

Noida Metro Rail Corporation

Pre-Bid Clarification

Dated- 27/06/2024

Subject: - Customer Facilitation and Watch & Ward Services at NMRC Stations, RSS & Depot of N-GN corridor (CF-WWS).

Ref: - E-tender No. NMRC/Stn./CF&WWS/291/2023

Pre -Bid Meeting: -18/06/2024, Noida Metro Rail Corporation (NMRC) Limited, Ganga Shopping Complex, Sector 29, Noida-201301

S.No	Query Raised by	Reference w.r.t RFP	Clarification Requested	Existing provision with in RFP	Clarification/Amendment by NMRC
1.	Ironman Security Services Pvt. Ltd.	RFP clause no. 10.12 Form 12/ Page-106	Please confirm for how many years/months do we have to submit challans	<u>RFP Clause 4.2 d (ii)</u> <u>10.12. Form 12: Personnel Details</u> (Self-attested copy of EPF registration number with Challan copy of the latest month work EPF submitted for at least 300 personnel; Self-attested copy of ESI registration number with Challan copy of the latest month of ESI submitted for at least 300 personnel)	Please refer clause no. 4.2 d (ii)
2	Ironman Security Services Pvt. Ltd.	RFP clause 30.0/ Page-28	Kindly confirm minimum experience criteria for supervisor, watch & ward Armed Guards & Customer facilitation personnel.	<u>RFP clause - Section 2: Terms of Reference</u> <u>30.0 Personnel</u> The personnel deployed for the Customer Facilitation and Watch & Ward Services at NMRC Stations operations should be qualified and trained in the relevant work and have the knowledge of safety procedures. The contractor shall submit to Employer requirement duly completed by each staff prior to their deployment on work site. The minimum qualification and experience of personnel should be as mentioned below.	Please refer corrigendum page no. 28R
3	Ironman Security Services Pvt. Ltd.	RFP clause Appendix 2/ Page-83, RFP clause 10.15 Form 15/ Page-109, RFP clause Estimate/ Page-113	As per the calculation of 'Estimate' the total manpower shown is '191' and total estimated amount for customer facilitation and watch & ward services for 4 years including GST is 34.26 Cr But in	<u>RFP - Appendix 2: Minimum Manpower Requirement</u> <u>10.15. Form 15: Deployment of Personnel</u> 1. Security Guards (Watch & Ward personnel	

S.No	Query Raised by	Reference w.r.t RFP	Clarification Requested	Existing provision with In RFP	Clarification/Amendment by NMRC
			other forms (as mentioned) total no. of personnels to be deployed are 233 Nos., please clarify this point and your budget accordingly.	without arms) – 180 2. Armed Guard (Watch & Ward personnel with arms) – 4 3. Customer Facilitation Services personnel – 42 4. Supervisor (Customer Facilitation Services) – 7 ESTIMATE, PAGENO. 113 1. Security Guard /CFA – 180 2. Armed Guards – 4 3. Supervisor – 7 Total no. of manpower to be deployed per day - 191	Please refer corrigendum page no. 28R, 83R, 109R
4	King Security Guards Services Pvt. Ltd.	RFP clause no. 4.1c/ page-44	Obtaining a PSARA certificate from the concerned authority is a time-consuming and lengthy process, and the authority may cancel the application of the bidder on any ground. In view of the above the condition related to PSARA registration should be amended to ensure fair competition.	RFP Clause 41.c Agencies having The Private Security Agencies (Regulation) Act (PSARA), 2005 Certification or Agencies applied for the same are only eligible for participation of tendering process before technical evaluation finalization certificate should be submitted by the bidder.	Please follow tender conditions

AVINASH KUMAR
DGM/RS & Elect./Ops.

RAJAN PRAKASH
DGM/Finance

UJWAL KUMAR
DGM/Civil

GM/Project/Fin.

Please Note - The clarification as cited above should be read in conjunction with existing RFP conditions unless otherwise specifically specified therein.

