

**MAHARASHTRA METRO RAIL CORPORATION LIMITED, NAGPUR**

**CORRIGENDUM - III**

**Part-A -Reply to Pre-Bid Queries**

Tender N1-O&M-05/2019

Date: 17/05/2019

Tender Providing Services of Mechanized Housekeeping & Cleaning, Ticketing (TOM/EFO Management), Customer Facilitation and Security required at Stations of Reach-1 (8 Stations), Reach-3 (10

Name: Stations), Hingna Depot and Train Cleaning (12 Train Sets) of MAHA-METRO (Nagpur Metro Rail Project) for a period of One Years (and extendable by one year on performance basis)

Part A- Replies to bidders				
SN	Clause No.	As per Tender Documents	Query	MAHA-METRO REPLY
<b>BID DATA SHEET</b>				
1	Key details	The total security amount shall be a total of RS.18300001(Eighteen Lacks thirty thousand Only)payable by RTGS/NEFT/Credit Card/Debit Card/Net Banking Online as per procedure in E-tender Portal.	Request if the security amount can be paid by Bank guarantee. The Bank guarantee in original would be submitted to NMRCL before the opening of the technical bid/ Before 5th May 2019. The soft copy of the same will be uploaded in e-tender. Please advice	Amended as: The total security amount shall be Rs. 11.04 lacs to be paid as below. 1. An amount of Rs 2.21 lacs payable by RTGS/NEFT/Credit Card/Debit Card/Net Banking Online as per procedure in E-tender Portal. 2. An amount of Rs. 8.83 lacs payable in form of Bank guarantee drawn from scheduled commercial banks in India. The format which is enclosed. The Bid security in form of bank guarantee should be scanned and uploaded in portal and bidder should ensure that original B.G. should be submitted in office of Maha-Metro within 03 days of last date stipulated for bid submission.
2	Annexure' 2 clause 11.1	Joint Venture is not permitted. Bidder shall submit only one bid. If bidder submits more than one bid, the bid shall be treated & conflicting bid and shall be out rightly rejected.	There are different services to be provided namely Security, FM and TOM. Only one company may not be eligible to provide all the services. Request if JV can be considered with companies who have the expertise in providing similar services.	Can not be acceded to.
3	Annexure' 2 clause 11.1	Joint Venture is not permitted. Bidder shall submit only one bid. If bidder submits more than one bid, the bid shall be treated & conflicting bid and shall be out rightly rejected.	As per this clause no JV is permitted. Can the subsidiary companies of the same Group company provide the services. The lead company of the group company will enter into the contract with NMRCL and will be submitting single invoice to NMRCL. Please advice	Since no JV is allowed, question of lead company does not arise. However if on award of work to the parent company and if parent company request that their subsidiary company be permitted to provide some services then the same can be considered in terms of provision of sub-contracting as per clause no 19 of section 2 A Page no 25of BDS.
4	Clause number 12.1.	The bid validity period shall be 180 days, from the final date of submission of bid	Request NMRCL to give the date of commencement of contract in full phase. This is required for us so that it would give us fair idea to enhance the minimum wages in our BOQ and to plan the deployment of men and equipment's accordingly.	Tentative month of commencement of stations: 1. Aug'19- 03 stations and Hingna depot 2. Nov'19- 04 stations. 3. Feb'20- 04 stations. 4. May'20- 04 stations. Above details are indicative. However, actual manpower & equipment deployment will be in phases as per requirement of MahaMetro which shall be communicated 30 days before the commencement.
5	Clause 16.2	Price Variation not permitted during the entire period of completion of work & Extension thereafter, if any. The bid price shall not be adjusted in event of delay of award of work.	Request NMRCL to consider the Price variation as per labour act, As principle employer NMRCL is responsible for all types of statutory compliance as per law In case of revised minimum wages or delay in award of contract NMRCL should be considering revision of price as per than current minimum wages ; and other statutory obligations. Please clarify.	Any changes in minimum wages (Maharashtra state) and statutory obligation after award of work will be compensable both ways i.e. if there is increase in minimum wages then the difference will be paid to the contractor & if there is a decrease in minimum wages the contractor has to pay difference to Maha-Metro. Please refer revised financial bid section.





