

***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***

Reply to Pre Bid Queries

Date: 08 November 2016

Sr. No.	Clause no	Page No	RFP Reference	Query/ Suggestions provided by bidders	Response
1	Bid Summary S.No 15 Performance Security	19 of 71	The Successful Bidder shall furnish Performance Security to Authority for securing the due and faithful performance of its obligations under the Agreement, within 7 days from the LOA in the form of an unconditional and irrevocable bank guarantee (Appendix-11) for amount of equivalent to 10% of the estimated project cost payable to the Agency by the Authority (the "Performance Security"). Such performance Security shall be admissible and payable at Amritsar branch.	The performance security is on very much higher side and place of bank is Amritsar. The performance security should be 25 of project cost i.e. Rs 8 Lakhs. Since most of the Agencies HO is not in Amritsar, the BG	No Change Kindly refer point No. 15 of Bid Summary of Amended RFP document
2	9 of General Conditions of Contract(GCC)	22 of 71 and 23 of 71	The Agency shall abide by and comply with all the relevant laws and statutory requirements covered under various Labour Acts, Minimum Wages Act, Contract Labour (Regulation & Abolition) Act 1970, EPF, ESI/Leaves etc. with regard to the manpower engaged	Compliance and statutory requirements: The agency will abide all statutory compliances as provided by the PIDB like PF, ESIC, leave, Bonus, Gratuity etc.	No Change Kindly refer Clause No. 9 of General Conditions of Contract(GCC) of Amended RFP document
3	32 of General Conditions of Contract(GCC)	25 of 71	The manpower supplied will to be extremely courteous with very pleasant manners in dealing with the public/staff, especially with females, children and senior citizens and should project an image	As per the requirement of manpower mentioned, the security guard should be categorized as skilled and ticket collector as highly skilled category.	Kindly refer note 1 of Annexure E- Minimum Wages of Amended RFP document.

			of utmost discipline.		
4	33 of General Conditions of Contract(GCC)	25 of 71	The Agency will have to submit complete police verifications forms along with demand draft if any in favour of concerned authority for verification of character. In case of non-clearance of antecedents by the police/ civil authorities, the Authority reserves the right terminate the contract. In addition, the Agency will be responsible for the good conduct & behavior of himself & staff employed by him for the work at site	Submission of the police verification report of manpower: The police verification process takes around 3 to 6 months by the police department. So the agency will provided the proof of police verification application process of the individual guards and submit the report as and when available.	No Change Kindly refer Clause No. 33 of General Conditions of Contract(GCC) of Amended RFP document
5	48 of General Conditions of Contract(GCC)	27 of 71	Any dispute and or difference arising out of or relating to this contract will be resolved through joint discussion of the authorized representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter shall be referred to the Member Secretary, Punjab Bus Metro Society. Further, if any dispute is not settled amicably, the same shall be referred to the sole arbitrator to be appointed by the Member Secretary, Punjab Bus Metro Society. The award given by the arbitrator shall be final and binding on both the parties. The venue of	Dispute Resolution through arbitration procedure: If such cases arise arbitrator should be appointed by mutual consent only, not by sole arbitrator appointed by PBMS.	No Change Kindly refer Clause No. 48 of General Conditions of Contract(GCC) of Amended RFP document

			arbitrator shall be Amritsar.		
6	2 of General Conditions of Contract(GCC)	21 of 71	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.	The fees collection and deposit process is not clear and will attract some incidental high values expenses by hiring vehicle and manpower for the job, which has to be absorbed in the management fees.	No Change Kindly refer Clause No. 2 of General Conditions of Contract(GCC) of Amended RFP document
7	15 of General Conditions of Contract(GCC)	23 of 71	The Successful Bidder shall furnish Performance Security to Authority for securing the due and faithful performance of its obligations under the Agreement, within 7 days from the LOA in the form of an unconditional and	The Performance Security may also please be reduced from 10% to 5%.	No Change Kindly refer Clause No. 15 of General Conditions of Contract(GCC) of Amended RFP document