RFP for Customer Facilitation and watch & ward Services at NMRC Stations, RSS & Depot of N-GN corridor (CF-WWS)

28.0 Recall from NMRC system

Habitual offenders on discrepancies in service shall be recalled from the NMRC. Further, NMRC shall have the right to recall any person in case of passenger complaints / indulgence in malpractices or as decided by NMRC's representative in case the person is not performing the job satisfactorily or otherwise. The contractor shall have to arrange suitable replacement in all such cases. In case staff is not working / performing to the entire satisfaction of NMRC the contractor may be asked to issue recorded warning with or without penalty/fine.

29.0 Tenure

The tenure for Customer Facilitation and Watch & Ward Services at NMRC Stations Contract Agreement shall be for a period of 04 (Four) years, which shall be extendable by 6 months after reviewing the performance of the Contractor and depending upon the requirement and administrative convenience of NMRC in mutual agreement with the Bidder.

30.0 Personnel

The personnel deployed for the Customer Facilitation and Watch & Ward Services at NMRC Stations operations should be qualified and trained in the relevant work and have the knowledge of safety procedures. The contractor shall submit to Employer requirement duly completed by each staff prior to their deployment on work site. The minimum qualification and experience of personnel should be as mentioned below.

Deployment of Tentative No. Personnel for the Customer Facilitation and Watch & Ward Personnel

S No.	Description	Tentative No. of Personnel to be deployed for Aqua line per day	Minimum Qualification required	Minimum Experience required in Similar Works
1	Security guard (Male frisking)	42	10 th pass	
2	Security guard (Female Frisking)	84	10 th pass	
3	Security (X-Ray)	42	10 th pass	
4	Security Guard (Depot)	6	10 th pass	
5	Customer Facilitation Personnel	42	10 th pass	

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S. No.	Description	Tentative No. of Personnel to be deployed for Aqua line per day	Minimum Qualification required
1	Security guard (Male frisking)	42	10 th pass
2	Security guard (Female Frisking)	84	10 th pass
3	Security Guard (Depot)	6	10 th pass
4	Customer Facilitation Personnel	42	10 th pass

RFP for Customer Facilitation and watch & ward Services at NMRC Stations, RSS & Depot of N-GN corridor (CF-WWS)

Appendix 2: Minimum Manpower Requirement

The deployment of minimum number of personnel per day for the customer facilitation and watch & ward purpose for the package mentioned below

S.No	Stations	Security Guard (Male Frisking) (A,B)	Security Guard (Female Frisking) (A,B)	Security (X-Ray) (A,B)	Security Guard (Depot) (A,B,C)	Customer Facilitation Personnel (A,B)	Armed Guards (C)	RSS Guards (2 Nos) (A,B,C)	Supervisor or (Gen)
1	Noida Sector 51	2	4	2	-	2	-	-	-
2	Noida Sector 50	2	4	2	-	2	-	-	-
3	Noida Sector 76	2	4	2	-	2	-	-	-
4	Noida Sector 101	2	4	2	-	2	-	-	-
5	Noida Sector 81	2	4	2	-	2	-	-	-
6	NSEZ Station	2	4	2	-	2	-	-	-
7	Noida Sector 83	2	4	2	-	2	-	-	-
8	Noida Sector 137	2	4	2	-	2	-	-	-
9	Noida Sector 142	2	4	2	-	2	-	-	-
10	Noida Sector 143	2	4	2	-	2	-	-	-
11	Noida Sector 144	2	4	2	-	2	-	-	-
12	Noida Sector 145	2	4	2	-	2	-	-	-
13	Noida Sector 146	2	4	2	-	2	-	-	-
14	Noida Sector 147	2	4	2	-	2	-	-	-
15	Noida Sector 148	2	4	2	-	2	-	-	-
16	Knowledge Park II	2	4	2	-	2	-	-	-
17	Pari Chowk	2	4	2	-	2	-	-	-
18	ALPHA 1	2	4	2	-	2	-	-	-
19	DELTA 1	2	4	2	-	2	-	-	-
20	GNIDA Office	2	4	2	-	2	-	-	-
21	Depot Station	2	4	2	-	2	-	-	-
22	RSS at NSEZ	-	-	-	-	-	-	3	-
23	RSS at 148	-	-	-	-	-	-	3	-
24	Depot	-	-	-	6	-	-	-	-
	Total	42	84	42	6	42	4	6	7