6	Clause 49	<p>Subcontractor, the Employer may permit subcontracting for a part of total work. however, the specialized sub-contractor's experience in relevant area shall be evaluated by the Employer.</p> <p>49.1 Sub-contracting shall be limited to a maximum of 50% of the contract value. The terms and conditions of subcontracts and the payments that have to be made to the Subcontractors shall be the sole responsibility of the Contractor.</p> <p>49. It will obligatory for the Contractor to obtain a "Notice of No-Objection" from Employer, to the identity of the Sub-contractor and Vendor. The Contractor shall certify that the cumulative value of the subcontracts awarded is within the aforesaid 50% limit. The Subcontractor/ Vendor shall fully comply with the specifications included in the work requirements</p>	<p>This clause is completely contradictory to clause number 12.9 in page 18 which states no sub contract would be permitted' Kindly request NMRCL to clarify, whether Sub contract is permitted or not in this contract.</p>	<p>Clause 12.9 at pg 18 of BDS stands suitably amended as: "Subcontracting is permitted in this contract in terms of tender document".</p>
7	<p>Eligibility Criteria clause 3.2 sub clause</p> <p>Eligibility Criteria clause 3.2 sub clause</p>	<p>Experience: The Bidder should have minimum five years' experience of providing Mechanized housekeeping* services, security/attendant, electrical &amp; plumbing services and manpower supply at multiple locations (minimum 18 locations) of same organization; in Metro Projects/ Government departments/Public Sector/ Municipal Corporation within building premises/ Government Educational institutes (submit relevant documentary proof). Bidder should have similar work experience** during last 5 years period ending last day of the month previous to the one in which the bids are invited should be either of the following:</p> <p>a) One similar successfully completed work/contracts costing not less than the amount equal to Rs. 29.29 Crores where bidder has provided similar services. Or</p> <p>b) Two similar successfully completed work/contracts with costing not less than the amount equal to Rs. 18.31 Crores each where bidder has provided similar services.</p> <p>Or</p> <p>c) Three similar successfully completed work/contracts with costing not less than the amount equal to Rs. 14.65 Crores each where bidder has provided similar services.</p> <p>*For</p>	<p>Request NMRCL to clarify why experience of required services is required to be provided in minimum 18 locations of the same organization. Request if this clause can be removed and only completed contra-ct certificate to be provided. Many organization like AIIMs "Jipmer, Indian Railways and others big government organization has 1 facility which is of huge service capacity where in deployment of manpower is in thousands in 1 location. The works costing for eligible should be only completed work and not on going one. Kindly request NMRCL to clarify and amend the clause accordingly.</p>	<p>Please refer revised eligibility criteria, section 3 of this corrigendum.</p>
8	Clause 4 of Special noted	<p>The Contractor should provide an undertaking that they shall comply with all relevant statutory norms like Minimum wage, Employees' provident fund, Employees State Insurance &amp; Service tax etc.</p>	<p>The Statutory mention in this clause for undertaking is only Minimum wages, EPF,ESI and GST. Other Statutory obligation like Bonus, Earned leave, National and Festive Holidays, Gratuity, uniform allowance is not mentioned. Please clarify whether these statutory obligation needs to be paid and if yes where the cost of the same should be shown as BOQ does not have columns to input these cost.</p>	<p>Please refer revised financial bid of this corrigendum.</p>





