



MAHARASHTRA METRO RAIL CORPORATION LIMITED

Pune Metro Rail Project

Joint Venture of Govt. of India & Govt. of Maharashtra

CIN: U60100MH2015SGC262054

Maha-Metro/PMRP/P&C/P1-O&M-13/2024/Corrigendum II/0050

Date.03.02.2025

Corrigendum- II

Sub: Responses to the pre bid queries

Name of Work: Facility Management Services (FMS) for 15 Stations, Hill View Park Car Depot and 18 Trainsets of Line-2 (Vanaz-Ramwadi) of Pune Metro Rail Project for providing the following: (a) Mechanized Housekeeping, Cleaning Services (b) Ticketing (TOM/EFO) Services (c) Security Services for the period of 03 (Three) years

Tender No.: P1-O&M-13/2024

Pl.find attached Annexure 1, Annexure A & B for Corrigendum II: responses to the pre bid queries.


Executive Director/Procurement & Contracts,
Pune Metro Rail Project
For and on Behalf of Maharashtra Metro Rail Corporation Ltd.

Corrigendum-I
Part-A: Response to Pre Bid Queries

Annexure - 1

Name of Work: Tender No: P1-O&M-13/2024, 20-Dec-2024						
SN	Pg. No.	Clause No.	Tender Clause	Query/ Amendment sought	Query Raised By	O&M remarks
1	Page No. 303 - 310 & Page No. 205	Financial Bid	-	Request to provide the detailed breakup of manpower cost (housekeeping, security, TOM, etc) to ascertain the compliances considered in the estimated cost and the statutory cost to be considered by contractor under admin charges.	M/s Deepti Enterprises	Please refer Section 6. Clause 6.3 (vii) for a comprehensive breakdown of manpower costs. Statutory costs are incorporated within the wages, with exception of the Provident Fund paid by employer, which is to be included in the administrative charges. Additionally, the GST is accounted for separately, as indicated in the Section - 9 Financial bid.
2	Page No. 303 to 310	Financial Bid	-	Please request to disclose the quantum COHP % considered in the financial bid.	M/s Deepti Enterprises	Tender conditions will prevail
3	Page No. 109	Annexure F	-	Whether cost of items listed in annexure f has been considered in Price bid or the bidder has to consider them in the administrative charges. Also, whether quantity provided in annexure f is on per month or per annum basis. Request clarification.	M/s Deepti Enterprises	The quantity specified in Annexure F is on a monthly basis, and the listed items are not included in the price bid, it may be considered in the admin charges.
4	Page No. 66 - 70	Section-5	30. Penalty	Penalties are on the higher side. Request to reduce all the penalties by 50%, otherwise the contract will not be feasible.	M/s Deepti Enterprises	Tender conditions will prevail
5	Page No. 137 (xvii)	Section-5	All the necessary tools and machineries required for cleaning, housekeeping, grass cutting, tree cutting, gardening, horticulture, pest control, etc shall be provided by the contractor. The contractor shall submit the details of hand tools and cleaning appliances he intend to use for approval of engineer. The hand tools and cleaning appliances shall be branded and of high quality and specification in general to be followed as given in tender.	Grass cutting/free cutting/horticulture tools & equipment to be provided by agency - please clarify the purpose & cost in the tender.	M/s Deepti Enterprises	Please refer corrigendum-1, Part - B, SN-01 for details.
6	-	-	-	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.	M/s Deepti Enterprises	Tender conditions will prevail
7	Page No. 249	Financial Bid	-	The facade cleaning area considered in Price Bid for 15 stations & 01 depot is only 531 Sqm. Kindly request to clarify.	M/s Deepti Enterprises	The quantity mentioned for facade cleaning as 531 m ² is weighted quantity for cleaning frequency in half year.
8	-	-	-	Sir, taking into account the scope of work, request for capping of service charges @ 5%, which will help to maintain the service standards of the contract and avoid dilution of services.	M/s Deepti Enterprises	Tender conditions will prevail
9	Page No. 53	Section-3	Any Ban/Blacklisting/Debarment enforced on the Bidder, must not be effective on the day of 'Last date for Bid Submission':	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.'	M/s Deepti Enterprises	Tender conditions will prevail
10	-	-	-	In Eligibility Criteria - Please consider ISO 9001 certifications.	M/s Deepti Enterprises	Tender conditions will prevail
11	-	-	-	ESIC covers most of the insurance benefits. Is additional insurance mandatory? Please clarify.	M/s Deepti Enterprises	Tender conditions will prevail
12	Page No. 137	Section-5	Depot cleaning consumables	Request the quantity against each head per month and whether the cost is considered in the price bid.	M/s Deepti Enterprises	The listed items in the depot cleaning consumables are not included in the price bid, it may be considered in the admin charges.
13	Page No. 178	-	-	If any fitting required for replacement, the contractor shall make his own arrangements with the approval of Employer if Employer does not supply the same. Please request to clarify. This is a cost to the bidder and the metro stations are public property which is open to the public. We request authority to provide the replacement fittings costs, etc.	M/s Deepti Enterprises	The contractor shall not be held liable for the repair or replacement of fittings that are damaged by individuals other than contractor's staff. However, if the damage is caused by the contractor's staff, the responsibility for repair or replacement will rest with the contractor.



