

ADDENDUM No. 1

Tender reference No. STAGE 2A-FMS-SYS-2016-17

Dated:31.03.2017

Tender for providing facility management services at nine under ground stations viz. Thirumangalam, Anna Nagar Tower, Anna Nagar East, Shenoy Nagar, Pachaiyappa's College, Kilpauk Medical College, Nehru Park, Egmore and Chennai Central (Corridor-II) Metro Stations and Tunnels (Stage 2A).

Sl. No.	Page No.	Tender Clause No.	Description	Addendum / Amendment to the Bid document
1	GCC-Preamble-n.C (Page-11)	The FMS agency shall develop Mobile App for scheduled maintenance of equipments and breakdown status.	Please provide the detailed requirements of mobile Application that has to be developed.	App to be developed by FMS agency for all type of maintenance of equipment and breakdown of the equipment.
2	GCC-5.0.2 (Page 15)	Work experience of having completed similar works during last 5 years. Similar work means operation and maintenance of various electrical equipment in LT, HT equipment up to 33KV, including fire alarm system, chiller, VRF, AC system.	Please confirm whether the experience from other industries is accepted (or) Metro Rail / TVS experience only is required.	Other industries and large scale infrastructure companies will be acceptable. Experience in registered companies only will be acceptable
3	GCC - 7.0.A (Page 16)	Total Annual Turnover of the bidder with respect to FMS work during the last three years audited financial years shall not be less than 80% of the advertised tender value per annum.	Since the estimated cost is for 4 years, we kindly request you to consider annual turnover of the bidder shall be less than 80% of estimated cost per annum.	As per tender.
4	GCC - 7.0.B (Page 17)	Work experience for Estimated cost of Rs.10,13,12,404/-	Estimated cost of Rs.10,13,12,404/-	As per tender.

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5	GCC - 14.c.ii (Page 22)	Minimum Wages Act 1948	<p>Please confirm whether minimum wages of State or Central to be considered.</p> <p>Please specify the category of State minimum wages (Shop & Establishment or General Engineering)</p> <p>We request you to reimburse the revision in the minimum wages by the government since it is a statutory requirement.</p>	<p>Central/State minimum wages are accepted.</p> <p>Central /State minimum wages are accepted.</p> <p>Not accepted</p>
6	GCC - 21.0.2 (Page 26)	The bidder shall quote his rates inclusive of all taxes, service tax, duties, royalties, statutory minimum payments....	Please confirm whether service tax to be included or excluded in the quoted prices.	Service Tax will be payable. FMS Agency shall quote base rate only.
7	GCC - 41.0.4 (Page 35)	Contractor shall submit the police verification of each employee and staff.	Please confirm whether police verification is required or valid identity proof is sufficient.	Yes, Police verification is required.
8	GCC - 49.0 - Key Performance Indicator (Page 37)	Key Performance Indicators	Please provide KPI's on measurable basis.	Revised KPI incorporated in Annexure-I
9	GCC - 49.0 - Performance Management (Page 38)	The overall performance grading will be done by on a monthly basis. The payment as per the bill raised by the contractor will depend on the overall score obtained by the contractor.	We request you to consider deduction only on the service charges and not on the overall bill value.	Deducted from overall bill.

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10	Part-A: I -1.xv (Page-43)	Co-ordination with comprehensive AMC vendor / Contractor and Day to Day execution of AMC shall be the responsibility of FM.	Please clarify what will be our scope of work after the completion of comprehensive AMC of Vendor/Contractor.	Scope of work will be as per tender.
11	Part-A: II -Inclusions (i) to (xii) (Page-45)	Replacement of bulbs/tubes/chokes/starters/ballasts for common area...	Please clarify whether we have to consider these INCLUSIONS items in our costing, since you have mentioned in the "NOTE" that the same is reimbursable.	Will be reimbursed
12	Part-A: II -Inclusions-Note (Page-46)	Following will be reimbursed by CMRL (Actual Cost +10% overhead)	Reimbursement overhead is low. Kindly consider Actual cost + 25% overhead	Following will be reimbursed by CMRL (Actual Cost + 15% overhead)
13	Part-B: I -Minimum Requirement Tools (Page-55)	Minimum Requirement of Tools	Please specify the quantity of Minimum tools.	Given tools are indicative and quantity will be decided by the FMS agency.
14	Part-C :-Minimum Requirement Tools:Page 66	Minimum Requirement of Tools	Please specify the quantity of minimum tools.	
15	Page - 80	Minimum Manpower (Manager-1, Junior Engineer-14, Technicians 50, TOTAL=65)	Please provide the break-up for the manpower considered by you.	Manpower furnished in the tender document is a view of CMRL only. Contract may provide manpower as per their own consideration, but should not be less than what is stated in tender document.

