



STATION MANAGEMENT SERVICES (SMS-01-2017) TENDER

PRE BID QUERIES and Clarifications

Sl.NO	Clause no/Page no	Query	CMRL Response
1	5.0/page no.9	Should the bidders have experience in all the three services i.e, Housekeeping, Ticket vending and Customer care service provider?	Please refer tender clause No:7.1(b), Page:10, which clearly replies to the query.
2	5.1/page no.9	Is joint venture/Consortium allowed?	Joint Ventures/consortium's are not permitted in this Tender.
3	Annexure 4, Sl.no 15/page no.56	Can the bidders having pest control license in other states participate or can the pest control license be procured after the issue of LOA	Based on the concerns received from various bidders, the above clause is modified as: "Pest Control must be done by agencies holding valid Pest Control License in Chennai. An undertaking in this regard needs to be submitted by bidders" (please refer Addendum No.1 (SMS-01-2017))
4	19/page no.15	BG format has not been given. Will CMRL provide the format or general format to be followed	BG Format shall be issued. (Please refer Addendum No.1 (SMS-01-2017))

5	General	Minimum Annual Turn Over and Work experience-Can tenderers be entertained to participate by providing the parent company balance sheet and work experiences to contest in the tender?	In case the bidder is a 100% owned subsidiary of internationally reputed firms, then the bidder can seek qualification on the basis of its Parent company credentials. Authorization for use of such technical or financial capability from the parent company along with documentary proof supporting that the tenderer is a 100% subsidiary of the parent company must be submitted as part of techno-commercial bid. (please refer Addendum No.1 (SMS-01-2017))
6	General	Can Tenderer's forms a consortium with an Indian company to participate in the tender as a lead member?	Joint Ventures/consortium's are not permitted in this Tender.
7	General	Since CMRL is partnership between central and state what minimum wages to be followed? (generally for railways and aviation we follow central minimum wages)	Minimum wages of Tamil Nadu Government to be followed. CMRL shall reimburse any increment in state wages on submission of proof of payment to the staff deployed for CMRL-Station Management Services for Stage-2A stations. (please refer Addendum No.1 (SMS-01-2017))
8	8.0/Page no.11	If we are 13-14 loss made and 14-15 & 15-16 profit making then can we participate the tender? We are requesting to consider the same and allow us to participate the tender.	Please refer tender clause No:8.0, Page:11, which clearly answers the query raised.
10	General	We are service provider for Delhi Airport but the contract is with GMR. Can this work order is used.	Please refer tender clause No:7.1(b), Page:10, which clearly replies to the query.

11	General	On submission of bill can an immediate release of 80% of claimed value be made for facilitating of easy cash flow	In case of dispute, CMRL shall pay 80% of the bill raised by contractor within 21 days from the date of submission of bill, subject to compliance of all statutory requirements. (please refer Addendum No.1 (SMS-01-2017))
12	Table G/Page No.30	Station wise equipment requirement is not mentioned in the tender document, hence kindly share the same	The equipment available in the stations is available in the tender. For any additional clarifications, Contractors are encouraged to visit station premises with prior authorization by CMRL
13	General	Please share the No. of Toilets (Gents/Ladies)/Western Closet/WB?	Each station has 5 Toilets. 2 for Gents, 2 for ladies and One for Physically challenged.(please refer Addendum No.1 (SMS-01-2017)) For any additional clarifications, Contractors are encouraged to visit station premises with prior authorization by CMRL
14	General	Please clarify any Garden maintenance included in the scope and Scope of Work and Area to be shared if included in the scope	Garden maintenance is excluded from the scope of contract. (please refer Addendum No.1 (SMS-01-2017))
15	General	No. of work stations?	Please refer Tender document. For any additional clarifications, Contractors are encouraged to visit station premises with prior authorization by CMRL
16	General	Average Footfalls per day in each station to be shared	Passenger flow varies from station to station. Contractors are required to quote based on their experience.
17	General	No. of Staffs to be shared?	SMS(Part-1) is Service Level Agreement (SLA) based. So contractors are requested to make their own judgment on the number of staff to be deployed. Minimum number of staff required for SMS(Part-2) is specified in the tender document.

18	Point No.31/Page No.38,	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	Please refer clause 8.0/Pageno:33. For any additional clarifications, Contractors are encouraged to visit station premises with prior authorization by CMRL
20	Page 49	As the deployment of manpower is for 7 days operation will the Holiday wages be reimbursed by CMRL?	NO reimbursement of holiday wages shall be done by CMRL.
21	Page 49	Whether the Minimum Deployment given in the tender document is inclusive or exclusive of reliever?	Minimum deployment mentioned vide Page:49 is exclusive of Reliever.
22	General	Will CMRL reimburse the minimum wages revision that may occur during the contract period – please confirm?	Please refer CMRL reply to Query no:7, mentioned above.
23	General	Any tank cleaning is under scope, hence please share the size of tank and frequency of cleaning	Two water tanks and One sewage sump of 3X4X2mts (approximate size) are available at each station. They need to be cleaned on quarterly basis. (please refer Addendum No.1 (SMS-01-2017))
24	Point No.33/Page No.39,	Scope includes drainage cleaning and sewage cleaning, hence please share the frequency of Cleaning	Please refer to CMRL reply to query No.23
25	2.1/Page No.27 & 28	Cleaning materials and Consumables quantity mentioned in the tender document in for 1 month or 1 year	Please refer Tender document table 2.1/page no:26.
26	Page No.50	DEPLYOMENT OF KEY PERSONNEL (0600hrs to 2300hrs) assuming 2 Nos as per	The minimum deployment mentioned vide Page:49 is exclusive of Station Service

		shift timing, is Inclusive / Exclusive of min. deployment mentioned in Page 49	Managers-who are part of the key personnel mentioned in the tender document.
27	General	Please confirm any Façade cleaning included in the Scope, if yes please share the frequency of the cleaning	The scope includes complete cleaning of Station premises including facades
28	General	Any increase in taxes (like service tax) or imposition of new tax (GST) shall be reimbursed by CMRL?	Please refer to Clause No:20(5), Page no:16 which replies to the query raised.
29	General	Whether contractor need to provide personal toiletries like liquid hand-wash, c-fold, toilet rolls, naphthalene balls, etc.,? Please clarify	Provision of Toilet consumables is part of the scope of contract.