

MAHARASHTRA METRO RAIL CORPORATION LIMITED

NAGPUR METRO RAIL PROJECT

Corrigendum-I Dt: 05.12.2025

Name of Work: Providing Security Services and Housekeeping staff at various locations on outsource basis for period of 2 years for Nagpur Metro Rail Project.

Tender No: N1-ADM-20/2025

GeM Tender no. GEM/2025/B/6894181

Amendment in Tender Conditions are as below:

S.N.	Clause no./Page No.	Original Tender Condition	Amended Clause/ Additional Clause
1	Sr.no. 6.5 Insurance, Section-6 Condition of Contract	The Contractor has to obtain following Insurances:	The Contractor has to obtain following Insurances:
		i. For employees not covered in ESIC: Group Insurance with Medical and Terminal Insurance for Rs. 10 Lakhs.	i. For employees not covered in ESIC: Group Insurance with Medical and Workmen's compensation Insurance.
		ii. Third party insurance for Rs. 10 Lakhs	ii. Third party insurance for Rs. 10 Lakhs
2	Sr.no. 6.3 (vi) Payment of salary by Contractor of Section-6 Condition of contract	i. The Contractor shall ensure that the wages paid to FMS personnel are at least in accordance with the latest Maharashtra state minimum wages circular for Shop & Establishments. This includes the following provisions:	i. The Contractor shall ensure that the wages paid to FMS personnel are at least in accordance with the latest Maharashtra state minimum wages circular for Shop & Establishments. This includes the following provisions:
		<ul style="list-style-type: none"> Wages based on skill levels: Unskilled-Housekeeping staff, Semi-skilled- Security Guard, Skilled- TOM/EFO Operator, as defined in Section 5. 	<ul style="list-style-type: none"> Wages based on skill levels: Unskilled-Housekeeping staff, Semi-skilled- Security Guard, Skilled- Supervisor (Security & Housekeeping), as defined in Section 5.



S.N.	Clause no./Page No.	Original Tender Condition	Amended Clause/ Additional Clause
		<ul style="list-style-type: none"> Additional allowances, including: <ul style="list-style-type: none"> Leave with wages at 8.21% of (Basic + DA), Paid national festival holidays at 2.19% of (Basic + DA), EPF, ESIC, MLWF, Monthly Bonus at 8.33% of (Basic + DA). Special allowances: <ul style="list-style-type: none"> Rs. 134.62 per day (maximum Rs. 3500 per month) for Unskilled (Housekeeping) and Semi-skilled (Security Guards) personnel, Rs. 192.31 per day (maximum Rs. 5000 per month) for Skilled (TOM/FMS Supervisors) personnel. <p>If Maha-Metro requires the Contractor to pay for any revisions to the allowances noted above, or any adjustments to wages for staff, such revised amounts shall be compensated by Maha-Metro. In that case, Maha-Metro shall pay the additional amount plus a service charge (%) on the incremental payment.</p>	<ul style="list-style-type: none"> Additional allowances, including: <ul style="list-style-type: none"> Leave with wages at 8.21% of (Basic + DA), Paid national festival holidays at 2.19% of (Basic + DA), EPF, ESIC, MLWF, Monthly Bonus at 8.33% of (Basic + DA). Special allowances: <ul style="list-style-type: none"> Rs. 134.62 per day (maximum Rs. 3500 per month) for Unskilled (Housekeeping) and Semi-skilled (Security Guards) personnel, Rs. 192.31 per day (maximum Rs. 5000 per month) for Skilled (Supervisors) personnel. <p>If Maha-Metro requires the Contractor to pay for any revisions to the allowances noted above, or any adjustments to wages for staff, such revised amounts shall be compensated by Maha-Metro. In that case, Maha-Metro shall pay the additional amount plus a service charge (%) on the incremental payment.</p>