9	Clause 4.1.1 sub clause 1	Average annual turnover over for last Three (03) audited financial years for FY 2017-18, FY 2016-17 & FY 2015-16 for "Providing of Mechanized housekeeping, Security/Attendant, Electrical & Plumbing, services and Manpower supply" Certified by chartered accountant a. 14.65 Cr Cr to 18.31 Cr Cr: 10 marks b. 18.31 Cr Cr to 29.29 Cr: 15 marks c. Above 29.29 Cr: 20 marks	This clause is contradictory to Clause number 3.2 sub clause 4 of Eligibility Criteria where in Average turnover of the bidder should not be less than 73.22 crores for the last three years. The Clause 4.1.1 sub clause 1 which provides technical Evaluation criteria Marks states 20 marks for average turnover of 29.29 for the last three years.	Both clauses are seeking different Turnovers. The turnover sought in Clause number 3.2 sub clause 4 of Eligibility Criteria is referring to the average of Total Turnover of the firm, however, Clause 4.1.1 sub clause 4 is referring to Turnover from only required services sought under this tender. Please refer revised section 4 evaluation criteria enclosed with this corrigendum.
10	Clause 4.1.1 sub clause 4	Experience of providing all the required services to a single establishment in a single work order The firm having the maximum value of work (as mentioned above) will get 20 Marks. The marks for the other firms will be calculated in proportion using the below mentioned formula: (Firm's value of work (as mentioned above)/Highest value of work among all firms) *10 *Note: If a firm has multiple Work orders of providing all the required services to a single establishment in a single work order then the work order having the highest value will be used for the above calculation	Request to clarify the Note which is given in this clause Further request to consider Multiple work orders which completed for the same organization wherein we have provided similar services and consider the combined value of those multiple work orders/ contracts from a single organization for Evaluation of work value for technical marks	Experience of providing all the required services (i.e., Mechanised Housekeeping, Security/Attendant, Electrical & Plumbing services and Manpower supply) to a single establishment in a single work order at minimum 18 locations: (Firm's value of work (as mentioned above)/Highest value of work among all firms) *20 *Note: If a firm has experience of having completed all the services as required in this tender in single contract for more than one establishments then contract with the highest value only will be considered for evaluation under this contract. Illustration: Let's assume three firms (A,B & C) have submitted their bid for this tender. Firm A has provided all the required services to Client P in a single work order amounting to 100 Crores as well as to Client Q in a single work order amounting to 80 Crores. Firm B has provided all the required services to Client R in a single work order amounting to 75 Crores. Firm C hasn't provided all the required to a single establishment. Now in order to evaluate their marks, for Firm A their highest value of relevant Work Order (in this case 100 Crores) will be considered. As, Firm A has the Maximum value of work, therefore Firm A will get full 20 marks. The marks of Firm B will be (75 Crores / 100 Crores) * 20 = 15 marks. The marks of Firm C will be 0.
11	Clause 4.1.1 sub clause 4	Presentation on Methodology and Planning for providing efficient services to be given in front of Maha-Metro Authority, shall include: 1. Methodology for providing security services (including SOPs for various events) 2. Methodology for providing FMS 3. Methodology for providing Ticketing and Customer care services 4. Organization structure, escalation matrix and monitoring procedure for achieving the SLAs 5. Proposed training to be provided to various manpower	Maximum marks of 30 in evaluation criteria is provided for this clause which is on presentation. Request this clause to be removed as this might raise the conflict of interest on both parties which might give inappropriate marking for Evaluation criteria. The same marks can be awarded to different criteria or distributed among other criteria's where conflict of interest does not arise or where there is no intervention of team or members who would decide what marks is to be awarded for presentation. The Evaluation Criteria marking, should be purely on Technical documents and criteria's and not on presentation where marks will be provided by the user team or any team designated as committee from NMRCL. Request NMRCL to refer to GFR, 2017 given by GOI (Ministry of Finance, Department of Expenditure) where it clearly states about QCBS selection procedure for services.	This criteria is most important criteria owing to the fact that the presentation would give clarity to Maha-Metro regarding the understanding of the requirement of execution of all services required in the tender. The said presentation under this criteria will indicate and define about the definite way the successful bidder will plan regarding deployment, day to day management, training of staff, methodology for achieving the service level agreements. Therefore the request can not be acceded to. Please refer revised section 4 evaluation criteria enclosed with this corrigendum.
12	Point 6	No manpower has been asked for Electrical & Plumbing services in clause 24 (Minimum Manpower required) of section 5 but Contractor shall have provision for Electrical & Plumbing services if required in future and staff should be well experienced and qualified for work.	Since no. of Manpower to be deployed for Electrical & Plumbing services is not mentioned, will the payment for the same be made on actual basis or we need to take this in to consideration in admin charges.	Electrical & Plumbing services is the part of the services required under this said tender and the payment for the staff shall be based on the accepted rate for said category of manpower. However such deployment will be as per necessity and requirement of Maha-Metro. The payment will be on actual basis therefore the same should not be taken in to consideration while calculating administrative charges.
13	Point 6.2, (c)	Consumables shall be paid according to the actual consumption at site with a maximum limit specified in Section-5: Scope of Work Part-II Clause No. E	Since we have to quote for consumable in BOQ, will the rate for the same be considered for Financial evaluation.	For financial evaluation, the rates quoted by the bidder shall be considered for the basic minimum quantity mentioned as in the clause. no 8 and 17 of section 3 part II under this tender.





14	Point 6.3, (a)	The Contractor shall ensure that the salary to the persons so employed is made by 7th day of the succeeding month at least @ Minimum wages notified by the Chief Labour Commissioner (Central) from time to time.	Whether Revision for changes in Min. wages will be provided.	Please refer to the reply at sr. no 5 above of this corrigendum.
15	Point 6.3, (f)	Any amount paid by the contractor to its employees deployed for Maha- Metro towards Bonus, Leave with wages and Paid national holidays will be reimbursable as per actual expenditure of sufficient subject to submission proof by the Contractor.	How many National Holidays to be taken into consideration? Further it is contradictory to clause 6.8 page number 100 where in it says that the award price is fixed for the entire period of contract.	Please refer revised financial bid format for national holidays. Clause 6.8(b) stands amended to the extent, as mentioned in reply to sr. no 5 above of this corrigendum.
16	Point 6.9	Termination of the Contract	Whether Termination clause applicable for either sides or only clients side.	As per tender document
17	Point 6.8 sub clause D	The future requirement may vary up to 100%.	Whether lead time would be given to provide such requirement and if yes than need lead time table depending on th number of manpower and equipment's requirement from NMRCL. Further does this clause refer to reduction of manpower also?	Please refer to the reply at sr. no 4 above of this corrigendum.
18		Providing Services of Mechanized Housekeeping & Cleaning, Ticketing (TOM/EFO Management), Customer Facilitation and Security required at Stations of Reach-1 (8 Stations), Reach-3 (10 Stations), Hingna Depot and Train Cleaning (12 Train Sets) of MAHA-METRO (Nagpur Metro Rail Project) for a period of One Years (and extendable by one year on performance basis)	Please make it 3+2 years.	Cannot be acceded to. The Tender conditions will prevail.
19		The total security amount shall be a total of Rs.1830000/ (Eighteen Lacks thirty thousand Only) payable by RTGS/NEFT/Credit Card/Debit Card/Net Banking Online as per procedure in E-tender Portal.	Please accept EMD in the form of BG/FDR. Also kindly make suitable provisions on online portal.	Please refer reply to Serial no. 1 of this Corrigendum.
20	16. b. 16.3	The Financial Proposal should clearly estimate, as a separate amount, the taxes, duties, fees, levies and other charges imposed in the Client's country under the Applicable law, on the Bidders, the Sub- Bidders, and their Experts (other than nationals or permanent residents of the Client's country). The Bidder and its Sub Bidders and Experts are responsible for meeting all tax liabilities arising out of the Contract unless stated otherwise in the Bid Data Sheet. Information on taxes in the Client's country is provided in the Bid Data Sheet.	Kindly ask bid exclusive of GST	Cannot be acceded to. The Tender conditions will prevail.





