

**MAHARASHTRA METRO RAIL CORPORATION LIMITED**  
(NAVI MUMBAI METRO LINE-1)

**Corrigendum-V dated 19.05.2025**

**Name of Work:** 1. Providing services of (a) Mechanized Housekeeping, cleaning, (b) Ticketing (TOM/EFO Management), (c) Security Services for a period of three years for Stations of Line-1 (11 Stations) &  
2. Providing services of (a) Mechanized Housekeeping, Cleaning, (b) Security Services for a period of three years at Navi Mumbai Metro Depot Taloja &  
3. Cleaning & Washing of Rolling Stock (8 Train Sets) for a period of three years.

**Tender No:** NM1-O&M-06/2025, Dated 04.03.2025.

S.N.	Page no.	Section & Clause no.	Existing Clause	Revised Clause
1	--	--	--	Existing BOQ for filling financial bid on e-tender portal stands replaced by Revised BOQ for filling financial bid uploaded with the Corrigendum-V on etender portal.
2	Page 101 of 283	5.5.2. General Housekeeping Scope of Work Sub-Clause (xi)	Contractor will use modern machinery like wet and dry vacuum cleaner, auto scrubber dryer, etc. for cleaning. The details of machinery and equipment to be deployed at each station shall be as per Annexure E. The chemical and other consumables to be used at stations for cleaning shall be as per Annexure G & H.	Contractor will use modern machinery like wet and dry vacuum cleaner, auto scrubber dryer, etc. for cleaning. The details of machinery and equipment to be deployed at each station shall be as per Annexure E. The chemical and other consumables to be used at stations for cleaning shall be as per Annexure G & H. However, if contractor desires to use similar or equivalent chemical / consumable, prior approval of NMML1 would be required.
3	Page 65 of 283	4.1.1 Stage-I Technical Evaluation (Maximum Marks=100) (SN II.)	1. One Work Order for Providing at least any 2 Services to a single establishment and, 2. One work order for providing at least remaining 3rd service to other establishment, Work orders as mentioned above at Sr.no.1 & Sr.no.2 both includes the works executed or ongoing works in Last 03 (three) Financial Years (FY 2021-22, FY 2022-23 & FY 2023-24) and current FY 2024-25. The value of such works (Sr.no.1 + Sr.no.2) will be evaluated as follows. a. Less than INR 16.08 Cr : 00 marks b. INR 16.08 Cr to less than INR 20.09 Cr : 10 marks c. INR 20.09 Cr to less than INR 32.15 Cr : 15 marks d. INR 32.15 Cr & above : 20 marks Note: (i) In event of submission of multiple Work Orders against Sr.no.1 & Sr.no.2, only one valid work order with highest value in each case of Sr.no.1 & Sr.no.2 shall be considered for evaluation as above. (ii) Both the work orders at Sr.no.1 & Sr.no.2 above should satisfy all three services collectively. (iii) Services are defined under **Similar Works Experience in Section-3.	1. One Work Order / Experience Certificate for Providing at least any 2 Services to a single establishment and, 2. One work order / Experience Certificate for providing at least remaining 3rd service to other establishment, Work orders / Experience Certificates as mentioned above at Sr.no.1 & Sr.no.2 both includes the works executed or ongoing works in Last 03 (three) Financial Years (FY 2021-22, FY 2022-23 & FY 2023-24) and current FY 2024-25. The value of such works (Sr.no.1 + Sr.no.2) will be evaluated as follows. a. Less than INR 16.08 Cr : 00 marks b. INR 16.08 Cr to less than INR 20.09 Cr : 10 marks c. INR 20.09 Cr to less than INR 32.15 Cr : 15 marks d. INR 32.15 Cr & above : 20 marks Note: (i) In event of submission of multiple Work Orders / Experience Certificates against Sr.no.1 & Sr.no.2, only one valid work order / Experience Certificate with highest value in each case of Sr.no.1 & Sr.no.2 shall be considered for evaluation as above. (ii) Both the work orders / Experience Certificates at Sr.no.1 & Sr.no.2 above should satisfy all three services collectively. (iii) Services are defined under **Similar Works Experience in Section-3.