*A – Morning Shift, B- Evening Shift, C-Night Shift

RFP for Customer Facilitation and watch & ward Services at NMRC Stations, RSS & Depot of N-GN corridor (CF-WWS)

Appendix 2: Minimum Manpower Requirement

The tentative deployment of minimum number of personnel per day for the customer facilitation and watch & ward purpose for the package mentioned below.

S.No	Stations	Security Guard (Male Frisking) (A,B)	Security Guard (Female Frisking) (A,B)	Security Guard (Depot) (A,B,C)	Customer Facilitation Personnel (A,B)	Armed Guards (C)	RSS Guards (2 Nos.) (A,B,C)	Supervisor (Gen)
1	Noida Sector 51	2	4	-	2	-	-	-
2	Noida Sector 50	2	4	-	2	-	-	-
3	Noida Sector 76	2	4	-	2	-	-	-
4	Noida Sector 101	2	4	-	2	-	-	-
5	Noida Sector 81	2	4	-	2	-	-	-
6	NSEZ Station	2	4	-	2	-	-	-
7	Noida Sector 83	2	4	-	2	-	-	-
8	Noida Sector 137	2	4	-	2	-	-	-
9	Noida Sector 142	2	4	-	2	-	-	-
10	Noida Sector 143	2	4	-	2	-	-	-
11	Noida Sector 144	2	4	-	2	-	-	-
12	Noida Sector 145	2	4	-	2	-	-	-
13	Noida Sector 146	2	4	-	2	-	-	-
14	Noida Sector 147	2	4	-	2	-	-	-
15	Noida Sector 148	2	4	-	2	-	-	-
16	Knowledge Park II	2	4	-	2	-	-	-
17	Pari Chowk	2	4	-	2	-	-	-
18	ALPHA 1	2	4	-	2	-	-	-
19	DELTA 1	2	4	-	2	-	-	-
20	GNIDA Office	2	4	-	2	-	-	-
21	Depot Station	2	4	-	2	-	-	-
22	RSS at NSEZ	-	-	-	-	-	3	-
23	RSS at 148	-	-	-	-	-	3	-
24	Depot	-	-	6	-	-	-	-
	Total	42	84	6	42	4	6	7

*A – Morning Shift, B- Evening Shift, C-Night Shift

RFP for Customer Facilitation and watch & ward Services at NMRC Stations, RSS & Depot of N-GN corridor (CF-WWS)

10.15. Form 15: Deployment of Personnel

(To be filled in by the Contractor for each Station)

Station Name _____

Sl. No.	Category	Min No of Personnel	Min No of Personnel proposed to be deployed (Per Day)	Educational qualification	Relevant Years of Customer Facilitation and Watch & Ward Services
1	Security Guards (Watch & Ward personnel without arms)	180			
2	Armed Guard (Watch & Ward personnel with arms)	4			
3	Customer Facilitation Services personnel	42			
4	Supervisor (Customer Facilitation Services)	7			

NOTE: -

1. No Deviation in the Deployment of minimum number of personnel for Customer Facilitation and watch & ward Services at NMRC Stations shall be acceptable. If any Tenderer proposes deviation in the Tender, such Tender shall not be considered and shall be rejected.
2. The minimum number of personnel as mentioned above is required to be deployed on a daily basis in various shifts of the day as specified in this Tender.
3. The minimum number of personnel required to be deployed (i.e. Customer Facilitation and Watch & Ward Services Personnel) have to be physically deployed on

10.15. Form 15: Deployment of Personnel

(To be filled in by the Contractor for each Station)


