

<p align="center"><b>MAHA MUMBAI METRO OPERATION CORPORATION LIMITED</b>  (A Government of Maharashtra PSU)  4th Floor, NaMTTRI Building, Adjoining New MMRDA Building, Bandra Kurla Complex, Bandra East, Mumbai 400051  <a href="https://www.mmmocl.co.in">https://www.mmmocl.co.in</a></p>	
e-tender Title:	Provision of the Services of Customer Care Officer and Commercial Supervisor at Station of Metro Lines 2A and 7 and Upcoming Metro Lines
e-tender ID:	<b>2024_MMRDA_1114234_1</b>
e-tender ref no:	MMMOCL-OP/COM-02-2024
<b>Corrigendum 3</b>	

Sr. No.	Page No.	Clause No.	Existing Clause	Revised Clause
1	9	1.7	-	Please refer below link for other metro line detail <a href="https://mmmocl.co.in/project-brief.html">https://mmmocl.co.in/project-brief.html</a>
2	11	2.1 (c)	Estimated Cost (Rupees): Rs.37,74,28,174/- (Incl. GST) for 2 years.	Estimated Cost (Rupees): Rs.37,74,28,174/- (Incl. GST) for 2 years. The Defined Estimate Cost Mentioned in RFP Document is for 2 Years . Tender Period to be referred as: One Year + One Year extendable based on the performance
3	13	2.27	The earnest money deposit of unsuccessful bidders will be refunded through RTGS, NEFT mode (Auto refund facility in Maha tender portal) only after finalization of Tender and signing of the agreement with the successful bidder.	As per Maha Tender Process EMD will be refunded to all Unsuccessful bidder automatically and for Successful bidder MMOCL will refund Manually only after finalization of Tender and signing of the agreement with the successful bidder.
4	14	2.32.B.iv	Bidders are required to submit two hard copies of the signed Technical Bid to the Manager (Commercial) at the address provided above. Please ensure that the hard copy of the Technical Bid matches the one submitted on the e-tender portal. Only the submission made through the e-tender portal will be considered for evaluation.	Bidders are required to submit two hard copies (Xerox Copy) of the signed Technical Bid to the Manager (Commercial) at the address provided above. Please ensure that the hard copy of the Technical Bid matches the one submitted on the e-tender portal. Only the submission made through the e-tender portal will be considered for evaluation.

Sr. No.	Page No.	Clause No.	Existing Clause	Revised Clause												
5	15	2.32-C-(g)	Tenderers are requested to upload duly filled scanned copy of Appendix-8 (Schedule-1 & Schedule-2) and Financial Bid format.xlsx underprice tender cover letter option. Any ambiguity in the submission of Appendix-8 (Schedule-1 & Schedule-2) will be considered bid as invalid.	Tenderers are requested to upload duly filled scanned copy of: 1. Appendix – 8: Covering Letter Comprising Financial Bid, 2. BOQ, 3. SCHEDULE I: PRICE BID SUMMARY FOR TWO YEARS, 4. SCHEDULE II: Price Bid. Any ambiguity in the submission of Appendix-8 (Schedule-1 & Schedule-2) will be considered bid as invalid.												
6	15	2.31.c	Manpower is defined as number of persons required in shift including Leave Reserve, Rest Giver, etc.	Manpower is defined as number of persons required in shift including Leave Reserve, Rest Giver, etc. <table><tr><th>Designation</th><th>Man-Shift required per day</th><th>Minimum staff for Leave reserve/ rest giver per day</th><th>Total Staff deployment</th></tr><tr><td>Customer Care Officer (CCO)</td><td>361</td><td>101</td><td>462</td></tr><tr><td>Commercial Supervisor</td><td>4</td><td>1</td><td>5</td></tr></table>	Designation	Man-Shift required per day	Minimum staff for Leave reserve/ rest giver per day	Total Staff deployment	Customer Care Officer (CCO)	361	101	462	Commercial Supervisor	4	1	5
Designation	Man-Shift required per day	Minimum staff for Leave reserve/ rest giver per day	Total Staff deployment													
Customer Care Officer (CCO)	361	101	462													
Commercial Supervisor	4	1	5													
7	15	2.32.C.(h)	-	Note: If two or more bidders/contractors submit bids with the same bid amount, then (a) highest average annual turnover of last 3 FY shall be taken into consideration. If the both average annual turnover equal then (b) highest Net worth of previous FY (2023-24) shall be considered in order to select the lowest bidder and if both above criteria equals then (b) highest similar work of past 5 years shall be considered in order to select the lowest bidder.												

