

## CLARIFICATIONS

SR. NO.	QUERY/ ISSUE	CLARIFICATIONS
1.	<p>A. Kindly confirm the condition of SUV - How many kilometers should it have been driven?</p> <p>B. Kindly confirm the minimum number of 2 wheelers to be provided.</p>	<p>A. The SUV shall be in workable condition and shall not be older than 5 years.</p> <p>B. Minimum no. of 2 wheelers will be 3 on each side.</p> <p style="text-align: center;"><b>Please refer Addendum-1 to RFP (Sr. No.1).</b></p>
2.	Kindly confirm the category in which Security Officer is to be considered - Skilled / Semi - skilled / Highly skilled.	<p>Category specified in the Contract Labour (Regulation and Abolition) Act, 1970 as applicable in Gujarat.</p> <p style="text-align: center;"><b>Please refer Addendum-1 to RFP (Sr. No.2).</b></p>
3.	Kindly confirm the minimum quantity of flashlight/ torches / cells / whistle / lathis / ballam to be provided.	<p>The quantity shall be reasonable and in consonance with the manpower deployed by the Service Provider as specified in the RFP.</p> <p style="text-align: center;"><b>Please refer Addendum-1 to RFP (Sr. No.3).</b></p>
4.	Kindly confirm the minimum quantity of phones which should have data plan and scanner for QR code scanning to be provided	<p>Smart phones must be provided at all gardens, Atal Bridge (2 on each side) and the requirement may vary, in case of further expansion or any event takes place.</p> <p style="text-align: center;"><b>Please refer Addendum-1 to RFP (Sr. No.4).</b></p>
5.	Average Annual Turnover (excluding taxes) of bidder over three years out of last seven years should be equal to or more than Rs. 5,42,34,529/- (Approx. 75% of estimated cost) from manpower services. The bidder must submit below mentioned details along with technical bid.	RFP terms shall prevail
6.	The contractor should have minimum three years' experience out of last seven years in Security services. Out of which, the contractor should have minimum three years' experience in Public Sector Unit, Government or Semi – Government Departments.	RFP terms shall prevail

7.	<p>Experience in security service; work of service providing as demonstrated through a single contract value of: Rs. 5 Crore</p> <p style="text-align: center;">OR</p> <p>Two similar completed work costing not less than the amount equal to Rs. 3 Crore</p> <p style="text-align: center;">OR</p> <p>Three similar completed work costing not less than the amount equal to Rs. 1.5 Crore with either a Public Sector Unit, Government or Semi-Government Department, any company, Corporation during last seven years as demonstrated by signed contract/ agreement/evidence of satisfactory service record as demonstrated by Work order/letter/certificate to this effect.</p>	RFP terms shall prevail
8.	As per industries & Mines dept. Resolution no – CSPC – 102015-691093 ch dated 03/02/2023 it is allowed exemption towards EMD for bidders registered under NSIC or CSPO. As the amount of EMD is much more kindly allow some exemption towards it	RFP terms shall prevail
9.	Kindly specify the actual amount of EMD to be provided as you have showcased different amounts of EMD in various parts of this tender document, NIT etc. Kindly specify the final amount of EMD	<p>1. 1% of Rs. 3,84,62,970/- i.e. Rs. 3,84,630/- for the West Side.</p> <p>2. 1% of Rs. 2,41,04,235/- i.e. Rs. 2,41,042/- for the East Side.</p> <p><b>Please refer Addendum-1 to RFP (Sr. No.5 &amp; 6).</b></p>
10.	Is the experience in private limited companies/Listed companies for providing the security manpower will be accepted?	RFP terms shall prevail
11.	The experience of providing security manpower in last three years will only be considered or it can go beyond three years.	RFP terms shall prevail
12.	Exact EMD amount is 384630 (West side)??Please clarify.	<p>1% of Rs. 3,84,62,970/- i.e. Rs. 3,84,630/-</p> <p><b>Please refer Addendum-1 to RFP (Sr. No.5).</b></p>
13.	Exact EMD amount is 241042 (East side)?? Please clarify.	1% of Rs. 2,41,04,235/- i.e. Rs. 2,41,042/-

