

MAHA MUMBAI METRO OPERATION CORPORATION LTD.

Tenders for Canteen in Charkop Depot & NaMTTRI Building

Response to Bidders' Queries

MMMOCL has deployed its utmost efforts to provide the responses to all the queries raised by the potential bidders. Following are the queries received in written form from prospective bidders and clarification given there by-----

SR NO	CHAPTER NO PAGE NO & CLAUSE NO	CATEGORY	CLAUSE DESCRIPTION (AS PER TENDER DOCUMENTS)	PRE-BID QUIRY	MMMOCL'S RESPONSE
1	Page No-31 of 39 Annexure B	Financial Bid	I/We/are quoting _____% above/below (In Figure) _____above/ below (in words) on the existing rate list except the market rate or quote item wise rate	Kindly elaborate the method for finalizing the L1 from Financial bids.	As elaborated in Annexure 'B' of 'Financial Bid'
2	Page No-17 of 39	Guidelines to the Bidder	-	Weather MSME/NSIC are having waiver for EMD. Since the tender document doesn't have any point on EMD Waiver	No change in envisaged
3	Page No-17 of 39	Guidelines to the Bidder	-	Is the EMD exempted for the NSIC/MSME certificate holder?	No change in envisaged

4	Page No-15 of 39 Point No. 38	Terms & Condition	The Caterer shall obtain insurance policy to insure the premises against fire and other useable items and against any injury to or death of his employee in the course of employment or any injury to or death of a person including the employee of Maha Mumbai Metro Operation Corporation Ltd. in the course of using the canteen and shall deposit such policy with the Authority.	Are the staff Insurance compulsory? if it is please provide us the detail	As mentioned in the Clause no. 38 in Terms & Condition of the tender document
5	Page No-06 of 39 Point No. 7	Requirement from the Caterer	The Caterer shall provide all items of furniture, fittings and equipment excluding those in Annexure (A1 and A2), including crockery, cutlery, utensils, heaters and other items as are necessary and in such number and such quality as are approved in writing in advance by MMMOCL. The caterer shall make no additions or alterations whatsoever to the premises without prior permission in writing of the Authority and only in accordance with such directions as are given by the Authority.	Kitchen equipment & cutlery/ crockery will be provided by you or not?	As mentioned in the clause no. 7 in Requirement from the Caterer of the tender document
6	Page No-05 of 39 Point No. 1	Requirement from the Caterer	Service in the canteen as well as table service, as requested, is to be provided to all the employees on all the floors,	There is a complete Table service or it is limited?	<p>For NaMTTRI Building - Service in the canteen as well as table service, as requested, is to be provided to all the employees on all the floors twice in a day OR as per personal demand</p> <p>For Charkop Depot – Service in the canteen to be provided to all the employees Table service (once per shift or as per demand) for Supervisory staff on their table and once per shift for subordinate staff at nominated locations in shopfloor / workshop</p> <p>In either case necessary record shall be maintained in prescribed Format, by the contractor on daily basis duly signed by nominated employee of MMMOCL.</p>

7	Page No-06 of 39 Point No. 5	Requirement from the Caterer	No monthly license fee shall be charged by the MMMOCL. About 4000 sq.ft. area in Charkop Depot and 1000 sq.ft. area in NaMTTRI Building provided by MMMOCL free of cost during contract period. The caterer provides coupons for Rs. 800/- given to each of the employee of MMMOCL per month. The Complimentary Coupons shall got printed by the caterer at his own cost and submit to canteen-in-charge/nominated authority for distribution to the staff.	Coupons: How much values of coupon will be distributed to employees?	As mentioned in the clause no 5 of Requirement from the caterer of the tender document
8	-	-	-	For Special dishes, whether coupon can be utilized for this?	Yes. For Special dishes, coupon can be utilized for buying them.
9	Page No-06 of 39 Point No. 4	Requirement from the Caterer	The eatables shall be provided to all the employees working at MMMOCL at the applicable rates which are indicated in Annexure - B. However, the licensee will be at his liberty to charge the outside visitors/public as per the Menu Card. The Menu Card rates for this purpose shall be got approved from the Authority.	Subsidiary company: subsidiary company will be provided by coupons?	Yes. Food Coupons of same amount shall also be provided to staffs of our sub-contractors. However, in case the same are discontinued by M3OCL, then such contractor staffs should be provided with food items from Menu Card Annexure-B at approved rates.
10	Page No-16 of 39 Point No. 45	Terms & Condition	Reimbursement of Canteen Coupons: - The caterer shall submit all the coupons received from the employee in intact condition in the first week of every month for the payment of canteen coupons and daily statement / certificate in respect of Tea served in every division to the Administration Division	Payment release-within how many days of submission of bills payment will be release.	All the claims shall be approved by the competent person. The payment will be effected within 30 days of receipt of invoice of contractor's claim every month duly certifying all staff payment, statutory payments, taxes, penalties and other deductions applicable have been complied with. No advances shall be paid to the Contractor. Tax deduction at source from each on- account progress bill shall be made by MMMOCL as per the provisions of the statutes/acts of statutory bodies/local authorities etc. except when the contractor prior to release of payment submits valid and complete documents for tax exemption.
11	Page No-15 of 39 Point No. 39	Terms & Condition	The caterer shall be wholly responsible for payment of any and all taxes including GST, Cess duties service charge under the existing or future laws, Acts, rules, order, Notifications, etc., issued by the Central or State	Applicable taxes-As per the government notification from time to time will be reimbursed at actuals.	No change in envisaged

			Government or any local authorities or body in respect of or in connection with the supplies of food items/tea/coffee, etc., and that the Authority shall not be liable to pay such taxes/cess duties, etc. whether existing or in future.		
12	Page No-05 of 39 Point No. 8	Eligibility of the Caterer	-	Solvency Certificate: Solvency certificate is valid for 1year can be used in this tender?	Solvency Certificate given for another tender is not acceptable, it must be submitted addressed to MMMOCL.
13	Page No-31 of 39 Annexure B	Financial Bid	-	How will you determine L1?	As elaborated in Annexure 'B' of 'Financial Bid'
14	-	-	-	For BKC location the space is not feasible for cooking. Will serving of food be ok?	No change in envisaged
15	-	-	-	When could we visit the Charkop depot?	On weekdays in between 09.00 am to 05.00 pm with permission of Manager Security.
16	Page No-17 of 39	Guidelines to the Bidder	-	EMD - As per State Govt. GR for societies who are tendering in Govt. Departments are getting Exemptions on paying EMD. being Berojgar Society can we get this exception?	Exemption as per the ref. GR shall be applicable subject to verification of supporting documentary proof

17	Page No-05 of 39 Point No. 8	Eligibility of the Caterer	-	Bank Solvency is also exempted for us	No change
18	Page No-20 of 39 Point No. 9	Technical BID	-	ESIC / PF - As we don't have 20 staff (required to get ESIC & PF no.) It is not applicable for us	No change
19	Page No-05 of 39 Point No. 8	Eligibility of the Caterer	The caterer shall submit PF code, ESI code, IT clearance certificate and Bank Solvency certificate of Rs. 14,40,000/ from Nationalized Bank/Commercial banks/Private Banks	Will you accept SOLVENCY CERTIFICATE from "BHARAT CO- OPERATIVE BANK? It is a multistate Scheduled bank	No change
20	Page No-05 of 39 Point No. 8	Eligibility of the Caterer	-	Is there any specific format for making SOLVENCY CERTIFICATE or as per Bank standard Format?	As per Bank Format