

ADDENDUM/ CORRIGENDUM

Sr. No.	Existing Points	Modified Points
1.	Estimated cost for the West Side: - Rs. 4,14,38,775/-	Revised Estimated cost for the West Side: - Rs. 4,86,54,510/-
2.	Estimated cost for the East Side: - Rs. 3,70,67,900/-	Revised Estimated cost for the East Side: - Rs. 4,29,65,459/-
3.	EMD/Bid Security – 1% of the estimated cost	EMD/Bid Security – 1% of the Revised estimated cost.
4.	Performance Security – 5% of the estimated cost	Performance Security – 5% of the Revised estimated cost
5.	Bank Solvency Certificate	20% equivalent value of revised Estimated Cost of RFP is to be provided.
6.	Point 3.9.2 B) Work Execution Experience (ii) as demonstrated through a single contract value of 80% of the estimated cost....	as demonstrated through a single completed work value of 80% of the estimated cost of this tender.....
7.	Annexure – 9 Financial bid	<u>Service charge will be applicable only on Part A (manpower cost) only</u> of financial bid. The revised Annexure – 09 has been uploaded.

REPLY OF QUERIES RAISE DURING PRE-BIDDING MEETING

Sr. No.	Query	Response to Queries
1	As per Annexure 10 Eligibility Criteria on page Number 65 of tender document: A Bidder shall have to submit Bank Solvency Certificate issued after date of Notice of Invitation of tender.	Yes, 20% equivalent value of revised Estimated Cost of RFP is to be provided. Other RFP terms will prevail.
2	As per Evaluation of Eligibility criteria – (A) Turnover Criteria: on Page Number. 25 of tender document: Average Annual Turnover (excluding taxes) of bidder over last three years starting from 2023-24 to 2025-26 should be equal to or more than Rs. Crores from Cleaning and Housekeeping Services.	Provisional Financial Statement / Turnover for FY 2025-26, duly certified by the Statutory Auditor/Chartered Accountant, in place of the audited annual report for FY 2025-26 is acceptable.
3	As per Evaluation of Eligibility criteria – (C) Registration: on Page Number. 26 of tender document: The bidder shall have the following registrations certificate and details of the same be provided in the Technical Bid:	The bidder shall submit self-attested copies of the following valid registrations / licenses, as applicable to its entity and All certificates must be valid as on the date of bid submission. For all other applicable labour legislations

	Minimum Wages Act 1948, Industrial Disputes Act, 1947; Payment of Wages Act, 1936; Payment of Gratuity Act, 1972; Bonus Act 1972; Industrial Disputes Act, 1947; Workman Compensation Act, 1923, etc. The above-mentioned are primarily labour and employment legislations, and separate registration certificates under each of these Acts are not necessarily required or issued by the respective Government Authorities. We kindly request the Authority to clarify the specific registration certificates intended under this clause and, wherever no separate registration/certificate is prescribed or issued under the respective Act, permit bidders to submit an undertaking/declaration confirming compliance with the applicable provisions of such Acts, instead of requiring separate registration certificates.	where separate registration certificate is not statutorily issued, including but not limited to the Minimum Wages Act, 1948; Payment of Wages Act, 1936; Payment of Bonus Act, 1965; Payment of Gratuity Act, 1972; Industrial Disputes Act, 1947; and Contract Labour (Abolition & Regulation) Act, 1970 regarding conditions of service, the bidder shall submit a notarized affidavit on applicable e-Stamp Paper as per the stamp duty prescribed by the State of Gujarat.
4	Exemption to MSME/Udyam Registered MSE from EMD, Prior Experience and Prior Turnover	No. RFP Terms shall prevail.
5	Manpower Deployment: The RFP mentions 146 Sweepers/Janitors and 6 Supervisors, totaling 152 manpower. Please clarify whether this is a mandatory minimum deployment or whether manpower may be varied according to operational requirements.	The manpower requirement specified herein is the mandatory minimum to be deployed for East side. Any additional requirement, if any, shall be intimated to the Service Provider.
6	Reliever Manpower Please clarify the requirement and payment treatment for relievers for weekly offs, leave and absenteeism. Will the cost of reliever manpower be included in the quoted manpower rates?	The manpower requirement has been specified by SRFDCL in the RFP. The Service Provider must ensure provision of relievers against weekly offs, leave, absenteeism etc. within the prescribed manpower specified in the RFP.
7	Revision in Minimum Wages In case of revision in Minimum Wages, VDA or other statutory components during the contract period, please confirm that payment will be revised as per the applicable government rates.	RFP Terms shall prevail.
8	Increase/Decrease in Manpower In case the Authority increases or decreases manpower, please clarify the applicable payment rates and basis for such variation.	Any additional manpower requirement shall be paid separately at the prevailing rates applicable at that time.
9	Additional Manpower for Events Please clarify the rate/payment mechanism for additional manpower deployed during programs, events or	Any additional manpower requirement, as communicated by SRFDCL shall be paid separately at the prevailing rates applicable at that time.