		<b>Please refer Addendum-1 to RFP (Sr. No.6).</b>
14.	Please let us know the category in which Security officer/Security Guard/Security supervisor need to be classified (Unskilled /Semiskilled/ Skilled)	Category specified in the Contract Labour (Regulation and Abolition) Act, 1970 as applicable in Gujarat.  <b>Please refer Addendum-1 to RFP (Sr. No.7).</b>
15.	Earnest Money Deposit (EMD) -, Page 18 Ser. 10 – EMD. In both RFP. 1% of Estimated Value of both tenders (RFPs) i.e. Sabarmati Riverfront Project Area (East & West Side) may please be accepted in the form of BANK GUJARANTEE, Instead of Demand Draft.	DD or Bank Guarantee of Nationalized/Scheduled banks will be permitted.  <b>Please refer Addendum-1 to RFP (Sr. No.8).</b>
16.	Eligibility and Qualification Criteria – Ser. 7(a) & (b) on Page 15 – “Average Annual Turn Over Criteria”  and Work Execution Experience of Bidder over three years out of “Last Seven Years” may please be considered as “Out of Last Ten Tears”. Where ever applicable in both RFP for “LAST SEVEN YEARS”.	RFP terms shall prevail
17.	Average Annual Turnover (excluding taxes) of bidder over three years out of last seven years should be equal to or more than Rs. 8,65,41,683/- (Approx. 75% of estimated cost) from manpower services. The bidder must submit below mentioned details along with technical bid.	RFP terms shall prevail
18.	The estimate cost of 1 year has to be considered whereas you have total up the sum of estimate cost in each year of last 3 years then asked for 75% of cost as average annual turnover which is highly unethical, So kindly consider your actual estimate cost i.e, Rs. 3,84,62,970/- so the average annual turnover required should be Rs. 2,88,47,227/-.	RFP terms shall prevail
19.	The contractor should have minimum three years’ experience out of last seven years in Security services. Out of which, the contractor should have minimum three years’ experience in Public Sector Unit,	RFP terms shall prevail

	Government or Semi – Government Departments.	
20.	<p>Experience in security service; work of service providing as demonstrated through a single contract value of: Rs. 7 Crore</p> <p style="text-align: center;">OR</p> <p>Two similar completed work costing not less than the amount equal to Rs. 5 Crore</p> <p style="text-align: center;">OR</p> <p>Three similar completed work costing not less than the amount equal to Rs. 3 Crore with either a Public Sector Unit, Government or Semi-Government Department, any company, Corporation during last seven years as demonstrated by signed contract/ agreement/evidence of satisfactory service record as demonstrated by Work order/letter/certificate to this effect.</p>	RFP terms shall prevail
21.	As per industries & Mines dept. Resolution no – CSPC – 102015-691093 ch dated 03/02/2023 it is allowed exemption towards EMD for bidders registered under NSIC or CSPO. As the amount of EMD is much more kindly allow some exemption towards it.	RFP terms shall prevail
22.	Kindly specify the actual amount of EMD to be provided as you have showcased different amounts of EMD in various parts of this tender document, NIT etc. Kindly specify the final amount of EMD.	RFP terms shall prevail
23.	Average Annual Turnover (excluding taxes) of bidder over three years out of last seven years should be equal to or more than Rs. 5,42,34,529/- (Approx. 75% of estimated cost) from manpower services. The bidder must submit below mentioned details along with technical bid.	RFP terms shall prevail
24.	The estimate cost of 1 year has to be considered whereas you have total up the sum of estimate cost in each year of last 3 years then asked for 75% of cost as average annual turnover which is highly unethical, So kindly consider your actual estimate cost i.e, Rs. 2,41,04,235/- so the	RFP terms shall prevail

	average annual turnover required should be Rs. 1,80,78,176/-	
25.	The contractor should have minimum three years' experience out of last seven years in Security services. Out of which, the contractor should have minimum three years' experience in Public Sector Unit, Government or Semi – Government Departments.	RFP terms shall prevail
26.	Experience in security service; work of service providing as demonstrated through a single contract value of: Rs. 5 Crore  OR  Two similar completed work costing not less than the amount equal to Rs. 3 Crore  OR  Three similar completed work costing not less than the amount equal to Rs. 1.5 Crore with either a Public Sector Unit, Government or Semi-Government Department, any company, Corporation during last seven years as demonstrated by signed contract/ agreement/evidence of satisfactory service record as demonstrated by Work order/letter/certificate to this effect.	RFP terms shall prevail
27.	Minimum Wages State Govt./Central not mentioned. Please clarify	Minimum Wages as par State Government  <b>Please refer Addendum-1 to RFP (Sr. No.9).</b>
28.	Patrolling Vehicle to be provided SUV like Sumo/Bolero- But Per day/Per month Kilometer run not mentioned , how to calculate rates	The service provider will ensure that patrolling on SUV like Sumo/Bolero for minimum 115 KM per day each side.  <b>Please refer Addendum-1 to RFP (Sr. No.1).</b>
29.	Solvency certificate after issue of date  • Amount of solvency certificate not mentioned	• 20% of yearly estimated cost. The Solvency Certificate can also be obtained from Nationalized/ Scheduled Bank.