Sr. No.	Page No.	Clause No.	Existing Clause	Revised Clause
8	16	2.34 (g)	The contractor shall take out necessary/ relevant Insurance Policy/Policies to provide adequate insurance cover for execution of the awarded contract work from the 'Directorate of Insurance, Maharashtra State, Mumbai- 400 051' only. Insurance Policy/ Policies taken out from any other insurance company will not be accepted. However, if the Contractor desires to effect insurance with the local office of any insurance company, the same should be under the co-insurance-cum-servicing arrangements (with G.I.F.'s share at 60% and insurance Company's share at 40%) approved by the Directorate of Insurance. If the policy taken out by the bidder is not on co-insurance basis the same will not be accepted and the amount of premium calculated by the Directorate of Insurance will be recovered directly from the amount payable to the contractor for the executed contract work.	Additional: Please refer Guideline mentioned DOI, Govt of Maharashtra
9	17	2.36 (c)	In case of any enhancement in labour rates as mentioned in Minimum wages, Government of Maharashtra, PF contribution, bonus act, ESIC etc, all such increments / enhancements will be borne by the contractor. The provision of all Acts/ Rules as per Maharashtra State will be applicable. Wherever, Maharashtra Act/ Rules are not available, Central Act/ Rules will be applicable	In case of any enhancement in labour rates as mentioned in Shop and Establishment for Maharashtra, defined for Mumbai., related to wages, PF contribution, bonus act, ESIC etc, all such increments / enhancements will be borne by the contractor, if the value of labour rate is increase up to 5%. If the labour rate will increase more than 5%, then 100% of the incremental value beyond 5% will be reimbursed against the documental proof for the payment. The provision of all Acts/ Rules as per Maharashtra State will be applicable. Wherever, Maharashtra Act/ Rules are not available, Central Act/ Rules will be applicable. Base date for labour rate shall be considered from the last date of Bid submission.

Sr. No.	Page No.	Clause No.	Existing Clause	Revised Clause
10	18	2.37	-	<p>Additional Performance Security: Please Refer:</p> <p>1. महाराष्ट्र शासन निर्णय, क्रमांक : सीएटी/2017/प्र क्र 8/इमा-2 मंत्रालय, मुंबई 400 032 दिनांक : 12 एप्रिल, 2017.</p> <p>2. शासन परिपत्रक क्रमांक सीएटी/2017/प्र. क्र.08/इमा-2 मंत्रालय, मुंबई 400 032. दिनांक 26 नोव्हेंबर, 2018.</p> <p>3. Revised consolidated guidelines in Govt. of Maharashtra, PWD dated 27.09.2018 for details.</p> <p>Additional Performance Security Deposit - The agency has to submit an undertaking along with Technical documents mentioned that “Additional Performance Security Deposit submitted in Financial envelope”.</p> <p>The agency shall have to furnish an additional Bank Guarantee in the form of Bank Guarantee issued by a Nationalized Bank/Scheduled Commercial Bank except Axis Bank. The additional performance security shall be released as per same terms and condition as performance security.</p>

Sr. No.	Page No.	Clause No.	Existing Clause	Revised Clause
11	20	3.1	The experienced Bidder should have successfully completed similar Works/Services during last Five-year ending 30th September 2024 as follows	The experienced Bidder should have successfully completed similar Works/Services during last Five-year ending 30th September 2024. Ongoing work will be considered for the amount for which work completed till 30-Sep-2024. For the works/ services to be considered for qualification of work experience, documentary proof such as satisfactory work completion certificates from clients indicating the nature/ scope of work, actual completion cost and date of commencement for such works/ services should be uploaded. And for Ongoing Project, date of commencement for such works/ services, indicating the nature/ scope of work, along with actual completion cost and satisfactory work experience certificate from client should be uploaded.
12	20	3.1	Definition of Similar Work: Works involving provision of trained, computer literate manpower for ticketing services of Metro Railways/ Railways/ Roadways/ Mono Railways/ Airports or Works involving provision of skilled, trained, data entry operator, computer Operator manpower in Government Departments/ Public Sector Units.	Works involving provision of trained, computer literate manpower for ticketing services of Metro Railways/ Railways/ Roadways/ Mono Railways/ Airports <b>or</b> Works involving provision of skilled Manpower/Data entry operator/ Computer Operator manpower in Government Departments/ Public Sector Units.

