



JAIPUR METRO

**JAIPUR METRO RAIL CORPORATION LIMITED****Directorate of Operations & Systems**2<sup>nd</sup> Floor, Admin Building, Room No.207, Metro Train Depot, Bhriugu Path,  
Mansarovar, Jaipur - 302020

Tel. No. 0141- 5153705 (O) &amp; 5153701 (F), E-mail – edrs@jaipurmetrorail.in

No. JMRC/O&amp;S/OP/CFS/2016-17/NIB/03/1894

Date 19.06.17

Through Speed PostLETTER OF ACCEPTANCE

M/s City Hawks Manpower Services & Consultancy,  
Shop No. 210 Second Floor, Sector-12,  
Plot No.-3, Pocket-7, Shokeen Plaza,  
Dwarka, New Delhi-110075  
Mob-8527937938, Email: info@cityhawks.in, bdm@cityhawks.in

Contract No.:- 01/JMRC/O&amp;S/OP/2017-18

**Subject: - Selection of Agency for Providing Customer Facilitation Services for Mansarovar to Shyam Nagar and other designated places of Jaipur Metro Rail Corporation Ltd. (NIB No. JMRC/O&S/OP/CFS/2016-17/NIB/03) - UBN No JMR1617SLOB00062.**

**Reference: - Online Bid Submission through E-Proc Portal of Rajasthan Govt (Technical Bid Opened on 18.04.2017 and Financial; Bid Opened on 30.05.2017)**


Sir,

1. With reference to above, your offer has been accepted for 50% of the total advertised work (half of the BOQ quantity) as mentioned below:

BOQ Sr. No.	Brief Description	Quantity as provided in original BOQ	Quantity allotted to you (50% of the original BOQ)
1.	Customer Facilitation Assistant ( Skilled)	50	25
2.	Customer Facilitation Assistant ( Highly Skilled)	28	14
3.	Supervisor	4	2
4.	Team Leader	2	1

This allotment of 50% quantity has been made by JMRC keeping in view the provisions under clause no. 15.7 and 16.2 of Instruction to bidders as there were two L-1 bidder. Please note that activity centres allotted to you are Mansarovar(MSOR) , New Atish Market (NAMT)& R99/Mansarovar.

2. Accordingly, the accepted value of the offer is Rs 9207380.65 (Rupees Ninety Two Lakh Seven Thousand Three Hundred Eighty and Paiza Sixty Five Only) inclusive of all taxes and duties, levies, cost etc. except Bonus and Service Tax. Payment of Bonus and Service Tax will be made on actual basis as claimed by the bidder. A copy of BOQ after taking into account 50 % quantity as allotted above is also attached as Annexure – I,
3. The reimbursement of Bonus and Service Tax/GST; shall be as per terms and conditions of Bid and Statutory obligations in this regard.

 19.06.2017  
EDRS/JMRC

**Registered office:** Khanij Bhawan, Udyog Bhawan Premises, Tilak Marg, C-Scheme, Jaipur-302005  
CIN: U60221RJ2010SGC030630 Website: [www.jaipurmetrorail.in](http://www.jaipurmetrorail.in)



JAIPUR METRO

# JAIPUR METRO RAIL CORPORATION LIMITED

## Directorate of Operations & Systems

2<sup>nd</sup> Floor, Admin Building, Room No.207, Metro Train Depot, Bhriugu Path,

Mansarovar, Jaipur - 302020

Tel. No. 0141- 5153705 (O) & 5153701 (F), E-mail – edrs@jaipurmetrorail.in

4. The date of completion is 24 months and same shall be reckoned from the date of commencement of the work. Our existing contract is expiring on 30.06.2017 and therefore Date of commencement is 01.07.2017
5. The necessary action may be taken to submit the performance security as per the ITB Clause No. 17.1. The performance security @ 5% i.e Rs. 4,60,369/- (Rs. Four Lakh Sixty Thousand Three Hundred Sixty Nine only) shall be submitted within 15 days of issue of this Letter of Acceptance and accordingly attend to this office for signing the contract agreement after submission of Performance Security and acceptance of same by JMRC as per clause 18.0 of ITB.
6. This Letter of Acceptance along with Bill of Quantities (Annexure – I) is being sent to you in duplicate. You are requested to return one copy of this letter along with Bill of Quantities duly signed on all pages as a token of your acceptance thereof so as to reach the undersigned within three days of the issue of this letter (Clause No. 16.4 of ITB). It may please be noted that until a formal agreement is executed, this letter will constitute a binding contract between you and JMRC.
7. All the Customer Facilitation Assistant (Skilled & Highly Skilled) / Supervisors / Team Leaders should possess the acknowledgement of application for the issuance of identity card by authorised officer of JMRC. This should be complied with in the time period as specified by Engineer – In – Charge. .
8. GM (Operations), O&S Directorate, JMRC, Jaipur will be the “Engineer – In- Charge” (As specified in the Clause 3 of GCC) for this contract.
9. All the Customer Facilitation Assistant (Skilled & Highly Skilled) / Supervisors / Team Leaders employed for Customer Facilitation Services should be trained as per the contract stipulations.
10. The bid document forms part of the LOA and issued as per RTPPR act & rules.