	special functions.	
10	Additional Machinery Please clarify how the quantity and payment rates for additional machinery/vehicles required by the Authority will be determined.	RFP Terms shall prevail.
11	Biometric Attendance Application Please clarify whether any prescribed software/vendor/technical specification is mandatory for the biometric, face-recognition and geo-mapping attendance application, or whether the service provider may arrange its own system.	Agency may arrange its own system with support reporting system and payment system as per requirement of management.
12	GPS Tracking Please clarify the minimum technical specifications and reporting requirements for GPS systems to be installed on all deployed vehicles.	Must be required.
13	Payment Timeline Please clarify the maximum period within which monthly invoices will be paid after verification, satisfactory performance confirmation and pre-audit.	Payment for the invoices is to be made after submission of documents as per RFP and compliance of all the audit queries and approvals. The said invoices will process for payment.
14	Penalty Ceiling Please clarify whether any maximum ceiling is prescribed for total penalties/deductions from the monthly bill.	RFP Terms will prevail and discretionary powers of management in case of failure of performance.
15	Administrative Stoppage If services are temporarily stopped due to administrative reasons or directions of the Authority, please clarify the payment treatment for manpower and fixed operational costs during such period.	Not Applicable
16	Fuel Price Escalation Please provide a clear formula/criterion for revision of Part-B rates in case of increase or decrease in fuel prices.	RFP Terms shall prevail.
17	Performance Security Please clarify the exact amount and calculation basis of Performance Security and the manner in which annual escalation will be applied.	Initially of 5 % of the revised Estimated Cost. There will be escalation in performance security by 10% every year for the whole tenure of RFP
18	Working Capital The RFP requires the service provider to maintain two months' working capital. Please clarify the contract value/cost	Equivalent value of Three months of entire tender value working capital is required for entire Contract tenure.

	components on which this requirement is to be calculated.	
19	Service Charge – 3.85% Please clarify the components on which the minimum Service Charge of 3.85% is to be calculated and confirm whether GST will be payable separately over and above the quoted Service Charge.	Refer Addendum / Corrigendum Other RFP terms shall prevail
20	Contract Extension In case of extension of the contract, please clarify the basis for escalation/revision of manpower, machinery and other rates.	It shall be informed accordingly at the time of extension.
21	Scope Variation In case of increase/decrease in scope or manpower, please clarify the notice period to be provided to the service provider.	It will be intimate
22	Additional Services For any work outside the defined scope, please clarify whether separate payment will be made or whether such work will be deemed included in the quoted rates.	Any additional manpower requirement shall be paid separately at the prevailing rates applicable at that time.
23	Site Visit Please provide an opportunity for an official site visit/inspection so that bidders can properly assess the site conditions, area, manpower requirements and operational requirements before submission of the financial bid.	Site visit is permitted by your own.
24	પોઈન્ટ નં.-૦૭ ના (b-ii) માં Eligibility and Qualification Criteria (પત્રત્તી અને લાયકાતના માપદંડો) માં છેલ્લા ત્રણ નાણાકીય વર્ષો (એટલે કે ૨૦૨૩-૨૪ થી ૨૦૨૫-૨૬) દરમિયાન કોઈપણ એક વર્ષમાં જાહેર ક્ષેત્રના એકમ (PSU), સરકારી કે અર્ધ-સરકારી વિભાગ, અથવા કોઈપણ કંપની કે કોર્પોરેશન સાથે (૧) અંદાજિત ખર્ચના ૮૦% મૂલ્યનો એક જ કરાર (contract), અથવા (૨) અંદાજિત ખર્ચના ૫૦% જેટલી રકમથી ઓછી ન હોય તેવા મૂલ્યના બે સમાન પૂર્ણ થયેલા કાર્યો, અથવા (૩) અંદાજિત ખર્ચના ૪૦% જેટલી રકમથી ઓછી ન હોય તેવા મૂલ્યના ત્રણ સમાન પૂર્ણ થયેલા કાર્યો માંગવામાં આવેલ છે. તો આ બાબતે જણાવવાનું કે, ૨૦૨૩-૨૪ થી ૨૦૨૫-૨૬ એટલે કે ૦૧-૦૪-૨૦૨૩થી ૩૧-૦૩-૨૦૨૪ અથવા ૦૧-૦૪-૨૦૨૪ થી ૩૧-૦૩-૨૦૨૫ અથવા ૦૧-૦૪-૨૦૨૫ થી ૩૧-૦૩-૨૦૨૬ આમ ત્રણ વર્ષમાં કાર્ય કરેલ	RFP Terms shall prevail.

