

**MAHARASHTRA METRO RAIL CORPORATION LIMITED**  
**NAGPUR METRO RAIL PROJECT**

**Corrigendum-II dt: 03.12.2025**

**Name of Work:** Facility Management Services (FMS) for 19 Stations, Hingna Depot and 12 Trainsets of Line-2 of Nagpur Metro Rail Project for providing the following:

- (a) Mechanized Housekeeping, Cleaning Services,  
(b) Ticketing (TOM/EFO) Services,  
(c) Security Services  
for the period of 02 (Two) years.

**Tender No:** N1-O&M-43/2025 Dated: 29.10.2025

**GeM Tender no.** GEM/20225/B/6830548

Amendment in Tender Conditions are as below:

S.N.	Clause no./Page No.	Original Tender Condition	Amended Clause/ Additional Clause
1	Section-9 Financial Bid, Notes, Point no.2	2.The cost towards the Project Manager, Security lesioning Controller, Training Coordinator, HR Executive, Project Leader, Team leader (HK, Security & Ticketing), staff relievers, profits, VDA revisions, overheads, and expenditure towards other provisions like misc. expenses consumables items of the specific scope of work, Garbage collection, insurance, etc. must be included in the amount quoted by bidder including GST in Summary Sheet of Financial Bid.	2.The cost towards the Project Manager, Security liasoning Controller, Training Coordinator, HR Executive, Project Leader, Team leader (HK, Security & Ticketing), staff relievers, profits, overheads, and expenditure towards other provisions like misc. expenses consumables items of the specific scope of work, Garbage collection, insurance, etc. must be included in the amount quoted by bidder including GST in Summary Sheet of Financial Bid.
2	Sr.no. 6.5 Insurance, Section-6 Condition of Contract	The Contractor has to obtain following Insurances:	The Contractor has to obtain following Insurances:
		i.For employees not covered in ESIC: Group Insurance with Medical and Terminal Insurance for Rs. 10 Lakhs.	i.For employees not covered in ESIC: Group Insurance with Medical and Workmen's compensation Insurance.
		ii.Third party insurance for Rs. 10 Lakhs	ii.Third party insurance for Rs. 10 Lakhs
3	Sr.no. 6.3 (vi) Payment of salary by Contractor of Section-6 Condition of contract	<p>i.The Contractor shall ensure that the wages paid to FMS personnel are at least in accordance with the latest Maharashtra state minimum wages circular for Shop &amp; Establishments. This includes the following provisions:</p> <p>·Wages based on skill levels: Unskilled-Housekeeping staff, Semi-skilled- Security Guard, Skilled- TOM/EFO Operator, as defined in Section 5.</p> <p>·Additional allowances, including:</p> <p>o Leave with wages at 8.21% of (Basic + DA),</p> <p>o Paid national festival holidays at 2.19% of (Basic + DA),</p>	<p>i. The Contractor shall ensure that the wages paid to FMS personnel are at least in accordance with the latest Maharashtra state minimum wages circular for Shop &amp; Establishments. This includes the following provisions:</p> <p>· Wages based on skill levels: Unskilled-Housekeeping staff, Semi-skilled- Security Guard, Skilled- TOM/EFO Operator, as defined in Section 5.</p> <p>·Additional allowances, including:</p> <p>o Leave with wages at 8.21% of (Basic + DA),</p> <p>o Paid national festival holidays at 2.19% of (Basic + DA),</p>