S.N.	Clause no./Page No.	Original Tender Condition	Amended Clause/ Additional Clause
		<p>The Contractor shall be solely responsible for the payment of wages, allowances, and all other statutory benefits to its personnel, in accordance with the applicable laws, rules, and regulations, including but not limited to the Minimum Wages Act, Payment of Wages Act, EPF Act, ESI Act, MLWF, and any other relevant labour legislation. The Contractor shall ensure timely payment of wages as per the prescribed rates and shall maintain all necessary registers, records, and documents as required under law. The Contractor shall also obtain and maintain valid registration/license under all applicable labour laws and any rules framed thereunder.</p> <p>Maha-Metro shall not be liable for any revision, adjustment, or increase in wages or allowances payable to the Contractor's staff. All such costs shall be borne entirely by the Contractor, and no additional claim or reimbursement on this account shall be entertained by Maha-Metro.</p>	<p>The Contractor shall be solely responsible for the payment of wages, allowances, and all other statutory benefits to its personnel, in accordance with the applicable laws, rules, and regulations, including but not limited to the Minimum Wages Act, Payment of Wages Act, EPF Act, ESI Act, MLWF, and any other relevant labour legislation. The Contractor shall ensure timely payment of wages as per the prescribed rates and shall maintain all necessary registers, records, and documents as required under law. The Contractor shall also obtain and maintain valid registration/license under all applicable labour laws and any rules framed thereunder.</p>

Enclosure: Annexure-A Reply to Prebid queries



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ED/Procurement

Maha-Metro, Nagpur

MAHARASHTRA METRO RAIL CORPORATION LIMITED
NAGPUR METRO RAIL PROJECT
Annexure-A Reply to Prebid queries

Name of Work: Providing Security Services and Housekeeping staff at various locations on outsource basis for period of 2 years for Nagpur Metro Rail Project.

Tender No: N1-ADM-20/2025

GeM Tender no. GEM/2025/B/6894181

S No	Name of Bidder	Section, Clause & Page no.	Clause Description	Bidder's Query	Maha-Metro Reply
1	Krystal Integrated Services Limited.	3 of 149 Bid Security (EMD)	The Bid Security / EMD amounting to INR 3,86,200/- shall be in the form as mentioned in the Tender Document. As per GFR-2017, Rule No. 170, Bid Security /EMD is exempted for participating bidder registered as Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy. If applicable, the bidder shall submit "Bid Securing Declaration" as provided in Bidding forms along with a Copy of the MSE Registration Certificate.	With refer to this clause We would like to kind your notice that various state government departments are accepting Insurance Bond against Performance Bank Guarantee so we requesting you good office kindly consider Insurance Bond against this PBG for this project.	Please refer cl.no. 6,14 Performance Security of Section-6 Condition of Contract, which is self explanatory.
2				Since we are having our turnover more than Rs.500/- Crores & Exemption also allowed so please confirm whether exemption is allowed as per GeM GTC for payment of EMD. Also we have check on GeM portal no option for GeM GTC category for EMD Exemption Kindly confirm.	As per General Terms and conditions on GeM 4.0 (Version 1,25) dated: 14.07.2025, there is no provision for exemption of EMD for turnover above 500 Crores.
3	Krystal Integrated Services Limited.	106 of 149 6.14 Performance Security:	The successful bidder will have to deposit a Performance Security @ 5% (Five Percent) of the awarded value of the work within 28 days of the receipt of the formal order/LOA before the signing of contract agreement. The performance security will be furnished in the form of Insurance Surety Bond, Account Payee Demand Draft, Fixed Deposit Receipt, Bank Guarantee (including e-Bank Guarantee) from Scheduled Commercial Bank having business office in India & drawn in favor of Maharashtra Metro Rail Corporation Ltd. The performance security should remain valid for a period of 180 days beyond the date of completion of all the contractual obligations of the Contractor	Request to your good office kindly reduce the Performance Security @3 % instead of 5 % of the awarded value.	Tender condition prevail.