21	22.1 23.1 23.2	<p>22.1 Following the ranking of the Technical Proposals, when the selection is based on quality only (QBS), the top-ranked Bidder is invited to negotiate the Contract. Only the Financial Proposal of the technically top-ranked Bidder is opened by the Client's evaluation committee. All other Financial Proposals are returned unopened after the Contract negotiations are successfully concluded and the Contract is signed. (Ref. Bid Data Sheet)</p> <p>23.1 After the technical evaluation is completed, the Client shall notify those Bidders whose Proposals were considered non-responsive to the RFP and TOR or did not meet the minimum qualifying technical score (and shall provide information relating to the Bidder's overall technical score) that their Financial Proposals will be returned unopened after completing the selection process and Contract signing. The Client shall simultaneously notify in writing those Bidders that have achieved the minimum overall technical score and inform them of the date, time and location for the opening of the Financial Proposals. The opening date should allow the Bidders sufficient time to make arrangements for attending the opening. The Bidder's attendance at the opening of the Financial Proposals (in person, or online if such option is indicated in the Bid Data Sheet) is optional and is at the Bidder's choice.</p> <p>23.2 The Financial Proposals shall be opened by the Client's evaluation committee in the presence of the representatives of those Bidders whose proposals have passed the</p>	The points 22.1, 23.1 and 23.2 are contradictory. Kindly amend suitably.	<p>The <b>Clause 22.1</b> stands deleted.</p> <p>The <b>Clause 23.1</b> stands amended as: After the technical evaluation is completed, Maha-Metro shall notify those bidders whose proposals have been evaluated to be responsive in terms of Bid documents and have passed the minimum technical score and invite such responsive bidders to attend the opening of Financial Bid on a stipulated date and time. The bidders who are evaluated to be Non-responsive shall not be informed regarding the same. However, at the time of Financial bid opening of the responsive bidders, the reasons for rejection of the bids of Non-responsive bidders shall be uploaded in the e-tender portal of Maha Metro.</p> <p>The <b>Clause 23.2</b> stands amended as: The Financial Proposals shall be opened by the Maha-Metro's Opening Committee in the presence of the representatives of those responsive Bidders who choose to remain present at the time of Financial bid opening. At the time of opening of Financial bid, the names of the Bidders, the overall technical scores, and the total prices shall be read aloud and recorded.</p>
22	10.1	The proposal shall be submitted through e-tender portal of MAHA-METRO.	If the proposal is to be submitted online, why are multiple hard copies needed? Please clarify	Tender is to be submitted online only. No hard copy of the bid is to be submitted. Please refer BDS clause 17.
23	16.2	Price Variation not permitted during the entire period of completion of work & extension thereafter, if any. The bid price shall not be adjusted in event of delay of award of work	Kindly incorporate suitable price variation / price escalation clause.	Please refer to the reply at sr. no 5 above of this corrigendum
24	16.3	Quoted price shall be inclusive of all kind of taxes including GST.	Kindly as prices exclusive of GST.	Cannot be acceded to. The Tender conditions will prevail.
25	17	In case of proprietorship firm the owner of the bidding firm / company shall sign the all documents along with an Undertaking stating that it is proprietorship firm and signatory is the owner of the firm.	To limit the liability of risk of project, kindly allow only Private Limited / Limited companies to bid. Proprietorships and partnerships to be banned.	Cannot be acceded to. The Tender conditions will prevail.
26	25	The financial proposal submitted by bidder includes all kind of taxes applicable as per legislation of Government of India or Government of Maharashtra including GST Indian National Rupees (INR)	Kindly keep taxes separate as the bidder cannot anticipate its structure beforehand. Hence it should be paid at actual as applicable from time to time.	Cannot be acceded to. The Tender conditions will prevail.
27	40	The successful tenderer will have to deposit a Performance Security @ 10% (Ten Percent) of the awarded value of the work within 15 days of the receipt of the formal order/LOA before the signing of contract agreement.	Kindly reduce Performance Security to 5%	Cannot be acceded to. The Tender conditions will prevail.
28	43.b	Bidders may submit their queries / suggestions / assumption / at the time of Pre-Bid meeting only. Such queries & suggestion shall be replied by MAHA-METRO as a Corrigendum & shall be part of bid documents & contract agreement thereafter.	Kindly specify date and time of the pre - bid meeting.	Already notified by Corrigendum I dated 25.02.2019. That pre-bid meeting was scheduled for 05.04.2019 at 11:30am, which is already concluded.
29	iv. L	If bidder are desirous to upload a file more than 10mb size, he shall split the file in two or more parts of 10mb or lesser than 10mb each and can upload the same at appropriate Technical Template or "Additional Document" section of "Technical Envelope/section" of E-Tender Portal.	What is the total size available for uploading Technical Bid?	Single file can have a maximum size of 20 MB and such multiple files can be uploaded without any limit on number of files.





