


**Corrigendum-III
Part B- Addendum**

S.No.	Existing Clause	Page no.	Amendment
1	Section 3: Eligibility criteria	Pg. 36 to 38	As per attached Annexure-I
2	Section 4: Evaluation criteria	Pg. 39 to 41	As per attached Annexure-II
3	Section 5: General scope of work, clause 10 Contractor shall provide uniform for all staff. Uniform design, specification etc will be provided by MAHA-Metro. Reimbursement will be made as per actual.	Pg. 44	Contractor shall provide uniform for all staff at his own cost which shall not be reimbursable. Uniform design, specification etc will be provided by MAHA-Metro.
4	Section 6: Condition of contract, clause 6.3(f) Any amount paid by the contractor to its employees deployed for Maha-Metro towards Bonus, Leave with wages and Paid national holidays will be reimbursable as per actual expenditure subject to submission of sufficient proof by the Contractor.	Pg. 99	If any Statutory allowances (not mentioned in financial bid), paid by the contractor to its employees deployed for Maha-Metro will be reimbursed at the minimum rate of specified range of that statutory allowances as per current State Government's norms, subject to submission of sufficient proof by the Contractor.
5	Section 9: Revised financial bid and formats	Pg. 135	As per attached Annexure-III and Revised Annexure A to J
6	Wherever in tender document mentioned regarding Chief labour commissioner (Central), minimum Wages (Central) and Contract Labor (Regulation and Abolition) Act 1970 and Contract Labor (Regulation and Abolition) Central Rules, 1970		The same stand amended as Chief labour commissioner (Maharashtra state), Minimum wages act (Maharashtra state), Contract Labor Act & Rules (Maharashtra state), etc.


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Annexure-I**SECTION – 3****REVISED ELIGIBILITY CRITERIA****3.1 General Descriptions:-**

1. The tenders for this contract will be considered only from bidders who meet requisite eligibility criteria prescribed as under.
2. Bidders shall not have a conflict of interest. The bidders found to have a conflict of interest in this tender process shall be disqualified. Bidders shall be considered to have a conflict of interest, if:
 - (a) Submit more than one tender for the work.
 - (b) If bidders in two different tenders have controlling shareholders in common.
 - (c) If bidders have common partner/s
 - (d) If bidders having any family relation with the any employee of MAHA-Metro.
3. A firm, who has purchased the tender document in their name, can submit the tender as an individual firm only.
4. The Tenderer must not have been blacklisted or deregistered by any central/state government department or public sector undertaking of Govt. of India & State Government during last **5 years** and such black listing is not in force on the date of submission of bid.
5. Only Indian firms are eligible to take part in this bidding.

3.2 Minimum Eligibility Criteria: - (Initial Filter)

1. **Experience:** The Bidder should have minimum five years' experience of providing Mechanized housekeeping* services, security/attendant and preferably manpower, electrical, plumbing services in Metro Projects/ Government departments/ Public Sector/ Municipal Corporation within building premises/ Government Educational institutes/Institution working in public domain (submit relevant documentary proof).. Bidder should have similar work experience** during last 5 years' period ending day of the month previous to the one in which the bids are invited should be either of the following:
 - a) One similar successfully completed work/contracts costing not less than the amount equal to Rs.17.66 Crores where bidder has provided similar services. Or
 - b) Two similar successfully completed work/contracts with costing not less than the amount equal to Rs.11.04 Crores each where bidder has provided similar services. Or
 - c) Three similar successfully completed work/contracts with costing not less than the amount equal to Rs. 08.83 Crores each where bidder has provided similar services.

* For a firm to be eligible, they should have experience of using Machines for housekeeping and the client's / employer's experience certificate submitted for the work claimed under similar experience should certify that the work was executed using machineries



****Similar Works Experience:** Experience and satisfactory completion means successful provisioning of Mechanized Housekeeping services and Security/Attendant in Metro Projects / Government departments / Public Sector / Municipal Corporation within building premises / Government Educational institutes/ Institution working in public domain

Note: - Bidder's attention is drawn towards the following while furnishing the experience certificate of Similar Works.

(i) Experience Certificate signed & stamped by Client/Employer with address & contact no's /email ID, clearly describing the number of Personals Deployed, Duration of deployment & Amount received (excluding taxes) towards this deployment will only be acceptable.

(ii) The enclosed experience certificate shall be exclusively for above said services. Any fraudulent/fabricated/forged document related to experience if submitted shall result in rejection of the bidder along with the action of penalizing bidder through debarment or forfeiture of bid security or both.

