

Lal Bahadur Shastri National Academy of Administration**Estate Section****Date: 10.09.2026****MINUTES OF THE PRE-BID MEETING**

A Pre-Bid Meeting in connection with the tender for “**Outsourcing of Manpower for Providing Cleaning and Other Housekeeping Services**” at Lal Bahadur Shastri National Academy of Administration (LBSNAA), Mussoorie, was held on **07.09.2026 at 04:00 PM** at LBSNAA, Mussoorie.

The meeting was chaired by **Shri Gautam Thapliyal, Deputy Director (Estate)**. During the meeting, representatives of prospective bidders raised queries seeking clarification on various provisions of the Tender Document.

The following queries were raised by the prospective bidders. The corresponding clarifications are as under:

Sl. No.	Query Raised	Clarification
1.	Whether relaxation/exemption from the prescribed minimum manpower and minimum annual turnover is available to MSME bidders.	MSME relaxation/exemption shall be applicable only in respect of EMD, as per the applicable provisions. No relaxation/exemption shall be available in respect of the prescribed minimum annual turnover or minimum manpower requirement which is well adjusted to threshold of SME sector as per definition of Ministry of MSME.
2.	Whether the requirement of 900 manpower can be considered in a 450 + 450 break across different sites/contracts.	The requirement of 900 personnel shall be considered cumulatively in the preceding financial year. It is not necessary for the bidder to have deployed all 900 personnel at a single site/contract.
3.	Whether an experience certificate in the bidder's own/standard format can be submitted against Annexure-XI.	An experience certificate issued in a standard format by the concerned institute shall be acceptable, provided it contains sufficient details to establish the required experience as prescribed in the Annexure – XI and description of work experience in the Tender Document. The bid shall be considered accordingly.
4.	Whether gratuity shall be reimbursed separately by LBSNAA, with reference to Clause 2.2(D), Page No. 13.	No separate reimbursement towards gratuity shall be made by LBSNAA. The Service Provider shall be responsible for payment of gratuity to eligible personnel from its own resources. The projected liability towards gratuity may be taken into consideration by the bidder while quoting the service charge.
5.	Whether the EMD can be submitted through NEFT.	No, EMD shall not be accepted through NEFT. The EMD shall be submitted strictly in the form and manner prescribed in the Tender Document.
6.	Whether provisional audit/accounts for FY 2025-26 may be submitted since the final audit has not yet been completed.	No, Provisional audit/accounts shall not be considered. Only the completed/audited financial statements and certificates as required under the Tender Document shall be considered for evaluation of the bid.
7.	Whether the Contract Performance Guarantee (CPG/EPBG) in the format prescribed by the bidder's bank can be	The Contract Performance Guarantee in the format prescribed/issued by the bidder's bank shall be considered, subject to fulfilment of the required amount,

	submitted instead of the format given in the Tender Document.	validity and other substantive conditions prescribed in the Tender Document and Annexure – IV.
8.	Whether the successful bidder can deploy fresh/new manpower instead of continuing the existing manpower.	The successful bidder shall deploy manpower in accordance with the terms and conditions, prescribed manpower requirements, skill categories, qualifications and other provisions specified in the Tender Document.
9.	Whether the machinery, equipment, cleaning tools and other materials required for execution of the housekeeping services shall be provided by LBSNAA or the Service Provider.	Yes, the machinery, equipment, cleaning tools and other materials required for execution of the housekeeping services shall be provided by LBSNAA.
10.	Clarification regarding EMD exemption, particularly the provision relating to a “valid exemption document”.	EMD exemption shall be governed by the applicable terms and conditions of the GeM Portal and the provisions contained in the Tender Document. Eligible bidders shall furnish the requisite valid exemption document wherever applicable.
11.	Whether the 4.8% gratuity provision is payable separately/reimbursable, and whether it is to be included in the service charge.	Gratuity shall be paid by the Contractor from its own resources and shall not be reimbursed separately by LBSNAA. The Service Provider may take the projected gratuity liability into account while determining and quoting its service charge.


 Dr. Bhawana Porwal
 Associate In-charge, Estate