Sr. No.	Page No.	Clause No.	Existing Clause	Revised Clause
13	20	3.1	For the works/ services to be considered for qualification of work experience, documentary proof such as satisfactory work completion certificates from clients indicating the nature/ scope of work, actual completion cost and date of commencement for such works/ services should be uploaded.	For the works/ services to be considered for qualification of work experience, documentary proof such as satisfactory work completion certificates from clients indicating the nature/ scope of work, actual completion cost and date of commencement for such works/ services should be uploaded. And for Ongoing Project, date of commencement for such works/ services, indicating the nature/ scope of work, along with actual completion cost and satisfactory work experience certificate from client should be uploaded. Also, if Cost is not mentioned in Work experience certificate provided by the client then documentary proof such as copy of Work Order/ LOA/Contract Copy, Bill of quantities, Bill-wise detail of payment received certified by CA, TDS certificates, CA Certificate mentioning Contract period and Entire Invoicing amount in contract period (FY Wise) should be uploaded.
14	20	3.1	Firms with experience of providing technically skilled and experienced manpower to Railways/Metro Railways shall be given preference.	(Clause Deleted)

Sr. No.	Page No.	Clause No.	Existing Clause	Revised Clause
15	20	3.1	For the works/services to be considered for qualification of work experience, documentary proof such as satisfactory work completion certificates from clients including the nature / scope of work, actual completion cost and date of commencement for such works / services should be uploaded. In case works/services executed for private clients, documentary proof such as copy of Work Order, Bill of quantities, Bill-wise details of payment received certified by CA, TDS certificates for all the payments received, copy of final / last bill by the client should be uploaded. The offers received without documentary proof shall not be evaluated. Firms executing similar works/services shall also be considered. Firms with experience of providing technically skilled and experienced manpower to Railway/Metro Railways shall be given preference	For the works/services to be considered for qualification of work experience, documentary proof such as satisfactory work completion certificates from clients including the nature / scope of work, actual completion cost and date of commencement for such works / services should be uploaded. Also, if Cost is not mentioned in Work experience certificate provided by the client then documentary proof such as copy of Work Order/ LOA/Contract Copy, Bill of quantities, Bill-wise detail of payment received certified by CA, TDS certificates, CA Certificate mentioning Contract period and Entire Invoicing amount in contract period (FY Wise) should be uploaded. The offers received without documentary proof shall not be evaluated. Firms executing similar works/services shall also be considered.
16	20	3.1	3.1.1 At least one similar completed work/ service costing not less than an amount equal to 80% of the estimated annual cost of Rs.30,19,42,539/-. OR 3.1.2 At least two similar completed works each costing not less than an amount equal to 50% of the estimated annual cost of Rs.18,87,14,087/-. OR 3.1.3 At least three similar completed works each costing not less than an amount equal to 40% of the estimated annual cost of Rs.15,09,71,270/-.	3.1.1 At least one similar completed work/ service costing not less than an amount equal to 80% of the estimated cost of Rs.30,19,42,539/-. OR 3.1.2 At least two similar completed works each costing not less than an amount equal to 50% of the estimated cost of Rs.18,87,14,087/-. OR 3.1.3 At least three similar completed works each costing not less than an amount equal to 40% of the estimated cost of Rs.15,09,71,270/-.

<b>Sr. No.</b>	<b>Page No.</b>	<b>Clause No.</b>	<b>Existing Clause</b>	<b>Revised Clause</b>
17	21	3.9	The necessary certificates as mentioned in qualification criteria are required to be obtained by the bidder from the competent authority. The copies of these certificates duly attested by the Authorized Signatory of the organization which had availed the services shall be uploaded.	The necessary certificates as mentioned in qualification criteria are required to be obtained by the bidder from the competent authority. The copies of these certificates shall be issued by authority not below the rank of Head of the department or equivalent responsible authority of the organization where the services were provided.
18	32	5.24.5	Refresher Course shall be planned as per MMMOCL training module and Customer Care Officer (CCO) and commercial Supervisor shall be spared by contractor as per module received by MMMOCL. Contractor shall keep additional 5% staff for refresher/training purpose.	Refresher Course shall be planned as per MMMOCL training module and Customer Care Officer (CCO) and commercial Supervisor shall be spared by contractor as per module received by MMMOCL.
19	37	5.44	The contractor shall depute the required CCO and Commercial Supervisor within one month of issue of Letter of Acceptance by the MMMOCL. The contract period is three years and it will commence from the First Invoice period submitted by the contractor. However, MMMOCL can foreclose the contract with six months' notice.	The contractor shall depute the required CCO and Commercial Supervisor within one month of issue of Letter of Acceptance by the MMMOCL. The contract period is for One year and extension of One year will be given based on performance. and it will commence from the 1st day of First Invoice period submitted by the contractor. However, MMMOCL can foreclose the contract with six months' notice.