30		*For a firm to be eligible they should have experience of using Machines for housekeeping and the amount spent against Machines should be at least 3% of the Total Contract value. Then only the firm will qualify as a firm having provided Mechanized housekeeping. To evaluate the same, the value will be taken of all Work Orders which will be considered for a Firm's eligibility. For example, if a firm qualifies on the basis of 2 work orders, then the cumulative amount spent on machines in those 2 contracts should be at least 3% of Total value of those 2 Work orders.	Kindly clarify how the 8% value will be obtained because no client mentions the quantity of machines used in that contract. Instead ask for a fixed value of machines available with the bidder as on date as a company. For e.g. "The bidder should have at least say 50 crore of machines available as on date of submission."	Please refer revised Section 3 - Eligibility Criteria enclosed with this Corrigendum.
31		Similar Works Experience: Experience and satisfactory completion means Successful provisioning of required Services i.e., Housekeeping, Security, Electrical & Plumbing services and Manpower supply in Metro Projects / Government departments / Public Sector / Municipal Corporation within building premises / Government Educational institutes.	As asked in clause 3.2.1, please incorporate Security as Security/Attendants in the similar works experience definition.	Please refer revised Section 3 - Eligibility Criteria enclosed with this Corrigendum.
32	6	No manpower has been asked for Electrical & Plumbing services in clause 24 (Minimum Manpower required) of section 5 but Contractor shall have provision for Electrical & Plumbing services if required in future and staff should be well experienced and qualified for work.	How this cost will be reimbursed in future, if needed? Kindly elaborate	Please refer reply to Serial no. 12 of this Corrigendum.
33	5.f	The staff shall declare the personal cash carried by them while taking up duty.	Since any loss regarding balance mismatch have to be taken care by operator, what is the significance of declaring it before duty?	Cannot be acceded to. The Tender conditions will prevail.
34		The Maha - Metro may need additional manpower for security and supervision at short notices. The contractor shall arrange to supply the required additional manpower at an advance notice of 24 hours.	Will the additional manpower be reimbursed?	Yes the additional manpower will be reimbursed in terms of accepted rate for the staff of that category for which the additional manpower deployment is sought.
35	33	The requirement of Security Personnel may increase or decrease during the contract period and the contractor will have to deploy its Security Personnel accordingly without any objection.	In case of increase or decrease what would be the payment structure? Will the contractor be paid as per the increase or decrease? Kindly clarify.	Please refer clause 6.2 (b), section 6
36	9.e	The Machineries and Equipment used should be energy efficient and should draw the current in proportion of the machine capacity. The contractor shall use only energy efficient Machineries and Equipment. Ineffective and low-star rating machines will attract penalty.	Kindly specify who will provide water and electrical equipment.	Water shall be provided by Maha-Metro at the stations itself. All the equipments need to be provided by contractor. Maha-Metro will not provide any equipment.
37		Service level Agreement (SLA) to be Achieved for housekeeping	This is not the aspect to be considered during evaluating quality as this is not in hands of operator. For e.g. If our personnel cleans the floor and next moment somebody passes by, then there will be foot marks again. This is going to happen for the entire day in and out; similar is the case with bird droppings. For this aspect a frequency and time slot should be decided and defined for cleaning and based on completion of frequency, grade should be given. Similarly for other parameters also the completion of frequency should be the criteria for award of grade. Requesting you to kindly consider this and amend suitably.	This SLA is provided in section 5 part II. This is for understanding to bidders and shall be the part of presentation. There are 5 grading (excellent, very good, good, average, poor) in SLA, however penalty shall be imposed only if grading comes to average or poor. These SLA will be examined in any time of inspection by on duty station controller. Please refer clause 14 of section 5 part II more clarification.
38	18.1 2.2 & 2.3	2.2. One Security Guard shall do the patrolling of platform & service area. 2.3. One guard shall be manning the main entrance and other will be on patrolling duty. These 2 guards will change their duties every 2 hours which will be reflected in their shift register.	Are these two different persons/guards, i.e. will there be total 3 or only 2 guards?	Guards quantities in shifts are indicative, may change as per actual site position. Main idea is manning and patrolling of whole station must be taken care of. Clause 23, Section 5, Part 1 and clause 18, section 5, Part II are self explanatory.





