Sl.	Agency/Bidders Queries	OMPL Clarification
1	As splitting of Work Order is Not Applicable in this tender, Whether Order will be placed fully on MSE subject to matching L1 price (If MSE is within L1 + 15%)	Please refer clause no. F on page No. 78 of tender Document
2	In the month of February a person will do duty for 24 days after availing weekly Off and in the months having 30 days, duty days will be 26 after availing weekly Off and even some persons duty days will be 25 after availing weekly Off . But is the months where 31 days a person will do duty for 27 days after availing weekly Off. As central minimum wages is fixed per day, how to pay (Shall we fix 26 day wages as even for all months)	As per the factories Act., for calculation purpose, per month wages is calculated considering 26 working days. The same applies even for February month. Hence, the extra one day wages to be paid as per the minimum wages appicable. Contractro to take into a/c ofr any reduction/additional charges while submitting the quote in service components.
3	There is no leave/ Holiday wages mentioned in your break up rates. Give us in details what are all the leave/ Holidays (like How many days are to be paid with list of leave/holidays details), and OMPL also should ensure that OMPL HR shall not ask Agency to pay to Security personnel any additional or payment beyond what mentioned in the Tender and clarified in the Pre-bid.	There will be total 10 closed holidays as per OMPL Holiday List.
4	It is mentioned as F.I.R(s) in all cases of pilferages, thefts, attempted thefts, misappropriation of OMPL property and assault and affray will be lodged with local police by the security agency. As a Security Agency we can facilitate the process, but for file case a Letter is to be give by the Owner of the property, as we are only a service provider our complaints are not accepted in police stations. This is to be clarified.	The Agency shall be authorised to lodge complaint based on Work Order issued to them, wherein necessary clauses will be included.
5	Security agency shall be responsible for any loss/ damage due to negligence of security personnel. a) If a loss/ damage happened where there is no security point or loss/ damage by Vehicle or third party forceful act. b) As such there is reduction in Security Points there may be trial by Insider and outsider in the plant area, already such trails has been identified and stopped such trails many a times in the areas were there no man/ Guard movement. c) In the Pipeline area there are disturbance given by the local people to the Security Guards and forceful attacks also happened by injuring Security personnel we guards are posted alone in each points. Such indents which are out of the control of Security personnel shall not be treated as negligence / Lapse.	As such there is no disturbances as aforsaid, It is the duty of the Security Agency to ensure the Safety and Security companies property. The total situation should be managed by the Security Agency.
6	What will be the cause If a person Works on his Off day.	The agency should pay Over time Salary (double of his salary).
7	Is 30 days of Working will be allowed as Many of the Security Personnel wants to work for all days in the month.	Every security personnel to be given 1 day weekly off for every 6 days worked.
8	As OMPL and its pipelines are in the Coastal Zone there may be frequent Mock drills will be exercised by various Govt authorities at that time there will be additional duty posting required. Will all the additional duties will be paid on prorate basis.	As and when there is any mock-drill, OMPL QRT team to be deployed at the site. No additional manpower is required during mockdrill. In case of any additional deployement of manpower against OMPL written request, same will be paid extra on prorata basis in line with the rates specified in the contract.
9	As OMPL is having Bio metric Punching for all the Security personnel for Attendance, it is too difficult to bring the Pipeline Security personnel up and down to Main gate for punch in and out in every duty. This involves lot of Timing and cost. For this propose alone we require more additional vehicles which is a heavy monetary impact for Security agency, Which is out of the scope of work. Moreover Some timing it is taking more than an hour to drop Guards and the points in pipeline and even after completion of duty guards need spend more than 2 hours to reach the accommodation, due to this Guards in pipeline and needed to spend about 4 hrs additional in every shift . So this is to be considered and place Punching in near by location of pipeline points or a mobile data/ attendance collection shall be considered by OMPL.	It is mandatory to punch attendence at OMPL main gate for all security personnel. The cost to be included in the service charges.
10	In the event of Revision in statutory, shall the agency pay to guards in the existing wages till the revision is approved by OMPL and pay arrears wages after approval. Because, some times the approval for revision take a very long time (ie. in some cause even more than six months), but HR will not process agency Bills if the wages is not paid as per the latest revision by CLC/ DGR. This will be a financial burden for security agency.	The payement to be made to the guards before 7th of every month. Please refer clause 2 (page no.6).