Sr. No.	Page No.	Clause No.	Existing Clause	Revised Clause
20	43	6.4.12	<p>Contractor shall give number of leaves to employees as per Shop and Establishment act</p> <ul style="list-style-type: none"> <li>• National Holiday: <ul style="list-style-type: none"> <li>o In addition to the paid leave, the Contractor shall provide each employee with three (4) days of National Holiday per year.</li> <li>o National Holiday shall be granted as per law and appropriate adjustment to the duties shall be made to make sure operations of Metro are not affected.</li> </ul> </li> <li>• Leave Encashment and Carry Forward: <ul style="list-style-type: none"> <li>o Leaves cannot be encashed. However, if tender is extended to next year then Paid leaves can be carry forwarded to next contract year subject to maximum accumulation of 10 leaves.</li> </ul> </li> <li>• Approval Process: <ul style="list-style-type: none"> <li>o Employees shall submit leave requests in writing to their immediate supervisor at least 3-5 days in advance for paid leave and as soon as practicable for sick leave.</li> <li>o The Contractor reserves the right to approve or deny leave requests based on operational requirements, but approval shall not be unreasonably withheld.</li> </ul> </li> <li>• Compliance with Laws: <ul style="list-style-type: none"> <li>o The Contractor shall ensure that the provision of paid and sick leave complies with all applicable labour laws and regulations.</li> </ul> </li> </ul> <p>Page 44 of 55</p> <ul style="list-style-type: none"> <li>• This clause must be strictly adhered to by the Contractor and any deviation from the above requirements may result in penalties or termination of the contract.</li> </ul>	<p><b>•Contractor shall give 21 number of leaves for availing to employees as per Shop and Establishment act</b></p> <p><b>•National Holiday:</b></p> <ul style="list-style-type: none"> <li>oIn addition to the paid leave, the Contractor shall provide each employee with Four (4) days of National Holiday per year.</li> <li>oNational Holiday shall be granted as per law and appropriate adjustment to the duties shall be made to make sure operations of Metro are not affected.</li> </ul> <p><b>•Leave Encashment and Carry Forward:</b></p> <ul style="list-style-type: none"> <li>oRemaining paid leaves needs to be encashed at the end of Year or while exit from the agency of employee. The rate of encashment shall be per day wage as per Basic + VDA combination.</li> </ul> <p><b>•Approval Process:</b></p> <ul style="list-style-type: none"> <li>oEmployees shall submit leave requests in writing to their immediate supervisor at least 3-5 days in advance for paid leave and as soon as practicable for sick leave.</li> <li>oThe Contractor reserves the right to approve or deny leave requests based on operational requirements, but approval shall not be unreasonably withheld.</li> </ul> <p><b>•Compliance with Laws:</b></p> <ul style="list-style-type: none"> <li>oThe Contractor shall ensure that the provision of paid and sick leave complies with all applicable labour laws and regulations.</li> </ul> <p><b>•This clause must be strictly adhered to by the Contractor and any deviation from the above requirements may result in penalties or termination of the contract.</b></p>

Sr. No.	Page No.	Clause No.	Existing Clause	Revised Clause
21	43	6.4.9	<p>Employees who are not eligible for coverage under the Employees' State Insurance Corporation (ESIC) must be provided with medical insurance coverage of minimum Rs. 2 Lakhs by the agency and shall cover self, spouse and children. And shall cover dependent (Father &amp; Mother) in case of Employees marital status is single. The cost of this insurance shall not be deducted from the employee's salary and must be fully borne by the agency. The agency is required to submit all relevant documents related to the insurance, including proof of premium payments and full details of the insurance policy.</p>	<p>Employees who are not eligible for coverage under the Employees' State Insurance Corporation (ESIC) must be provided with medical insurance coverage of minimum Rs. 2 Lakhs by the agency and shall cover self, spouse and children. And shall cover dependent (Father &amp; Mother) in case of Employees marital status is single. The cost of this insurance shall not be deducted from the employee's salary and must be fully borne by the agency. The agency is required to submit all relevant documents to MMMOCL related to the insurance, including proof of premium payments, insurance card, and full details of the insurance policy.</p> <p>The successful bidder shall provide an additional insurance top-up above Rs. 2 lakh and up to Rs. 10 lakh for eligible employees at the employee's cost. The cost of the Insurance top-up above Rs. 2 lakh up to Rs. 10 lakh will be borne by the employee, as per their individual requirements. However, the insurance cost of Rs. 2 lakh shall not be deducted from the employee's salary and must be fully borne by the agency.</p>