	હોવું જોઈએ. ઉદારણ તરીકે ૦૧-૦૬-૨૦૨૪ થી ૩૧-૦૫-૨૦૨૫ એક વર્ષ સુધી વર્ક ઓર્ડર મુજબ કામ પૂર્ણ કરેલ હોય તો તે ટેન્ડરની ટર્મ એન્ડ કન્ડીશન પ્રમાણે માન્ય રાખવામાં આવશે. તેની જાણકારી આપવા વિનંતી.	
25	Revision of Minimum Experience Requirement – 5 Years to 2 Years The RFP presently prescribes a minimum experience requirement of 5 years in Mechanized/Manual Cleaning & Housekeeping Services, including Government/PSU/Semi-Government experience. However, the RFP specifies that the initial Service Period is 2 years, with a possible further extension subject to satisfactory performance and mutual agreement. Request: We respectfully request that the minimum experience requirement be revised to: “The bidder shall have a minimum of 2 years’ relevant experience in Mechanized/Manual Cleaning & Housekeeping Services during the last 3 financial years.” Relevant experience with Government Departments, Municipal Corporations, Municipalities, PSUs, Government Companies, Semi-Government organizations and other public authorities may kindly be considered. Justification: The initial contractual period itself is two years. Therefore, a two-year relevant experience criterion would be proportionate to the initial contract period and would encourage wider participation of competent agencies having recent and relevant experience.	RFP Terms prevails.
26	Performance Security / Bank Guarantee – Clarification of Calculation The RFP specifies Performance Security of ₹18,53,395/-, whereas the annual estimated cost is ₹3,70,67,900/-. The RFP also contains a clause stating Performance Security as 5% of the estimated cost and refers to the total fees payable over a different period, creating an apparent inconsistency requiring clarification. Since the initial Service Period is 2 years,	Initially 5 % of the Revised estimated cost. There will be escalation in performance security by 10% every year for the whole tenure of RFP

	kindly clarify whether Performance Security is calculated on: Annual estimated value; or Total value of the initial two-year contract. Request: We respectfully request the Authority to clarify and amend the clause so that Performance Security is linked to the actual contractual value and period awarded. Further, since any extension beyond the initial two-year period is subject to satisfactory performance and mutual agreement, such future/uncommitted extension may kindly not be considered for upfront Performance Security. If the contract is subsequently extended, the Performance Security may be revised/extended separately for the actual approved extension period and corresponding contract value. Kindly also clarify the specific applicable Government/GoG/AMC procurement rule/circular/guideline under which the present calculation has been prescribed.	
27	10% Annual Escalation in Performance Security 10% Annual Escalation in Performance Security The RFP states that Performance Security shall have 10% escalation every year for the whole tenure of the RFP. Request: Kindly clarify the contractual and regulatory basis for this 10% annual escalation. We request that any increase/revision in Performance Security should arise only where the contract is actually extended or the contractual value is formally revised. There should not be any requirement to provide increased security against an extension period which has not yet been approved or awarded.	RFP Terms shall prevail.
28	Mandatory Site Visit & Site Visit Certificate The project covers approximately 11.5 km and includes Lower/Upper Promenade, gardens, toilets, open grounds, footpaths, roads, dividers, Gujri Bazaar, Dhobi Ghat, Chhath Ghat and other areas.	RFP Terms shall prevail.