	<ul style="list-style-type: none"> <li>Existing solvency certificate with us valid for one year, so need it is accept by the client</li> </ul>	<ul style="list-style-type: none"> <li>The Solvency Certificate shall be valid for the entire Contract Tenure.</li> <li>Separate Solvency Certificate for both the sides shall be submitted.</li> </ul> <p><b>Please refer Addendum-1 to RFP (Sr. No.10).</b></p>
30.	Leave & Bonus is mandatory in the scope of tendering Authority as per State Government of Gujarat	RFP terms shall prevail
31.	As per the latest govt. notification minimum Service Charges rate should be@3.85%	RFP terms shall prevail
32.	For Patrolling Purposes Service provider has to provide vehicle, please confirm the fix usage of KMs on per day/per month basis including maintenance and driver to get accurate idea calculation.	<p>The service provider will ensure that patrolling on SUV like Sumo/Bolero will be done on regular basis for minimum 115 KM per day each side. This may vary on special circumstances.</p> <p><b>Please refer Addendum-1 to RFP (Sr. No.1).</b></p>
33.	Average Annual Turnover (excluding taxes) of bidder over three years out of last seven years should be equal to or more than Rs. 8,65,41,683/- (Approx. 75% of estimated cost) from manpower services. The bidder must submit below mentioned details along with technical bid.	RFP terms shall prevail
34.	The estimate cost of 1 year has to be considered whereas you have total up the sum of estimate cost in each year of last 3 years then asked for 75% of cost as average annual turnover which is highly unethical, So kindly consider your actual estimate cost i.e, Rs. 3,84,62,970/- so the average annual turnover required should be Rs. 2,88,47,227/-	RFP terms shall prevail
35.	The contractor should have minimum three years' experience out of last seven years in Security services. Out of which, the contractor should have minimum three years' experience in Public Sector Unit, Government or Semi – Government Departments.	RFP terms shall prevail

36.	<p>Experience in security service; work of service providing as demonstrated through a single contract value of: Rs. 7 Crore</p> <p style="text-align: center;">OR</p> <p>Two similar completed work costing not less than the amount equal to Rs. 5 Crore</p> <p style="text-align: center;">OR</p> <p>Three similar completed work costing not less than the amount equal to Rs. 3 Crore with either a Public Sector Unit, Government or Semi-Government Department, any company, Corporation during last seven years as demonstrated by signed contract/ agreement/evidence of satisfactory service record as demonstrated by Work order/letter/certificate to this effect.</p>	RFP terms shall prevail
37.	As per industries & Mines dept. Resolution no – CSPC – 102015-691093 ch dated 03/02/2023 it is allowed exemption towards EMD for bidders registered under NSIC or CSPO. As the amount of EMD is much more kindly allow some exemption towards it	RFP terms shall prevail
38.	Kindly specify the actual amount of EMD to be provided as you have showcased different amounts of EMD in various parts of this tender document, NIT etc. Kindly specify the final amount of EMD.	<ol style="list-style-type: none"> <li>1. 1% of Rs. 3,84,62,970/- i.e. Rs. 3,84,630/- for the West Side.</li> <li>2. 1% of Rs. 2,41,04,235/- i.e. Rs. 2,41,042/- for the East Side.</li> </ol> <p style="text-align: center;"><b>Please refer Addendum-1 to RFP (Sr. No.5 &amp; 6).</b></p>
39.	As per GR by Labour Commissioners Office Gujarat of Minimum Wages ક્રમિક: શ્ર.અલ.૬/૨૩/૧૯૯/૨૦૨૩ તા.૦૧/૦૪/૨૦૨૩ & ૦૧/૧૦/૨૦૨૩. It has been clearly stated by it that the Minimum Allowance shall include PF+ESIC and Bonus. So kindly add bonus into the financial bid.	RFP terms shall prevail
40.	As per GR by Labour Commissioners Office Gujarat of Minimum	RFP terms shall prevail