Sr. No.	Page No.	Clause No.	Existing Clause	Revised Clause
22	47	7.10	In case of any enhancement in labour rates as mentioned in Minimum wages, Govt. of Maharashtra related to wages, PF contribution, bonus act, ESIC etc, all such increments / enhancements will be borne by the contractor. The provision of all Acts/ Rules as per Maharashtra State will be applicable. Wherever, Maharashtra Act/ Rules are not available, Central Act/ Rules will be applicable.	In case of any enhancement in labour rates as mentioned in Shop and Establishment for Maharashtra, defined for Mumbai., related to wages, PF contribution, bonus act, ESIC etc, all such increments / enhancements will be borne by the contractor, if the value of labour rate is increase up to 5%. If the labour rate will increase more than 5%, then 100% of the incremental value beyond 5% will be reimbursed against the documental proof for the payment. The provision of all Acts/ Rules as per Maharashtra State will be applicable. Wherever, Maharashtra Act/ Rules are not available, Central Act/ Rules will be applicable. Base date for labour rate shall be considered from the last date of Bid submission.
23	47	7.7	In case of a billing dispute, 70% of the bill will be released, and the remaining 30% will be cleared within 30 days after the dispute is resolved and no interest shall be paid in any case to the agency by the authority.	In case of a billing dispute, undisputed amount from the bill will be released, and the remaining (i.e disputed) amount will be cleared within 30 days after the dispute is resolved and no interest shall be paid in any case to the agency by the authority.

Sr. No.	Page No.	Clause No.	Existing Clause	Revised Clause
24	48	7.20	<p>Agency shall pay the employees the Wages/Salary before expiry of the 10th day of every month and all other statutory dues within prescribed time period as per law and shall ensure that the wages Paid to them are as agreed in the e-tender. In case of any increase, I change in Minimum Wages or other statutory benefits over and above as agreed in e- tender and paid by MMMOCL to Agency, the same will be reimbursed by the Authority after production of documentary proof of payment made to the outsourced persons provided by Agency. Agency shall be responsible for compliance of all applicable laws, Local/State/ Central Governments' Laws, Rules etc., and shall take all necessary steps for obtaining registrations, licenses, renewal thereof: maintaining proper records/ registers and also submitting necessary returns to the authorities concerned. In the event of noncompliance or contravention of any laws due to failure or negligence on Agency part, agency shall remain fully liable, responsible and shall also keep the Authority fully indemnified against any risk, consequences, and/or cost arising thereof.</p>	<p>Agency shall pay the employees the Wages/Salary before expiry of the 10th day of every month and all other statutory dues within prescribed time period as per law and shall ensure that the wages Paid to them are as agreed in the e-tender. In case of any enhancement in labour rates as mentioned in Shop and Establishment for Maharashtra, defined for Mumbai., related to wages, PF contribution, bonus act, ESIC etc, all such increments / enhancements will be borne by the contractor, if the value of labour rate is increase up to 5%. If the labour rate will increase more than 5%, then 100% of the incremental value beyond 5% will be reimbursed against the documental proof for the payment. The provision of all Acts/ Rules as per Maharashtra State will be applicable. Wherever, Maharashtra Act/ Rules are not available, Central Act/ Rules will be applicable. Base date for labour rate shall be considered from the last date of Bid submission. Agency shall be responsible for compliance of all applicable laws, Local/State/ Central Governments' Laws, Rules etc., and shall take all necessary steps for obtaining registrations, licenses, renewal thereof: maintaining proper records/ registers and also submitting necessary returns to the authorities concerned. In the event of noncompliance or contravention of any laws due to failure or negligence on Agency part, agency shall remain fully liable, responsible and shall also keep the Authority fully indemnified against any risk, consequences, and/or cost arising thereof.</p>