S No	Name of Bidder	Section, Clause & Page no.	Clause Description	Bidder's Query	Maha-Metro Reply
3	Krystal Integrated Services Limited.	30 of 149 ITB 4.10 (Additional Para)	(b) If the bidding entity is a Proprietorship firm, the proprietor of the firm shall submit a declaration notarized by Notary Public stating that he is the legal owner of the bidding firm & authorized signatory all document. Such declaration shall accompany with PAN Card of proprietor (c) If the bidding entity is a Partnership firm / Private Limited Company, all the partners shall jointly provide a Power of Attorney in the name of one partner as an authorized signatory. Such declaration shall accompany with copy of DIN numbers of all partners.	To Limit the liability of risk of Project, Kindly allow only private Limited/ Limited Companies to bid. Proprietorship and Partnership to be banned and not allowed in bid	Tender condition prevail.
4	Krystal Integrated Services Limited.	63 of 149 Core Team manpower	The Contractor shall bear the cost of the above-mentioned core team members, including the Team Leader and 2 executives (Security & Housekeeping) throughout the contract period. Therefore, the Contractor must account for these staffing costs when submitting their bid.	Request to your good office Please clarify whether these costs must be included in the bid or if they are non-billable.	1. No Team Leader or Executive (Security & Housekeeping) shall be required for this contract. 2. All activities pertaining to the Team Leader or Executive (Security & Housekeeping) shall be carried out by the Supervisor. 3. The Cost of Supervisor has been considered in the estimated cost.
5	Krystal Integrated Services Limited.	63 of 149 Team Leader Deployment:	Cost of one Team Leader (Security & Housekeeping) must be included in the contractor's overhead.	Please clarify if this Team Leader is a single position for the entire contract operating in a General Shift, or if the Contractor must provide a Team Leader for each shift.	1. No Team Leader or Executive (Security & Housekeeping) shall be required for this contract. 2. All activities pertaining to the Team Leader or Executive (Security & Housekeeping) shall be carried out by the Supervisor.
6	Krystal Integrated Services Limited.	73 of 149 Clause No. 9 Cleaning of toilets and restrooms (Male/ Female /Divyangjan)	The tender specifies that Housekeeping Staff numbers should be suitable for the total area and SLA requirements and mandates minimum staffing for toilets (one Male & one Female per shift).	Request to your good office Please provide the total number of shifts required for Housekeeping Staff (Schedule-A) and Housekeeping Supervisors (Schedule-B) at each location to allow bidders to accurately calculate manpower costs and quote in the BOQ.	Housekeeping Staffs & Supervisor will work in the General shift.
7	Krystal Integrated Services Limited.	80 of 149 Annexure - A- Shift Manning Details – Security Supervisor	As per Tender you consider only 3 Security Supervisor	Please confirm if the Bidder should only include three Security Supervisors with no provision for reliever.	Provision for a reliever is not required as per the stipulations of the tender document.
8	Krystal Integrated Services Limited.	83 of 149 Annexure-E(Consumables and Equipment Frequency)	List of equipment and consumables provides a list of items with specific quantities (e.g., Telescopic Pole - 1 No., Automated Air Freshener Dispenser - 25 Nos.). Since the contract period is two years.	Please confirm the expected frequency of supply (e.g., one-time, monthly, quarterly, annual replacement)	This shall depend upon the requirement of the equipment or consumables.
9	Krystal Integrated Services Limited.	147 of 149 Schedule B & D	Schedules B (Housekeeping Supervisor) and D (Security Supervisor) specify a Rate in Rs. (Per Day, Per shift)	To ensure statutory compliance and transparent pricing, please provide a detailed breakdown (e.g., Basic Wage, Dearness Allowance (DA), HRA, EPF, ESI, Leave/Holiday wages, Bonus, Gratuity, Uniform Allowance, Overheads, etc.)	Please refer 6.3 (vi) of section-6 Conditions of Contract of tender document.