S.N.	Clause no./Page No.	Original Tender Condition	Amended Clause/ Additional Clause
		<p>o EPF, ESIC, MLWF, o Monthly Bonus at 8.33% of (Basic + DA). o Special allowances: o Rs. 134.62 per day (maximum Rs. 3500 per month) for Unskilled (Housekeeping) and Semi-skilled (Security Guards) personnel, o Rs. 192.31 per day (maximum Rs. 5000 per month) for Skilled (TOM/FMS Supervisors) personnel.</p> <p>If Maha-Metro requires the Contractor to pay for any revisions to the allowances noted above, or any adjustments to wages for staff, such revised amounts shall be compensated by Maha-Metro. In that case, Maha-Metro shall pay the additional amount plus a service charge (%) on the incremental payment.</p> <p>The Contractor shall be solely responsible for the payment of wages, allowances, and all other statutory benefits to its personnel, in accordance with the applicable laws, rules, and regulations, including but not limited to the Minimum Wages Act, Payment of Wages Act, EPF Act, MLWF, and any other relevant labour legislation. The Contractor shall ensure timely payment of wages as per the prescribed rates and shall maintain all necessary records, and documents as required under law. The Contractor shall also obtain and maintain valid registration/license under all applicable labour laws and any rules framed thereunder.</p>	<p>o EPF, ESIC, MLWF, o Monthly Bonus at 8.33% of (Basic + DA). o Special allowances: o Rs. 134.62 per day (maximum Rs. 3500 per month) for Unskilled (Housekeeping) and Semi-skilled (Security Guards) personnel, o Rs. 192.31 per day (maximum Rs. 5000 per month) for Skilled (TOM/FMS Supervisors) personnel.</p> <p>If Maha-Metro requires the Contractor to pay for any revisions to the allowances noted above, or any adjustments to wages for staff, such revised amounts shall be compensated by Maha-Metro. In that case, Maha-Metro shall pay the additional amount plus a service charge (%) on the incremental payment.</p> <p>The Contractor shall be solely responsible for the payment of wages, allowances, and all other statutory benefits to its personnel, in accordance with the applicable laws, rules, and regulations, including but not limited to the Minimum Wages Act, Payment of Wages Act, EPF Act, MLWF, and any other relevant labour legislation. The Contractor shall ensure timely payment of wages as per the prescribed rates and shall maintain all necessary records, and documents as required under law. The Contractor shall also obtain and maintain valid registration/license under all applicable labour laws and any rules framed thereunder.</p>

Enclosure: Annexure-A Reply to Prebid queries



**MAHARASHTRA METRO RAIL CORPORATION LIMITED**  
**NAGPUR METRO RAIL PROJECT**  
**Annexure-A: Replies to Pre-Bid Queries**

**Name of Work:** Facility Management Services (FMS) for 19 Stations, Hingna Depot and 12 Trainsets of Line-2 of Nagpur Metro Rail Project for providing the following:  
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for the period of 02 (Two) years.

**Tender No:** N1-O&M-43/2025 Dated: 29.10.2025

**GeM Tender no.** GEM/20225/B/6830548

S No	Section, Clause & Page no.	Clause Description	Bidder's Query	Maha-Metro Reply
1			The whole Nagpur covered under the Nagpur District Security Guard Board and the rates of NDSGB are different for security services (Notification copy is attached of NDSGB).	Tender conditions shall prevail.
2			Rates bifurcation is not given in the tender notice .	Please refer point VI of clause 6.3 of section 6 of tender document.
3			We M/s. Bombay Integrated Security (India) Limited exempted for the EMD, as our turnover for last 05 years is above 500 Crores. The details of Turnover is attached.	As per General Terms and conditions on GeM 4.0 (Version 1.25) dated: 14.07.2025, there is no provision for exemption of EMD for turnover above 500 Crores.
4			If VDA revised by Concerned Authority Government of Maharashtra it shall be considered by MAHA METRO, Nagpur & The same will be affected in service charges.	Please refer point III of clause 6.9 -Price & Quantity variation of section 6.
5			Uniform code will be decided by MAHA METRO authority - Security Personnel / Housekeeper Uniform code will be as per our [ BIS [I] LTD. ] Company's Uniform Policy.	Tender conditions shall prevail.
6	On page no. 56 --	uniforms	whether the cost of uniforms is considered in price bid or bidder to consider in admin charges. Please clarify.	Cost of uniform has been considered in the estimated cost.
7			Water tank cleaning is under the bidder's scope of work. Please clarify.	Water tank cleaning activity is not included in the scope of work.