Sr. No.	Page No.	Clause No.	Existing Clause	Revised Clause
25	51	7.31	MMMOCL shall be entitled to split the work and / or award the part of work under the tender to one or more tenderers in any manner that in the opinion of MMOCL is more favourable to it.	(Clause Deleted)
26	52	7.33	Heading of Table 2: - Salary Structure of Commercial Supervisor.	Heading of Table 2: - Salary Structure of Commercial Supervisor (Including working days, week-off, approved leave excl. absenteeism). Note: Structure of the above table will not change, however, other components may change proportionally based on the changes in Minimum wages of Govt. of Maharashtra.
27	52	7.33	Heading of Table 3: - Salary Structure of Customer Care Officer (CCO)	Heading of Table 3: - Salary Structure of Customer Care Officer (CCO) (Including working days, week-off, approved leave excl. absenteeism). Note: - Structure of the above table will not change, however, other components may change proportionally based on the changes in Minimum wages of Govt. of Maharashtra.
28	10 of 51	Appendix	Appendix - 5 Technical Qualification of Work	Please refer Revised Appendix - 5 attached below

Sr. No.	Page No.	Clause No.	Existing Clause	Revised Clause
29				The successful bidder shall onboard all existing staff working with Existing Contractor for Ticketing , subject to MMMOCL's approval.
30				For staff currently employed as Ticket Selling Officers (TSO) Customer Care Officers (CCO) or Supervisor with Existing Contractor, MMMOCL may provide relaxation in the work experience criteria, at its sole discretion, to ensure a smooth transition and operational continuity.
31	20	3.3	The Bidder should not have been blacklisted/ debarred/ declared ineligible for award of contract by any Government / Government undertaking/ Semi Government / Govt. Controlled Institutions/ Projects in India, during the last five (5) years. Also, the Bidder should not have abandoned any of the Works after award of the Contracts during the last five (5) years from the date of opening of the RFP	The Bidder should not have been blacklisted/ debarred/ declared ineligible for award of contract by any Government / Government undertaking/ Semi Government / Govt. Controlled Institutions/ Projects in India, as on date of submission of the bid. Also, the Bidder should not have abandoned any of the Works after award of the Contracts during the last five (5) years from the date of opening of the RFP
32				"Station staff shall not be assigned double shifts on a regular basis. Double shifts shall only be undertaken in emergency situations with prior approval from MMMOCL."
33	35 of 51	Appendix-19	Appendix-19 INTIAL FILTER CRITERIA	Please refer Revised Appendix - 19 attached below
34	-	-	E-tender Schedule	Please refer Revised E-tender schedule attached below

For any additional information & help for uploading & downloading the e-Tender, please contact Maha e-tendering service desk at the following address: [support-eproc@nic.in](mailto:support-eproc@nic.in) or call on 0120-4001002/005.

In case of any query/ clarifications, Bidding Entities are requested to contact Shri Prashant Visoriya, Manager (Commercial) at email: [mgco@mmmocl.co.in](mailto:mgco@mmmocl.co.in).

Date: December, 11<sup>th</sup> 2024

Place: Mumbai

Sd/-  
Managing Director, MMMOCL

## Revised Appendix - 5

### Technical Qualification of Work

(WORK DETAILS- YEAR-WISE)

S.N.	Year (From 1-October to 30-September)	Type of work	Name of work	Name of the Client/ Employer	Contract value	Contract period	Value of work carried out in year
1	2019-20						
2	2020-21						
3	2021-22						
4	2022-23						
5	2023-24						
6	Maximum of Values of works carried out in above 5 years in Rs.						
7	Whether the bidder has <i>completed three similar kind of work costing not less than the amount equal to 40% of the estimated cost</i> in the above 5 years.						YES / NO
8	Whether the bidder has <i>completed two similar kind of work costing not less than the amount equal to 50% of the estimated cost</i> in the above 5 years.						YES / NO
9	Whether the bidder has <i>completed one similar kind of work costing not less than the amount equal to 80% of the estimated cost</i> in the above 5 years.						YES / NO
Whether meeting the Technical Qualification Criteria in any one of the above said Five years.							YES / NO

The bidder must attach the entire relevant certificate from the client. All the certificates shall be duly signed by authorized person where services were rendered, not below the rank of the Head of the department or equivalent responsible authority.