11	Deployment of 2 (Two) Four Wheeler a) As two four wheeler are to be deployed on 24/7 basis, what will be the case if vehicle is on sudden break down or vehicle going on service for a day or two; b) Shall a Guard post can be utilized as drivers for four wheeler; c) Will OMPL reimburse on Fuel and maintenance for four wheeler, because it will cost around 2 to 3 lakhs for fuel maintenance and driver every month; d) Only these type of vehicle (Bolero/Sumo/Tavera/Scorpio) to be provided or an suitable alternative vehicle shall be provided.	All the points referred will be under vendors scope. Please refer clause 16(z).
12	Is it compulsory to have an Shift in charge and an Mangager to execute the work, because Agency without having a office or Access in Mangalore even may get the contract.	Please refer sub clause (b) and (c) of clause 16 of Scope of work. Accordingly, the agency should appoint Security Manager and Shift deployment I/c and in case of Order should have a full fledged office near OMPL.
13	Will the bills be paid with 15 days of bill submission, because most of the times it is taking more than 45 days and in some causes more than 60 days.	Please refer clause 2 (page no.6)
14	Manpower mentioned in the tender seems to be very low, will that be possible manage the security arrangements. Because, with the existing Strength it is just deemed to fit the security arrangements, in that too about 35 to 40% reduced it will be very critical. More over there is no ASO posts, atleast a minimum of 2 to 3 ASO are needed in very shift as the security functioning in OMPL is more critical.	Manpower was fixed by the committee of consisting of experts considering the present situation. No changes shall be made.
15	In the event of any natural disasters or an unexpected accidents with in the premises which damages agency properties, will there be any compensation or will there be any relaxation in penalty clause for any deficiency due to such damages.	There will not be any compensation from the company.
16	What is the Communication facility provided by OMPL to Connect people within Pipeline and with the Plant Security People while on duty.	To be provided by the agency.
17	Insurance :- Whether insurance will be reimbursed as there is no Insurance or ESI cost given in the break up for Supervisor and Security I/c.	The agency should cover the security personnel who have not covered under ESI with Group Insurance Coverage. For detail, pl. refer clause No.16(P) page 26 of Tender document.

18	Previously Ex- servicemen were paid as the DGR Metro (Zone A) Payment, but in this tender it is in Non Metro (Zone B). All other Organisations near by (ie. MRPL) is paying only DGR Metro (Zone A) Payment for Ex-service men.	As OMPL situated in Zone B, the peyament shall be made accordingly.
19	What about the Stationary Items for Security Use (it is about some around Rs10,000/- Spend on Stationary very month)	The Same to be borne by the Agency.
20	Security Deposit: 10 % of Contact value will be given as Security deposit, In the case of revision in wages between the contract period for that too 10% Security deposit to be given.	Yes
21	Whether all Documents submitted are to be Notarized.	Yes
22	As Security Personnel Shall not be deployed in OMPL Without obtaining Pass/ Punch Card, What will be the time taken for issuing/ Renewing of Pass after attending safety training and clearance from safety department.	One day after getting full set of documents.
23	How Long will it take for getting MSEZ Entry pass for Security Personnel and Vehicles, Without which our Vehicle and Security Personnel will not be allowed by MSEZ we there be any support by OMPL on this part.	The Agency should be in a position to manage on its own.
24	If in a case a Security Staff is Working in our contract and during the contract period the he attains the age limit mentioned in contract and he is continuing the job, will he be allowed till the completion of contract period.	The security staff to be repladed on the same day.
25	As per the tender document OMPL is exempt from GST. The Contractor is required to raise the invoice with GST and deposit the same in claim subsequently after endorsement from OMPL.	In view of SEZ Unit status of OMPL, Supply of services to OMPL are treated as "Zero Rated Supply" and the bidder shall follow the Zero rated supply procedure and shall not collect GST from OMPL. As per said procedure bidder may exercise any one of the option i.e. (i) raise invoice without GST on the basis of Letter of Under taking executed with GST department before start of supply OR (ii) raise invoice with GST and pay the same from his end. Claim refund of GST so paid from the department on the basis of invoice endorsed by the SEZ Officer deputed for OMPL SEZ Unit. For detailed procedure refer Section II of the Tender Document.