Enclosed: - Annexure – I

Yours Sincerely

 19. 06. 2017

(Ramesh Kumar)

Executive Director (Rolling Stock)

JMRC, Jaipur

EXECUTIVE DIRECTOR

(ROLLING STOCK)

JAIPUR METRO RAIL CORPORATION LTD.

JAIPUR-302005

Copy To:-

1. PS to CMD, JMRC.
2. Director (O&S)
3. Director (Finance) & GM (Finance) JMRC.
4. GM (Operations) & DGM (Operation) for information and necessary action please.

**ACCEPTED**

Authorised Signatory

M/s City Hawks Manpower Services & Consultancy,

(Seal)

## Percentage BoQ

Tender Inviting Authority : DIRECTOR (OPERATIONS &amp; SYSTEMS), JAIPUR METRO RAIL CORPORATION LTD

Name of Work : Selection of Agency for Providing Customer Facilitation Services for Mansarovar to Shyam Nagar and other designated places of Jaipur Metro Rail Corporation Ltd

Contract No: JMRC/O&amp;S/OP/CFS/2016-17/NIB/03

Bidder Name : M/s City Hawks Manpower Services &amp; Consultancy

## BILL OF QUANTITIES

- 1) This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bid is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Percentage (Above) value to the Total Estimated Cost in the green background fields only
- 2) Contractor is requested to quote the percentage value restricted up to two digits after decimal else the tender shall be liable to reject.
- 3) Rate quoted at par or below to the Estimated Cost shall be treated unjustified and Bid shall be summarily Rejected.
- 4) Payment of Bonus and Service Tax/GST will be additional and will be paid on actual basis as claimed by the bidder.
- 5) Payment would be released according to number of 4-hour shifts manned. Calculated Rate of Payment per person per 4-hour shift based on bidder's quoted amount shall automatically be calculated at 6.1, 6.2, 6.3 and 6.4 below:

