

MAHARASHTRA METRO RAIL CORPORATION LIMITED, NAGPUR
CORRIGENDUM - I
Reply to Pre-Bid Queries

Date: 07/09/2019

Tender No: **N1-O&M-05 (R)/2019**
Tender Name: Providing services of (a) Mechanized Housekeeping & cleaning, (b) Ticketing (TOM/EFO Management), (c) Customer Facilitation and (d) Security Services for a period of 1 year (and extendable by one year on performance basis) for Stations of Reach-1 (7 Stations), Reach-3 (4 Stations) & Providing services of (a) Mechanized Housekeeping & Cleaning and (b) Security Services for a period of 1 year (and extendable by one year on performance basis) at MIHAN & Hingna Depot, Nagpur & Cleaning & Washing of Rolling Stock (08 Train Sets) for a period of 1 year (and extendable by one year on performance basis).

Replies to bidders			MAHA-METRO REPLY
SN	Clause No.	As per Tender Documents	Query
1	Key details	The total bid security amount shall be Rs 7.86 lacs to be paid as below. An amount of Rs 1.57 lacs payable by RTGS/NEFT/Credit Card/Debit Card/Net Banking Online as per procedure in E- tender Portal. An amount of Rs. 6.29 lacs payable in form of Bank guarantee drawn from scheduled commercial banks in India. The format for BG 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	Request if the Bank details and IFSC code as the same needs to be given to our bank for procuring the Bank guarantee. Bank details of Employer (Maha-Metro) for issuance of bank gaurantee as part (b) of bid security as per Structured Finance Messaging system (SFMS). Bank Name : ICICI Baank Branch with address: ICICI Bank Ltd. Commercial banking ,9C/A & 9C/B, ground floor , Shri Ram tower, Near LIC Chowk, Nagpur- 440001(India). Bank Account Name : MAHARASHTRA METRO RAIL COPORATION LTD. Bank Account No.: 005905017306 Bank Account Type: Current account IFSC Code: ICIC0000059 MICR Code: 440229002
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. The Tender conditions will prevail.
3	Additional Clauses Clauses 33	JV/Consortium is not allowed to participate in this bid.	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 In case of award of work to parent company only 100% owned subsidiary companies can provide services subject to approval of Maha-Metro.
4	Additional Clauses Clauses 49	No subcontracting is permitted in this Tender	As per this clause no JV is Tender 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 refer to the reply at sr. no 3 above of this corrigendum.
5	Special Notes Clauses 4	The Contractor should provide an undertaking that they shall comply with all relevant statutory norms like Minimum wage, Employees' provident fund, Employees State Insurance & Service tax etc. Note: Contractor quoting "Wage per day" less than the minimum wages (as specified by Chief Labour Commissioner (Maharashtra state) will be out rightly disqualified. The minimum manpower requirements along with their categories have been specified in Section 5 (Part-I).	Metro Rails across India is registered with Central Labour act. As per tender it states Maharashtra state minimum wages. How can an organization registered with Central labour department release a tender with state minimum wages applicable? Please explain and advice. Maha-Metro is registered with State Labour Authority. Therefore state minimum wages are to be considered in the subject tender.