**Enclosure: - 1. Annexure-I : Reply to Prebid Queries**

**2. Revised BOQ for filling financial bid** *(in Excel format on etender portal)*

  
NAGPUR METRO (Devendra Ramtekkar)  
**Executive Director (Procurement)**  
Maha-Metro, Nagpur

**MAHARASHTRA METRO RAIL CORPORATION LIMITED**  
(NAVI MUMBAI METRO LINE-1)

**Annexure-I : Reply to Prebid Queries**

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S.N.	Page no.	Section	Clause no.	Subject/ Clarification Point/ Particular/ Existing Clause	Query	Reply
1	Page 221 of 283	Section-6: Conditions of Contract	6.3: Payment of Salary by the Contractor, Sr.no. (vii)	<p><b>vii. Smooth Transition and Continuity of Operations:</b> To facilitate a seamless transition, to ensure uninterrupted operations and in order to promote worker welfare and continuity of service quality, the contractor is encouraged to consider, where feasible. The Contractor shall mandatorily implement following:</p> <p>a. Pay protection to staff who are working in the previously deployed contractor of the Employer under similar work experience working under projects of Maha-Metro. This variable cost may be claimed from Maha-Metro with prior approval.</p> <p>b. 5% increment in salary to staff will be continue who works in the previously deployed contractor of the employer and completed at least 1 year under similar work experience working under projects of Maha-Metro. This variable cost may be claimed from Maha-Metro with prior approval.</p> <p>However, such re-engagement shall constitute fresh employment, and the contractor shall have sole discretion over all employment decisions.</p> <p>Note: The Dearness Allowance (DA) published for the period July 2024 to December 2024 has been taken into account while preparing the financial estimates.</p>	<p>As the clause clearly suggests, that future increments and pay protection amount can be claimed from Maha-Metro with prior approvals.</p> <p>But in case of employees that are in receipt of Yearly Increment and Pay Protection in their current salary (as on date). <b>Should we consider such components in the commercial proposal or such amounts will be reimbursed by the employer at actuals.</b></p> <p><b>Whether past increments can also be claimed from Maha-Metro or this clause specifically applies to only future increments and pay protection?</b></p>	<p><b>Noted</b></p> <p><b>Increment and payprotection upto month of March-2025 has been given to the existing staff and considered in the Estimated Cost. Only, increment and pay protection from April-2025 onwards to be reimbursed from Maha Metro on prior approval.</b></p>
2	--	Section-3: Eligibility Criteria	--	--	Please consider ISO certification for eligibility criteria.	<b>The tender condition in the Bid document prevails.</b>
3	Page 65 of 283	Section-4: Evaluation Criteria	Clause No. 4.1.1, Sr.no. (I)	<p>Average Annual Turnover (as defined in Section-3), of Last 03 (Three) Audited Financial Years (FY 2021-22, FY 2022-23, FY 2023-24):</p> <p>a. Less than INR 12.06 Cr : 00 marks b. INR 12.06 Cr to less than INR 18.09 Cr : 10 marks c. INR 18.09 Cr to less than INR 24.11 Cr : 15 marks d. INR 24.11 Cr &amp; above : 20 marks</p>	In Section 4 – Evaluation criteria – Please reduce the slabs of turnover in clause I.	<b>The tender condition in the Bid document prevails.</b>
4	--	--	--	--	Please consider 5% to 8% taking into account the volume of work.	<b>The tender condition in the Bid document prevails.</b>