2. **Senior Leadership/ Management:** Company should have Ex-Defense officer and its equivalent in the Navy or Air Force on its roll for over a year in the leadership role. In case company doesn't have Ex-Defense officer at the time of award of work, then they will have to submit an undertaking that the personnel will be appointed within 60 (Sixty) days of award of work.
3. **Specialist Training:** Contractor shall provide dedicated training (both Hard Skill & Soft Skill) to each staff (TOM/EFO,CFA, Housekeeping, Security guards) before deployment related to its job profile from a reputed training center approved by NSDC agency. Contractor need to take prior approval from Maha Metro for training centre. Contractor shall submit the documentary evidence of formal training imparted to staff prior to deputing in operation. The Training period of staff /Supervisor shall not be lower than 7 days.
4. **Financial Criteria:** The bidders will be qualified only if their average annual turnover over for last Three (03) audited financial years (FY 2017-18, FY 2016-17 & FY 2015-16) is not less than Rs. 44.16 Crores (Only Summary of annual turnover Certified by CA, to be enclosed)
5. **Registration under Provident Fund:** The bidders will be qualified only if they are registered with **Provident Funds Department**. Bidder has to submit attested copy of the certificate of PF registration.
6. **ESIC Registration:**The bidders will be qualified only if they are registered with ESI. Bidder has to submit attested copy of the certificate of registration with **Employee State Insurance Corporation**.
7. **GST Registration:** - The bidder must have a valid GST registration under the relevant act. Bidder has to submit attested copy (attested by gazetted officer) of the certificate of registration.
8. **Private Security Contractor Regulation Act, 2005 (PSARA License):** The bidders must have a valid license in accordance to "Private Security Contractor Regulation Act, 2005" and its amendment from time to time, if any. Bidders have to submit attested copy of the certificate of registration valid on the last date of submission of bid.
9. **ISO Certifications:** The bidder should have ISO 9001:2015, OHSAS 18001:2007, **ISO 14001:2015**& SA 8000 valid certifications as on last date of submission of bid. The bidder should have above mentioned certifications for providing Facility Management Services.



SPECIAL NOTES:

1. The Bidder shall submit details of “**Similar Work Experience**” in the **Form given in Section-7** along with documentary proof such as client’s certificates as mentioned in **clause no.3.2.1** above.
2. Summary of Financial data for last three audited financial years (**FY 2015-16, 2016-17 & 2017-18**) has to be submitted by the Bidder and certified by Chartered Accountant with his stamp and signature
3. The Bid submitted by Bidders, who do not qualify the minimum eligibility criteria as stipulated in the clauses Cl. No. 3.2- (1, 4, 5, 6, 7, 8 & 9) above, shall not be considered for further Technical & Financial Evaluation and such Bids will be rejected. The competency of the bidder for Cl. No. 3.2- (2 & 3) will be evaluated as a part of the presentation given to MAHA-Metro authority.
4. The Contractor should provide an undertaking that they shall comply with all relevant statutory norms like Minimum wage, Employees’ provident fund, Employees State Insurance & Service tax etc.



SECTION -4REVISED EVALUATION CRITERIA

An evaluation committee will be constituted by MAHA-Metro to evaluate the Technical proposals. The evaluation will be based on their responsiveness to the Terms of Reference, and will be done by applying the evaluation criteria. A Proposal shall be rejected at this stage if it does not respond to all aspects of the Technical Qualification & Evaluation criteria.

- Financial Proposals will remain unopened for those Agencies which fail to meet the minimum technical criteria.
- Financial Proposals shall be taken up only with those firm/company who meet the technical criteria.

4.1 Tender Evaluation:

The technical evaluation carries weightage of 70% of Stage-I score & financial evaluation carries weightage of 30% of Stage-II score at final combine scoring of the bidder.

4.1.1 Stage-I: Technical evaluation of Proposals: (Maximum Marks=100), Weightage=70%

On the first stage, the technical proposal will be evaluated on the following criteria. Only those applicants whose technical proposal scores minimum **70 marks** out of **100 Marks** shall be considered for opening of Financial Bid. Maximum marks assigned for different evaluation criteria specified below: -