S No	Section, Clause & Page no	Clause Description	Bidder's Query	Maha-Metro Reply
8	On page no. 88	regarding high rise cleaning	is the cost of 'safety equipment, spider rope, spider belt / harness, Hook-S type and U type, hydraulic ladders, Arial work lift platform, telescopic poles, hanger net, safety helmet, safety shoes, suction pad, Unger blade, blade holder, glass applicator with squeezer, chemicals for glass & ACP (aluminium cladding Panel) cleaning' considered in the price bid or it is under bidder's admin charges.	Safety harness kit along with hanging arrangements are considered in estimated cost.
9	On page no. 92	façade cleaning	it is a high risk & specialised job. Hence, we request to provide a separate scope of work and resources (man, material & machines) and separate component in price bid.	Tender conditions shall prevail
10	On page no. 104	Annexure b –	machine requirement – only 02 nos. of jet pressures are provided by the authority which is less in qty to maintain 18 stations. Please increase the nos.	Tender conditions shall prevail
11		Annexure G & K	IS the cost of reagents required as per the frequency for cleaning of lifts & escalators considered in the tender cost Please clarify.	The cleaning rate in cost estimate is included manpower, chemicals and machinaries cost. This also includes cost of reagents mentioned in Annexure G & K. Additionally, 5% overhead charges is also included in rate to cater other other expenses related to that activity (cleaning, security, ticketing). Being cleaning service on activity based, bidders are expected to assess the need for additional items based on their experience and the scope of work. The cost of such items should be included in the overhead and administrative charges quoted by the bidders.
12	On page no. 229		Depot cleaning consumables – whether the cost of these consumables is considered in Price bid. Please clarify.	The cleaning rate in cost estimate is included manpower, chemicals and machinaries cost. Additionally, 5% overhead charges is also included in rate to cater other other expenses related to that activity (cleaning, security, ticketing). Being cleaning service on activity based, bidders are expected to assess the need for additional items based on their experience and the scope of work. The cost of such items should be included in the overhead and administrative charges quoted by the bidders.
13			Please request to know the number of dustbins required under this contract.	On an average 5 dustbins (medium size) per station to be required. Since all required services are activity based, bidders need to assess themselves the scope of work and its all related resources to meet the SLAs. Bidders may also do a site visit for better understanding about the nature and quantum of work.



S No	Section, Clause & Page no.	Clause Description	Bidder's Query	Maha-Metro Reply
14	On page no. 257 –		Train cleaning reagent & hand tools & cleaning appliances – Please provide the quantity and whether the cost of these reagents/hand tools/appliances have been considered in price bid.	Items mentioned for train cleaning reagent is included in cost estimate. whereas, items mentioned for hand tools and cleaning appliances) are to be included additionally in overhead charges by bidders. Since all required services are activity based, bidders need to assess themselves the scope of work and its all related resources to meet the SLAs. Bidders may also have site visit for better understanding the nature and quantum of work.
15		Security services under this tender	We are providing security services to many establishments both Govt. & Private org. For security services, the rates structure of security guard board is applicable at most of the organisations. Kindly request to implement the rates for security services as per Nagpur District Security Guard Board.	Tender conditions shall prevail.
16		Financial Bid	The manpower count has been provided in the tender. Are relievers considered in this manpower count? Please clarify.	It is clarified that no. of shifts has been mentioned in tender document. Bidder needs to assess the manpower requirement (incl. relievers/RG/LR) accordingly to man the shifts.
17			The quantity of <i>cleaning machinery</i> provided is not in proportion to the number of stations. Please clarify how the transport of these machineries to be handled. Also, transporting machineries will cause increased wear & tear of the machines and increased maintenance of the same. Please increase the number of machineries as per the stations.	Tender conditions shall prevail.
18			Is price variation applicable due to revision in wages / govt. taxes under this contract? Also, <b>HRA is a mandatory statutory component of wages under Shops &amp; establishments</b> ; please include the same in wages components. Also, request the VDA considered for the tender cost.	Please refer point VI of clause 6.3 of section 6 of tender document. For VDA query, Please refer point III of clause 6.9 -Price & Quantity variation of section 6.
19			Financial Bid – Please provide the cost breakup of all resources.	Please refer point VI of clause 6.3 of section 6 of tender document.
20			Drainage cleaning – whether the cost of drainage cleaning (material, equipment, etc) considered in the price bid. Please clarify.	5% overhead charges is included in rate to cater other expenses related to that activity (cleaning, security, ticketing). Being cleaning service on activity based, bidders to assess the need for additional items based on their experience and the scope of work. The cost of such items should be included in the overhead and administrative charges quoted by the bidders.