SN	Pg. No.	Clause No.	Tender Clause	Query/ Amendment sought	Query Raised By	O&M remarks
14	Page No. 178	Section-5	Cleaning of Water tanks : Cleaning of Over head / underground water tanks provided in the buildings situated at depot area shall be cleaned with suitable cleaning agents and fresh water. The necessary arrangements shall be made to empty the water from the underground water tank. The cleaning of water tank shall be done with the approval of Employers authorized representative. No residual of cleaning agents should be left in the water tank after completion of cleaning.	Please clarify that the cost of water tank cleaning for entire line has been considered in the tender cost and please provide specifications.	M/s Deepthi Enterprises	Cost of water tank cleaning has been considered in the price bid and specification of tank at station is as 6000, 12000, and 25000 liters.
15	Page No. 182 & 183	Section-5	Specifications for Train cleaning reagents/tools	Cost of train cleaning reagents/tools considered in tender cost. Please clarify.	M/s Deepthi Enterprises	The listed items in the train cleaning reagents are included in the price bid.
16	Page No. 54;	Section 3 – Eligibility Criteria	Bidder should have "Similar work experience during Last 03 (Three) Financial Years (i.e. FY2023-24, FY 2022-23, FY 2021-22)	Taking into account the cost & scope of the tender, we request the authority to consider this clause as "Similar work experience during Last 05 (Five) Financial Years (i.e. FY 2023-24, FY 2022-23, FY 2021-22, FY 2020-21, FY2019-2020)".	M/s Great Wall Corporate Services Pvt.Ltd	Tender conditions will prevail
17	Page No. 53;	Section 3 – Eligibility Criteria	Quality related certification – ISO	While providing services under any category, it is essential that the service provider meets the quality norms as per the standards set by the regulatory body. Hence, we request the authority to kindly insert the requirement of ISO certificates under eligibility criteria as per FMS tender – tender no P1O&M-01/2020 published by Maha-Metro in 2020. **ISO Certifications: The bidder should have valid ISO 9001:2015, ISO 45001:2018 as on last date of submission of bid. The bidder should have above mentioned certifications for providing Facility Management Services.	M/s Great Wall Corporate Services Pvt.Ltd	Tender conditions will prevail
18	-	-	-	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 Pune District Security Guard Board.	M/s Shivam Enterprises	Tender conditions will prevail
19	-	-	-	The manpower count has been provided in the tender. Are relievers considered in this manpower count? Please clarify.	M/s Shivam Enterprises	Please refer Tender Document: Section - 9 Notes: The cost towards Project Manager / Leader, FMS staff relievers, profits, overheads and expenditure towards other provisions like misc. expenses consumables items of specific scope of work, Garbage collection, insurances, etc. must be included in the administrative & overhead charges in Schedules A. The rates quotes shall also include all administrative expenses and costs including the cost towards Project Manager / Leader, profits, overheads and expenditure towards other provisions like insurance etc.
20	Page No. 107	Section-5	Annexure B	The quantity of cleaning machinery provided on page 107 (Annexure B) is not in proportion to the number of stations. Please clarify how the transport of these machineries to be handled. Will Pune Metro allow us to transport these machines in the metro rail from one station to other station. 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.	M/s Shivam Enterprises	Transportation of machinery, equipments or any other material is not permitted in metro trains. Contractor has to arrange movements of machinery as per requirement.
21	Page No. 53	Section-3	Any Ban/Blacklisting/Debarment enforced on the Bidder, must not be effective on the day of 'Last date for Bid Submission':	Request the Blacklisting point to be revised since it is conflicting. Please standardise / fix the clause that no bidder should be blacklisted, otherwise blacklisted bidders will be able to participate.	M/s Shivam Enterprises	Tender conditions will prevail
22	-	-	-	With respect to the scale of the service contract and the service requirement, we request to keep the Admin. Charges ceiling between 5 – 8% taking into account the overhead cost involved in the tender.	M/s Shivam Enterprises	Tender conditions will prevail
23	-	-	-	Is price variation applicable due to revision in wages / govt. taxes under this contract? Also, HRA is a mandatory statutory component of wages under Shops & establishments; please include the same in wages components.	M/s Shivam Enterprises	Tender conditions will prevail





