

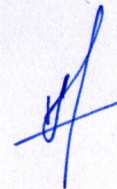
**SUBJECT: - "OPERATION & MAINTENANCE OF SERVICE CORRIDOR IN MIDDLE CIRCLE OF CONNAUGHT PLACE, NEW DELHI."**

QUERIES RAISED BY BIDDERS DURING PRE-BID MEETING HELD ON 16.02.2017 AT 03.00 PM.

S. No.	RFP Clause	Queries / Suggestions	Clarification
<b>Queries from Automated Housekeeping &amp; Allied Services.</b> (Reference letter dated ).			
1	<p><b>Deployment of O&amp;M Team &amp; Action Plan</b></p> <p>The bidder should have its own trained manpower on their rolls required for operation and maintenance. The bidder should have registration with ESIC and EPF and has to submit Notarized affidavit and undertaking that workers employed against this work would be paid atleast minimum wages (both for skilled and unskilled) as per orders of Govt. of NCT of Delhi and oblige all statutory requirements with respect to ESI, EPF etc., with reference to those workers.</p> <p><b>(Section 3 para 3.7 (b) of RFP)</b></p>	What is the minimum wages to be considered State/Central.	The minimum wages as per govt. of Delhi shall be considered.
2		Is facade cleaning included in the scope? If yes, please provide the facade cleaning area in sqft? What is the provision available for facade cleaning (like gondola, cradle)	There is no Façade cleaning in the scope of this work. Whole structure is underground. The scope includes cleaning of surface ,walls and roof of service corridor and other areas as defined in the RFP
3		Do we need to submit only hard copy of the tender response-kindly clarify	Yes.
4		Does the waste disposal outside the premises fall under the scope of the service provider ? if yes kindly share the distance between garbage collection area to dumping yard.	The waste disposal shall be made to nearest NDMC bin available in Connaught Place area.

5		Kindly confirm on the days of operation 6 days or 7 days ?	The days of operation are 24 hours a day x 365 days a year.
6.		Whether the minimum deployment given in the tender documents is inclusive or exclusive of reliever ?	The minimum deployment is exclusive of reliever and the minimum manpower given shall be physically present on site at all the times.
7		For 7 days operation will the holiday wages be reimbursed by NDMC?	NDMC shall not reimburse any holiday wages and contractor /agency shall be responsible for implementation of all statutory provision and applicable laws.
8	<b><u>V(B)-DG SETS</u></b> The agency has to depute following trained staff in 3 shift duty round the clock. The duty hours can be changed as per direction of Engineer-in-charge.	Requirement of E & M operator- 1 no is mentioned in page 42 V(B)-DG SETS, point No 3a whether this deployment is included in the minimum deployment mentioned in the documents ?	As mentioned in RFP single manpower shall be available in each shift. There shall be three shifts in a day round the clock.
9		Please confirm if any revision in existing taxes (like service tax) statutory and imposition of new taxes shall be	Any revision in statutory taxes shall be made as per applicable government laws
10	Payment on account of increase in prices /wages due to statutory Order(s) shall be made as per clause 5.7 (d) of draft agreement. <b>(Section 26 of RFP)</b>	Will NDMC reimburse the minimum wages revision that may occur during the contract period please confirm	Minimum wages revision shall be made as per clause 5.7 at page-17 of the agreement.
11	<b>Clause 5.4 page no 14 of the agreement</b>	Kindly lets us know the payment terms	Payment terms are defined at clause no 5.4 of page-14 of the agreement.
12		No of toilets (Gents/Ladies)/Western Closet/WB ?	Not applicable to this RFP
13		No of work stations ?	Control room is situated at Palika Parking, Connaught Place

14	Annexure-III , page 60-61 of RFP	No of Staff ?	Minimum staff to be deployed has been mentioned in Annexure-III , page 60-61 of RFP
15		Average footfalls per days in case if there is access to the external people?	There is no access to general public however, NDMC staff can access as and when required as per requirement. NDMC may permit limited access to public / authorized person on special occassios.
16		Please provide operational hours?	Operational hours would be 24hours a day x 365 days a year
17		Whether we have to quote inclusive or exclusive of service tax ?	Rate should be inclusive of service tax
18		As per the tender documents we have to do the carpet cleaning-kindly provide the sq feet details and frequency of cleaning .	There is no carpet provision in this RFP document.
<b>Queries from M/s Lion Service Ltd. (Reference letter dated 14.02.2017)</b>			