**Signature of authorized Signatory of Bidder**



## **Appendix – 19**

### **INITIAL FILTER CRITERIA**

(On Company's letter head)

<b>Sr. No.</b>	<b>Criteria</b>	<b>Yes</b>	<b>No</b>
1	Has the Bidder abandoned any work in the last three years?		
2	Has the Bidder suffered insolvency/bankruptcy in the last three years?		
3	Has the Bidder been blacklisted by any organizations as on date of submission of the bid?		
4	Has any misleading information been given in the tender?		
5	Is the Bidder not financially sound to perform the work?		
6	Is the Bidder's net worth negative?		
7	Has the Bidder engaged any Middle men /agent to advance his/her tender?		
8	Has the Bidder failed to certify that no middlemen have been or will be engaged or that any commission has been or will be paid?		

**Note:** "In the event of a 'Yes' response to any of the above points numbered 1 to 8, the Bidder shall provide a detailed explanation. If the explanation provided by the Bidder is deemed unsatisfactory, the Authority reserves the absolute right to disqualify the Bidder. The Bidder should also enclose the following undertaking on Rs.500/- Non-Judicial Stamp Paper duly notarized as per the format given below along with the Technical Bid.

[NON-JUDICIAL STAMP PAPER OF RS.500/- DULY NOTARIZED]

**UNDERTAKING FOR INITIAL FILTER CRITERIA**

**Sub:** Provision of the Services of Customer Care Officer and Commercial Supervisor At Station of Metro Lines 2A and 7 and Upcoming Metro Lines.

- 1 I, Mr./Ms. \_\_\_\_\_ (Authorized Signatory) on behalf of \_\_\_\_\_ (Company's Name) having its registered office at \_\_\_\_\_, hereby confirm, declare and undertake that the information given in the Initial Filter Criteria is true and nothing has been concealed or misrepresented.
- 2 MMMOCL is free to verify the information given by the undersigned in the Initial Filter Criteria. If any submission by us is found false or misleading at a later stage, even after completion of the tender process, then MMMOCL may annul the award and forfeit our EMD (if any held with MMMOCL) and Performance Security (if any available with MMMOCL). Further, in such a case, we may be banned for future tenders of MMMOCL.

Signature of Authorized Signatory \_\_\_\_\_

Name of Authorized Signatory \_\_\_\_\_

Seal of the Authorized Signatory \_\_\_\_\_

<b>MAHA MUMBAI METRO OPERATION CORPORATION LIMITED</b> (A Government of Maharashtra PSU) 4th Floor, NaMTTRI Building, Adjoining New MMRDA Building, Bandra Kurla Complex, Bandra East, Mumbai 400051 <a href="https://www.mmmocl.co.in">https://www.mmmocl.co.in</a>	
e-tender Title:	Provision of the Services of Customer Care Officer and Commercial Supervisor at Station of Metro Lines 2A and 7 and Upcoming Metro Lines
e-tender ID:	<b>2024_MMRDA_1114234_1</b>
e-tender ref no:	MMMOCL-OP/COM-02-2024
<b>Revised E-tender Schedule</b>	

S N	Tender Schedule	Bidder Schedule	Start Date & Time	End date
1	Tender Authorization and Publishing	----	----	----
2	----	Tender document download	21.10.2024 18:00 Hrs	27.12.2024 17:00 Hrs
3	----	Pre-Bid Queries	21.10.2024 18:00 Hrs	28.10.2024 18:00 Hrs
4	----	Date of Pre-Bid Meeting	29.10.2024 11:30 Hrs	----
5	----	Bid preparation and submission	21.10.2024 18:00 Hrs	27.12.2024 17:00 Hrs
6	Opening Envelope A- Tender fees, EMD	----	28.12.2024 18:00 Hrs	----
7	Opening Envelope B- Technical Bid.	----	26.12.2024 18:00 Hrs	----
8	Opening Envelope C- Financial Bid.	----	Date to be advised later	----

For any additional information & help for uploading & downloading the e-Tender, please contact Maha e-tendering service desk at the following address: [support-eproc@nic.in](mailto:support-eproc@nic.in) or call on 0120-4001002/005.

In case of any query/ clarifications, Bidding Entities are requested to contact Shri Prashant Visoriya, Manager (Commercial) at email: [mgco@mmmocl.co.in](mailto:mgco@mmmocl.co.in).

Date: December, 11<sup>th</sup> 2024

Place: Mumbai

Sd/-

Managing Director, MMOCL