Sl. No.	Page No.	Tender Clause No.	Description	Addendum / Amendment to the Bid document
16	Page - 80	The FMS agency may make his own assesment based on workload and deploy accordingly in shifts for 24x7 working.	Kindly confirm whether we can consider manpower lesser than the minimum specified without affecting the schedule	No. minimum manpower shall be available for 24X7
17	Eligibility criteria (Page - 81)	Qualification of Plumber	Please specify the qualification for plumber. Since plumber with ITI qualification is not available in the market, we kindly request you accept experienced plumber without ITI qualification.	Agreed, plumber shall have minimum 5 years experience.
18	Financial Bid - Note ii (Page 110)	Elements of Service tax should be shown separately by the bidder.	In the financial bid there is no specific column provided for entering the service tax value. Please provide the same.	Page No.110 Note No iv "Elements of Service Tax should be shown separately by the Bidder" removed
19	-	-	Kindly confirm whether we shall cluster the stations and plan for O&M accordingly.	Contractor to submit deployment plan and get approval from CMRL.
20	-	-	As discussed in the pre-bid meeting, please send us the revised manpower and estimated cost for 7 stations instead of 9 stations	There is no revised manpower. Please follow as per tender.
21	-	-	We request you to arrange a clarification meeting after the release of addendum.	No. Further clarification meeting.

Sl. No.	Page No.	Tender Clause No.	Description	Addendum / Amendment to the Bid document
22	-	-	We request you to extend the due date of submission of tender to 17/04/2017, since addendum will be released only on 03/04/2017 and subsequent meeting may be required for discussions on addendum.	Follow as per Tender, will be uploaded in website if any change.

S. No	Page No.	Tender Clause No.	Description	Addendum / Amendment to the bid document.
1	Tender document page no. 5	Due date of submission of tender: 06 th April 2017	Since document preparation need sufficient time we request CMRL to extend the last date for submission to 13 th April 2017 instead of 06 th April 2017.	Follow as per tender. Will be uploaded in Website, if any change.
2	Tender document page no.15	Eligibility criteria and evaluation criteria of bidders- Work Experience of having completed similar works during last 5 years ending last day of the previous month. Similar work means operation and maintenance of various Electrical equipment's in LT, HT equipment up to 33 KV, including fire alarm system, chiller, VRF, AC system.	We request CMRL to relax on the eligibility criteria to O&M of Electrical system (or) O&M of Electrical cum HVAC system (or) O&M HVAC cum BMS system (or) O&M of MEP system (or) O&M of HVAC system.	Please follow as per tender
3	Tender document page no. 17	Work experience - 3 similar works not less than 40% of the estimated cost of Rs.10.13,12,404/-, (or) 2 similar works not less than 50% of Rs.10,13,12,404/-(or) 1 similar works not less than 80% of Rs.10,13,12,404/-.	Since the contract is for 4 years we request CMRL to revise the work experience to `3 similar works not less than 40% of the estimated cost of Rs.2.50,00,000/-, (or) 2 similar works not less than 50% of Rs.2,50,00,000/-(or) 1 similar works not less than 80% of Rs.2,50,00,000/-'.	Please follow as per tender
4	Tender document page no. 22	Minimum wages act 1948 to clarify on category whether to consider Shops & Establishment (OR) General Engineering of TN (OR) Central Wages.	Request CMRL to consider MWA of TN pertaining to Shops & Establishment, which is lower compared to General Engineering.	Central / State minimum wages are accepted
5	Tender document page no. 26, S. No. 21.0 Tender Prices	Clarify whether service tax to be included in our pricing	Normally Service Tax will be charged extra at actuals	Service Tax will be payable. FMS agency shall quote base rate only.

S. No	Page No.	Tender Clause No.	Description	Addendum / Amendment to the bid document.
6	Tender document page no. 22	Price variation @ 5% for the second year,10% for the third year, 15% for the fourth year and 20% for the fifth year (if extended) over the base rate is permitted	Since Services required highly qualified skill set and to retain skilled manpower to deliver quality work, we need to offer decent increments to employees to keep their moral high we request CMRL to revise price variation @ 10% for the second year,15% for the third year, 20% for the fourth year and 25% for the fifth year (if extended) over the base rate.	Please follow as per tender
7	Tender document page no.46	Repair & Rewinding of Pumps/Motors etc.	Request CMRL to clarify on scope of repair & rewinding of pumps/ motors and another relevant works.	Repair, rewinding and similar services rendered are reimbursable.
8	Tender document page no.80	Manpower	Request CMRL to clarify on minimum no. of manpower to be deployed at each station under each category as total no. of manpower mentioned in your tender is 65# (minimum).	Manpower furnished in the tender document is a view of CMRL only. Contractor to provide man power 24 x 7 as per their own consideration, but should not be less than what is stated in tender document.
9	Tender document page no.38	Performance Management-FMS	Request CMRL to throw better clarity on Performance Management as it is not clear.	Revised KPI incorporated in Annexure - I
10		Tools	Can we consider 01# under each category wherever no quantity is mentioned in tender.	Given tools are indicative and quantity will be decided by the FMS agency
11		Minimum Wages	Request CMRL to reimburse the increase in minimum wages by labour department from time to time during the contract period.	Regret