6	Clause number 9	The bidder shall be liable to provide TWO numbers of vehicles (SUV) of TATA/Mahindra make with drivers as per Maha-Metro requirement in future, however there is no need to quote cost in financial bid. This item will not be considered at the time of financial bid. Vehicles should be registered as a taxi with RTO Nagpur and the registration should not be earlier than 01.04.2018. The running and operation cost of such vehicles will be given as per other existing Maha-Metro contract for vehicles.	This needs clarification, as if the cost of the same is given as per other Maha metro contract rates than request to specify the rates or the same can be procured from existing vendor for the existing rate instead of asking us to provide as we are manpower service agency and not logistic service provider.	The clause stands deleted. No vehicle is to be provided by the contractor under this contract.
7	Clause number 1	The cost of project leader and deputy project leader will be a part of administrative Charges.	Request to clarify the clause as PL and DPL profile cost is asked in financial bid page number 141. In that case why this should be a part of Administrative charges. Further any profile given should be considered as billing position instead of asking us to add it in our admin cost.	The cost of project leader and deputy project leader will be a part of administrative charges. Sr. no. 7 & 8 of Summary sheet of financial bid are stands deleted and amended accordingly. Please refer annexure attached with this corrigendum.
8	Clause 4 of special note Clause F	1. The Contractor should provide an undertaking that they shall comply with all relevant statutory norms like Minimum wage, Employees' provident fund, Employees State Insurance & Service tax etc. 2. If any Statutory allowances such as Bonus etc. (not mentioned in financial bid), paid by the contractor to its employees deployed for Maha-Metro will be reimburse at the minimum rate of specified range of that statutory allowances as per current Government' norms and acceptance of (subject to submission of sufficient proof by the Contractor).	1. The Statutory mention in this clause for undertaking is only Minimum wages, EPF, ESI and GST. Other Statutory obligation like Bonus, 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 2. Why Bonus should be optional and why it should not be included in the Financial Bid as it is mandatory to pay bonus very year to the employees as per Bonus act. Request clarification.	Minimum Wages, prevailing DA, EPF, ESIC, Leave with Wages, Paid National Holidays, MLWF and Uniform Charges are considered in the financial BOQ. Since, contract period is one year, Gratuity is not considered in the BOQ. Please refer clause 6.3 (f) of section 6 for payment of bonus and other statutory allowances.
9	SI Number 2	Relevant Experience certificate as per clause 3.2.1 of Section-3. The relevant experience certificate and/or work order should clearly that the firm has worked for an Organization at minimum 18 locations and it should also specify that the amount spent against machines is at least 3 % of the total contract value.	Why 18 locations is required as many large organization like AIIMS, Airports, Railways will have large requirements of manpower in one location which will be more than criteria required in th tender Request if this clause can be changed accordingly.	The same stand amended as Relevant Experience certificate as per clause 3.2.1 of Section-3.



10	Clause 4.1.1 sub clause 5	<p>Presentation on Methodology and Planning for providing efficient services to be given in front of Maha-Metro Authority, Presentation shall include-</p> <ol style="list-style-type: none"> 1. Methodology for providing security services (including SOPs for various events)-06 Marks 2. Methodology for providing FMS-06 Marks 3. Methodology for providing Ticketing and Customer care services- 06 Marks 4. Organization structure, escalation matrix and monitoring procedure for achieving the SLAs-06 Marks 5. Proposed training to be provided to various manpower-06 Marks 	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>	<p>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.</p>
11	Ponit 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.	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 consideration in	No manpower has been asked for Electrical & Plumbing services. However, it is to clarify that in case of requirement of electrician or plumber, the same will be paid as per specified government rates.
12	Ponit 6.9	Termination of the Contract	Whether Termination clause applicable for either sides or only clients side.	As per tender document
13	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 the number of manpower and equipment's requirement from NMRCL. Further does this clause refer to reduction of manpower also?	Manpower deployment will be in phases as per requirement of Maha Metro which will be communicated before 30 days of commencement. Maha-Metro Reserves the right to increase or decrease number of shifts re-deploy the manpower within station or across various station/ Depot Please refer clause 23 of part 1 of section 5.
14		<ol style="list-style-type: none"> 1. Providing services of (a) Mechanized Housekeeping, cleaning, (b) Ticketing (TOM/EFO Management), (c) Customer Facilitation, (d) Security Services for a period of 1 year (and extendable by one year on performance basis) for Stations of Reach-1 (7 Stations), Reach-3 (4 Stations) & 2. Providing services of (a) Mechanized Housekeeping, Cleaning, (b) Security Services for a period of 1 year (and extendable by one year on performance basis) at MIHAN & Hingna Depot, Nagpur & 3. Cleaning & Washing of Rolling Stock (08 Train Sets) for a period of 1 year (and extendable by one year on performance basis)) 	Please make it 3+2 years.	Cannot be acceded to. The Tender conditions will prevail.



