

**Request for Proposal (RFP) for Selection of Agency for Providing
Manpower for Fare Collection, Housekeeping and Security
Services (“the Project”) for Bus Rapid Transit System (BRTS) in
Amritsar City**

Addendum 1

Date: 18 October 2016

This is an Addendum to the Request for Proposal (RFP) for Selection of Agency for Providing Manpower for Fare Collection, Housekeeping and Security Services (“the Project”) for Bus Rapid Transit System (BRTS) in Amritsar City issued on October 07, 2016. The addendum includes changes/modifications/additions/clarification are made with regard to the RFP conditions in response to the pre-bid queries raised and discussion with prospective bidders. Other terms and conditions of the RFP shall remain unchanged unless and otherwise provided in this addendum. This addendum 1 shall constitute part of the RFP document. In case of any difference/ variation in the provision of the RFP / Addendum(s) from the clarifications issued to the Pre-Bid Queries, the Provisions of the RFP/ Addendum(s) shall prevail. The Reply to Pre-bid queries shall in no way change the Provision of the RFP / Addendum(s).

Issuing Authority: Punjab Metro Bus Society

Sr. No.	Clause no	Page No.	RFP Reference	To be read as
1.	Part C: GCC, 1	21 of 64	The bidder shall quote the Management Fee for providing manpower services under the Scope of Services for the project as percentage (%) of Monthly Gross Payment inclusive of only salary as per the prevalent DC rates at Amritsar and all other applicable statutory payments such as ESI, EPF on salary as per DC rates. The service tax and other applicable taxes shall be paid over and above.	The bidder shall quote the Management Fee for providing manpower services under the Scope of Services for the project as percentage (%) of Monthly Gross Payment . Monthly Gross Payment shall include salary (as per applicable Department of Labour and as notified by the Deputy Commissioner at Amritsar) and other statutory payments such as ESI and EPF. The service tax shall also be paid as applicable over the Monthly Gross Payment. The Monthly Gross Payment shall be paid after deducting Income Tax (and any other applicable taxes). Statutory payments, i.e. ESI, EPF and Service Tax, shall be reimbursed as per actuals and on production of proof of having deposited the amount with respective authority/department. All other applicable taxes and statutory obligation(s) shall be payable by the Agency.
2.	Part C: GCC, 2	21 of 64	The Management fee shall include cost of Administrative charges for manpower, Charges/Fee for Cash handling and deposit of same to the designated bank account of Authority or bus depot as decided by the Authority and any other component as part of Management fee and Administrative charges. The Cost of uniform items, Cost of all Materials, Cost of Equipment including all tools and cost of other consumables items shall be reimbursed to the bidder by the Authority as per actuals on submission of the bills/invoices.	The Management Fee shall include cost of Administrative charges, Supervision for manpower, Charges/Fee for Cash handling and deposit of same to the designated bank account of Authority or bus depot as decided by the Authority and any other component as may be required by the Agency. The cost of uniforms, all materials, equipment and cost of other consumables items for housekeeping shall be reimbursed to the bidder by the Authority at rates approved by the Authority and as per actuals on submission of the bills/invoices along with supporting documents. No management fee shall be admissible against such reimbursement.
3.	Part C: GCC, 20	24 of 64	The agency, in addition to the performance security, shall deposit a interest free security amount of Rs 10,000/- (Rupees Ten thousand only) against total manpower engaged in fare collection services. The amount shall be submitted to Authority 7 (seven) days before the Commercial Operation Date. The amount shall be remitted in the form of FDR or Demand Draft or RTGS or NEFT. The security amount shall be reimbursed within 15 (fifteen) days from the expiry of the contract or termination of the contract.	The agency, in addition to the performance security, shall deposit a interest free security amount of Rs 10,000/- (Rupees Ten thousand only) per person for the manpower which is engaged in fare collection services . The amount shall be submitted to Authority 7 (seven) days before the Commercial Operation Date. The amount shall be remitted in the form of FDR or Demand Draft or RTGS or NEFT. The security amount shall be reimbursed within 15 (fifteen) days from the expiry of the contract or termination of the contract. The agency at it's discretion may ask selected candidates/person engaged in fare collection services to deposit refundable security of Rs 10,000/- with the which shall be refunded to the candidates/person on leaving the assignment or on expiry of the contract whichever is earlier.