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6	Page 77 of 283	Section-5: Scope of Work	Clause no. xxx (I)	I. The Contractor shall be solely responsible for the timely payment of monthly salaries, including leave salary, bonus, gratuity, and any other statutory benefits applicable under relevant laws.	GRATUITY 'Kindly clarify the cost of gratuity is applicable or not, hence this is for 3 Years Contract & One Year Extension.	<p><i>The tender condition in the Bid document prevails.</i></p>				
7	Page 119 of 283	Section-5: Scope of Work	ANNEXURE E	Details of Minimum Machinery to be deployed for each station	With refer to this clause we request you to kindly consider Consider the Equivalent Brand for machinery	<p><i>Please refer clause, 5.10 Specification For Machines on Page No. 163 of 283.</i></p>				
8	Page 125 of 283	Section-5: Scope of Work	ANNEXURE G	Minimum Quantity of Eco-Friendly detergents to be used in Stations & Depot (Including Both RSS, Admin Building, PTR Building):	With refer to this clause we request you to kindly consider Consider the Equivalent Brand for consumables	<p><i>'Please refer Corrigendum V</i></p>				
9	Page 221 of 283	Section-6: Conditions of Contract	6.5 Insurance	<p><b>6.5 Insurance</b></p> <p>The Contractor has to obtain following Insurances:</p> <p>i. ESIC</p> <p>ii. For employees not covered in ESIC: Group Medical Insurance for Rs. 10 Lakhs in addition to Employee Compensation Policy.</p> <p>iii. Thirty party insurance for Rs. 10 Lakhs</p>	Kindly clarify the group medical insurance for Rs.10 lakhs is for per person or it will be for all employee which not covered in ESIC. Also clarify the third party insurance what needs to be covered.	<p><i>The tender condition in the Bid document prevails.</i></p>				
10	Page 221 of 283	Section-6: Conditions of Contract	6.6 GST (Goods & Services Tax), Sr.no. (ii)	<p>ii. The price quoted by bidder is inclusive of all taxes (excluding GST) as per prevailing rate on Base Date (i.e. <b>28 days prior to latest date of bid submission</b>) and the bill produced by bidder shall clearly exhibit the breakup of price of services &amp; taxes. Goods &amp; Services Tax (as applicable) shall be mentioned in each bill of Contractor as per GST billing format.</p>	The both statement are contradictory, kindly clarify the minimum wages which needs to be consider.	<p><i>The tender condition in the Bid document prevails.</i></p>				
			Note under Clause 6.3: Payment of Salary by the Contractor	<p><b>Note: The Dearness Allowance (DA) published for the period July 2024 to December 2024 has been taken into account while preparing the financial estimates.</b></p>		<p><i>The clauses are not contradictory as Cl. 6.6 is about Goods and Sales Tax to be raised by the Bidder in their bills whereas Cl. 6.3 is about DA to be paid to the staff.</i></p>				