	Wages ಕ್ರಮಿಸಿ: ಸ್ಲ.ಖಾ.೬/೭.೩/೧೮೮/೨೦೨೩ ದಿ.೦೧/೦೪/೨೦೨೩ & ೦೧/೧೦/೨೦೨೩. It has been clearly stated in the GR that if the working days are 30 and 365 days without holidays then the principal employer is liable to provide 15 leaves for a period of 1 one year. Kindly implement the same.	
41.	As per the Office Memorandum No.F.6/1/2023-PPD dated 26.03.2023 by Procurement Policy Division, Department of Expenditure, Ministry of Finance, GOI. It has been stated the minimum service charge should be fixated at 3.85% or above as agencies have to get 2% TDS deducted from bill and there seems no profitable margin.	RFP terms shall prevail
42.	Average Annual Turnover (excluding taxes) of bidder over three years out of last seven years should be equal to or more than Rs. 5,42,34,529/- (Approx. 75% of estimated cost) from manpower services. The bidder must submit below mentioned details along with technical bid.	RFP terms shall prevail
43.	The estimate cost of 1 year has to be considered whereas you have total up the sum of estimate cost in each year of last 3 years then asked for 75% of cost as average annual turnover which is highly unethical, So kindly consider your actual estimate cost i.e, Rs. 2,41,04,235/- so the average annual turnover required should be Rs. 1,80,78,176/-.	RFP terms shall prevail
44.	The contractor should have minimum three years' experience out of last seven years in Security services. Out of which, the contractor should have minimum three years' experience in Public Sector Unit, Government or Semi – Government Departments.	RFP terms shall prevail
45.	Experience in security service; work of service providing as demonstrated through a single contract value of: Rs. 5 Crore  OR  Two similar completed work costing not less than the amount equal to Rs. 3 Crore	RFP terms shall prevail



OR	Three similar completed work costing not less than the amount equal to Rs. 1.5 Crore with either a Public Sector Unit, Government or Semi-Government Department, any company, Corporation during last seven years as demonstrated by signed contract/ agreement/evidence of satisfactory service record as demonstrated by Work order/letter/certificate to this effect
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#### ADDENDUM-1 TO RFP

Sr. No.	Clause/Point/ Annexure Nos.	Page Nos. of RFP	Existing Clause/ Provision	Amended to
1.	5.1 - Point no. 5 and at various other places/pages/ clauses	36	The Service Provider shall ensure regular Patrolling in the SRFD Area. The Service Provider shall use one <b>SUV</b> like <b>Sumo/Bolero</b> having GPS tracker for both the shifts. In addition to this, the service provider will ensure that patrolling on <b>2 wheelers</b> will be done on regular basis by the security supervisors/security guards on riverfront premises for smooth functioning.	The Service Provider shall ensure regular Patrolling in the SRFD Area. The Service Provider shall use one <b>SUV</b> like <b>Sumo/Bolero</b> having GPS tracker for both the shifts. The regular patrolling should be done on regular <b>for minimum 115 KM per day each side</b> . In addition to this, the service provider will ensure that patrolling on 2 wheelers will be done on regular basis by the security supervisors/security guards on riverfront premises for smooth functioning. This may vary on special circumstances.  <b>The SUV shall be in workable condition and shall not be older than 5 years. Further, Minimum no. of 2 wheelers will be 3 on each side.</b>
2.	5.1 – Point no. 9 and at various other	37	The security personnel deployed by the service provider shall work under overall supervision & direction of the service provider and shall be guided by the security officer or any other	<b>Category specified in the Contract Labour (Regulation and Abolition) Act, 1970 as applicable in Gujarat.</b>