1	<p><b><u>MINIMUM ELIGIBILITY CRITERIA</u></b>  Similar works shall mean works related to housekeeping Works, Security &amp; O&amp;M experience in specialized Electromechanical equipments/services. The bidder should have minimum experience of 03 (Three) years in Similar works mentioned above. Only for the purpose of experience in similar work, experience of the work for which MoU is done with expertise agency shall be considered.</p> <p><b>(Section 3 para 3.5 of RFP)</b></p>	<p>The project are working/executed various other project which include Security Services, Pump House Operation &amp; Maintenance, DG sets maintenance and maintaining more sophisticated and high ends Hydraulic and Electro Mechanical equipment's i.e. sweeping Machines, GIS based monitoring of mechanized and manual cleaning, Robotic cleaning of shaft etc. There is no bifurcation of work in such type of contracts.</p> <p>Similar Works shall mean Mechanized/Automated Housekeeping work/Security/ O &amp; M Specialized Electromechanical equipment's/Service of the office/Hotels/Institutional /Airport Building.</p>	<b>NOT ACCEPTED</b>
2	<p><b><u>Turnover, Net Assets &amp; Solvency</u></b>  The Bidder should have average annual turnover of Rs. 2.50 crores per annum &amp; exclusive specialized experience item wise such as Security works : 01 Crore &amp; In Electromechanical works : 01 Crore each during the immediate last three consecutive balance sheets (may range from six to eighteen months) . This should be duly audited by a Chartered accountant. Year in which no turnover is shown would also be considered for working out the average. The bidder must submit certificate from Chartered Accountant that the average annual financial turnover includes components of similar works defined in clause 3.5. The financial year means the period ending upto 31st March.</p> <p><b>(Section 3 para 3.6 of RFP)</b></p>	<p>There is no bifurcation, hence experience of housekeeping services/mechanized sweeping/cleaning shall also being considered.</p> <p>Please also clarify, the turnover of Specialized Agency with which MOU has been done is also been considered for evaluation.</p> <p>Turnover for the Financial year ending 31<sup>st</sup> March 2014, 2015 &amp; 2016 is Rs. 43.28 Crores, Rs 46.51 Crores &amp; 59.49 Crores respectively. The Average turnover for last 3 year is about Rs. 4.76 Crores.</p>	<p>May be read as under:  <b><u>Turnover, Net Assets &amp; Solvency</u></b>  The Bidder should have average annual turnover of Rs. 2.50 crores per annum during the immediate last three consecutive balance sheets (may range from six to eighteen months) . This should be duly audited by a Chartered accountant. Year in which no turnover is shown would also be considered for working out the average. The bidder must submit certificate from Chartered Accountant that the average annual financial turnover includes components of similar works defined in clause 3.5. The financial year means the period ending upto 31st March. No contribution of the agency with which MoU is done for carrying out one of the services out of (i) Housekeeping Services (ii) Security Services (iii) O&amp;M of Electro mechanical services shall be considered for Turnover, Net assets and solvency.</p>
<b>Queries during prebid meeting</b>			

1.	<p>3.1 <b>Legal Valid Entity:</b> The Bidder shall necessarily be a legally valid entity either in the form of a Limited Company or a Private Limited Company registered under the Companies Act, 1956/2013. Bidder in the form of JV/consortium, Proprietorship, Partnership is not permitted. A proof for supporting the legal validity of the Bidder shall be submitted. MoU is allowed with an expertise agency for any one of the services out of (i)Housekeeping Services (ii) Security Services (iii) O&amp;M of Electro mechanical equipments. The bidder shall submit minimum for three expertise agencies along with technical bid and NDMC shall have the right to choose the agency from which it want to get the services . Decision of NDMC shall be deemed final and acceptable to the agency in this regard. The agency with which bidder wishes to do MOU must have minimum experience of five years in its field.</p>	<p>Minimum criteria for agency/firm with which MoU may be done for one of the the services out of (i)Housekeeping Services (ii) Security Services (iii) O&amp;M of Electro mechanical equipments.</p>	<p>May be read as under:</p> <p>3.1 <b>Legal Valid Entity:</b> The Bidder shall necessarily be a legally valid entity either in the form of a Limited Company or a Private Limited Company registered under the Companies Act, 1956/2013. Bidder in the form of JV/consortium, Proprietorship, Partnership is not permitted. A proof for supporting the legal validity of the Bidder shall be submitted. MoU is allowed with an expertise agency for any one of the services out of (i)Housekeeping Services (ii) Security Services (iii) O&amp;M of Electro mechanical equipments. The bidder shall submit MoU with expertise agency along with technical bid. Decision of NDMC shall be deemed final and acceptable to the agency in this regard.</p> <p>The agency with which bidder wishes to do MOU must have minimum experience of five years in its field. The agency should have satisfactorily completed similar work during the last seven years ending last day of month ..... as detailed below:-</p> <p>1.Housekeeping works</p> <ul style="list-style-type: none"> <li>i) Completed Three works inclusive housekeeping work component each costing not less than <b>Rs 17,00,000/-</b> or</li> <li>ii) Completed two works inclusive housekeeping work component each costing not less than <b>Rs 25,00,000/- per year</b> or</li> <li>iii) Completed one work inclusive housekeeping work component costing not less than <b>Rs 34,00,000/- per year</b></li> </ul>
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**(Er. Harkesh Meena)**  
**Executive Engineer (CP)**