Station Name: _____

Sl. No.	Category	Min No of Personnel	Min No of Personnel proposed to be deployed (Per Day)	Educational qualification	Relevant Years of Customer Facilitation and Watch & Ward Services
1	Security Guards (Watch & Ward personnel without arms)/ Customer Facilitation Services personnel	180			
2	Armed Guard (Watch & Ward personnel with arms)	4			
3	Supervisor (Customer Facilitation Services)	7			

NOTE: -

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RFP for Customer Facilitation and watch & ward Services at NMRC Stations, RSS & Depot of N-GN corridor (CF-WWS)

Price Schedule for Customer Facilitation and Watch & Ward Services at NMRC Stations, RSS & Depot of N-GN corridor (CF-WWS)

1.000 1.000 1.000

Item Wise BoQ

Tender Inviting Authority: Kenya Metro Rail Corporation (NMRC) Limited

Name of Work: Customer Facilitation and Watch & Ward Services at NMRC Stations, RSS & Depot of N-GN Corridor (CF-WWS)

Contract No: NMRC/CF&WWS/291/2023

Name of the
Bidder/
Bidding Firm/
Company

PRICE SCHEDULE										
(Type BQs template must not be modified/replaced by the bidder and the same should be updated after filling the relevant particulars, else the bidder's bid is to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)										
Sl. No.	Station Name / Type of Adv. Rights	Units	Estimated Rate (BoQ) To in Rs. P.	Rate (Including DET) in Figures To be entered by the Bidder in Rs. P.	Qty	Unit of Measurement	Rate (BoQ) To in Rs. P.	Total (BoQ To)	TOTAL AMOUNT Without Taxes in Rs. P.	TOTAL AMOUNT With Taxes in Rs. P.
1.00	Supply of Man power Note:-If a tenderer quotes 'below' at 'Par' than the estimated rate i.e. offers rebate/concessions/ discount for Sl No. 1.01 to 1.09 Supply of Manpower as per the Tender Document, then his Financial Bid shall be treated as non-responsive and will not be considered and EMD will be forfeited. For Sl No. 2.01 to 2.03 (Provision charges for cleaning chemical & consumable for housekeeping work for all stations), bidder may quote above/below/at par.									
1.01	Security Guard / C.F.A				20000	Man-days	100.00	2000000.00		
1.02	Armed Guard				1000	Man-days	100.00	100000.00		
1.03	Supervisor				10000	Man-days	100.00	1000000.00		
1.04	Miscellaneous charges (Providing Uniform and other mandatory/custodial facilities to all workmen) as per applicable instructions/ present laws like rest room etc. per month (to be paid along with pay etc. on certification by engineer/supervisor for having provided the said facilities) including overheads of contractor				45.00	Per month	100000.00	4500000.00		
1.05	Sub Total	Total	2000000.00					2000000.00		
Total in Figures									0.00	0.00
Quoted Rate in Words									Zero Only	

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Price Schedule for Customer Facilitation and Watch & Ward Services at NMRC Stations, RSS & Depot of N-GN corridor (CF-WWS)

SL No.	Particulars	Estimated Rate (W/o Tax) in Rs. P.	Rates (Excluding GST) in Figures To be entered by the Bidder in Rs. P.	Qty	Unit of Measurement	Rate (W/o Tax)	Total (W/o Tax)	TOTAL AMOUNT Without Taxes in Rs. P.	TOTAL AMOUNT With Taxes in Rs. P.	TOTAL AMOUNT in Words
1.00	Supply of Man power Note-"If a tenderer quotes 'below/ at Par' than the estimated rate i.e. offers rebate/concession/ discount for Sl No. 1.01 to 1.05 - Supply of Manpower as per the Tender Document, then his Financial Bid shall be treated as non-responsive and will not be considered and EMD will be forfeited.									
1.01	Security Guard /CFA			262800	Mandays	990.00	26,01,72,000.00			
1.02	Armed Guards			5840	Mandays	1,067.00	62,31,280.00			
1.03	Supervisor			10220	Mandays	990.00	1,01,17,800.00			
1.04	Miscellaneous charges (Providing Uniform and other mandatory/customary facilities to all workman) as per applicable instructions/ prevalent laws like rest room etc. per month (to be paid along with pay etc. on certification by engineer/executive for having provided the said facilities) including overheads of contractor.			48	Per month	2,88,042.79	1,38,26,053.92			
1.05	Sub Total	290347133.92					29,03,47,133.92			INR Zero Only
Total in Figures								0.00	0.00	INR Zero Only
Grossed Rate in Words								INR Zero Only		