SN	Pg. No.	Clause No.	Tender Clause	Query/ Amendment sought	Query Raised By	O&M remarks
24	Page No. 182	Section-5	SPECIFICATION FOR TRAIN CLEANING REAGENT	In the train cleaning scope of work, there are certain chemicals like Taski Jontec, which is a very expensive cleaning agent. Kindly request to add this chemical separately in the consumables list in price bid.	M/s Shivam Enterprises	Tender conditions will prevail
25	Page No. 205 (viii)	Section-6	Contractor shall mandatory implement a) pay protection to staff having prior similar work experience working under projects of Maha-Metro and b) 3% increment in salary to staff having prior similar work experience of more than 3 years. This variable cost may be claimed from Maha-Metro with prior approval.	Pay protection: Please request bidders action on this clause	M/s Shivam Enterprises	Tender conditions will prevail
26	Section 3 - Eligibility Criteria	(Bidder should have "Similar work experience during Last03 (Three) Financial Years")	"Similar Works Experience: "Similar Work" means Experience of Mechanized housekeeping & cleaning services and Security Services and Ticketing /Manpower Services in Metro Rail Systems/Government departments/ Govt. autonomous institutes /Public Sector Undertakings /Municipal Corporation within building premises / Government Educational institutes/ Government Hospitals/ Government Institutions/ Private Corporate Companies listed in BES/INSE	Please request to consider 'similar work experience during last 05 (Five) Financial Years'.	M/s Shivam Enterprises	Tender conditions will prevail
27	page no. 56	Section 3: Eligibility Criteria	Considering the work experience criteria asked we request to ask the criteria for any one of services in Experience of Mechanized housekeeping & cleaning services or Security Services or Ticketing / Manpower Services to avail fair participation of agency and build competitive market price.		M/s Shri Krupa Services Pvt. Ltd.	Tender conditions will prevail
28	Page No. 57	SECTION-4 EVALUATION CRITERIA Clause No. 4.1.1. II.	Work Order for Providing at least any 2 Services to a single establishment and 3rd service to other establishment in last 3 Financial years (i.e. FY 2023-24, FY 2022-23, FY 2021-22) and current financial year 2024-25 upto 28 days prior to the Last date of Bid Submission. The value of such works will be evaluated as follows: a) Less than INR 22.32 Cr :00 Marks b) INR 22.32 Cr to Less than INR 27.90 Cr: 10 Marks c) INR 27.90 Cr to Less than INR 44.65 Cr: 15 Marks d) INR 44.65 Cr and Above : 20 Marks	To avail fair competition and get the competitive price, we request you to please ask work provided for any one of the mentioned services to a single Establishment in last 3 years.	M/s Shri Krupa Services Pvt. Ltd.	Tender conditions will prevail
29	page no. 67	Section - 5 Clause no. 30	Penalties	Sir, we request you to please relax the penalty clauses to some extent.	M/s Shri Krupa Services Pvt. Ltd.	Tender conditions will prevail
30	Page No. 182	Section - 5	Specification for Train Cleaning Reagent	Qty. Per Train Per Month Mentioned is not clear in terms of unit of Measure. Request you to please clarify the same.	M/s Shri Krupa Services Pvt. Ltd.	Please refer corrigendum -I, Part - B, SN-02.
31	Page No. 111	Section 5 Annexure F	Chemicals shall be stored safely in designated space at each station. The Contractor must provide proper racks and storage facility for ensuring safe storage of materials	Should we provide Racks and further storage facility to store material?	M/s Shri Krupa Services Pvt. Ltd.	Contractor has to provide racks for storing materials. Maha-Metro will provide designated space/room for storage of cleaning materials/equipments.
32	Page no. 247	Section 9 Summary Sheet of Financial Bid	The cost towards Project Manager / Leader, FMS staff relievers, profits, overheads and expenditure towards other provisions like misc. expenses consumables items of specific scope of work, Garbage collection, insurances, etc. must be included in the administrative & overhead charges in Schedules A. The rates quotes shall also include all administrative expenses and costs including Leader, profits, overheads and expenditure towards other provisions like insurance etc.	In the given Housekeeping Services Amount for Rs. 142807601.03/-, is the amount inclusive of the cost towards Project Manager / Leader, profits, overheads and expenditure towards other provisions like insurance, Uniform, Chemicals Consumables, Machines, Tools & Tackles etc.?	M/s Shri Krupa Services Pvt. Ltd.	Please refer Tender Document: Section -9 Notes: The cost towards Project Manager / Leader, FMS staff relievers, profits, overheads and expenditure towards other provisions like misc. expenses consumables items of specific scope of work, Garbage collection, insurances, etc. must be included in the administrative & overhead charges in Schedules A. The rates quotes shall also include all administrative expenses and costs including the cost towards Project Manager / Leader, profits, overheads and expenditure towards other provisions like insurance etc.