S No	Name of Bidder	Section, Clause & Page no.	Clause Description	Bidder's Query	Maha-Metro Reply
10	Krystal Integrated Services Limited.	101 of 149 6.9 Price & Quantity Variation Point No- II	The Quantities mentioned in financial bid is tentative and as per present requirement. The future requirement may vary up to 100%. The payment shall be made as per actually Quantity executed and certified, Contractor may have to provide an additional shift at the same accepted rate and configuration, if required.	With refer to clause regarding deployment kindly clarify quantity variation and deployment schedule for the same.	Both the quantity variation, if required and their deployment shall be provided by Maha-Metro at least 30 days prior to actual deployment.
11	Krystal Integrated Services Limited.	101 of 149 6.9 Price & Quantity Variation Point No- III	Any changes in statutory obligation like minimum wages (Basic, VDA), Bonus, EPF, ESIC, and any changes in payment structure by Maha-Metro, after award of work will be compensable both ways i.e. if there is increase in minimum wages then the difference will be paid to the contractor & if there is a decrease in minimum wages the contractor has to pay difference to Maha-Metro.	Since this project is called for 2 years kindly clarify escalation in minimum wages along with DA is provided. Also clarify is there any escalation provide for machinery and consumable	This clause is Self-explanatory .
12	Krystal Integrated Services Limited.	100 of 149 6.5 Insurance Clause - i	For employees not covered in ESIC: Group Insurance with Medical and Terminal Insurance for Rs. 10 Lakhs	Request to your good office kindly clarify about terminal insurance	Modified in Corrigenudm-I
13	Krystal Integrated Services Limited.	General		Request to your good office kindly confirm Storage space for chemical, tools and machines will be provided by Maha Metro free of cost	Maha-Metro will provide space at various location for storage of housekeeping material, consumables, machineries and chemical etc. However, contractor must provide proposer racks and storage facility for ensuring safe storage of materials.
14	Krystal Integrated Services Limited.	General		Request to your good office kindly Provide us contact person name & mobile no for arranged the site survey for Metro station	It is advised to bidders to have site visit for better understanding the nature and quantum of work. Bidder may contact Shri. Neeraj Tiwari/ JE (Civil) Mob:9356936235 to plan such visits.
15	Great Wall Corporate Services Pvt. Ltd.	Section 9 - Financial Bid:		HRA - Is HRA considered in the estimated cost for all service categories. Please clarify.	Please refer point vi of clause 6.3 of section 6 condition of contract.
16	Great Wall Corporate Services Pvt. Ltd.	Page No. 99 - Section 6:		Special allowances - Are special allowances considered in the wages & estimated cost of the tender. Please clarify.	Special allowances are considered in the estimated cost.
17	Great Wall Corporate Services Pvt. Ltd.	Section 9 - Financial Bid: 5% overheads & profits:		Kindly provide the details of costs considered under overhead costs. Whether the following costs are considered in 5%: Drainage cleaning Biometric machines Cleaning chemicals & consumables along with tools,	Overhead costs includes drainage cleaning, biometric machines, cleaning chemicals, consumables, tools., Core Team manpower, insurance, dustbins, garbage collection and other various miscellaneous items related to required activities i.e. cleaning and security.



S No	Name of Bidder	Section, Clause & Page no.	Clause Description	Bidder's Query	Maha-Metro Reply
				Core Team (Project Manager, Security Liaising Controller, Training Coordinator, HR Executive, Project Leader, Team leader, etc.) considered in the 5% or the bidder shall consider this cost over and above the 5%.	
18	Great Wall Corporate Services Pvt. Ltd.	Page No. 51 - Section 4 – Evaluation Criteria: Stage-I (Technical Evaluation) carries weightage of 30%, Stage-II (Financial Evaluation) carries weightage of 70%.		We request the esteemed authority to kindly revise the weightage criteria as Technical weightage – 70% & Financial weightage – 30% with reference to the earlier Metro tenders published. This will help in ensuring quality services, reliability, adherence to contract SLAs' & optimal service delivery under the contract.	Tender condition prevail.
19	Rakshak Security Services & Systems Pvt. Ltd.	In page no 49 & 50, Section 3.14 & special notes:	*Similar Works Experience: "Similar Work" means Experience for providing Security Services and Housekeeping or Manpower Services in Metro Rail Systems/Government departments/ Govt. autonomous institutes /Public Sector Undertakings /Municipal Corporation within building premises / Government Educational institutes/ Government Hospitals/ Government Institutions/ Private Corporate Companies listed in BSE/NSE.	*Similar Works Experience: "Similar Work" means Experience for providing Security Services or Housekeeping or Manpower Services in Metro Rail Systems/Government departments/ Govt. autonomous institutes /Public Sector Undertakings /Municipal Corporation / Government Educational institutes/ Government Hospitals/ Government Institutions/ Private Corporate Companies listed in BSE/NSE.	Tender condition prevail.
20	Rakshak Security Services & Systems Pvt. Ltd.	Last para. of Section 6.3 & 6.9 (iii) are contradictory. Please clarify the suitable.		(In Last para. of Section 6.3 it is mentioned that, "Maha-Metro shall not be liable for any revision, adjustment, or increase in wages or allowances payable to the Contractor's staff. All such costs shall be borne entirely by the Contractor, and no additional claim or reimbursement on this account shall be entertained by Maha-Metro", and in 6.9 (iii), it is mentioned that, " Any changes in statutory obligation like minimum wages (Basic, VDA), Bonus, EPF, ESIC, and any changes in payment structure by Maha-Metro, after award of work will be compensable both ways i.e. if there is increase in minimum wages then the difference will be paid to the contractor & if there is a decrease in minimum wages the contractor has to pay difference to Maha-Metro".	Modified in Corrigendum-I.



Handwritten signature and date: 05/12/2012, with initials 'ED' and 'prc'.