Sr. No.	Clause no	Page No.	RFP Reference	To be read as
4.	Part D: Appendix	41 of 64	Appendix 10: Indicative Format of Price Proposal	<i>Revised “Appendix 10: Format of Price Bid” is attached at page no. 4 and 5 of this addendum.</i>
5.	Annexure C	58 of 64	Annexure C: Total Manpower Requirement	<i>Revised “Annexure C: Total Manpower Requirement” is attached at page no. 6 to 9 of this addendum.</i>
6.	Annexure E	63 of 64	Annexure E: Min. wages as per Department of Labour	<i>Revised “Annexure E: Minimum Wages” as per applicable Department of Labour and as notified by the Deputy Commissioner at Amritsar is attached at page no. 10 and 11 of this addendum.</i>

Appendix 10: Format of Price Bid

(The Price Bid shall be submitted online through <http://etender.punjabgovt.gov.in> and in physical submission as per the schedule)

Date:

To,
Member Secretary
Punjab Bus Metro Society (PBMS)
SCO, 33-34-35, Sector 34-A,
Chandigarh - 160022
Fax - 0172-2665596
Phone- 0172-2665417

Contract No..... Date

Agency Name:.....

Dear Sir,

I/We (name of bidder) herewith submit Price Bid for selection of my/our firm as an agency for providing fare collection, Housekeeping and Security services for BRTS Amritsar and as per terms and conditions of RFP dated _____ issued by PBMS.

*The percentage of Management Fee for providing manpower services under the Scope of Services for the project shall be _____% (in words) of **Monthly Gross Payment**.*

***Monthly Gross Payment** shall include salary (as per applicable Department of Labour and as notified by the Deputy Commissioner at Amritsar) and other statutory payments such as ESI and EPF. The service tax shall also be paid as applicable over the **Monthly Gross Payment**.*

*The **Monthly Gross Payment** shall be paid after deducting Income Tax (and any other applicable taxes).*

Statutory payments, i.e. ESI, EPF and Service Tax, shall be reimbursed as per actuals and on production of proof of having deposited the amount with respective authority/department. All other applicable taxes and statutory obligation(s) shall be payable by the Agency.

The cost of uniforms, all materials, equipment and cost of other consumables items for housekeeping shall be reimbursed to the bidder at rates approved by the Authority and as per actuals on submission of the bills/invoices along with supporting documents. No management fee shall be admissible against such reimbursement.

I/We _____ (name of bidder) _____ hereby confirm that The Management fee includes the cost of Administrative charges for manpower, Charges/Fee for Cash handling and deposit of same to the designated bank account of Authority or bus depot as decided by the Authority and any other component.

Name of Authorised Signatory

Signature of Authorised Signatory (With Stamp of the Bidder)

Business Address: _____

Place: _____

Date: _____ DIXA

Notes:

1. The bidder should sign all the pages of Price Bid.
2. The Authority reserves the rights to ask the lowest bidder/preferred bidder to provide the detailed breakup of the Management Fee submitted as part of the Financial Bid.