39	18.13	During Night Shift:	Please specify clearly how many security personnel are required in morning/evening & night.	Guards quantities in shifts are indicative, may change as per actual site position. Main idea is manning and patrolling of whole station must be taken care of. Clause 23, Section 5, Part 1 and clause 18, section 5, Part II are self explanatory.
40	6.1	The contract shall continue for a period of One Year from the date of issue of LOA. The period of the contract may be further extended after completion of contract period, as per discretion of Maha-Metro.	Kindly make the initial period as minimum 3 years. This will reduce the overheads and rental burden of machines.	Cannot be acceded to. The Tender conditions will prevail.
41	6.6	Goods & Services Tax (as applicable) shall be mentioned in each bill of Contractor as per approved billing format. The price quoted by bidder is inclusive of all taxes and the bill produced by bidder shall clearly exhibit the breakup of price of services & taxes.	Kindly keep the quoted price exclusive of GST. The operator during the time of invoicing can add the component separately as applicable & the same can be reimbursed by Maha - Metro.	Cannot be acceded to. The Tender conditions will prevail.
42	6.8 b	The final accepted & awarded price is fixed for entire period of contract and no price variation shall be considered.	Kindly allow Price Variation as per RBI Index.	Please refer to the reply at sr. no 5 above of this corrigendum
43	6.8 c	Provision of Supervisory staff (Highly Skilled) & Special Trained Guard cum Rescuer may be required in future and the same shall be provided subject to directions from Maha Metro.	What about cost reimbursement for the same ?	The payment shall be paid in terms of category of staff and the rate specified in minimum wages act of Maharashtra state.
44		Average Annual Turnover (From FMS Services)	Can we submit the certificate in the format as used by our CA/Auditor	Cannot be acceded to
45		Annexure A, B, C, F and I .	1) Please specify the category for which the Basic Wages are considered. For e.g. Shops and Commercials, Hospitals etc. 2) The breakup does not display many fields like DA, bonus, leave coverage, relievers which compulsorily need to be considered. Thus to bring parity in the Financial Bid, kindly also incorporate the said mandatory fields in the above breakup format. 3) Also the basic wages will change every 6 months and hence during the tenure of contract the basic wages will surely change minimum once or maximum twice. Kindly make provision for the same and let us know how the same can be claimed additionally	1) For Unskilled and Semi skilled category- Road construction building Operation & Maintenance. For skilled category- Public Motor Transport. 2) Please refer amended financial bid, section 13 enclosed along with this corrigendum. 3) Please refer to the reply at sr. no 5 above of this corrigendum.
46	Date & Time of Submission of Tender	16.00 Hrs. on 09.03.2019 on MahaMetro's e-tender portal.	Please extend date for another period of 30 days.	1. Last date of submission of bid up till 1600 hrs on 23.05.2019. 2. Date of opening of Bid : at 16:30 hrs on 28.05.2019 or as decided by Maha-Metro.
47	3.2 Minimum Eligibility Criteria :- 1	Experience: The Bidder should have minimum five years' experience of providing Mechanized housekeeping* services, security/attendant, electrical & plumbing services and manpower supply at multiple locations (minimum 18 locations) of same organization; in Metro Projects/ Government departments/ Public Sector/ Municipal Corporation within building premises/ Government Educational Institutes (submit relevant documentary proof). Bidder should have similar work experience** during last 5 years period ending last day of the month previous to the one in which the bids are invited should be either of the following:	Consider those company who has a similar single work of facility management experience in Government departments/ Public Sector/ Municipal Corporation within building premises/ Government Educational Institutes of above 1.5 Cr Per Year.	cannot be acceded to.
48	4. Financial Criteria	The bidders will be qualified only if their average annual turnover over for last Three (03) audited financial years (FY 2017-18, FY 2016-17 & FY 2015-16) is not less than Rs. 73.22 Crores (Only Summary of annual turnover Certified by CA, to be enclosed)	This Term Not as per CVC Guide line. As per Estimate cost not extended than 30 crores as per financial of this tender where as your asking Rs. 73.22 Crores that is 2.5 times of 30 Crores so please relax turnover condition.	The clause does not violate the CVC guidelines and is as per requirement of Maha Metro. Also, please refer the revised Section 3 - Eligibility Criteria enclosed with this Corrigendum.
49	Section 4 Evaluation Criteria Sr. No III	Number of Manpower on roll: Manpower between 500 and 1000:03 marks Manpower between 1000 and 2000:06 marks Manpower between 2000 and 3000:09 marks Manpower between 3000 and 4000:12 marks Manpower above 4000:15 marks	As per tender minimum manpower requirement will be only 850 manpower then why you have not place 850 manpower on higher marking.	This criteria for evaluation for marking is to give high marking to the agencies having more manpower in their agency which is an indicator regarding the size of the agency and also is indicative that higher the no. of manpower more the no. of contracts in which such services are being provided by the agency.





