

**Queries and Concerns submitted by potential Bidders with reference to the Notice Inviting eTenders No. BBMC/HR/2024-25/NIT015(e) at the Online Pre-Bid Meeting held on 11 March 2025, 3PM, in connection with empanelment of Human Resource (HR) Agencies for providing personnel and allied services for Biswa Bangla showrooms and warehouses at different locations**

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<b>List of Participants</b>	<ol style="list-style-type: none"><li>1. Shri Mehatabuddin Ahmed and Shri Satya Chitta, Kapston Service Limited</li><li>2. Shri Debasis Dutta, CFS Management Private Limited</li><li>3. Shri Digbijoydeep Guha, Star Security &amp; Detective Agency</li><li>4. Smt Shrabani Das, Manpower Group Services India Pvt Ltd.</li><li>5. Shri Debarpan Ghosh, Genius Consultants</li><li>6. Smt Soma Roy, Biswa Bangla Marketing Corporation Limited</li><li>7. Shri Tamal Kumar Sen, Biswa Bangla Marketing Corporation</li><li>8. Shri Nilay Kumar Aich, Biswa Bangla Marketing Corporation</li><li>9. Smt Madhurima Dutta Choudhury, Biswa Bangla Marketing Corporation</li></ol>
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Serial No.	Query/Concern submitted by potential bidders	Proposed Reply
1.	What are the terms of payment of Invoice?	Terms of payment of invoice is 45 days of accepting the invoice according to MSME Rules.
2.	Whether the premium on Group insurance will be borne by the Principal Employer or the Service Provider?	<p>Only ESI, being a statutory benefit will be paid for/ by BBMC as per the terms of payment in the Notice Inviting e-Tender.</p> <p>The contractor's employees who may not qualify for ESI benefit may be extended/ offered the benefit of the contractor's Group Medical Insurance policy as may be deemed appropriate by the contractor and if opted for/ by the employee concerned and in such cases the amount of premium of such Group medical Insurance may be withheld/ recovered by the contractor from the cost to the Company (CTC) paid by BBMC for such employees of the Contractor.</p>

3.	Will the E.S.I. will be Single Floater Policy or Family Floater Policy?	E.S.I. will be Family Floater policy or as per the extant rule of Law/ Regulations/ Rules that may prevail from time to time.
4.	Will the arrangement for Airport passes for employees be done by the Principal employer or Service provider?	Airport passes for employees will be provided by the Principal employer. The contractor will be required to extend all necessary support whatsoever in this regard to the principal employer.
5.	Whether the Service provider providing manpower services be responsible for losses/ damages of stock?	If any stock is found missing, then the responsibility shall be on the staff in charge of the store or the contractor's employee concerned with that specific stock.
6.	Whether the Service provider providing manpower services be responsible for providing training, uniform, and ID Card to the employees?	Yes
7.	Is police verification of employees' mandatory before recruitment by the Service provider?	Yes
8.	Is pre-employment medical fitness test of employees' mandatory before	Desirable.

	recruitment by the Service provider?	
9.	Are the service charges to be quoted by the Service provider inclusive or exclusive of GST?	Service charges to be quoted in the BOQ are exclusive of GST.
10.	Will the hard copies of all the testimonials required to be submitted at the Head Office?	No
11.	What testimonials are required for providing agency experience?	Certificate of Completion of the work of providing Human resources as may have been issued by Government Agencies, copies of intimation (from the payor/ client organisation to the payee/ bidder herein) of payment made to the bidder, payment made by client organisations' to the bidder or copy of Bank statement of the Bidder clearly indicating payment from the client organisation supported with copy of work order issued by the client organisation to the bidder and the corresponding invoice submitted by the bidder to the client organisation.
12.	Will the Bank Guarantee to be provided by the Service provider be 10% of the	Yes, Bank Guarantee to be provided by the Service provider will be 10% of the estimated value of Contract.

	estimated value of the Contract?	
13.	What will be the Billing Cycle?	Billing cycle will be 26 <sup>th</sup> of the previous month to the 25 <sup>th</sup> of present month so that the contractor's employees deployed at the facilities of BBMC receive their salaries at the end of every month.
14.	Will payment for Gratuity be reimbursed by the principal employer?	Yes, payment of Gratuity will be reimbursed by the Principal employer provided the employee is in service with Biswa Bangla Marketing Corporation.
15.	Is Labour License required for deployment of Human Resources?	Labour License is required for deployment of Human Resources to Client organisations.