ANNEXURE C: Total Manpower Requirement

Total Manpower requirement for services:

1. Fare collection manpower:

Qualification Criteria:

- a) Minimum graduate in any stream with good working knowledge of computer/data entry
- b) Age between 21 years to 35 years
- c) Should be conversant with Punjabi, Hindi and English languages

Total Manpower Requirement for Fare Collection Agency					
S.No.	Type of Manpower	Total Manpower Required per shift	No. of Shifts	Total Manpower Required	Remarks
1	Station Ticket Collector (STC)	48	2	96	Total No. of Ticket Counters is 48.
2	Reserves for STC	10	2	20	Considering a weekly off and monthly off
3	Reliever	10	2	20	Considering One Person per Five Stations.
4	Reserves for Reliever	2	2	4	Considering a weekly off and monthly off
Total Manpower required for Fare Collection Agency				140	

2. Security Guards manpower:

Required Qualification: Minimum 10th pass and *be conversant with Punjabi, Hindi and English languages*

Total Manpower Requirement for Security Guards at Bus Shelters and control centre					
S.No.	Type of Manpower	Total Manpower Required per shift	No. of Shifts	Total Manpower Required	Remarks
1	Security Guards	47	3	141	Total No. of BRT Stations is 47
2	Security Guards for control centre	1	3	3	
3	Reserves for Security Guards	10	3	30	Considering a weekly off and monthly off
4	Reliever	10	3	30	Considering One Person per Five Stations.

Total Manpower Requirement for Security Guards at Bus Shelters and control centre					
S.No.	Type of Manpower	Total Manpower Required per shift	No. of Shifts	Total Manpower Required	Remarks
5	Reserves for Reliever	2	3	6	Considering a weekly off and monthly off
Total Manpower				210	

Note: With the introduction of new BRT system, for stabilizing the services and for public convenience, the Authority may require the services of security guards in 3 no of shifts. However the Authority reserves the right to reduce the no of shifts at any point of time by giving one month of prior notice to the agency.

3. Housekeeping Manpower

Required Qualification: Minimum primary education and *be conversant with Punjabi, Hindi and English*

a) Monthly basis Housekeeping manpower requirement

Monthly Manpower Requirement for Housekeeping at Bus Shelter and Control Centre					
S.No.	Type of Manpower	Total Manpower Required per shift	No. of Shifts	Total Manpower Required	Remarks
1	Housekeeping Staff (Full day)	4	2	8	Total No of Stations are 47. Single Station Area = 37 Double Station Area = 10 Total Station Area for housekeeping services = 57 (37 x 1 + 10 X 2)
3	Housekeeping Staff for control centre	2	1	2	
4	Reserves for House Keeping	2	1	2	Considering a weekly off and monthly off
Manpower required for House Keeping Staff (Monthly basis)				12	

b) **Hourly basis Housekeeping manpower requirement**

Total Manpower Requirement for Housekeeping at Bus Shelter (Hourly Basis)					
S.No.	Type of Manpower	Total Manpower Required	No. of Hours per Day	Total Manpower Required	Remarks
1	Hourly Housekeeping Staff	14	3	14	7 no of Manpower shall work 3 hours in Morning and 7 no of Manpower shall work 3 hours in Evening. The Agency shall have liberty to provide same or different manpower however the total no of hours shall be as per the requirement.
Manpower required for House Keeping Staff (Hourly basis)				14	

4. Total manpower requirements

Total Manpower Requirement for Operation of BRTS		
S.No.	Services	Total Manpower Requirement
1	Fare Collection	140
2	Security Guards	210*
3	Housekeeping Monthly basis	12
4	Housekeeping Hourly basis	14

**Note: With the introduction of new BRT system, for stabilizing the services and for public convenience, the Authority may require the services of security guards in 3 no of shifts. However the Authority reserves the right to reduce the no of shifts at any point of time by giving 15 days prior notice to the agency.*

5. *The Agency shall appoint one Nodal person who shall interact with the Authority on day to day basis. In addition, adequate supervisory manpower shall be provided by the agency to supervise and control the performance of various activities under this contract as per the requirement of Authority. No additional payment shall be admissible for the Nodal person and supervisory manpower, and this shall be deemed to be included in the management fee.*

6. Authority has the right to increase or decrease the requirement of manpower for providing the services under this contract.