50	Contract Period	12 (Twelve) Calendar Months from the date of issue of LOA	Due to the capital investment contract period should be minimum for 5 years.	Cannot be acceded to. The Tender conditions will prevail.
51	Technical Package 3.3	JV/Consortium is not allowed to participate in this bid.	Joint Venture (JV) is allowing participating in this bid.	Cannot be acceded to. The Tender conditions will prevail.
52		Tender Cost & EMD	As per government Notification National Small Scale Company (NSIC) is exempted from Tender Cost & EMD so consider MSME & NSIC companies exemption from EMD & Tender Cost.	Being a service contract. Same Cannot be acceded to. The Tender conditions will prevail.
53		Not In Tender Doc	Valid License under Contract Labour (Regulation and Abolition) Act, 1970	Already provided in clause 6.10 (a) page no 100, section 6.
54	Section 2 Instruction s to Bidders B. PREPARATION OF PROPOSALS	11.1. The Bidder shall submit only one Proposal, either in its own name or as part of a Joint Venture in another Proposal. If a Bidder, including any Joint Venture member, submits or participates in more than one proposal, all such proposals shall be disqualified and rejected. This does not, however, unless otherwise stated in the Bid Data Sheet, preclude a Sub-Bidder, or the Bidder's staff from participating as Key Experts and Non-Key Experts in more than one Proposal.	With refer to Page No. 18 Clause No. 11.1 of Bid Data Sheet & Additional Clauses on Page No.23, the said Clause need to be Change.	JV/Consortium is not permissible. Accordingly clause is amended as: The Bidder shall submit only one Proposal. If a Bidder submits or participates in more than one proposal, all such proposals shall be disqualified and rejected. This does not, however, unless otherwise stated in the Bid Data Sheet, preclude a Sub-Bidder, or the Bidder's staff from participating as Key Experts and Non-Key Experts in more than one Proposal.
55	C. SUBMISSION, OPENING AND EVALUATION	17.2.1 A Proposal submitted by a Joint Venture shall be signed by all members so as to be legally binding on all members, or by an authorized representative who has a written power of attorney signed by each member's authorized representative.	With refer to Page No. 18 Clause No. 11.1 of Bid Data Sheet & Additional Clauses on Page No. 23, the said Clause need to be Change	JV/Consortium is not permissible. Accordingly clause is deleted.
56	Annexure-2A. Bid Data Sheet	e) Tampered/ altered/ fabricated or concealed information All submitted work certificate, documents shall be exact certified copy of original, with out any change / alteration / correction / concealment / forging / Tampering / fabrication. Any document pertains to bidders eligibility criteria or evaluation criteria or for whatsoever stipulated anywhere in bid document, submitted by bidder with partial, incomplete, hidden, tampered or concealed information, shall not be consider in support of eligibility, evaluation or what so ever mentioned in tender document.	With refer to this clause kindly clarify whether Certified / Attested means Self Attested or True Copy Attested by Gazatted Officer.	Bidder must submit the required documents wherever stipulated in Bid document and same should be either notarized/certified by a gazetted officer.
0		16.2 Price Variation not permitted during the entire period of completion of work & extension thereafter, if any. The bid price shall not be adjusted in event of delay of award of work.	The Project is for One Year and Extendable for further one year on the basis of Performance. Kindly request your good office to provide the escalation in Minimum wages of the Persons deployed on site.	Please refer to the reply at sr. no 5 above of this corrigendum
58		II. Bid Security:Rs. 18,30,000/- (I N R Eight teen Lacs thirty thousands) Paid online through E-Tender portal - payable by RTGS/NEFT /Credit Card/Debit Card/Net Banking Online as per procedure in E-tender Portal.	Since the EMD of Rs. 18,30,000/- is big amount so we request you to allowed the Payment mode of EMD is Bank Guarantee. Also request you to share Bank Guarantee Format along with your Bank Details.	Please refer to the reply at sr. no 1 above of this corrigendum
59	D. Negotiations and Award Additional Clauses	The successful tenderer will have to deposit a Performance Security @ 10% (Ten Percent) of the awarded value of the work within 15 days of the receipt of the formal order/LOA before the signing of contract agreement. The performance security will be furnished in the form of Bank Guarantee of Scheduled Commercial Bank, having business office in India and drawn in favor of Nagpur Metro Rail Corporation Ltd. The performance security should remain valid for a period of 60 days beyond the date of completion of all the contractual obligations of the successful bidder	The said Performance Security Deposit in the form of Bank Guarantee and Kindly accept the Bank Guarantee on Annual Renewal Basis and on the Annual Project Value.	can not be acceded to.





