

"TENDER FOR CONTRACT FOR CUSTOMER FACILITATION SERVICES AT METRO STATIONS OF AHMEDABAD METRO RAIL PROJECT PHASE-1."							<u>GMRC's Response/ Clarifications dated 16-05-2022</u>
TENDER NOTIFICATION No GMRC/O&M/CFS-01/2022:, Dt: 21/04/2022							
Sr. No.	Section/ Volume No.	Page No.	Clause No / Appendix	Para No.	Tender Condition	Tenderer's Query	GMRC's Response/ Clarification
1	Employer's requirement	3	2.5	-	The man day (deployment) is for eight hours shift. However, manpower deployment may be carried out in four hours shift as well based on Operational requirement. Services will be required in 4 hours shift, generally any time from 05:00 Hrs. to 24:00 Hrs.	Request you to please clarify on how the deployment is planned for 4 hrs. shift and How it will ensured that a staffs work for 8 hrs. a day?	As mentioned in BOQ, Shift is of 04 Hours. Deployment may be required in multiple of 04 Hour shifts, Ranging from 04 hrs. / 08 hrs. / 12 hrs. Depending upon Revenue Operation
2	-	-	-	-	-	As per the BOQ, bidder is allowed to quote only the Administrative charges and profit in percentage. How the bidder has to quote for Reliever charges? If it has to be in the Administrative charges, will the minimum Administrative charges to be quoted be not less than 16.67%? or will GMRC pay the reliever charges separately? Kindly clarify.	As per SCC- Clause 25.2, Rate is derived for 04 Hour Shift. Manpower required to adjust Leave/Rest etc. is upon the Contractor. GMRC shall not pay for such provisions. There is no separate provision to quote such expenses. The bidder shall quote such charges in Administrative Charges.