S No	Section, Clause & Page no.	Clause Description	Bidder's Query	Maha-Metro Reply
21			We request to amend the evaluation weightages with <b>technical weightage of 70% &amp; financial weightage pf 30%</b> which will provide an optimal balance between cost and quality for this project.	Tender condition prevail
22	Page No. 300	Financial Bid	Security Liaisoning Controller, Training Co-ordinator, HR executive. Will these personnel have to be available at Metro stations or on call basis. Please clarify.	These personnel must be readily available at the local back office of contractor in Nagpur.
23	Page No. 91 – clause 19		Cleaning of Saucer Drainage System of entire station premises: Clarification requested whether the cost of drainage cleaning is considered in tender estimated cost or to be considered in bidder's admin cost.	5% overhead charges is included in rate to cater other expenses related to that activity (cleaning, security, ticketing). Being cleaning service on activity based, bidders to assess the need for additional items based on their experience and the scope of work. The cost of such items should be included in the overhead and administrative charges quoted by the bidders.
24	Page No. 92	Supply of dustbins	Request to provide the total number of dustbins to be provided by bidder for stations & depot.	On an average 5 dustbins (medium size) per station to be required. Since all required services are activity based, bidders need to assess themselves the scope of work and its all related resources to meet the SLAs. Bidders may also do a site visit for better understanding about the nature and quantum of work.
25	Page No. 122	Annexure G & K	IS the cost of reagents required as per the frequency for cleaning of lifts & escalators considered in the tender cost. Please clarify.	The cleaning rate in cost estimate is included manpower, chemicals and machinaries cost. This also includes cost of reagents mentioned in Annexure G & K. Additionally, 5% overhead charges is also included in rate to cater other other expenses related to that activity (cleaning, security, ticketing). Being cleaning service on activity based, bidders are expected to assess the need for additional items based on their experience and the scope of work. The cost of such items should be included in the overhead and administrative charges quoted by the bidders.
26	Page No. 203	Depot cleaning consumables	Clarification requested whether the cost of depot cleaning consumables is considered in tender estimated cost or to be considered in bidder's admin cost.	The cleaning rate in cost estimate is included manpower, chemicals and machinaries cost. Additionally, 5% overhead charges is also included in rate to cater other other expenses related to that activity (cleaning, security, ticketing). Being cleaning service on activity based, bidders are expected to assess the need for additional items based on their experience and the scope of work. The cost of such items should be included in the overhead and administrative charges quoted by the bidders.