7. *Working hours of the manpower shall be defined as per the bus operational plan provided by the Authority. Authority reserves the right to modify the bus operational plan as per the requirements. In case if additional working hours are required by the Authority then the suitable payment shall be decided by the authority which in no case shall be more than hourly rates defined in minimum wages as per applicable department of labour and as notified by the DC rates at Amritsar.*

8. Uniform Requirements for Manpower: Item/Accessory per person

- a) Summer – One pair of Shirt and pant , Two Socks, a pair of shoe, one belt, one cap or one turban (Every Year)
- b) Winter - – One pair of Shirt and pant, One full sleeves sweater (Every Year), One Full Sleeves Jacket (Once in Three year)
- c) Other items/accessories shall be as per the policy of Agency. Color, Design, Logo location, Authority logo etc shall be finalized by Authority.

9. *The cost of uniforms, all materials, equipment and cost of other consumables items for housekeeping shall be reimbursed to the bidder by the Authority as per actuals on submission of the bills/invoices along with supporting documents. However before making any procurement the agency shall obtain approval of the Authority as regards the quality/brand, quantity and rates of the various products/items. The Authority shall approve/suggest modifications (if any) in the same within 7 working days from the date of submission. No management fee shall be admissible against such reimbursement.*

10. *The Agency has to maintain adequate stock of all uniforms, materials, equipment and other consumables items at all point of time as per the schedule finalized by the Authority or its representative. The inventory/stock should be maintained so as to have it available at least one month in advance of actual requirements.*

11. *During recruitment of manpower, the agency shall charge not more than Rs 100/- from the candidates as Application Fee for all services under the contract.*

12. *During selection of manpower, the Agency shall charge not more than Rs 1000/- from the candidates for processing and verification of documents for all services under the contract.*

ANNEXURE E: Minimum Wages

(as per applicable Department of Labor and as notified by the Deputy Commissioner at Amritsar)

MINIMUM WAGES – PUNJAB .w.e.f. 01-03-2016

The Department of Labour, Punjab has issued a letter bearing No. ST/9472 dated: 12/04/2016 wherein the above enhancement/adjustment has been announced effective from 01/03/2016. Hence, the arrears may be released while processing the salary for current month.

The increase in wages for monthly rated employee is (INR) Rs. 274.90 & for daily rated is 10.59 & for hourly worker is 1.32

The detail of Enhanced/Adjusted minimum rates of wages for monthly rated and daily rated and hourly rated employees under different categories are as under:-

Employees under different categories are as under:-

CATEGORY	ADJUSTMENT OF MINIMUM RATE OF WAGES		
	W.E.F.01/03/2016 (in Rs.)		
UNSKILLED:-	Monthly	Daily	Hourly
“Unskilled” work is one, which involves simple operation requiring little or no skill on the job.	7210.52	277.72	34.71
SEMI-SKILLED “Semi-skilled work” is one which involves some degree of skill or competence acquired through experience on the job and which is capable of being performed under the supervision or guidance of a skilled employee and includes unskilled supervisory work.	7990.52	307.72	38.51

<p>SKILLED</p> <p>“Skilled Work” means work which involves skill or competence acquired through experience on the job or through training as an apprentice in a technical or vocational institute</p>	8887.52	342.22	42.81
<p>HIGHLY SKILLED</p> <p>“Highly Skilled Work” means a work which calls for a degree of perfection and full competence in the performance of certain tasks, including clerical work acquired through intensive technical or professional training or practical work experience for certain reasonable period and also require of an worker to assume responsibility for the judgment or decision involved in the execution of these tasks.</p>	9919.52	381.92	47.81

Notes:

1. The payment to the manpower or staff deployed for providing various services under the contract shall be made as per the relevant and applicable category defined under Min. Wages as per Department of Labour and as notified by the Deputy Commissioner at Amritsar.
2. The decision of the Authority as to which applicable category of the manpower, shall be final.