

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/Amendm ent 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	RFP Clause 4.2 d (ii) 10.12. Form 12: Personnel Details (Self-attested copy of EPF registration number with Challan copy of the latest month work EPF submitted for at least 300personnel; 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.	RPF clause 30.0/ Page-28	Kindly confirm minimum experience criteria for supervisor, watch & ward Armed Guards & Customer facilitation personnel.	RFP clause - Section 2: Terms of Reference 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.	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	RFP - Appendix 2: Minimum Manpower Requirement 10.15. Form 15: Deployment of Personnel 1. Security Guards (Watch & Ward personnel	

280

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


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

279