	Considering the extensive and diversified nature of the project, actual site conditions can significantly affect: Manpower deployment; Machinery requirements; Vehicle movement; Cleaning frequency; Waste collection and transportation; Toilet cleaning; Garden/open-area cleaning; Ghats and ramps; Consumables; Operational and transportation costs. Request: We therefore request SRFDCL to make a mandatory official/common pre-bid site visit for all participating bidders. We further request: Official site visit date and time may be announced. Attendance of participating bidders may be recorded. SRFDCL may issue a Site Visit Certificate to participating bidders. Submission of the Site Visit Certificate may be made mandatory with the Technical Bid. This will ensure that bidders understand the practical scope before preparing their financial bids and will reduce future disputes regarding scope and execution.	
29	Manpower Deployment – Three Shifts The RFP provides for 146 Sweepers/Janitors and 6 Facility Supervisors, while the services are required in three shifts. Request: Kindly clarify whether: 146 Sweepers + 6 Supervisors = total manpower for all three shifts OR 146 Sweepers + 6 Supervisors = manpower required per shift. Kindly also provide: Shift timings; Shift-wise manpower deployment; Supervisor deployment; Weekly-off arrangement; Leave replacement; Absenteeism replacement; Reliever requirement. This clarification is essential for proper financial costing.	Total number of manpower mentioned in RFP is for all three shifts.
30	Reliever Manpower	The manpower requirement has been specified by SRFDCL in the RFP. The

	Kindly clarify the exact number/percentage of additional reliever manpower required for: Weekly offs; Leave; Public holidays; Absenteeism; Emergency replacement. Also clarify whether reliever manpower is included in the stipulated manpower or is required in addition to the specified manpower.	Service Provider must ensure provision of relievers against weekly offs, leave, absenteeism etc. within the prescribed manpower specified in the RFP.
31	PF / ESIC / Labour Statutory Compliance – Last Three Financial Years Important Query Considering the manpower-intensive nature of the project and the statutory requirements applicable to the deployed workforce, kindly clarify whether the bidder is required to submit PF and ESIC compliance records for the last three financial years. If required, kindly clarify whether the following documents are to be submitted: EPFO / PF PF Registration Certificate; PF ECR statements; PF payment challans; PF contribution/payment records; Employee-wise PF contribution records; Any applicable PF compliance certificates. ESIC ESIC Registration Certificate; ESIC contribution/payment challans; Monthly ESIC contribution records; Employee-wise ESIC contribution records; Any applicable ESIC compliance certificates. Other Statutory Compliance Kindly clarify whether the following are also required for the last three financial years: Professional Tax; Labour Welfare Fund, wherever applicable; GST returns/compliance; Income Tax returns; TDS returns; Bonus compliance; Minimum Wage compliance; Labour License/Registration; Contract Labour compliance; Any other applicable statutory	No due certificate by CA must be provided at the time of submitting technical bid. Registration certificate needs to provide as applicable.

	compliance. Our Request: Kindly provide a clear checklist specifying which statutory compliance documents are mandatory at the Technical Bid stage, which are required after award, and the applicable period for submission. This will ensure uniform evaluation of all bidders and avoid ambiguity during technical scrutiny.	
32	Last Three Years' Financial Documents The RFP already requires turnover information for FY 2023-24, 2024-25 and 2025-26, with audited annual reports and CA certification. Request: Kindly clarify whether bidders are required to submit: Audited Financial Statements; Balance Sheet; Profit & Loss Account; CA-certified turnover certificate; Income Tax Returns; GST returns; PF challans; ESIC challans; for all three financial years. Kindly provide a consolidated checklist to avoid submission ambiguity.	For the financial year 25-26, If accounts are not finalized, in that case CA certificate for provisional account is to be submitted. And self-declaration of same is to be submitted by service provider/tenderer.
33	Experience Documents – Clarification Kindly clarify the acceptable documents for establishing previous experience, such as: Work Order; Agreement; Completion Certificate; Experience Certificate; Client certificate; Running work certificate; Payment certificate; Any other supporting document. Kindly also clarify whether ongoing contracts can be considered for experience and, if yes, what percentage/value of work completion is required.	RFP Terms shall prevail.
34	Scope Variation Kindly specify the maximum permissible increase/decrease in: Manpower; Area; Cleaning frequency; Machinery; Vehicles; Consumables; Other services.	RFP Terms shall prevail.