S No	Section, Clause & Page no.	Clause Description	Bidder's Query	Maha-Metro Reply
27	Page No. 230	Train cleaning chemicals	Request to provide the quantity of the chemicals and whether the cost of train cleaning chemicals is considered in tender estimated cost or to be considered in bidder's admin cost.	Items mentioned for train cleaning reagent is included in cost estimate. whereas, items mentioned for hand tools and cleaning appliances) are to be included additionally in overhead charges by bidders. Since all required services are activity based, bidders need to assess themselves the scope of work and its all related resources to meet the SLAs. Bidders may also have site visit for better understanding the nature and quantum of work.
28			Please request to clarify whether all stations under this tender be operational. Since, bidders will be required to submit performance security against the entire amount of the contract whether the stations are operational or not operational which will be a financial deficit to the firms	All Stations are operational.
29			Penalties are on the higher side. Request to reduce all the penalties by 50%, otherwise the contract will not be feasible.	Tender conditions shall prevail.
30			As per govt. notification no. 29(1)/2014-PPD – Department of Expenditure, any bidder quoting 'Nil' service charges, the said bid shall be considered unresponsive. Hence, please request to consider that services charges for this bid should not be 'zero', 'less than zero', 'or any derivative of zero'. This will safeguard the contract from substandard service delivery.	As per section 4 clause no 4.2.3 e. "If the lowest priced bidder (L1) fails to meet the mandatory statutory requirements such as minimum wages criteria or any other criteria during the financial evaluation stage, then the bidder shall be considered as non-responsive".
31			Blacklisting clause mentioned in the tender is contradictory. Please request to amend the clause where the bidder should not be blacklisted in last 07 years and remove the line 'such blacklisting should not be effective on the date of Bid Submission.	Tender condition prevail.
32		In Eligibility Criteria	Please consider ISO 9001 certifications.	Tender condition prevail.



S No	Section, Clause & Page no.	Clause Description	Bidder's Query	Maha-Metro Reply
33			Pest control services come under specialised services as it requires a license & is hazardous. We are requesting to separate these services under this contract with scope of work and financial bid under pest control.	Tender conditions shall prevail
34		Section 4 – Evaluation criteria	Stage-I (Technical Evaluation) carries weightage of 30%, Stage-II (Financial Evaluation) carries weightage of 70%. We request the authority to revise the weightages as per the earlier published Metro tenders – Technical evaluation weightage – 70% & Financial evaluation weightage – 30% which will ensure importance to quality and viability of the contract.	Tender condition prevail
35			ESIC covers most of the insurance benefits. Is additional insurance mandatory? Please clarify.	i. For employee(s) not covered in the ESI shall be covered in Employee Compensation Act, 1923. Also a suitable group medical insurance of 5 Lacs per outsourced employee in line with benefit being extended by ESIC may be taken for such employee(s). ii. Third party insurance for Rs. 10 Lakhs
36		Section 9 - Financial Bid	HRA – Is HRA considered in the estimated cost for all service categories. Please clarify.	Cost incurred with reference to clause 6.5 to be additionally considered while quoting the bid amount.
37		Page No. 283 - Section 6:	Special allowances – Are special allowances considered in the estimates cost of the tender. Please clarify.	Please refer point VI of clause 6.3 of section 6 of tender document.
38		Section 9 - Financial Bid: 5% overheads & profits:	Kindly provide the details of costs considered under overhead costs. Whether the following costs are considered in 5%: • Drainage cleaning • Biometric machines • Currency counting machines • Depot & train cleaning chemicals & consumables along with tools. • Core Team, etc.	Overhead costs includes drainage cleaning, biometric machines, Currency counting machines, depot & train cleaning chemicals, consumables, tools, Core Team manpower, insurance, dustbins, garbage collection and other various miscellaneous items related to required FMS activities i.e. cleaning, security and ticketing.