SN	Pg. No.	Clause No.	Tender Clause	Query/ Amendment sought	Query Raised By	O&M remarks
33	Page No. 53, 57 & 58	Section 3 & 4 Eligibility Criteria, Technical Evaluation criteria	<p>3.10. Specific Work Experience: Bidder should have "Similar work experience during Last 03 (Three) Financial Years (i.e. FY 2023-24, FY 2022-23, FY 2021-22) and current financial year 2024-25 up to 28 days prior to the Last date of Bid Submission, and should be either of the following:</p> <p>a) The Bidder must have claimed payment for satisfactorily Executed Works amounting to not less than 80% of Estimated Cost i.e. INR 44.65 Crores towards "Similar Works under One Contract.</p> <p>Or</p> <p>b) The Bidder must have claimed payment for satisfactorily Executed Works amounting to not less than 50% of Estimated Cost i.e. INR 27.90 Crores each towards "Similar Works under Two Contracts. Each of these two contracts must have at least one of the required services and must satisfy all three services collectively.</p> <p>Or</p> <p>c) The Bidder must have claimed payment for satisfactorily Executed Works amounting to not less than 40% of Estimated Cost i.e. INR 22.32 Crores each towards "Similar Works under Three Contracts. Each of these three contracts must have at least one of the required services and must satisfy all three services collectively.</p>	<p>considering the fact that you want best quality of service at competitive price and healthy competition Request you kindly changes & amend as follow.</p> <p>3.10 Specific Work Experience:</p> <p>a) The Bidder must have claimed payment for satisfactorily Executed Works amounting to not less than 70% of Estimated Cost i.e. INR 39.06 Crores towards "Similar Works under One Contract.</p> <p>Or</p> <p>b) The Bidder must have claimed payment for satisfactorily Executed Works amounting to not less than 50% of Estimated Cost i.e. INR 27.90 Crores each towards "Similar Works under Two Contracts. Each of these two contracts must have at least one of the required services and must satisfy all three services collectively.</p> <p>Or</p> <p>c) The Bidder must have claimed payment for satisfactorily Executed Works amounting to not less than 40% of Estimated Cost i.e. INR 22.32 Crores each towards "Similar Works under Three Contracts. Each of these three contracts must have at least one of the required services and must satisfy all three services collectively.</p>	M/s Shubham Services	Tender conditions will prevail
34	Page No. 57	SECTION-4, 4.1 Evaluation Process based on Quality & Cost Based System (QCBS)	<p>4.1.1 Stage-I Technical Evaluation (Maximum Marks=100) The Technical Proposal shall be evaluated based on the following Criteria: SN Description of Technical Evaluation Criteria for Bidders Bidders Max Marks</p> <p>I. Average Annual Turnover from "Similar Works (as defined in Section-3), of Last 03 (Three) Audited Financial Years (FY 2023-24, FY 2022-23, FY 2021-22):</p> <p>a. Less than INR 16.74 Cr : 00 marks</p> <p>b. INR 16.74 to less than INR 25.11 Cr : 10 marks</p> <p>c. INR 25.11 Cr to less than INR 35.00 Cr: 15 marks</p> <p>d. INR 35.00 Cr & above : 20 marks</p> <p>II. Work Order for Providing at least any 2 Services in last 3 Financial years (i.e. FY 2023-24, FY 2022-23, FY 2021-22) and current financial year 2024-25 up to 28 days prior to the Last date of Bid Submission. The value of such works will be evaluated as follows.</p> <p>a) Less than INR 22.32 Cr: 00 Marks</p> <p>b) INR 22.32 Cr to Less than INR 25.00 Cr: 10 Marks</p> <p>c) INR 25.00 Cr to Less than INR 39.06 Cr: 15 Marks</p> <p>d) INR 39.06 Cr and Above : 20 Marks</p> <p>III. Number of Years in Business:</p> <p>a. Less than INR 15.65 Cr : 00 marks</p> <p>b. 05 Years to less than 10 Years: 05 marks</p> <p>c. 10 Years to less than 15 Years: 10 marks</p> <p>d. 15 Years & above : 15 marks</p>	<p>The Technical Proposal shall be evaluated based on the following Criteria:</p> <p>SN Description of Technical Evaluation Criteria for Bidders Max Marks</p> <p>I. Average Annual Turnover from "Similar Works (as defined in Section-3), of Last 03 (Three) Audited Financial Years (FY 2023-24, FY 2022-23, FY 2021-22):</p> <p>a. Less than INR 16.74 Cr : 00 marks</p> <p>b. INR 16.74 to less than INR 25.11 Cr : 10 marks</p> <p>c. INR 25.11 Cr to less than INR 35.00 Cr: 15 marks</p> <p>d. INR 35.00 Cr & above : 20 marks</p> <p>II. Work Order for Providing at least any 2 Services in last 3 Financial years (i.e. FY 2023-24, FY 2022-23, FY 2021-22) and current financial year 2024-25 up to 28 days prior to the Last date of Bid Submission. The value of such works will be evaluated as follows.</p> <p>a) Less than INR 22.32 Cr: 00 Marks</p> <p>b) INR 22.32 Cr to Less than INR 25.00 Cr: 10 Marks</p> <p>c) INR 25.00 Cr to Less than INR 39.06 Cr: 15 Marks</p> <p>d) INR 39.06 Cr and Above : 20 Marks</p> <p>III. Number of Years in Business:</p> <p>a. Less than INR 15.65 Cr : 00 marks</p> <p>b. 05 Years to less than 10 Years: 05 marks</p> <p>c. 10 Years to less than 15 Years: 10 marks</p> <p>d. 15 Years & above : 15 marks</p>	M/s Shubham Services	Tender conditions will prevail
35	Page no. 204	Section 6 - Conditions of Contract, Clause 14.1		<p>Kindly confirm whether the payment schedule will be on a monthly or quarterly basis.</p>	M/s Hindustan Hygenic	Please refer tender document: Section - 6, Clause-6.2 (ii).
36	Page no. 39	ITB Clause 14.2		<p>Please provide the timeline for processing and releasing payments after invoice submission.</p>	M/s Hindustan Hygenic	Please refer tender document: Section - 6, Clause-6.2 (v).
37	-	ITB Clause 3.5.2		<p>Will there be any retention amount deducted from payments? If yes, kindly specify the percentage and the release terms.</p>	M/s Hindustan Hygenic	Please refer tender document: Section - 6, Clause-6.2 (vi). No retention amount other than TDS will be deducted from the bills of the contractor.