S.N.	Page no.	Section	Clause no.	Subject/ Clarification Point/ Particular/ Existing Clause	Query	Reply
11	Page 279 of 283	Section 9: Financial bid	--	--	We request to provide the breakup of the cost for Housekeeping, security and TOM services.	<b>The break-up of the Cost for Housekeeping, security and TOM services is already given in Schedules of Section-9: Financial Bid</b>
12	Page 126 of 283	Section-5: Scope of Work	Annexure H	Other Consumables: Minimum Requirement to be always available in good condition in Stations & Depot (Including both RSS, Admin Building, PTR Building):	Kindly request to know whether the cost of materials provided in Annexure H are part of the estimated cost or to be considered in administrative cost.	<b>Included in Estimated Cost</b>
13	Page 65 of 283	Section-4: Evaluation Criteria	Clause No. 4.1.1, Sr.no. (II)	<p>1. One Work Order for Providing at least any 2 Services to a single establishment and,</p> <p>2. One work order for providing at least remaining 3rd service to other establishment,</p> <p>Work orders as mentioned above at Sr.no.1 &amp; Sr.no.2 both includes the works executed or ongoing works in Last 03 (three) Financial Years (FY 2021-22, FY 2022-23 &amp; FY 2023-24) and current FY 2024-25. The value of such works (Sr.no.1 + Sr.no.2) will be evaluated as follows.</p> <p>a. Less than INR 16.08 Cr : 00 marks</p> <p>b. INR 16.08 Cr to less than INR 20.09 Cr : 10 marks</p> <p>c. INR 20.09 Cr to less than INR 32.15 Cr : 15 marks</p> <p>d. INR 32.15 Cr &amp; above : 20 marks</p> <p>Note: (i) In event of submission of multiple Work Orders against Sr.no.1 &amp; Sr.no.2, only one valid work order with highest value in each case of Sr.no.1 &amp; Sr.no.2 shall be considered for evaluation as above.</p> <p>(ii) Both the work orders at Sr.no.1 &amp; Sr.no.2 above should satisfy all three services collectively.</p> <p>(iii) Services are defined under **Similar Works Experience in Section-3.</p>	<p>Amendment requested:</p> <p>We request to consider 'one work order / experience certificate' for this condition as many organisations provide work orders for one year and then provide extension orders. Here the work is for 03 years and many firms will be able to satisfy this criteria if experience certificate is allowed. Further, only big companies will be able to fulfill this criteria. This, for optimal and fair chance of participation for all bidders, we request revision in this clause.</p>	<b>'Please refer Corrigendum V</b>
14	--	--	--	--	For Security Services we request to consider Security Guard Board rates.	<b>The tender condition in the Bid document prevails.</b>
15	--	--	--	--	Please request whether HRA is part of the cost. Since, HRA is mandatory, please request to consider the same in cost.	<b>HRA is included in the Estimated Cost</b>
16	Page 154 of 283	Section-5: Scope of Work	Clause 5.7: Penalties	ANNEXURE M	The penalties are on the higher side. Please request to reduce the same by 50%.	<b>The tender condition in the Bid document prevails.</b>



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S.N.	Page no.	Section	Clause no.	Subject/ Clarification Point/ Particular/ Existing Clause	Query	Reply
18	Page 60 of 283	Section-3: Eligibility Criteria	Clause 3.1.2 (d)	3.1.2 (d) <b>PSARA License:</b> The bidder must be registered under Private Security Agencies (Regulation) Act. (PSARA). If the bidder does not possess a valid PSARA license of Govt. of Maharashtra at the time of bidding, the bidder must submit the undertaking to obtain the same if becomes successful bidder within 90 (ninety) days from the date of LOA, as per Form B-23 at Section-7.	<p><b>Request:</b> We kindly request that the clause be modified to also permit the PSARA license held in the name of a 100% wholly-owned subsidiary of the bidder (with documentary proof of ownership). This will ensure a wider participation without compromising the compliance or operational control of the security services.</p> <p><b>Reason being:-</b></p> <p>As per the Private Security Agencies (Regulation) Act, 2005 and subsequent notifications issued by the Ministry of Home Affairs, foreign direct investment (FDI) in private security agencies is capped at 49% under the approval route. This regulatory restriction poses a challenge for companies having foreign investors (even minority shareholders) to directly obtain PSARA licenses in various states. To maintain strict compliance with PSARA regulations while continuing to operate security services across multiple geographies, such companies (including us) often establish a dedicated 100% Indianowned subsidiary for the sole purpose of holding and operating under valid PSARA licenses. We would like to affirm that:</p> <ul style="list-style-type: none"> <li>· The said subsidiary is 100% wholly owned by the bidding entity.</li> <li>· All services will be executed under the technical and operational control of the parent company.</li> <li>· The bidder will provide complete proof of ownership and authorization of the subsidiary, including Board resolutions and shareholding structures.</li> <li>· This arrangement is widely accepted across several government and PSU tenders across India where regulatory compliance under PSARA is mandatory, while enabling participation from professionally managed organizations with diverse ownership structures.</li> </ul> <p>Govt. notification are also enclosed for your easy reference.</p>	<b>The tender condition in the Bid document prevails.</b>

  
 (Devendra Ramtekkar)  
**Executive Director (Procurement)**  
**Maha-Metro, Nagpur**

  
 NAGPUR METRO