15	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.	Please make it 3+2 years. Kindly ask bid exclusive of GST 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.
16	22.1 23.1 23.2	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) 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) shall be sent to all Bidders who submitted Proposals.	The points 22.1, 23.1 and 23.2 are contradictory. Kindly amend suitably.	Please refer relevant clauses of Bid Data Sheet (BDS) where referred ITB Clauses have already been amended/modified. There is no contradiction as BDS supersedes ITB.
17	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. Please refer BDS clause 17.
18	16.3 I	Quoted price shall be inclusive of all kind of taxes including GST.	Kindly as prices exclusive of GST.	Cannot be acceded to.
19	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.
20	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.	BDS Clause 16.3 II is modified as under: All Taxes prior to Base date i.e. 28 days prior to latest date of submission of Bid is deemed to be inclusive of price quoted by Bidder. In case of any change in the taxes during the contract period, the contract price will be adjusted both ways accordingly.
21	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
22		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?	Please refer BDS clause 17. Single file can have a maximum size of 20 MB and such multiple files can be uploaded without any limit on number of files.



23		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.	Query reference is incorrect. Any change can not be acceded to. The Tender conditions will prevail.
24		Presentation on Methodology and Planning for providing efficient services to be given in front of Maha-Metro Authority, Presentation shall include:	Kindly specify whether the hard copy of presentation is to be submitted with along with the technical bid as per the schedule of submission?	No need of submission of hard copy of presentation along with technical bid.
25		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?	Can not be acceded to.
26		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.	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. Please refer clause 6.2 (b), section 6
27		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 will be provided by Maha-Metro at the stations free of cost. All the equipments will be provided by the contractor. Maha-Metro will not provide any equipment. However, electricity will be provided free of cost.
28		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 of bidders and shall be the part of presentation. There are 5 gradings (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 at any time of inspection by the on duty station controller.
29	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 be change as per requirement i.e, station and location. Main purpose is manning and patrolling of station, parking area and premises. Caluse 23, Section 5, Part 1 is self explanatory.
30	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 be change as per requirement i.e, station and location. Main purpose is manning and patrolling of station, parking area and premises. Caluse 23, Section 5, Part 1 is self explanatory.
31	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.	Can not be acceded to.



32	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.	Can not be acceded to.
33	6.8 c	The above number of shift mentioned in financial bid is tentative and as per present requirement. The future requirement may vary up to 100%. Contractor may have to provide an additional group of FMS personnel at the same accepted rate and configuration, if required.	What about cost reimbursement for the same?	Additional manpower will be reimbursed in terms of accepted rate for the staff of that category for which the additional manpower deployment is sought.
34		Average Annual Turnover (From FMS Services)	Can we submit the certificate in the format as used by our CA/Auditor?	Can not be acceded to.
35		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, HRA 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.	Basic wages for Unskilled, Semi Skilled, Skilled category are considered as per Shops & Establissement Act of Maharashtra with latest Government notification. Please refer financial bid to get break up of the allowances.
36	Sr. 15 Section 8	A valid registration certificate of training center being approved by NSDC is compulsory and needs to be enclosed.	The authority does not provide any registration certificate/document whereas they list the name of firms having registration with them on their web portal. We request the department to allow the same.	Sr. no. 15 of section 8 stands amended as under: A valid registration certificate of training center being sanctioned under GOI/State Govt. is compulsory and needs to be enclosed.
37	Annexure 2 Clause 11.1		As the scope is varied and vast we request you to allow participation through formation of joint venture i. e JV (current tender condition does not allows JV) . This would help getting more participation and proper execution due to expertise of JV partners.	Please refer sr. no 2 of this corrigendum.
38		EMD	Consider Exemption to NSIC certified company	Can not be acceded to.
39	C. Submission, Opening and Evaluation Point 33	JV/Consortium is not allowed to participate in this bid.	Please Consider JV/Consortium Participate in this tender.	Please refer to the reply at sr. no 2 above of this corrigendum.
40	3.2 Minimum Eligibility Criteria: - (Initial Filter)	One similar successfully completed work/contracts costing not less than the amount equal to Rs. 12.57 Crores where bidder has provided similar services. (contract should cover all the services - Mechanized Housekeeping, Security Services & Manpower Supply Services.)	As per CVC guide Line one similar work not less than 80% of Tender Estimated cost	Query is not clear. However, it is to clarify that Eligibility criteria is kept as per CVC guidelines.
41	3.2 Minimum Eligibility Criteria: - (Initial Filter)	b) Two similar successfully completed work/contracts with costing not less than the amount equal to Rs. 7.86 Crores each where bidder has provided similar services. (both contracts must jointly cover, Mechanized Housekeeping, Security Services & Manpower Supply Services Services and both the contracts should have at least one of the required services)	As per CVC guide Line Two similar work not less than 60% of Tender Estimated cost	Please refer to the reply at sr. no 40 above of this corrigendum.