SN	Pg. No.	Clause No.	Tender Clause	Query/ Amendment sought	Query Raised By	O&M remarks
38	-	Section 5 - Scopp of Work, Clause 5.2	-	Can Maha Metro provide a detailed list of mandatory equipment and consumables required for mechanized housekeeping services.	M/s Hindustan Hygenic	Please refer tender document, Section - 5, Annexure - B, C, E, F, Page-182 for Train Cleaning Reagents and Page-137/138 for Depot Cleaning Consumables.
39	Page No. 104	Section 5 - Scopp of Work, Clause 5.4	-	Will Maha Metro provide water and electricity for housekeeping operations, or should the contractor arrange these utilities.	M/s Hindustan Hygenic	Please refer tender document, Section - 5, Clause-12 (i). Water will be provided by Maha-Metro at the stations free of cost. All the equipment will be provided by the contractor. Maha-Metro will not provide any equipment. Electricity will be provided free of cost. However, contractors' supervisors shall ensure that there is "No wastage of Water and electricity".
40	Page No. 76	Section 5 - Ticketing Services, Clause 5.7	-	Kindly specify the operational hours for Ticket Office Machines (TOM) and Electronic Fare Offices (EFO).	M/s Hindustan Hygenic	Please refer tender document, Section - 5, E.1, Page no. 76, TOM (Ticket Office Machine) /EFO (Excess Fare Office) operator shall be deployed at all the stations in 3 shifts.
41	Page No. 76	Section 5 - Ticketing Services, Clause 5.9	-	Is the contractor responsible for cash float management at the ticket counters.	M/s Hindustan Hygenic	Please refer tender document, Section - 5, E.2, Page no. 76, Work Description for TOM/EFO operator: Work involves providing the services of Ticketing through Ticket Office Machine (TOM) Operators, who will be responsible for manning the Ticket Office Machines i.e. issue of Ticket, tokens, Smart Cards, topping up the Cards, QR (Quick Response) Code tickets, RFID (Radio-frequency identification), issue of Bus / Metro Common Tickets if any, Collection of Cash, Remittance of Cash to Station Controller or to representatives of the nominated bank as the case may be, submission of shift-wise returns of the money transactions made during shift, maintaining proper accounting etc. They shall also act as Customer Care Centre staff to interact with Passengers and other public and give courteous and prompt reply. The Contractor shall maintain a Daily / Shift wise attendance register for the TOM/EFO OPERATOR & CFA (TICKET OFFICE MACHINE/EXCESS FARE OFFICE OPERATOR & CUSTOMER FACILITATION ASSISTANT).
42	Page No. 77	Section 5 - Ticketing Services, Clause 5.11	-	Please confirm whether Maha Metro will provide initial training on ticketing systems for the contractor's staff or whether the contractor is solely responsible for staff training.	M/s Hindustan Hygenic	Please refer tender document, Section - 5, E.4, (a), Page no. 77, Maha-Metro will give them training regarding operating the Ticket Office machines at its cost. However, in case of attrition the contractor shall arrange for the training at its own cost.
43	Page No. 55	Section 3 - Eligibility Criteria, Clause 3.1	-	For experience eligibility, will facility management services at airports or large commercial complexes be considered equivalent to metro rail projects.	M/s Hindustan Hygenic	Please refer tender document, Section-3, Special Notes: *Similar Works Experience: "Similar Work" means Experience of Mechanized housekeeping & cleaning services and Security Services and Ticketing /Manpower Services in Metro Rail Systems/Government departments/ Govt. autonomous institutes /Public Sector Undertakings /Municipal Corporation within building premises / Government Educational institutes/ Government Hospitals/ Government Institutions/ Private Corporate Companies listed in BSE/NSE.
44	Page No. 3	ITB Clause 4.5	-	As a registered MSME, are we eligible for exemptions on tender document fees and bid security (EMD)?	M/s Hindustan Hygenic	Please refer tender document, Section-1, NIT.
45	Page No. 230	ITB Clause 19.4	-	If MSME exemption for bid security is applicable, please share the required format for submitting a bid securing declaration.	M/s Hindustan Hygenic	Please refer tender document, Section-1, NIT and refer Section-7: Bidding Forms - Form - B6 Bid Security Declaration.
46	Page No. 3	ITB Clause 19.1	-	Can the bid security (EMD) be submitted entirely through online transfer, or is a bank guarantee mandatory.	M/s Hindustan Hygenic	Please refer tender document, Section-1, NIT.
47	Page No. 211	ITB Clause 42.1	-	Will the performance security be refunded immediately after the completion of the contract, or only after the defect liability period.	M/s Hindustan Hygenic	Please refer tender document, Section-6, 6.14 (b). The Performance Security shall be returned to the Contractor within 60 days after Maha-Metro has issued the Completion certificate (satisfactory completion of execution of main work as well as DLP if any).

