

“Tender for providing Annual Maintenance Contract of PSG/PSD System installed at 33 stations of Gujarat Metro Rail Project Phase -1”							GMRC's Response/ Clarifications dated 13-05-2022												
TENDER NOTIFICATION No: GMRC/AMC PSD/PSG Works/PH-1/2022, Dt: 07/04/2022																			
Sr. No.	Section/ Volume No.	Page No.	Clause No / Appendix	Para No.	Tender Condition	Tenderer's Query	GMRC's Response/ Clarification												
1	NIT		1.1.3.2 Minimum Eligibility Criteria:	11	The bidder should have experience of design and supply and /or Installation/ testing / commissioning or maintenance services of Half height/Full height PSD system as a prime contractor/ JV member/Sub-contractor for Metro Rail / Mono Rail PSD system.	We understand that any contractor having an experience of only installation, testing and commissioning would be eligible for bidding. Kindly confirm.	The Tender Clause is self explanatory Refer NIT Clause 1.1.3.2 tender condition Prevail												
2	SOW		Clause 10:	10	Employee Training and Competency of maintenance personnel  GMRCL will charge a training fee of Rs. 50,000 for the alternate candidate from the contractor if the training is to be arranged by GMRCL	If training for the alternate candidates is arranged internally by our firm... whether the training fee will be waived off ?	Training fees is against training imparted by GMRC to alternate candidates.												
3			Clause: 13: Penalty:	10	(ii) Exceeding the required completion time (PSD down time) for any activity on part of the contractor will invite a penalty of INR 500 (Indian Rupees five hundred only) per hour per activity.  (iii) Exceeding the maximum allowable completion time for any activity (incl. optional services) on part of the contractor will invite a penalty of INR 500 (Indian Rupees Five Hundred only) per hour per activity. The calculation of excess time will start from expiry of maximum allowable completion time.	Mentioned Exceeding the required completion time (PSD down time) but the MTTR time/max allowable completion time is not specified. Kindly clarify the same.	It is clarified that provision contained in clause 13 (ii) & (iii) shall be linked with obligation of the contractor mentioned in clause 3.1 (ii) of Scope of Work.  MTTR requirement shall be 30 minutes excluding local travel time.												
4	SOW		Unavailability of manpower below the minimum requirement shall invite	11	<table border="1"> <thead> <tr> <th>Sr. No</th> <th>Personal</th> <th>Penalty Per Day</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Manager/ Sr. Supervisor</td> <td>₹ 10,000</td> </tr> <tr> <td>2</td> <td>Supervisor/Supervisor</td> <td>₹ 6,000</td> </tr> <tr> <td>3</td> <td>Maintainer/Technician</td> <td>₹ 4,000</td> </tr> </tbody> </table>	Sr. No	Personal	Penalty Per Day	1	Manager/ Sr. Supervisor	₹ 10,000	2	Supervisor/Supervisor	₹ 6,000	3	Maintainer/Technician	₹ 4,000	How will the penalty be calculated? whether all days of a month will be considered or except Rest/week off /leave of personal? If it's considered for full month, we must keep additional staffs like rest givers/back up to cover emergency leaves... if so, costing also will vary from	Minimum manpower availability is for all days of months irrespective of holidays/rest days/leave etc.
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			penalty at the following			bidders to bidders based on their own assumptions.	
5	SCC		Sub Clause 11.6 Payment interim and final	5	The payment shall be made on a quarterly basis for the activities carried out as per the work orders in a month. At the end of the quarter, the contractor shall submit necessary documents & Bill in the standard format for payment.	Request for monthly payment instead of Quarterly as the value is more and MSME's fund flow will be affected	Refer Sr.No 1 & 2 Addendum No 1
6	NIT		Para1.1.3.1 V(C)	6	The overall performance of the tenderer (all members in case of JV/Consortium separately) shall be examined for all the on-going AMC Work awarded by GMRC/ any other Metro Organisation (100% owned by Govt.) of value more than 40% of NIT cost of work and also for all the completed AMC Works awarded by GMRC / any other Metro Organisation (100% owned by Govt.) within last one year (from the last day of the previous month of tender submission), of value more than the values specified in clause 1.1.3.2 A(iii) of NIT executed either individually or in a JV/Consortium.	<p>We request that the above para (1.1.3.1 V(c)) should be deleted</p> <p>Para1.1.3.2 of minimum eligibility criteria (Work Experience of NIT) clearly lays down the experience requirement with respect to PSD design supply and/or Installation Testing commissioning or maintenance services. It also clearly defines similar work for this contract. This eligibility crieteria is well understood.</p> <p>With respect to AMC work we wuld like submit that AMC work starts only after DLP and as the installation of PSD doors is quite recent in India and therefore credentials for any substantial AMC work for this item are not available with any Indian Firms. Even in DMRC which is the oldest Metro organisation there is no such company which has experience required in terms para 1.1.3.1 V(c) above for PSD related activity. PSD related AMC work is quite different for AMC for other items like lifts/elevators/ escalators or some equipment as such having AMC</p>	<p>Please refer NIT Clause No 1.1.3.2. Evaluation is as per the minimum eligibility criteria. Also in Clause 1.1.3.1 V (c), DLP support will be treated same as CAMC/AMC.</p> <p>Refer Sn. 3 of Addendum No.1</p>

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						qualification for some other product and equipment has little or no relevance. We therefore request that the above para (1.1.3.1 V(c)) should be deleted as there would be hardly any firm which would meet the requirement of minimum eligibility criteria as well as AMC experience and these two conditions put together become so restrictive that they would completely eliminate competitive tendering .In any case a bidder who has successfully done installation testing and commissioning of PSD on metro system would always be fully equipped and technically competent to carry out AMC work.	
7					-	Timeline of the contract? Starting date and Ending date?	Please refer NIT Clause No 1.1.2, completion period of work is 3 years.
8	General			-	-	How many stations are operational currently?	Please Refer to Note no. 3 in Scope of Work.
9	General			-	-	Supply of spare parts for the PSD system is under whose scope?	Supply of OEM Spares will be under the scope of GMRC.
10	General			-	-	How are 42 technicians distributed across 33 stations ? How many shifts will be there ?	Please Refer to Notes in Scope of Work.