10.8. Form 8: Undertaking

Name of Work: Customer Facilitation and Watch & Ward Services at NMRC Stations, RSS & Depot of N-GN corridor (CF-WWS)

I confirm that We (Tenderer, including any member in case of JV/ Consortium), _____

- a. Have not been banned in NMRC and any other Metro Organization (100% owned by Govt.)/ Ministry of Housing & UrbanAffairs / Order of Ministry of Commerce, applicable for all Ministries must not have banned business with the tenderer (including any member in case of JV/consortium) as on the date of tender submission.
- b. Do not have any pending litigation & non-performing contracts during last 5 (five) years. Further, has not been barred by any other Metro Organization (100% owned by Govt.)/ Ministry of Housing & UrbanAffairs / Order of Ministry of Commerce, applicable for all Ministries as on the date of tender submission.
- c. Have not abandoned any work in last 5 (five) years.
- d. Have not delayed in similar work completion during orders executed in last 5 (five) years.
- e. Do not ever been terminated due to poor performance.
- f. Have not suffered Bankruptcy/ insolvency in last 5 (five) years.
- g. Have not been blacklisted/ debarred by any organization.
- h. Neither penalised with liquidated damages of 10% (or more) of the contract value due to delay nor imposed with penalty of 10% (or more) of the contract value due to any other reason in any "Customer Facilitation and watch & ward Service" of value more than 10% of NIT cost of work, during 5 (five) years.
- i. Have not been put on defaulter's list of EPF/ESI/GST/ Labour Deptt. etc during the last 5 (five) years.
- j. Have not been be involved in any illegal activity and/or has not been charge sheeted for any criminal act during the last 5 (five) years.
- k. Have not submitted any misleading information in the Bid.
- l. Are financially sound to perform the work.

Authorized signatory

Name:

Date:

Name of the Bidder with seal

8.8. Form 8: Undertaking

Name of Work: Customer Facilitation and Watch & Ward Services at NMRC Stations, RSS & Depot of N-GN corridor (CF-WWS).

I confirm that We (Tenderer), _____

- a. Have not been banned/ blacklisted/debarred in NMRC and any other Metro Organization (100% owned by Govt.)/ Ministry of Housing & Urban Affairs / Order of Ministry of Commerce, applicable for all Ministries must not have banned business with the tenderer (including any member in case of JV/consortium) as on the date of tender submission.
- b. Do not have any pending litigation & non-performing contracts during last 5 (five) years. Further, has not been barred by any other Metro Organization (100% owned by Govt.)/ Ministry of Housing & Urban Affairs / Order of Ministry of Commerce, applicable for all Ministries as on the date of tender submission.
- c. Have not abandoned any work in last 5 (five) years.
- d. Do not ever been terminated due to poor performance.
- e. Have not suffered Bankruptcy/ insolvency in last 5 (five) years.
- f. Neither penalised with liquidated damages of 10% (or more) of the contract value due to delay nor imposed with penalty of 10% (or more) of the contract value due to any other reason in any "Housekeeping Works" of value more than 10% of NIT cost of work, during 5 (five) years.
- g. I/We hereby confirm and declare that my/our firm/company M/s..... has not been put on defaulter list by EPF/ESI/GST/Labour Deptt. etc. as on the date of tender submission.
- h. Have I/We hereby confirm and declare that my/our firm/company M/s..... is /are not involved in any illegal activity and/or has not been charge sheeted for any criminal act during last five years (from the last day of the previous months of tender submission).
- i. Have not submitted any misleading information in the Bid.
- j. Are financially sound to perform the work.

Authorized signatory

Name:

Date:

Name of the Bidder with seal

