



# CHENNAI METRO RAIL LIMITED

Tender No. Security Services/Stage-1&2B/2018

Date: 02/07/2018

TENDER FOR PROVISION OF SECURITY SERVICES  
(SKILLED AND TRAINED MANPOWER)

AT

STAGE-1 SEVEN METRO STATIONS  
(KOYAMBEDU, CMBT, ARUMBAKKAM, VADAPALANI,  
ASHOK NAGAR, EKKATUTHANGAL & ALANDUR)

AND

STAGE-2B TEN METRO STATIONS (SAIDAPET METRO, NANDANAM,  
TEYNAMPET, AG-DMS, THOUSAND LIGHTS, LIC, GOVERNMENT ESTATE,  
HIGH COURT, MANNADI AND WASHERMENPET)

## **Pre-Bid Queries/Replies**

Sl No	Tender reference	Points raised in the pre-bid meeting	CMRL Reply	Addendum issued (Yes/No)
1	Para 3(a) Chapter-II	Letter of Guarantee from Banker is acceptable in place of EMD	Not agreed. Tender conditions will prevail.	No
2	Para 20(b) Chapter-II, Para-19 of Chapter-III, Para-2 of Chapter-IV, chapter-IX.	With regard to duty timings of Supervisor/Guards deployed, it is statutorily not viable to operate in 2 shifts, since the CMRL operational timings is 1900 hrs ie from 0500hrs to 2400 hrs. Hence the shift timings can be considered for 3 shifts a day on 0800 hrs basis.	Partially agreed. Please refer Addendum- 1/2018	Yes
3	Annexure-10	Insurance & Indemnities as per Annexure-X in Tender document-We request you to abort the clause, since it is not commercially viable to cover your requirements.	Not agreed. Tender conditions will prevail.	No
4	Point-2 Chapter-III	Security guard and security supervisors should be well versed in the operation of CCTV, hence please clarify whether CCTV operators are part of tender or not.	Not part of operation. However, knowledge of operation of CCTV by security guards will be useful during emergency situations.	No
5	Point-8 Chapter-III	Request CMRL to clarify approximate equipments which	The variation is based on actual	No

		<p>may vary as per the requirement of CMRL apart from the given no. of equipment's in the given tender. It is mentioned that security equipments should be new with warranty / guarantee period, but the make or the brand is not specified.</p>	<p>requirement. In this connection refer para 8 of Chapter-III. As per existing procedure use of brand names and catalogue numbers of any item in the tender is not permissible.</p>	
6	Point-9 Chapter-III	<p>CMRL has specified that the contract might be as a whole or part of it. We understand this can be worked on providing manpower but not equipments. In equipments, capex is involved and amortization for the same is calculated on the contract period. Thus, by calculating on this method we would bill to CMRL from 1<sup>st</sup> month on the entire quantity of equipments so that we can recover our capex by end of the contract. Request clarification on the same.</p>	<p>Not agreed. Sufficient time (maximum 15 to 30 days) will be given to the contractor before installation of Security equipments at new metro stations where work is in progress. Tender conditions will prevail.</p>	No
7	Point-12 Chapter-III	<p>Please clarify what would be the sanctioned strength at the discretion of CMRL.</p>	<p>Please refer Addendum No.1/2018</p>	Yes
8	Point-13 Chapter-III	<p>The tender is called for only for 31 frisking points. This point clearly states security is responsible for paid area, rolling stock depot, and administrative office premises, whereas the tender specifies the requirement of security is for the 31 frisking points.</p>	<p>Please refer Addendum No.1/2018</p>	Yes
9	Point-17 Chapter-III	<p>As per tender, there are only 6 supervisors deployment for 17 stations and 2 shifts per day. The responsibilities given to the supervisors as per the said point is not possible with 6 supervisors supervising 17 stations in 2 shifts. Each supervisor per shift has to take responsibility and deliver according to the requirement of CMRL for 6 stations, which is not possible to comply. We request one supervisor per</p>	<p>Not agreed. Tender conditions will prevail.</p>	No

		station per shift to deliver services as per CMRL expectations.		
10	Point-19 Chapter-III	Does CMRL require 24/7 security at the frisking points or only for the operational hours which starts from 0500 hrs. to 2400 hrs. Kindly clarify.	Please refer Addendum No.1/2018	Yes
11	Point-21 Chapter-III	Please clarify why earned leave, National & Festival Holidays and Gratuity is not specified in the said point where other statutory like basic VDA, EPF, ESI and Bonus is considered. Earned Leave, NFH and Gratuity are also a part of statutory obligations of the principal employer as per Labour Laws and Minimum Wages Act.	Please refer Addendum No.1/2018	Yes
12	Point-25 Chapter-III	Ex-servicemen as security guards comes under DGR notification and the Basic and VDA, other statutory are different from Tamil Nadu Minimum Wages Act. Please clarify.	Considering the difficulties expressed to engage Ex-servicemen, the Contractor may engage Ex-Servicemen as per availability covering the tender conditions.	Yes.
13	Point-29 Chapter-III	As per tender, the requirement is only for 31 frisking points. Please clarify how a security guard can be responsible to manage the crowd in paid and unpaid area while being deployed at the stated 31 frisking points.	Please refer Addendum No.1/2018	Yes
14	Point-35 Chapter-III	Providing additional manpower and security equipment needs certain planning and the same might not possible to provide 1 day(s) notice. Any company needs adequate time to provide the same which again depends upon the number of manpower required and the type of equipment required. Please clarify.	In emergent situations, the service provider has to provide sufficient manpower/ Security equipments on short notice as mentioned in the tender conditions. However adequate time (15-30 days) will	No

			be given for the arrangement.	
15	Point-41 Chapter-III	Please clarify the said point as there is no specified number of manpower given in the tender to arrive at 30% reduced or enhanced strength.	Please refer Addendum No.1/2018	Yes
16	Point-14 &15 of Chapter-IV	As per tender, the requirement is only for 31 frisking points. Please clarify how a security guard can be responsible to manage point no. 14 (h,l,j,k and s) while being deployed at the stated 31 frisking points.	Please refer Addendum No.1/2018	Yes
17	Point-3 & 4 Chapter-II	Request to exempt from prequalification criteria like payment of Tender Fee, EMD, work experience, Turn over etc. applicable to MSME and NSIC registered organisation as per Govt. notification/order.	Not agreed. Tender conditions will prevail.	No
18	Annexure-3	The experience certificate to be signed by the Client erroneously mentioned as Bidder.	Signature of the Bidder Mentioned in the first part of the Annexure-3 to be read as "client". Please refer Addendum-1/2018 in this regard.	Yes

2. This forms the part of the tender document and is required to be signed and submit along with the bid documents.

**Chief Security Officer**