S No	Section, Clause & Page no.	Clause Description	Bidder's Query	Maha-Metro Reply
39	Page No. 52 -	Section 4 – Evaluation Criteria Stage-I (Technical Evaluation) carries weightage of 30%, Stage-II (Financial Evaluation) carries weightage of 70%.	We request the esteemed authority to kindly revise the weightage criteria as Technical weightage – 70% & Financial weightage – 30% with reference to the earlier Metro tenders published. This will help in ensuring quality services, reliability, adherence to contract SLAs' & optimal service delivery under the contract.	Tender condition prevail.
40	3 of 334 Bid Security (EMD)	The Bid Security / EMD amounting to INR 23,92,500/- & 24,04,000/- shall be in the form as mentioned in the Tender Document. As per GFR-2017, Rule No. 170, Bid Security /EMD is exempted for participating bidder registered as Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy. If applicable, the bidder shall submit "Bid Securing Declaration" as provided in Bidding forms along with a Copy of the MSE Registration Certificate.	With refer to this clause We would like to kind your notice that various state government departments are accepting Insurance Bond against Performance Bank Guarantee so we requesting you good office kindly consider Insurance Bond against this PBG for this project.	Please refer cl.no. 6.14 Performance Security of Section-6 Condition of Contract, which is self explanatory.
41			Since we are having our turnover more than Rs.500/- Crores & Exemption also allowed so please confirm whether exemption is allowed as per GeM GTC for payment of EMD. Also we have check on GeM portal no option for GeM GTC category for EMD Exemption Kindly confirm.	As per General Terms and conditions on GeM 4.0 (Version 1.25) dated: 14.07.2025, there is no provision for exemption of EMD for turnover above 500 Crores.
42	290 of 334 6.14 Performance Security:	The successful bidder will have to deposit a Performance Security @ 5% (Five Percent) of the awarded value of the work within 28 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 Insurance Surety Bond, Account Payee Demand Draft, Fixed Deposit Receipt, Bank Guarantee (including e-Bank Guarantee) from Scheduled Commercial Bank having business office in India & drawn in favor of Maharashtra Metro Rail Corporation Ltd. The performance security should remain valid for a period of 180 days beyond the date of completion of all the contractual obligations of the Contractor	Request to your good office kindly reduce the Performance Security @3 % instead of 5 % of the awarded value.	Tender condition prevail.



S No	Section, Clause & Page no.	Clause Description	Bidder's Query	Maha-Metro Reply
43	49 of 334 SECTION – 3 ELIGIBILITY CRITERIA Point No 3.9	The Bidder shall submit an Affidavit (as per relevant bid form given at Section-7) along with the bid, stating that it shall comply with all relevant statutory norms like Minimum wages, Employees' provident fund, Employees State Insurance & GST as well any legislated obligations during entire execution period of the contract	Request to your good office kindly Clarify about the clause	The clause is self explanatory.
44	31 of 334 ITB 4.10 (Additional Para)	(b) If the bidding entity is a Proprietorship firm, the proprietor of the firm shall submit a declaration notarized by Notary Public stating that he is the legal owner of the bidding firm & authorized signatory all document. Such declaration shall accompany with PAN Card of proprietor	To Limit the liability of risk of Project, Kindly allow only private Limited/ Limited Companies to bid. Proprietorship and Partnership to be banned and not allowed in bid	Tender condition prevail.
45		(c) If the bidding entity is a Partnership firm / Private Limited Company, all the partners shall jointly provide a Power of Attorney in the name of one partner as an authorized signatory. Such declaration shall accompany with copy of DIN numbers of all partners.		Tender condition prevail.
46	91 of 334 d) Cleaning and Housekeeping activities Point No 22. Façade cleaning	<b>Façade cleaning</b> -front of a building, that faces on to a street or open space including high rise glass, walls, pillars etc. up to height approx. 15-20 meter.	Since as per machinery list provide in tender document only 1 Boom lift consider and frequency of the work is fortnightly. As per tender document there are 37 metro station along with 2 depot kindly clarify how the work completed fortnightly by using 1 Boom lift for all location.	Please refer tender document- Annexure B- Details of Minimum Machinery to be deployed for station, RSS & depot- of section 5.



