

Reply to the Queries

Sr.	Query	Reply														
1.	Please provide required manpower count at each POS (Point of service)	Manpower requirements for the Point of Service (POS) will be determined by the bidder only. SRFDCL will not specify the exact number of manpower required. SRFDCL will leave it to the bidder's discretion to determine the appropriate number of personnel needed to deliver the services effectively for successful operation of the POS.														
2.	Tentative daily amount of collection at each POS.	Cash collection at all gardens and Atal Bridge varies depending on whether it's a holiday or a working day. This means that the amount of money collected may be different on weekdays compared to weekends or public holidays. Details of average monthly visitors (April 24 to September 24) are as under: <table border="1" data-bbox="914 824 1361 1093" style="margin-left: auto; margin-right: auto;"> <tbody> <tr> <td>Subhash Bridge</td> <td>28,827</td> </tr> <tr> <td>Flower Park</td> <td>15,595</td> </tr> <tr> <td>Usmanpura</td> <td>15,955</td> </tr> <tr> <td>Children Park</td> <td>23,556</td> </tr> <tr> <td>Biodiversity</td> <td>2,375</td> </tr> <tr> <td>B.J. Park</td> <td>2,421</td> </tr> <tr> <td>Atal Bridge</td> <td>1,93,835</td> </tr> </tbody> </table>	Subhash Bridge	28,827	Flower Park	15,595	Usmanpura	15,955	Children Park	23,556	Biodiversity	2,375	B.J. Park	2,421	Atal Bridge	1,93,835
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3.	Will SRFDCL provide cash counting machine & Fake note detector at each POS?	No. The Cash will be collected by the SRFDCL officials by the end of the day as per the Day Out Report generated by the Software from POS Agency. Day out Report and cash will be further submitted to Cash Collection Centre at Flower Park. There is a cash counting & fake note detector machine at the Collection Centre.														
4.	Timing of Service: As mentioned in RFP document shift timing of 12 hours is required at most of the POS. As per laws, shift time for one person is 9 hours including one hour of lunch, tea & Bio breaks. Please suggest how many manpower should we plan at one POS to maintain 12 hours of time of service.	SRFDCL looking for POS Services operation (Ticketing Timing) from 9:00 AM to 9:00 PM. SRFDCL will leave it to the bidder's discretion to determine the appropriate number of personnel needed to deliver the services effectively for successful operation of the POS.														
5.	Please share an annual holiday list including Gujarat government & Public Holidays for these POS.	POS will work for 365 days. There are no holidays for POS.														
6.	Please confirm working status for Sunday's	365 Days are working days.														
7.	If Sundays are working then please confirm on weekly off schedule for various	Please keep in mind that POS has to be operationalized for 365 days in all gardens and Atal Bridge. SRFDCL will leave it to the bidder's														

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	Parks, Gardens & at Atal Bridge on East & west side	discretion to determine the appropriate number of personnel for the weekly off.
8.	Clarify on timing of service on Points Riverfront Park @ Subhash Bridge Gate No. 2, Riverfront Park @ Subhash Bridge Gate No. 3, Children Park, Riverfront Park @ Usmanpura, B.J. Park, Atal Bridge & Flower Park. Is it 9 AM to 9 PM or 9 AM to 10 PM? There is ambiguity in RFP document regarding timing of service at these POS.	“Timing of Service” shall mean the hours of operation (Ticketing Timings) shall be from 09:00 AM to 9:00 PM . <u>The timing can be subject to change as per the applicable laws and regulations by SRFDCL / AMC / Government.</u> The Authority has full discretion to change the timings.
9.	Can a ticket issuing operator delete/edit any entry in software after issuing tickets to visitors?	No
10.	Page 17: Sr No 23: Please give more details on this point like type of insurance required along with the amount of risk cover for each person: Purchase and maintain a Comprehensive Insurance Policy including third party insurance at its own cost.	The Point mentioned in the tender is very clear and same was also clarified in the Pre-bid Meeting held on 11/11/24.
11.	How many service providers will be appointed by SRFDCL for this RFP. This information is required just to workout resource planning at our end.	Generally, only one Service Provider will be appointed i.e. L1 Agency who quoted the Lowest Monthly Charges per POS for all gardens and Atal Bridge. Present software does not have UPI / Digital payment facility and hence for Atal Bridge 2 ticket windows at West side and One Ticket Window on East side is allotted to other Agency on temporary basis who issues the tickets through digital payment modes only. The same shall be continued till the further up-dation in the software.
12.	Payment on monthly charges: Need count of manpower requirement at each POS to work out charges per POS because SRFDCL is looking for monthly charge per POS	SRFDCL will not specify the exact number of manpower required. SRFDCL will leave it to the bidder's discretion to determine the appropriate number of personnel needed to deliver the services effectively for the successful operation of the POS.
13.	Page 16: Sr No 14: Please clarify this point: Licensee shall do the needful for arrangements of proper lighting and safety during the evening times.	Lighting is to be done by SRFDCL only.

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14.	Request you to revise annual turnover to 60 lacs in total for the last 3 years. There is no MSME exemption given in tender. Also, consortium is not allowed. So, a startup does not get any benefits. Point 3.3.1	Tender Condition Prevails.