

CORRENDUM-01

Name of Work:- Selection of Agency for Providing Customer Facilitation Services for Civil Lines to Badi Chaupar and other designated places of Jaipur Metro Rail Corporation Ltd.

NIB No.: JMRC/O&S/CFS/2021-22/NIB/03 **Dated:** 22.12.2021

Pre-bid meeting NIB: JMRC/O&S/CFS/2021-22/NIB/03 was held on 03/01/2022 at 1100 hrs and queries were received from prospective bidders during the meeting and subsequently. JMRC hereby issued clarification to the queries. The clarifications as issued herein shall be form the part of the bid document of above mention NIB.

Clarification of queries are as follows.

S. No.	Query Received	Referred Clause	Clause Particulars	Clarification of JMRC
1.	Query regarding consortium	Annexure 3,4,5 of ITB	Application	The bidder shall submit signed and stamped (lead member in case of Consortium) copy of the Bid Document as per clause 4.1.1 of Technical Bid stated that the same is "NA"
2	Annexure 9 compulsory to bidder who have not [provided services to any metro	Annexure of ITB	Certificate by bidder	It is mandatory to provide
3	Government departments have prescribed format for providing experience certificate. Will their format against your format is acceptable	Annexure of ITB	Experience Certificate	Yes, government department certificates are acceptable as per Annexure-1
4	Apart from ESIC, any insurance covered	SPECIAL CONDITIONS OF CONTRACT (SCC)	Apart from ESIC , any insurance covered	Yes, refer clause 6.6 of SPECIAL CONDITIONS OF CONTRACT (SCC) of the Bid Document
5	Contractor can be asked to provide additional manpower at one day's notice	2.1.3 of ITB	The contractor may be asked to provide additional trained and uniformed manpower at one day's notice	Yes, refer clause 2.1.3 of ITB



JAIPUR METRO

JAIPUR METRO RAIL CORPORATION LIMITED**(Directorate of Operations & Systems)**

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6.	8 Hrs and 4 Hrs shift	2.1.6 of ITB	Deployment of man power	Detail already mentioned at clause 2.1.6 of ITB for operational requirement.
7.	Is the given frequency maximum permitted.	2.1.8 of ITB	Quantity of items	Refer clause 2.1.8 of ITB
8	Is lady mandate for Creche management	2.1.1(a) of ITB	Scope of work	Yes, it is mandatory
9	Valid license issued by competent authority	SPECIAL CONDITIONS OF CONTRACT (SCC)	SPECIAL CONDITIONS	Refer to clause 1.1 of SSC
10	Movement of manpower from one to another station	-	-	As per operational requirement.
11	Training should be of 7 days instead of 3 days	6.9 of SPECIAL CONDITIONS OF CONTRACT (SCC)	Training	Refer clause 6.9 of Special Conditions of Contract training is for 03 days only
12	Seeking for EMD exemption .As firm is MSME register in UDYAM for rajasthan and have office in Rajasthan will eligible for EMD Exemption	Clause 1.1.2 point C of NIB		Valid Micro, Small and Medium Enterprises (MSME) registration certificate for such type of services of Government of Rajasthan to be submitted for exemption.
13	Performance Security-As per central Govt Notification performance security amount should be 3% of total contract value	Clause 1.1.2 point R of NIB	Performance Security	JMRC follows RTPPR ,according to RTPPR it is upto 31.12.2021
14	Labour Act 1970	-	Labour Act	No query specifically mentioned however
15	Similar Service	Clause 2.1.3 of NIB	Similar Service	Refer clause 2.1.3 of NIB, No query specifically mentioned however

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16	Financial Bid	BOQ	Financial Bid	Refer to BOQ point 3,if quoted below or at par it will be rejected summarily
17	Refeered Exp. As per Bid required or having all information to be considered		Experience	Refer clause 1 of Special Conditions of Contract(SCC)


Executive Director (Operations)
JMRC, Jaipur