S No	Section, Clause & Page no.	Clause Description	Bidder's Query	Maha-Metro Reply
47	285 of 334 6.9 Price & Quantity Variation Point No- 11	The Quantities mentioned in financial bid is tentative and as per present requirement. The future requirement may vary up to 100%. The payment shall be made as per actually Quantity executed and certified. Contractor may have to provide an additional shift at the same accepted rate and configuration, if required.	With refer to clause regarding deployment kindly clarify quantity variation and deployment schedule for the same.	Both the quantity variation, if required and their deployment shall be provided by Maha-Metro at least 30 days prior to actual deployment.
48	285 of 334 6.9 Price & Quantity Variation Point No- 111	Any changes in statutory obligation like minimum wages (Basic, VDA), Bonus, EPF, ESIC, and any changes in payment structure by Maha-Metro, 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.	Since this project is called for 2 years kindly clarify escalation in minimum wages along with DA is provided. Also clarify is there any escalation provide for machinery and consumable	Any changes in statutory obligation like minimum wages (Basic, VDA), Bonus, EPF, ESIC, and any changes in payment structure by Maha-Metro, after award of work will be compensable both ways till the completion of contract. There is no escataion in price for machinaries, chemicals & consumables during the currency of contract.
49	284 of 334 d) Cleaning and Housekeeping activities Point No 10.	For employees not covered in ESIC: Group Insurance with Medical and Terminal Insurance for Rs. 10 Lakhs	Request to your good office kindly clarify about terminal insurance	Modified in Corrigendum-II
50	91 of 334 d) Cleaning and Housekeeping activities Point No 10.	10) Cleaning of toilets and restrooms (Male/ Female/Divyangjan): Toilets and restrooms both male and female need to be cleaned frequently every hour and should be kept dry. Minimum one Male & one Female housekeeping staff shall be deployed at each shift. Contractor shall ensure restrooms to be cleaned by respective gender only. Cleaning & Sanitation of toilets. Cleaning of Automatic Hand Driers, Liquid Soap Dispensers (as & where applicable) etc.	Request to your good office kindly confirm about number of Toilets Male and Female Required locationwise.	It is advised to bidders to have site visit for better understanding the nature and quantum of work.



S No	Section, Clause & Page no.	Clause Description	Bidder's Query	Maha-Metro Reply
51	106 & 107 of 334 ANNEXURE-C & ANNEXURE-D Other Consumables	ANNEXURE-C & ANNEXURE-D Other Consumables	With refer to this clause we request you kindly (Consider Equivalent Brand) for consumable	Other equivalent brand with same specifications may also be used with prior approval of Maha-Metro.
52	328 of 334 Section-9: Financial Bid. S.N. 5	Schedule-E (Reimbursable Items) is instructed to be filled "At Par" in the Summary Sheet, with an Total Amount for 2 year ₹ 1,24,69,360.00.	Please confirm that the final payment against this schedule will be made strictly on the basis of actual expenditure incurred (supported by invoices/proof), provided the total cost does not exceed the Maximum Ceiling Limit specified in the detailed schedule as per At actual amount quoted.	Kindly refer clause 5.8- Reimbursable items of section 5 which is self explanatory.
53			Request to your good office kindly confirm Storage space for chemical, tools and machines will be provided by Maha Metro free of cost	Maha-Metro will provide space at each station for storage of housekeeping material, consumables, machineries and chemical etc. However, contractor must provide proper racks and storage facility for ensuring safe storage of materials.
54			Request to your good office kindly Provide us contact person name & mobile no for arranged the site survey for Line 1 & 2 station	It is advised to bidders to have site visit for better understanding the nature and quantum of work. Bidders may contract Shri Brajesh Yadav/Manager (Operations) mob-7410004092 to plan such visits.
55		Please explicitly define the duration of one shift for Security Guard, Ticketing Staff, Housekeeping staff.	Confirmation for calculation purposes (e.g., 8 hours, 10 hours, 12 hours) to ensure uniform bidding across all participants.	One shift is defined as one staff working for 8 hours, performing any of the required services i.e. cleaning, ticketing, security, ERT, FMS supervisor etc.
56		Price Adjustment / Escalation (Commercial Risk):-Since the contract period is two (02) years	The bidder requests clarification on the clause for Price Adjustment/Escalation (as mentioned in ITB 14.5) to cover potential increases in Minimum Wages, statutory levies, fuel, and other indices over the two-year period, as this is a significant commercial risk	Please refer point III of clause 6.9 -Price & Quantity variation of section 6.
57		Payment Terms and Timeline	Please confirm the payment cycle and credit period (e.g., monthly payments within 15/30/45 days of bill submission)	As per section 6, clause 6.2 Payment Terms mentioned in tender document.