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48	-	ITB Clause 35.3	-	In case penalties are imposed during the contract period, will they be deducted from the monthly payments, or will they be adjusted against the performance security.	M/s Hindustan Hygenic	In case penalties are imposed during the contract period, it will be deducted from the monthly payments.
49	-	ITB Clause 35.1	-	What is the minimum qualifying score required in the technical evaluation to proceed to the financial bid stage.	M/s Hindustan Hygenic	The technical evaluation process does not require a minimum qualifying score. Scores will be assigned in accordance with Section 3.
50	-	ITB Clause 36.4	-	If two or more bidders quote the same lowest price, what criteria will be used to determine the successful bidder.	M/s Hindustan Hygenic	Please refer tender document, Section-4, 4.2.3 Stage-III Combined Technical and Final Evaluation: a. Weightage for Technical and Financial proposals. Technical Weightage (TW) = 0.6 Financial Weightage (FW) = 0.4 b. Grand Weighted Score (GWS) shall be calculated as under: GWS = (TS x TW) + (FS x FW) Wherein, GWS = Grand Weighted Score TS = Technical Score (Stage-I Score) TW = Technical Weightage (60%) FS = Financial Score (Stage-II Score) FW = Financial Weightage (40%) The 'Grand Weighted Scores' shall be calculated and the Bidder with the Highest 'Grand Weighted Score' shall be qualified for award of work.
51	-	ITB Clause 36.7	-	Will any preference be given to MSME bidders during the financial evaluation process.	M/s Hindustan Hygenic	No preference be given to MSME bidders during the financial evaluation process.
52	-	ITB Clause 7.1 Pre-Bid Meeting & Site Visit	-	Is it mandatory to conduct a site visit before submitting the bid.	M/s Hindustan Hygenic	Site visits are not mandatory.
53	-	ITB Clause 7.1 Pre-Bid Meeting & Site Visit	-	Will Maha Metro facilitate the site visit by providing necessary permissions and escort services.	M/s Hindustan Hygenic	Maha-Metro will facilitate site visits and grant the necessary permissions; however, it will not provide escorting personnel. The contractor is responsible for visiting the site and assessing the required items independently.
54	-	Section 5 -Security Services, Clause 5.12	-	Please confirm whether the contractor is responsible for maintaining security equipment like CCTV, scanners, and metal detectors.	M/s Hindustan Hygenic	The contractor is not responsible for repairing but cleaning of these security equipment scanners, door frame metal detectors and hand held metal detectors...
55	-	ITB Clause 43.1 Force Majeure	-	Please share the provisions related to Force Majeure, including its impact on penalties and payment terms.	M/s Hindustan Hygenic	Please refer corrigendum - I, Part - B, SN-03 for details.