			irrevocable bank guarantee (Appendix-11) for amount of equivalent to 10% of the estimated project cost payable to the Agency by the Authority (the “Performance Security”). Such performance Security shall be admissible and payable at Amritsar branch.		
8	14 of General Conditions of Contract(GCC)	23 of 71	Rs 10,000/-(Ten Thousand Only) to be deposited through e-payment mode (RTGS/NEFT/Credit Card/Debit card) on e-tender website. For RTGS/NEFT/Credit card/Debit card, the bidder has to submit the copy of Challan.	The condition for submission of tender fee may please be reduced from Rs. 10,000/- to Rs. 5000/-.	No Change Kindly refer Clause No. 14 of General Conditions of Contract(GCC) of Amended RFP document
9	61 of General Conditions of Contract(GCC)	29 of 71	After receiving of invoices, approx. 50% payment (part payment) of invoice value shall be made within 7 days of receiving of invoices. The payments for rest 50% of invoices shall be made by the 20th of each month, provided the invoices are submitted in time i.e. by the 5th day of the Month and found to be in order. The Agency shall levy service tax or any other statutory cess or tax, as applicable to its invoices. PBMS shall make the payments of invoices after deduction of income tax at source at the rate applicable to such professional services or	Advance payment of the bill generated on the PIDB should be at least 70% instead of 50% in advance to ensure timely payment to all the deployed staff.	Kindly refer Clause No. 61 of General Conditions of Contract(GCC) of Amended RFP document

			other such amounts, which it is required to deduct as per applicable laws from time to time and under Section 194C of the Income Tax Act, 1961 or as per the Applicable taxes at the time of services.		
10	Bid Summary S.no. 15 Performance Security	19 of 71	The Successful Bidder shall furnish Performance Security to Authority for securing the due and faithful performance of its obligations under the Agreement, within 7 days from the LOA in the form of an unconditional and irrevocable bank guarantee (Appendix-11) for amount of equivalent to 10% of the estimated project cost payable to the Agency by the Authority (the "Performance Security"). Such performance Security shall be admissible and payable at Amritsar branch.	It is for your kind information that you have mention security 10% in the tender documents, but it should be taken between 2-5% according to this type of large amount of fund involved as we had given /alloted the Civil Hospital Panchkula tender of 239 person with 5% of security money we can give you proof of that..	No Change Kindly refer point No. 15 of Bid Summary of Amended RFP document
11	Annexure E	70 of 71 and 71 of 71	Annexure E- Revised Minimum Wages of RFP	You have not mention the supervisor rate in the tender documents.it is suggested to take supervisor cost in bid document	Kindly refer note 1 of Annexure E- Minimum Wages of Amended RFP document
12	2 of General Conditions of Contract(GCC)	21 of 71	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	It is not stated clearly that the material provide by you or us, if we, then kindly provide us the detail of the material.and material cost is also be taken care and separate	Kindly refer clause no 2 of General Conditions of Contract(GCC) of Amended RFP document

			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	column to be placed in bid document and minimum 15000/- 20000/- material per month to be fixed so that there shall not be any ambiguity later on.	
13				Kindly mention the minimum service charge keep in mind the TDS Calculation etc. to be quoted by applicant	Kindly refer point No. 10(a) of Bid Summary of Amended RFP document
14	Bid Summary S.no 7 Eligibility and Qualification criteria	13 of 71	Eligibility and Qualification criteria	Weightage to be given to ISO certified companies and Pvt Ltd companies and experienced companies and turn over more than 5 crore or so	No Change Kindly refer point No. 7 of Bid Summary of Amended RFP document
15	Bid Summary S.no 13, 14,15	18 of 71 and 19 of	Bid Security/ Earnest Money Deposit (EMD), RFP/Tender Fee, Tender Processing Fee	Please refer to the the meeting regarding RFP for manpower services and re-tender of the same due to single bid participation by us. As you assured	Kindly refer point No. 13, 14, 15 of Bid Summary of Amended RFP document

		71		us, Please refund the following fee that was submitted in the earlier for timely participation by us for the same	
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Note:

- 1) The major modifications made in various clauses of the original RFP document are mentioned below. In addition other changes have been made where there were conflicting provisions and errors on account of typographical, grammatical and drafting.
- 2) The RFP which was uploaded for this bid stands withdrawn. The same has been amended and the Amended RFP is being uploaded along with Reply to Pre-Bid Queries. Bidders are advised to read the Amended RFP in full. The Amended RFP document supersedes the original RFP document.
- 3) Following is the list of amended clauses :

List of Major Amended Clauses
Bid Summary Point 10 Award Criteria d part
Bid Summary Point 11 Bid Evaluation Process
Bid Summary Point 13
Bid Summary Point 14RFP/Tender Fee
Bid Summary Point 15Performance Security
Bid Summary Point 16 Security against Fare Collection manpower
1 of General Conditions of Contract(GCC)
6 of General conditions of contract (GCC)
53 of General conditions of contract (GCC)
54 of General conditions of contract (GCC)
60 of General conditions of contract (GCC)
61 of General conditions of contract (GCC)
78 of General conditions of contract (GCC)
Appendix 13: Performance Parameters and Damages

Appendix 10: Format of Price Bid
Appendix 15: Deleted
Annexure C: Total Manpower Requirement