S.No	Description of Technical Evaluation Criteria	Maximum Marks
I.	<p>Experience of providing all the required services (i.e., Mechanised Housekeeping, Security/Attendant, Electrical & Plumbing services and Manpower supply) to a single establishment in a single work order at minimum 18 locations:</p> <p>The firm having the maximum value of work (as mentioned above) will get 20 Marks. The marks for the other firms will be calculated in proportion using the below mentioned formula: (Firm's value of work (as mentioned above)/Highest value of work among all firms) *20</p> <p>*Note: If a firm has experience of having completed all the services as required in this tender in single contract for more than one establishments then contract with the highest value only will be considered for evaluation under this contract.</p> <p>Illustration: Let's assume three firms (A, B & C) have submitted their bid for this tender. Firm A has provided all the required services to Client P in a single work order amounting to 100 Crores as well as to Client Q in a single work order amounting to 80 Crores. Firm B has provided all the required services to Client R in a single work order amounting to 75 Crores. Firm C hasn't provided all the required to a single establishment. Now in order to evaluate their marks, for Firm A their highest value of relevant Work Order (in this case 100 Crores) will be considered. As, Firm A has</p>	20

	the Maximum value of work, therefore Firm A will get full 20 marks. The marks of Firm B will be (75 Crores / 100 Crores) * 20 = 15 marks. The marks of Firm C will be 0.	
II.	<p>Number of years in business from date of Incorporation Registration Certificate of Incorporation / Statutory Registration / Shop Act License certificate (As the case may be) – Period shall be considered from the date of incorporation/Shop Act Registration of bidding firm/company. These criteria will help in evaluating the stability and experience of the firm in the market.</p> <p>a. 5-10 years: 5 marks b. 10-15 years: 10 marks c. Above 15 years: 15 marks</p>	15
III.	<p>Number of Manpower on roll:</p> <p>1. Manpower between 500 and 1000: 03 marks 2. Manpower between 1000 and 2000: 06 marks 3. Manpower between 2000 and 3000: 09 marks 4. Manpower between 3000 and 4000: 12 marks 5. Manpower above 4000: 15 marks</p>	15
IV.	<p>Average annual turnover over for last Three (03) audited financial years for FY 2017-18, FY 2016-17 & FY 2015-16 for “Providing of services defined in Similar Work Experience” Certified by chartered accountant</p> <p>a. 08.83 Cr to 11.04 Cr: 10 marks b. 11.04 Cr to 17.66 Cr: 15 marks c. Above 17.66 Cr: 20 marks</p>	20
V.	<p>Presentation on Methodology and Planning for providing efficient services to be given in front of Maha-Metro Authority, Presentation shall include:</p> <p>1. Methodology for providing security services (including SOPs for various events): 06 Marks 2. Methodology for providing FMS: 06 Marks 3. Methodology for providing Ticketing and Customer care services: 06 Marks 4. Organization structure, escalation matrix and monitoring procedure for achieving the SLAs: 06 Marks 5. Proposed training to be provided to various manpower: 06 Marks</p>	30

4.1.2 Stage -II. Financial evaluation of proposals: (Maximum Marks = 100)

In the second stage the financial evaluation will be carried out based on, service charges of the Contractor, other charges etc. The authority will determine whether in the financial proposals are complete, unqualified and unconditional. The cost indicated the financial proposals shall be deemed as final and reflecting the total cost of services. Omission or mistake in calculation of obligator payments such as ESI, PF, HRA, and LWF etc. will be disqualified. The Financial Evaluation carries weightage of **30%**. Financial score shall be ranked as per the score achieved by them from lowest to highest financial score. Maximum marks

4.2 Illustration for Financial Evaluation:

4.2.1 Financial Evaluation will be done as per following.



Suppose there are four bidder A, B, C & D they are quoting their financial bid as under:- The bidder may quote cost of different items as per BOQ of Financial Bid (Section-8). During evaluation the **Total Offered Cost** of work shall be considered for evaluation.

S. No.	Name of the Party	Price Quoted by bidder (Grand Total of Annual Quote including all taxes in Rs.)-Financial Bid	Remark
1.	A	X1	
2.	B	X2	Suppose "B" quoted the lowest
3.	C	X3	
4.	D	X4	

Note: - Total Offered Cost shall clearly mention the Cost of manpower, Machinery and consumables separately.

4.2.2 The evaluation of score shall be as under:-

- i. $A = X2/X1 \times 100$
- ii. B = Price quoted by B is the lowest, he will get full 100 mark
- iii. $C = X2/X3 \times 100$
- iv. $D = X2/X4 \times 100$

4.2.3 Stage-III. Combined Technical and final evaluation:

Final score shall be calculated as under:-

Technical Bid and Financial Bid. $FS' = (TS \times TW) + (FS \times FW)$

- FS' = Final Score
 TS = Technical Score
 TW = Technical Weightage (70%)
 FS = Financials Score
 FW = Financial Weightage (30%)

4.2.4 Weightage for Technical and financial proposals.

Technical (T) = 0.7
 Financial (P) = 0.3

The Contractor will be finally ranked as per combined final weighted score & the Contractor who will score highest marks, shall be proposed for award of the work.