60		Insurance - All kind of insurance pertain to this work shall be arranged by bidder at his own cost. Cost of such insurance including taxes upon it is deemed to be inclusive in quoted cost.	Kindly clarify about the specific Insurance require for this project.	Please refer Clause 6.5 of page 99, section 6
61	Section – 3, ELIGIBILITY CRITERIA 3.2 Minimum Eligibility Criteria :- (Initial Filter)	*For a firm to be eligible, they should have experience of using Machines for housekeeping and the amount spent against Machines should be at least 3% of the Total Contract value. Then only the firm will qualify as a firm having provided Mechanized housekeeping. To evaluate the same, the value will be taken of all Work Orders which will be considered for a Firm's eligibility. For example, if a firm qualifies on the basis of 2 work orders, then the cumulative amount spent on machines in those 2 contracts should be at least 3% of Total value of those 2 Work orders.	With refer to said Clause we wanted understand that how your good office evaluate the cost of Machinery. For that purpose kindly clarify which document Bidder need to submit along with our Firm's eligibility.	Please refer to the reply at sr. no 30 above of this corrigendum
62		**Similar Works Experience: Experience and satisfactory completion means Successful provisioning of required Services i.e., Housekeeping, Security, Electrical & Plumbing services and Manpower supply in Metro Projects / Government departments / Public Sector / Municipal Corporation within building premises / Government Educational Institutes.	**Similar Works Experience: Experience and satisfactory completion means Successful provisioning of required Services i.e., Housekeeping, Security/attendant, Electrical & Plumbing services and Manpower supply in Metro Projects / Government departments / Public Sector / Municipal Corporation within building premises/ Government Educational Institutes	Please refer to the reply at sr. no 31 above of this corrigendum
63		Senior Leadership/ Management: Company should have Ex-Defense officer and its equivalent in the Navy or Air Force on its roll for over a year in the leadership role. In case company doesn't have Ex-Defense officer at the time of award of work, then they will have to submit an undertaking that the personnel will be appointed within 60 (Sixty) days of award of work	With refer to Section - 8 List of Document to be Enclosed Point No. 10 & 14 Authority asking for Proof of Ex-Defense Officer in Navy or Airforce along with PF Number and List of Ex-Serviceman (Less than age of 60 Years) on roll with P.F. Number supported  As per This Clause Bidder can Submit the Undertaking against the Senior leadership/ Management. Kindly clarify that this undertaking is suffice against Section 8 Pt. No. 10 & 14	Section 8, point 10 & 14 are necessary if already recruited else submit undertaking to the effect that on award of work for such senior leadership/management officer shall be duly recruited within 30 days of award of works. In case the said deployment is not made within the stipulated period then a penalty of Rs. 5000 per day shall be imposed. Such a penalty shall be imposed for a maximum period of 30 days. Failure to appoint such an officer within 60 days from award of work may result for the Contract to be terminated without further notice and Forfeiture of Performance Bank Guarantee.
64		3. Specialist Training : Contractor shall provide dedicated training (both Hard Skill & Soft Skill) to each staff (TOM/ EFO, CFA, Housekeeping, Security guards) before deployment related to its job profile from a reputed training center approved by NSDC agency. Contractor need to take prior approval from Maha Metro for training centre. Contractor shall submit the documentary evidence of formal training imparted to staff prior to deputing in operation. The Training period of staff /Supervisor shall not be lower than 7 days.	Kindly request your good office to allow Bidder who have valid licenses /Government Order for conducting training for Housekeeping & security guards under any Skill development Program . Trainers from hospitality industry will be an added advantage	Cannot be acceded to.
65	SECTION-8 LIST OF DOCUMENT TO BE ENCLOSED	A valid registration certificate of training center being approved by NSDC is compulsory and needs to be enclosed.		The requirement is self explanatory.
66	SECTION -4 EVALUATION CRITERIA	Experience of providing all the required services to a single establishment in a single work order: The firm having the maximum value of work (as mentioned above) will get 20 Marks. The marks for the other firms will be calculated in proportion using the below mentioned formula: (Firm's value of work (as mentioned above)/Highest value of work among all firms) *10 *Note: If a firm has multiple Work orders of providing all the required services to a single establishment in a single work order then the work order having the highest value will be used for the above calculation.	Kindly clarify	Please refer to the reply at sr. no 10 above of this corrigendum





67	Technical and financial proposals	The Contractor will be finally ranked as per combined final weighted score & the Contractor who will score highest marks, shall be proposed for award of the work.	Kindly clarify whether complete work awarded to a single Bidder or Multiple bidder.	Work will be awarded to the bidder in terms of bid document.
68	SECTION -5 GENERAL SCOPE OF WORK AND INSTRUCTIONS	Collection of Garbage: Collection of garbage on a daily basis from all station premises including shops/ cafes/ pharmacies & other outlets coming under MAHA-Metro property development both in paid and unpaid areas and the entire its proper disposal on a daily basis as per MAHA METRO's stipulations complying with Corporations / Municipality regulations. The garbage to be dumped only in the Corporations/ Municipality notified areas only. The work may be required to be done during the day or night as per MAHA- Metro requirement. Any payment towards disposal of garbage to local authorities shall be borne by contractor.	Kindly Provide us the distance between Locations of Corporations/ Municipality notified areas and Metro Station Premises / Depot for disposal of Garbage.	The bidder needs to carry out his own survey to assess the locations of such garbage disposal places before the bid itself.
69	12. Details of Minimum Machinery to be deployed at station/ Depot		Kindly clarify the mentioned No. of Count for each Machinery at Each Metro Station / Depot. OR the count is for all the Stations/ Depot.	Machineries count incating in Clause 12, Section 5 part II, is the minimum machineries count for all the stations/depot. Please refer Clause 12, Section 5 part II for clarification.
70		The amount of tender document cost is too high ( 47,200/- ) as compare to other department. We are requesting you that please minimize the tender document cost.		Cost is as per policy of Maha Metro which is inclusive of 13% GST.
71		In your tender there is no provision of joint venture. We are requesting you that please make provision of J.V in tender document. (Globally Joint Venture are allowed or not) ?		JV/Consortium is not permitted to this tender.
72		Please specify the details regarding staff bonus ?		Please refer revised fianacial bid format of this corrigendum.
73		How much time required for clearance of monthly bill ?		Please refer, Clause 6.2 (e) is self explanatory
74		Is their any provision of advance payment?		There is no provision for advance payment.
75		It is an MSME. Requesting for exemption from Tender Fee & EMD		Cannot be acceded to



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Maha-Metro