request:  Only reconfirm As per the Gem General Terms and Conditions on GeM 4.0 (Version 1.14) dt 31st Jan 2024 (GTC page 16, Point M, clause V), bidders having turnover more than INR 500 crore are exempted from furnishing EMD on the GeM portal.</p>	
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**5.0 M/s. Weaverbird Consultants Pvt. Ltd**

<b>Sl. No</b>	<b>Query</b>	<b>Answer</b>
1.0	Enquired about the capital items arrangements for the cafeteria, whether it will be provided by OIL or the items needs to be arranged by service provider.	The required equipment such as cooking stoves, ventilation/exhaust system/storage items/water purifiers/utensils etc. are the scope of the service providers as mentioned in the SCC of the tender document. OIL will not provide the items. Supply & maintenance of these items are under the scope of the service providers/Contractor.

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