Sl. No.	Item Description	Nos of Personnel	Units	Estimated Cost Per Personnel Per Month	Total Amount For Two Years Without Taxes	Total Amount In Words
1	Customer Facilitation Assistant (Skilled) a. Monthly Minimum Wages (As per GOR) (Excl Weekly Rest) Rs. 5746 b. Enhanced Monthly Min Wages (Incl 4 Weekly Rests) = (a) x 1.17 = Rs. 6722.82 (365/26*12=1.17) c. PF Contribution @ 13.61% on (b) - Rs. 914.98 d. ESI Contribution @4.75% on (b) - Rs. 319.33 e. Total (b,c,d) - Rs.7957.13 f. Uniform @ 2 % on (e) - Rs. 159.14 g. Monthly Rate (e+f) - Rs. 8116.27 h. Administrative Expenses 2% on (g) - Rs. 162.33 i. Net Monthly Rate (g+h) - Rs. 8278.60	25.0000	Per Day	8278.6000	4967160.0000	INR Forty Nine Lakh Sixty Seven Thousand One Hundred & Sixty Only
2	Customer Facilitation Assistant (Highly Skilled) a. Monthly Minimum Wages (As per GOR) (Excl Weekly Rest) Rs. 7046 b. Enhanced Monthly Min Wages (Incl 4 Weekly Rests) = (a) x 1.17 = Rs. 8243.82 (365/26*12=1.17) c. PF Contribution @ 13.61% on (b) - Rs. 1121.98 d. ESI Contribution @4.75% on (b) - Rs. 391.58 e. Total (b,c,d) - Rs.9757.15 f. Uniform @ 2 % on (e) - Rs.195.15 g. Monthly Rate (e+f) - Rs. 9952.53 h. Administrative Expenses 2% on (g) - Rs. 199.05 i. Net Monthly Rate (g+h) - Rs. 10151.58	14.0000	Per Day	10151.5800	3410930.8800	INR Thirty Four Lakh Ten Thousand Nine Hundred & Thirty and Paise Eighty Eight Only
3	Supervisor (Highly Skilled + 10%) a. Monthly Minimum Wages (As per GOR) (Excl Weekly Rest)- Rs. 7750.6 b. Enhanced Monthly Min Wages (Incl 4 Weekly Rests) = (a) x 1.17 = Rs.9068.2 (365/26*12=1.17) c. PF Contribution @ 13.61% on (b) - Rs. 1234.18 d. ESI Contribution @4.75% on (b) - Rs. 430.74 e. Total (b,c,d) - Rs.10733.12 f. Uniform @ 2 % on (e) - Rs.214.67 g. Monthly Rate (e+f) - Rs. 10947.78 h. Administrative Expenses 2% on (g) - Rs. 218.96 i. Net Monthly Rate (g+h) - Rs. 11166.74	2.0000	Per Day	11166.7400	536003.5200	INR Five Lakh Thirty Six Thousand & Three and Paise Fifty Two Only
4	Team Leader (Highly Skilled + 20%) a. Monthly Minimum Wages (As per GOR) (Excl Weekly Rest)- Rs. 8455.2 b. Enhanced Monthly Min Wages (Incl 4 Weekly Rests) = (a) x 1.17 = Rs.9892.58 (365/26*12=1.17) c. PF Contribution @ 13.61% on (b) - Rs. 1346.38 d. ESI Contribution @4.75% on (b) - Rs. 469.9 e. Total (b,c,d) - Rs.11708.86 f. Uniform @ 2 % on (e) - Rs.234.18 g. Monthly Rate (e+f) - Rs. 11943.04 h. Administrative Expenses 2% on (g) - Rs. 238.86 i. Net Monthly Rate (g+h) - Rs. 12181.9	1.0000	Per Day	12181.9000	292365.6000	INR Two Lakh Ninety Two Thousand Three Hundred & Sixty Five and Paise Sixty Only
5	Total Estimated Cost for two years (in Rs.)	1.0000	Nos	0.0000	9206460.0000	INR Ninety Two Lakh Six Thousand Four Hundred & Sixty Only
6	Calculated Rate of Payment per person per 4 hour shift based on bidder's quoted amount	1.0000	Nos	0.0000	0.0000	INR Zero Only
6.1	Customer Facilitation Assistant (Skilled)	1.0000	Nos	136.1000	136.1000	INR One Hundred & Thirty Six and Paise Ten Only
6.2	Customer Facilitation Assistant (Highly Skilled)	1.0000	Nos	100.8920	100.8920	INR One Hundred & Sixty Six and Paise Eighty Nine Only
6.3	Supervisor (Highly Skilled + 10%)	1.0000	Nos	100.5812	100.5812	INR One Hundred & Eighty Three and Paise Fifty Eight Only
6.4	Team Leader (Highly Skilled + 20%)	1.0000	Nos	200.2704	200.2704	INR Two Hundred and Paise Twenty Seven Only
Total in Figures					9206460.0000	INR Ninety Two Lakh Six Thousand Four Hundred & Sixty Only
Quoted Rate in Figures						
Quoted Rate in Words						
				Excess (+)	0.0100%	9207380.6500
						INR Ninety Two Lakh Seven Thousand Three Hundred & Eighty and Paise Sixty Five Only



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**Directorate of Operations & Systems**

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No. JMRC/O&S/OP/CFS/2016-17/NIB/03/ 1895

Date 19.06.17

Through Speed Post

LETTER OF ACCEPTANCE

M/s Security and Intelligence Services (I) Ltd.

Plot No.-10, Nemi Nagar

1st Floor, Opp. Canara Bank

Gautam Marg, Gandhi Path (T-Junction)

Vaishali Nagar, Jaipur-302021

Contract No.:- 02/JMRC/O&S/OP/2017-18

**Subject: - Selection of Agency for Providing Customer Facilitation Services for Mansarovar to Shyam Nagar and other designated places of Jaipur Metro Rail Corporation Ltd. (NIB No. JMRC/O&S/OP/CFS/2016-17/NIB/03) - UBN No JMR1617SLOB00062.**

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This allotment of 50% quantity has been made by JMRC keeping in view the provisions under clause no. 15.7 and 16.2 of Instruction to bidders as there were two I-1 bidder. Please note that activity centres allotted to you are Vivek Vihar (VKVR), Shyam Nagar (SMNR) & Admin Building (MSOR Depot)

2. Accordingly, the accepted value of the offer is Rs 9207380.65 (Rupees Ninety Two Lakh Seven Thousand Three Hundred Eighty and Paise Sixty Five Only) inclusive of all taxes and duties, levies, cost etc. except Bonus and Service Tax. Payment of Bonus and Service Tax will be made on actual basis as claimed by the bidder. A copy of BOQ after taking into account 50 % quantity as allotted above is also attached as Annexure - I.