SN	Pg. No.	Clause No.	Tender Clause	Query/ Amendment sought	Query Raised By	O&M remarks
56	Page No. 54;	Section 3 – Eligibility Criteria	<p>3.10. Specific Work Experience: Bidder should have "Similar work experience during Last 03 (Three) Financial Years (i.e. FY 2023-24, FY 2022-23, FY 2021-22) and current financial year 2024-25 up to 28 days prior to the Last date of Bid Submission, and should be either of the following:-</p> <p>a) The Bidder must have claimed payment for satisfactorily Executed Works amounting to not less than 80% of Estimated Cost i.e. INR 44.65 Crores towards "Similar Works under One Contract.</p> <p>Or</p> <p>b) The Bidder must have claimed payment for satisfactorily Executed Works amounting to not less than 50% of Estimated Cost i.e. INR 27.90 Crores towards "Similar Works under Two Contracts. Each of these two contracts must satisfy all three services and must have at least one of the required services collectively.</p> <p>Or</p> <p>c) The Bidder must have claimed payment for satisfactorily Executed Works amounting to not less than 40% of Estimated Cost i.e. INR 22.32 Crores towards "Similar Works under Three Contracts. Each of these three contracts must have at least one of the required services and must satisfy all three services collectively.</p> <p>As discussed yesterday in the pre bid meeting wherein it was stated that in one work order experience of Mechanized housekeeping & cleaning, security services and ticketing / manpower services will be considered.</p> <p>With reference to the same, we would like to submit that multiple work orders towards the experience of Mechanized housekeeping</p>	<p>With reference to the clause mentioned under SECTION-3, ELIGIBILITY CRITERIA, Minimum Eligibility Criteria, clause no. 3.10. Specific Work Experience: Bidder should have "Similar work experience during Last 03 (Three) Financial Years (i.e. FY 2023-24, FY 2022-23, FY 2021-22) and current financial year 2024-25 up to 28 days prior to the Last date of Bid Submission, and should be either of the following:-</p> <p>a) The Bidder must have claimed payment for satisfactorily Executed Works amounting to not less than 80% of Estimated Cost i.e. INR 44.65 Crores towards "Similar Works under One Contract.</p> <p>Or</p> <p>b) The Bidder must have claimed payment for satisfactorily Executed Works amounting to not less than 50% of Estimated Cost i.e. INR 27.90 Crores each towards "Similar Works under Two Contracts. Each of these two contracts must have at least one of the required services and must satisfy all three services collectively.</p> <p>Or</p> <p>c) The Bidder must have claimed payment for satisfactorily Executed Works amounting to not less than 40% of Estimated Cost i.e., INR 22.32 Crores each towards "Similar Works under Three Contracts. Each of these three contracts must have at least one of the required services and must satisfy all three services collectively.</p> <p>As discussed yesterday in the pre bid meeting wherein it was stated that in one work order experience of Mechanized housekeeping & cleaning, security services and ticketing / manpower services will be considered.</p> <p>With reference to the same, we would like to submit that multiple work orders towards the experience of Mechanized housekeeping</p>	M/s Bombay Integrated Security (India) Ltd.	Tender conditions will prevail



Corrigendum-I
Part-B: Revised Tender Conditions

Name of Work: Facility Management Services (FMS) for 15 Stations, Hill View Park Car Depot and 18 Trainsets of Line-2 (Vanaz-Ramwadi) of Pune Metro Rail Project for providing the following:
(a) Mechanized Housekeeping, Cleaning Services
(b) Ticketing (TOM/EFO) Services
(c) Security Services for the period of 03 (Three) years.

Tender No: P1-O&M-13/2024, 20-Dec-2024

SN	Section of Tender Document	Clause of Tender Document	Description as per Tender Document	Description Revised vide Corrigendum-II
1	Page No. 137 (xvii)	Section-5	All the necessary tools and machineries required for cleaning, housekeeping, grass cutting, tree cutting, gardening, horticulture, pest control, etc shall be provided by the contractor. The contractor shall submit the details of hand tools and cleaning appliances he intend to use for approval of engineer. The hand tools and cleaning appliances shall be branded and of high quality and specification in general to be followed as given in tender.	All the necessary tools and machineries required for cleaning, housekeeping, pest control, etc shall be provided by the contractor. The contractor shall submit the details of hand tools and cleaning appliances he intend to use for approval of engineer. The hand tools and cleaning appliances shall be branded and of high quality and specification in general to be followed as given in tender.
2	Page No. 182	Section-5	Specification for Train Cleaning Reagent	Please refer Annexure - A, Corrigendum - II
3	Page No. 207	Section-6	6.10 Termination of the Contract, (c) Force Majeure, i.e. beyond control of either party.	6.10 Termination of the Contract, (c) Force Majeure, i.e. beyond control of either party. (Please Refer Annexure - B, Corrigendum -II)



2. SPECIFICATION FOR TRAIN CLEANING REAGENT

S. No	Name of Chemicals and Detergents	Make	Area of application	Qty Per Train Per Month (in ltrs or no.s)
1	Taski R2 /3 M General purpose cleaner-P2	Johnson Diversey/ 3M	Body Panel, Route Map, Stickers, PIB Screen, Ceilings,	8
2	Taski R3 /3M glass cleaner- P3	Johnson Diversey/ 3M	Window Glass	8
3	Taski Spiriral F11 /3 M General purpose cleaner-P2	Johnson Diversey/ 3M	Floor, Stainless Steel, Train Roof & Body	8
4	Johntec Resitol F2J / 3M R2D2 Polish & protector	Johnson Diversey/ 3M	Floor polishing	5
5	Perfect it II 3M Rubbing Compound	3M	Body Side Interior, Painted Surface	2
6	3M Foam Polish Pad Glaze	3M	Body Side Interior, Painted Surface	2
7	D 7 SUMA INOX/ Glow side	Johnson Diversey/ 3M	Stainless Steel Parts viz. Grab Pole and Bar, Seat.	3
8	Degreaser DE128/ Gum Remover/ 3M sharpshooter	Johnson Diversey/ 3M	For chewing gum	2



Annexure - A

Annexure - B

6.20. Force Majeure**6.20.1. Definition of Force Majeure:**

In this Clause, "Force Majeure" means an exceptional event or circumstance:

- a) which is beyond a Party's control,
- b) which such Party could not reasonably have provided against before entering into the Contract,
- c) which, having arisen, such Party could not reasonably have avoided or overcome, and
- d) which is not substantially attributable to the other Party.