	places/pages/clauses		officer designated by the SRFDCL to the extent required. Service provider shall deploy lady guards for each garden of SRFDCL and Atal bridge	
3.	5.1 – Point no. 24 and at various other places/pages/clauses	38	The service provider shall bear all the expenses incurred on the following items i.e., Provision of flashlight/ torches and cells, whistle lathis / ballams and other implements to security staff, stationary for writing duty charts and registers at security check points and records keeping as per requirements.	The service provider shall bear all the expenses incurred on the following items i.e., Provision of flashlight/ torches and cells, whistle lathis / ballams and other implements to security staff, stationary for writing duty charts and registers at security check points and records keeping as per requirements. <b>The quantity shall be reasonable and in consonance with the manpower deployed by the Service Provider as specified in the RFP.</b>
4.	5.1 – Point no. 37 and at various other places/pages/clauses	39	Special Notice for Scanning of Tickets: Entry to Sabarmati riverfront gardens and the Atal bridge are only allowed via QR based tickets. Once the ticket / mobile tickets are issued, the Security Guard is required to compulsorily scan the QR Code of the ticket. Security Agency will have to manage the required number of smart mobile devices along with data plan at their own cost at various gardens & Atal Bridge as per the public crowd. Security Agency should keep in the mind that on public holidays and weekends, requirement of smart mobile devices is higher than the weekdays. It will be the full responsibility of the Security Agency to see that the smart mobile devices should not fall short to scan the tickets and there is no gathering of crowds due to it. If the guard does not scan the tickets and the difference between issued and scanned tickets is	Special Notice for Scanning of Tickets: Entry to Sabarmati riverfront gardens and the Atal bridge are only allowed via QR based tickets. Once the ticket / mobile tickets are issued, the Security Guard is required to compulsorily scan the QR Code of the ticket. Security Agency will have to manage the required number of smart mobile devices along with data plan at their own cost at various gardens & Atal Bridge as per the public crowd. Security Agency should keep in the mind that on public holidays and weekends, requirement of smart mobile devices is higher than the weekdays. It will be the full responsibility of the Security Agency to see that the smart mobile devices should not fall short to scan the tickets and there is no gathering of crowds due to it. If the guard does not scan the tickets and the difference between issued and scanned tickets is more than 10% then a penalty will be applied according to the ticket rates of particular garden / Atal bridge x 3

			more than 10% then a penalty will be applied according to the ticket rates of particular garden / Atal bridge x 3 times of ticket rates x difference of issued and scanned tickets. The same criterion shall apply to the addition of any new Parks & Gardens and/or ticketing locations in Phases 1 and 2 of the SRFD Project Area	times of ticket rates x difference of issued and scanned tickets. The same criterion shall apply to the addition of any new Parks & Gardens and/or ticketing locations in Phases 1 and 2 of the SRFD Project Area. <b>Smart phones must be provided at all gardens, Atal Bridge (2 on each side) and the requirement may vary, in case of further expansion or any special event takes place.</b>
5.	Point No. 10 and at various other places/pages/clauses	18	Bid Security Deposit / Earnest Money Deposit (EMD)	1% of Rs. 3,84,62,970/- i.e. Rs. 3,84,630/- for the West Side.
6.	Point No. 10 and at various other places/pages/clauses	18	Bid Security Deposit / Earnest Money Deposit (EMD)	1% of Rs. 2,41,04,235/- i.e. Rs. 2,41,042/- for the East Side.
7.	Annexure 9 and at various other places/pages/clauses	59	Table A – Point B - Category	<b>Category specified in the Contract Labour (Regulation and Abolition) Act, 1970 as applicable in Gujarat.</b>
8.	Point No. 10 and at various other places/pages/clauses	18	1% of the Estimated value Rs. 3,84,62,970/- crores in the form of Demand Draft/Pay order from nationalized/scheduled bank/Banks as per GOG/AMC circular drawn in favour of “Sabarmati Riverfront Development Corporation Limited” and payable at Ahmedabad.	1% of the Estimated value Rs. 3,84,62,970/-crores in the form of Demand Draft / Pay order / <b>Bank Guarantee</b> from nationalized/scheduled bank/Banks as per GOG/AMC circular drawn in favour of “Sabarmati Riverfront Development Corporation Limited” and payable at Ahmedabad.  1% of the Estimated value Rs. 2,41,04,235/-crores in the form of Demand Draft / Pay order / <b>Bank</b>

			1% of the Estimated value Rs. 2,41,04,235/- crores in the form of Demand Draft/Pay order from nationalized/scheduled bank/Banks as per GOG/AMC circular drawn in favour of “Sabarmati Riverfront Development Corporation Limited” and payable at Ahmedabad.	<b>Guarantee</b> from nationalized/scheduled bank/Banks as per GOG/AMC circular drawn in favour of “Sabarmati Riverfront Development Corporation Limited” and payable at Ahmedabad.
9.	Annexure 9 and at various other places/pages/clauses	59	The rate must be calculated as per minimum wages act and other applicable labour laws.	The rate must be calculated as per minimum wages act <b>applicable in Gujarat State</b> and other applicable labour laws.
10.	Annexure 10 – Point No. 10 and at various other places/pages/clauses	60	Bank solvency Certificate from Nationalized Bank (After date of Notice of Invitation of RFP)	Bank solvency Certificate from Nationalized Bank/ <b>Scheduled Bank</b> (After date of Notice of Invitation of RFP).  <b>The amount of Solvency Certificate shall be 20% of yearly estimated cost.</b>  <b>The Solvency Certificate shall be valid for the entire Contract Tenure.</b>  <b>Separate Solvency Certificate for both the sides shall be submitted.</b>