*[Signature]* 19.06.2017  
GPR (Ad) 2mm

**Registered office:** Khanij Bhawan, Udyog Bhawan Premises, Tilak Marg, C-Scheme, Jaipur-302005  
CIN: U60221RJ2010SGC030630 Website: [www.jaipurmetrorail.in](http://www.jaipurmetrorail.in)





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## Directorate of Operations & Systems

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Mansarovar, Jaipur - 302020

Tel. No. 0141- 5153705 (O) & 5153701 (F), E-mail – edrs@jaipurmetrorail.in

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Enclosed: - Annexure – I

Yours Sincerely



(Ramesh Kumar)

Executive Director (Rolling Stock)  
JMRC, Jaipur. IRSEE

EXECUTIVE DIRECTOR  
(ROLLING STOCK)

JAIPUR METRO RAIL CORPORATION LTD.  
JAIPUR-302005

Copy To:

1. PS to CMD, JMRC.
2. Director (O&S)
3. Director (Finance) & GM (Finance), JMRC.
4. GM (Operations) & DGM (Operation) for information and necessary action please.

**ACCEPTED**

Authorised Signatory

M/s Security and Intelligence Services (I) Ltd.

(Seal)

Tender Inviting Authority : DIRECTOR (OPERATIONS & SYSTEMS), JAIPUR METRO RAIL CORPORATION LTD  
Name of Work : Selection of Agency for Providing Customer Facilitation Services for Mansarovar to Shyam Nagar and other designated places of Jaipur Metro Rail Corporation Ltd

Contract No: JMRC/Q&S/OP/CFS/2016-17/NIB/03

Bidder Name : M/s Security and Intelligence Services (I) Ltd.

**BILL OF QUANTITIES**

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3	Supervisor (Highly Skilled + 10%) a. Monthly Minimum Wages (As per GOR) (Excl Weekly Rest) - Rs. 7750.6 b. Enhanced Monthly Min Wages (Incl 4 Weekly Rests) = (a) x 1.17 = Rs. 9068.2 (365/26*12=1.17) c. PF Contribution @ 13.61% on (b) - Rs. 1234.18 d. ESI Contribution @ 4.75% on (b) - Rs. 430.74 e. Total (b,c,d) - Rs. 10733.12 f. Uniform @ 2 % on (e) - Rs. 214.67 g. Monthly Rate (e+f) - Rs. 10947.78 h. Administrative Expenses 2% on (g) - Rs. 218.96 i. Net Monthly Rate (g+h) - Rs. 11166.74	2.0000	Per Day	11166.7400	536003.5200	INR Five Lakh Thirty Six Thousand & Three and Paise Fifty Two Only
4	Team Leader (Highly Skilled + 20%) a. Monthly Minimum Wages (As per GOR) (Excl Weekly Rest) - Rs. 8455.2 b. Enhanced Monthly Min Wages (Incl 4 Weekly Rests) = (a) x 1.17 = Rs. 9892.58 (365/26*12=1.17) c. PF Contribution @ 13.61% on (b) - Rs. 1346.38 d. ESI Contribution @ 4.75% on (b) - Rs. 469.9 e. Total (b,c,d) - Rs. 11708.86 f. Uniform @ 2 % on (e) - Rs. 234.18 g. Monthly Rate (e+f) - Rs. 11943.04 h. Administrative Expenses 2% on (g) - Rs. 238.86 i. Net Monthly Rate (g+h) - Rs. 12181.9	1.0000	Per Day	12181.9000	292365.6000	INR Two Lakh Ninety Two Thousand Three Hundred & Sixty Five and Paise Sixty Only
5	Total Estimated Cost for two years (in Rs.)	1.0000	Nos	0.0000	9206460.0000	INR Ninety Two Lakh Six Thousand Four Hundred & Sixty Only
6	Calculated Rate of Payment per person per 4 hour shift based on bidder's quoted amount	1.0000	Nos	0.0000	0.0000	INR Zero Only
6.1	Customer Facilitation Assistant (Skilled)	1.0000	Nos	188.1002	188.1002	INR One Hundred & Thirty Six and Paise Ten Only
6.2	Customer Facilitation Assistant (Highly Skilled)	1.0000	Nos	188.0920	188.0920	INR One Hundred & Sixty Six and Paise Eighty Nine Only
6.3	Supervisor (Highly Skilled + 10%)	1.0000	Nos	188.5012	188.5012	INR One Hundred & Eighty Three and Paise Fifty Eight Only
6.4	Team Leader (Highly Skilled + 20%)	1.0000	Nos	200.2704	200.2704	INR Two Hundred and Paise Twenty Seven Only
Total In Figures					9206460.0000	INR Ninety Two Lakh Six Thousand Four Hundred & Sixty Only
Quoted Rate in Figures					Excise (+) 0.0100%	9207380.6500
Quoted Rate in Words					INR Ninety Two Lakh Seven Thousand Three Hundred & Eighty and Paise Sixty Five Only	