Force Majeure may include, but is not limited to, exceptional events or circumstances of the kind listed below, so long as conditions (a) to (d) above are satisfied:

- (i) war, hostilities (whether war be declared or not), invasion, act of foreign enemies,
- (ii) rebellion, terrorism, sabotage by persons other than the Contractor's Personnel, revolution, insurrection, military or usurped power, or civil war,
- (iii) riot, commotion, disorder, strike or lockout by persons other than the Contractor's Personnel, or Lockdown by Local government
- (iv) munitions of war, explosive materials, ionising radiation or contamination by radio-activity, except as may be attributable to the Contractor's use of such munitions, explosives, radiation or radio-activity, and
- (v) natural catastrophes such as earthquake, hurricane, typhoon or volcanic activity.
- (vi) any operation of the forces of nature which is Unforeseeable or against which an experienced contractor could not reasonably have been expected to have taken adequate preventive precautions like epidemic/pandemic, unprecedented and unpredictable adverse natural conditions.

6.20.2. Notice of Force Majeure:

If a Party is or will be prevented from performing its substantial obligations under the Contract by **Force Majeure**, then it shall give notice to the other Party of the event or circumstances constituting the Force Majeure and shall specify the obligations, the performance of which is or will be prevented. The notice shall be given **within 14 days** after the Party became aware, or should have become aware, of the relevant event or circumstance constituting Force Majeure. The Party shall, having given notice, be excused performance of its obligations for so long as such Force Majeure prevents it from performing them.

Notwithstanding any other provision of this Clause, Force Majeure shall not apply to obligations of either Party to make payments to the other Party under the Contract.

6.20.3. Duty to Minimise Delay:

Each Party shall at all times use all reasonable endeavours to minimise any delay in the performance of the Contract as a result of Force Majeure.

A Party shall give notice to the other Party when it ceases to be affected by the Force Majeure.

6.20.4. Consequences of Force Majeure:

If the Contractor is prevented from performing his substantial obligations under the Contract by Force Majeure of which notice has been given under Sub-Clause 6.20.2 [Notice of Force Majeure], and suffers delay and /or incurs Cost by reason of such Force Majeure, the Contractor shall be entitled subject to:

- a) an extension of time for any such delay, if completion is or will be delayed, under **Sub-Clause 6.15 [Extension of Contract period]**, and



- b) if the event or circumstance is of the kind described in Sub-Clause 6.20.1 [Definition of Force Majeure] occurs in the Country, payment of any such Cost, including the costs of rectifying or replacing the Works and/or Goods damaged or destroyed by Force Majeure, to the extent they are not indemnified through the insurance policy.

6.20.5. Force Majeure Affecting Sub Contractor:

If any Sub Contractor is entitled under any Contract or agreement relating to the Works to relief from force majeure on terms additional to or broader than those specified in this Clause, such additional or broader force majeure events or circumstances shall not excuse the Contractor's non-performance or entitle him to relief under this Clause.

6.20.6. Optional Termination, Payment and Release:

If the execution of substantially all the Works in progress is **prevented for a continuous period of 84 days** by reason of Force Majeure of which notice has been given under Sub-Clause 6.20.2 [Notice of Force Majeure], **or for multiple periods which total more than 140 days** due to the same notified Force Majeure, then either Party may give to the other Party a notice of termination of the Contract. In this event, the termination shall take effect 7 days after the notice is given.

Upon such termination, the Engineer shall determine the value of the work done and issue a Payment Certificate which shall include:

- a) the amounts payable for any work carried out for which a price is stated in the Contract;
- b) the Cost of Plant and Materials (If specifically provided in Contract to supply under the respective BOQ) ordered for the Works which have been delivered to the Contractor, or of which the Contractor is liable to accept delivery: this Plant and Materials shall become the property of (and be at the risk of) the Employer when paid for by the Employer, and the Contractor shall place the same at the Employer's disposal;
- c) other Cost or liabilities which in the circumstances were reasonably and necessarily incurred by the Contractor in the expectation of completing the Works;
- d) the Cost of removal of Temporary Works and Contractor's Equipment from the Site and the return of these items to the Contractor's works in his country (or to any other destination at no greater cost); and
- e) the Cost of repatriation of the Contractor's staff and labour employed wholly in connection with the Works at the date of termination.

6.20.7. Release from Performance:

Notwithstanding any other provision of this Clause, if any event or circumstance outside the control of the Parties (**including, but not limited to, Force Majeure**) arises which makes it impossible or unlawful for either or both Parties to fulfil its or their contractual obligations or which, under the law governing the Contract, entitles the Parties to be released from further performance of the Contract, then upon notice by either Party to the other Party of such event or circumstance:

- a) the Parties shall be discharged from further performance, without prejudice to the rights of either Party in respect of any previous reach of the Contract, and
- b) the sum payable by the Employer to the Contractor shall be the same as would have been payable under Sub-Clause 6.20.6 [Optional Termination, Payment and Release] if the Contract had been terminated under Sub-Clause 6.20.6.