Sl.No.	Page No.	Clause No.	Description	Addendum / Amendment to the bid document
1	11	A	"The FMS Agency shall have a bicycle in each station." - Please clarify whether the cost of bicycle will be paid by client or we have to include in our costing If Service provider Please quantify number of bicycles.	One bicycle in each station and procured in contractor cost.
2	11	B	"The FMS agency keeps a biometric attendance system." - Please clarify whether the cost of biometric machine to be included in our costing. If Service provider Please quantify Bio-metric machines.	One Bio-metric to be provided in each station by contractor cost.
3	11	C	Refer Pg: 11 - Clause C: "The FMS agency shall develop Mobile App for scheduled maintenance of the equipment's and break down status to lodge complaints and status monitoring." - Please clarify the cost of App development should be included in costing.	The cost of App development shall be bear by the contractor.
4	11	D	Refer Pg: 11-Clause D: "Each staff should have Smart mobile phone to access the app and GPS locator enabled to track and map the staff." - Please confirm whether the cost of Smart phone to be included in costing.	Each staff should possess their own android based smart phone loaded with the app. costing to be borne by contractor.
5		General	Please quantify number of Smart Phones General	Each staff should have their own android based smart phone.
6	11	E	Refer Pg: 11 - Clause E: "The FMS Agency must arrange common CUG for their staff." - Please confirm the communication charge is inclusive in costing.	CUG feasibility bear by the contractor
7		General	Please confirm whether we must consider state minimum wages or central minimum wages if State MW need classification General	Central / State Minimum Wages to be followed
8	80		Please clarify the manpower given in tender document is inclusive of reliever or exclusive of reliever, if exclusive kindly confirm the charges will be paid extra by client or we must include in our costing.	Manpower furnished in the tender document is a view of CMRL only. Contract may provide man power as per their own consideration, but should not be less than what is stated in tender document.

Sl.No.	Page No.	Clause No.	Description	Addendum / Amendment to the bid document
9		General	Please confirm ESI is eligible or we have to take insurance separately, if it is kindly confirm type of insurance and policy value to be provided.	Regarding ESI please refer page no.22 clause "d" and regarding insurance please refer page 121 articles 13.
10		General	Please confirm if any revision in minimum wages whether it shall be reimbursed by client	No.
11		General	Whether we have to quote inclusive or exclusive of Taxes	Exclusive. Tax will be paid at actual, on submission of proof of payment.
12		General	Please confirm if any revision in existing taxes, statutory and imposition of new taxes shall be reimbursed by Client	Please refer page no. 46.
13		General	Please check the leave wages, Holiday wages, Gratuity is applicable	Not applicable.
14		General	Please clarify M&E tools, spare and consumable shall be provided by client or we have to consider under miscellaneous items.	Shall be provided by the contractor only.
15		General	Please clarify for providing additional manpower the client will be pay extra	Please refer to point no.8 above.
16		General	Please confirm police verification certificate is necessary	Yes, FMS Agency to produced police verification certificate.
17		General	As we are providing manpower for 9 locations, please confirm where we have to submit the bill (single bill or 9 separate bills).	Single Bill
18		General	Please check the eligibility criteria to participate we must have experience in security & fire fighting and we have to submit the supporting document for the same. Hence please check.	Please follow the eligibility criteria as per tender document
19	109		In this tender has five different service but price to be filled only for Technician and salary structure will varies for each category. Unable to accommodate price for all five category in the price bid given in the tender document	FMS agency as to work out cost and according to quote
20	Page No.36 Point No.49		Page No.36 and Point No.49 Key Performance Indicators, how quantification need more clarity	Revised KPI incorporated in Annexure-I

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21	45, 46		Page No.45 point "Inclusion & Exclusion of the Services" need more clarity like rewinding	Refer note page no.46.Repair & Rewinding and similar services rendered are reimbursable.
22	55, 56		Tools & Tackles give different page no 50/ 51 / (55 / 66 not mention qty) 74 / for HVAC, kindly provide the minimum quantity for the same Page No.55, 56	Contractor to decide the requirement and procure. Listed tools are indicative only.
23	109		Referring to the Page No.109 Tools & Tackles need give unit rate or total qty. rate, if that is case please provide minimum qty for all the Tools mentioned	Total rate. FMS agency to be ensure to provide tools and tackles as per requirement at their own cost.
24	110		Page No 110 Revision will be from base rate or increased rate from second year, please clarify	Refer page 110 note V
25		General	In MW need to take provision or CMRL will give as per notification	Central/State minimum wages to be followed
26		General	Holiday wages list will follow as per CMRL Norms or Service provider has to consider Government	FMS agency to be ensure 24x7 man power will be available
27	123		Page No 123 and Point No 15 need clarity	Please follow as per tender
28	110		Page No 110 Note 2 "Elements of Service Tax should be shown separately by the Bidder" need more clarity	Page No 110 Note No iv "Elements of Service Tax should be shown separately by the Bidder" removed
29	81		Page No 81 Eligibility Criteria for JE's and Technicians: Plumber Qualification	Eligibility Criteria for JE's and Technicians please follow as per tender. For Plumber shall have minimum 5 years experience.

This Addendum forms the part of the Tender Document (Technical Bid) and is required to be signed and sealed by the bidder while submitting bids to CMRL.

Chief General Manager (Electrical Inspector)

Date: 31.03.2017

Place: Chennai – 600 107