S No	Section, Clause & Page no	Clause Description	Bidder's Query	Maha-Metro Reply
58	Pg.no. 52 Section-C	Technical Criteria 30% Commerical is 70%	If need a strong competition and experience compay or contractor, requesting you to kindly change the Criteria from Tehcnical criteria 60% Commerical is 40%	Tender condition prevail
59	Pg.no. 63 Section- 5.11 (L)	Poor Quality of work	What will be the frequency of checking the premises For example if HK staff cleans in the morning and the inspection takes place in the afternoon, then the place where the inspection held is not good the penalty will imposed to contractor. For this requesting you to kindly give the frequency of cleaning and how many the place should be clean in (daily, weekly, Monthly, Quarterly and Yearly)	Kindly go through the scope of work where bidders can understand the quantam of work along with frequency of cleaning of various areas pertaining to stations, depot, train, RSS etc. and their payment methodology.
60	Page No 67 Section No-14	Core team manpower Interface officer 2 nos	Will be deployed on lines or may be sitting at contractor's office please specify	These personnel must be readily available at the local back office of contractor in Nagpur.
61	Page No 117 Schedule 1 Dally	Description of Items	In the tender the description of items is mentioned but in how much frequency it should be done it is not mentioned please specify	Kindly go through the scope of work where bidders can understand the quantam of work along with frequency of cleaning of various areas pertaining to stations, depot, train, RSS etc. and their payment methodology.
62	Page no 128	Status of Machineries	It is mentioned that the duty evening Sc will verify the working hour of Machinery how it will be calculated please specify	Being cleaning service on activity based i.e. payment ts to be made on the basis of cleaned area in Sq.Mtr. Cleaning is depend on manpower, machinaries, chemicals and other consumables. Therefore, contractor need to maintain all resources as per tender document requirement and SLA to be ensured at any point of time.
63	Page no 136 SLA	Schedule of Cleaning and Housekeep	Frequency and timing is not mentioned please specify	Kindly go through the scope of work where bidders can understand the quantam of work along with frequency of cleaning of various areas pertaining to stations, depot, train, RSS etc. and their payment methodology.
64	Page no 59 Para 3	Green seal chemical	On page no 59 you have mentioned that green seal chemicals to be used but in further it is mentioned that Taski brand chemicals please specify which brands of green seal chemicals to be used	Any equivalent brand mentioned for chemicals with same specifications may also be used with prior approval of Maha-Metro.

S No	Section, Clause & Page no.	Clause Description	Bidder's Query	Maha-Metro Reply
65	Page No 284 6.5	Insurance	In the tender it is mentioned that apart from ESIC those who are not eligible for ESIC the medical and terminal with third party insurance to be borne by contractor . it will be to costly to for contractors to borne, kindly specify in detail. To be deduct by employees or to be claimed to Maha-Metro	i. For employee(s) not covered in the ESI shall be covered in Employee Compensation Act, 1923. Also a suitable group medical insurance of 5 Lacs per outsourced employee in line with benefit being extended by ESIC may be taken for such employee(s). ii. Third party insurance for Rs. 10 Lakhs  Cost incurred with reference to clause 6.5 to be additionally considered while quoting the bid amount.
66	Page no 290 6.14 Performance security	Performance security is @5% of the awarded value	The cost if performance duty is to high if we calculated kindly give some relaxation for the same	Tender condition prevails.
67	Page no 297 6.19	Female performance 30%	In the tender it is mentioned that 30% of Female to be deployed at workplace, but if we are having 40 % of ladies staff how it would be manage, please specify.	As per Section 6, clause 6.19 Female Preference: Minimum 30% of the total manpower to be supplied preferably be female, and as per the requirement based on Section-5: Scope of work. There is no maximum limit for same.

  
 MAHARASHTRA METRO RAIL CORPORATION LIMITED  
 NAGPUR METRO  
  
 ED/Proc