42	3.2 Minimum Eligibility Criteria: - (Initial Filter)	c) Three similar successfully completed work/contracts with costing not less than the amount equal to Rs. 6.29 Crores each where bidder has provided similar services (The three contracts should jointly cover all the three required services i. e. Mechanized Housekeeping, Security Services & Manpower Supply Services and all the three contract should have at least one of the required services).	As per CVC guide Line Three similar work not less than 40% of Tender Estimated cost	Please refer to the reply at sr. no 40 above of this corrigendum.
43	2 & 3 of eligible criteria	Senior Leadership/ Management: Specialist Training:	This two point should be required after allotment of tender.	Successful bidder has to comply with this requirement.
44	0	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. 31.44 Crores (Only Summary of annual turnover Certified by CA, to be enclosed)	Average turnover of last five year is not less than 5 cror	Can not be acceded to.
45	4.1.1 Technical Evaluation I	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 and Manpower services and Manpower supply" Certified by chartered accountant a. 6.29 Cr to 7.85 Cr: 10 marks b. 7.86 Cr to 12.56 Cr: 15 marks c. Above 12.57 Cr: 20 marks 20	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 and Manpower services and Manpower supply" Certified by chartered accountant a) 1 Cr to 03 Cr : 3 Marks b) 03 Cr to 05 Cr : 8 Marks c) Above 05 Cr : 15 Marks	Can not be acceded to.
46	Date & Time of submission and opening of Tender	Online submission up till 16.00 Hrs. on 11.09.2019 on Maha-Metro's e-tender portal. On 11.09.2019 at 16.30 Hours at " Metro House ", 28/2, Anand Nagar, Civil lines, Nagpur 440001		The date of submission and opening of tender have been revised as under: Online submission up till 16.00 Hrs. on 18.09.2019 on Maha-Metro's e-tender portal. On 18.09.2019 at 16.30 Hours at " Metro House ", 28/2, Anand Nagar, Civil lines, Nagpur 440001



[Handwritten Signature]

ED/Procurement
Maha-Metro

Annexure

Revised summary sheet of fianacial bid

SN	Activity	Amount Quoted annually		GST and any other tax (INR)	Total annual quote including all taxes (INR)
		Figures (INR)	Words		
1	TOM/EFO Services (Breakup as per Annexure-A)				
2	Security Services (including the cost of accessories) (Breakup as per Annexure-B)				
3	Cleaning & Housekeeping Services for Stations				
a	Manpower (Breakup as per Annexure-C)				
b	Machinery (Breakup as per Annexure-D)				
c	Consumables (Breakup as per Annexure-E)				
4	Cleaning & Housekeeping Services for Hingna Depot (including consumables and machineries)				
a	Manpower (Breakup as per Annexure-F)				
b	Machinery (Breakup as per Annexure-G)				
c	Consumables (Breakup as per Annexure-H)				
5	Cleaning Services for Trains (including consumables and machineries)				
a	Manpower (Breakup as per Annexure-I)				
b	Consumables (Breakup as per Annexure-J)				
6	Façade cleaning & Operator staff (Breakup as per Annexure-K)				
7	Total (01 Year)				
8	Total (01 Years) In Words				