	If additional manpower or services are required substantially beyond the originally specified scope, kindly clarify the applicable payment mechanism.	
35	Extension of Contract: The RFP provides for an initial period of two years and possible further extension subject to satisfactory performance and mutual agreement. Request: Kindly clarify that the extension is not an assured/automatic part of the initial contract and will be considered separately based on the Authority's approval and contractual requirements. The Performance Security, statutory obligations and other financial commitments for an extension may accordingly be dealt with separately.	RFP Terms shall prevail.
36	“MSW Related Work / Experience” ની સ્પષ્ટ વ્યાખ્યા આપવા બાબત ટેન્ડરમાં “Mechanized or Semi Mechanized MSW related work” તથા Housekeeping/Similar Work Experienceનો ઉલ્લેખ છે. તેથી “MSW Related Work” તરીકે કયા પ્રકારના કામને માન્ય ગણવામાં આવશે તેની સ્પષ્ટ વ્યાખ્યા Tender/Corrigendumમાં આપવામાં આવે. Door-to-Door Garbage Collection, Solid Waste Management, Municipal Solid Waste Collection & Transportation, GVP/Garbage Vulnerable Point Cleaning, Open Spot Garbage Collection, Secondary Collection, Dry/Wet Waste Collection & Transportation, Transfer Station Transportation, Road/Street Sweeping & Litter Collection, Public Area Cleaning, Municipal Sanitation, General Cleaning & Housekeeping અને Garbage Removal જેવા સમકક્ષ કામોને Similar Work/MSW Related Experience તરીકે માન્ય ગણવા વિનંતી છે.	RFP Terms shall prevail.
37	Tender “Mechanized Work” છે કે “General Cleaning & Housekeeping Work” – સ્પષ્ટતા RFPમાં “Mechanized & Manual Cleaning & Housekeeping Services” તથા વિવિધ public-area cleaning activitiesનો scope છે. તેથી સ્પષ્ટ કરવામાં આવે કે Tenderનું મુખ્ય સ્વરૂપ General Cleaning & Housekeeping છે જેમાં જરૂરી સ્થળે mechanized	RFP Terms will prevail.

	equipmentનો ઉપયોગ કરવાનો છે કે મુખ્યત્વે Mechanized Cleaning Service છે. જો મુખ્ય હેતુ Cleaning & Housekeeping હોય તો માત્ર ભૂતકાળની Mechanized Road Sweeper Experienceને ફરજિ જિ યાત બનાવવાને બદલે સંબંધિ ધિ ત Cleaning/Housekeeping/Municipal Sanitation experienceને પણ માન્ય ગણવા વિ વિ નંતી છે.	
38	Past Mechanized Experience અને Present Machinery Capability અલગથી ચકાસવા બાબત અમારી જાણકારી મુજબ Sabarmati Riverfront વિ વિ સ્તારમાં અગાઉના કેટલાક Cleaning/Housekeeping contractsમાં કામગીરીનો મોટો હિ હિ સ્સો Manual Cleaning/Housekeeping આધારિ રિ ત રહ્યો હોવાની અમારી સમજ છે. દરેક કામગીરીમાં Mechanized Road Sweeper જેવી ભારે મશીનરીનો વાસ્તવિ વિ ક ઉપયોગ થયો હોવાની બાબતે સ્પષ્ટતા જરૂરી છે. તેથી Past Mechanized Experience અને Present Machinery Capabilityને અલગથી ચકાસવા વિ વિ નંતી છે. Current capability માટે Technical Specification, Ownership/Lease, RC/Registration, Deployment Plan, Operator Details, Maintenance, GPS/Tracking તથા જરૂરી હોય તો Physical Inspection/Demonstrationથી ચકાસણી કરી શકાય.	RFP Terms will prevail.
39	Experience Period – 5 વર્ષ ને બદલે 2 વર્ષ તથા છેલ્લા 5 વર્ષ નો અનુભવ હાલના RFPમાં minimum Five Years' Experience તથા તેમાં minimum Three Years' PSU/Government/Semi-Government experienceની શરત છે. Initial Service Period 2 વર્ષ ધ છે અને performance/mutual agreementની આધારે વધુ 2 વર્ષ ધ extensionની જોગવાઈ છે. તેથી Minimum Experience 5 વર્ષ ધમાંથી 2 વર્ષ ધ કરવામાં આવે અને Experience માટે છેલ્લા 5 વર્ષ ધ દરમિ મિ યાન કરવામાં આવેલ સંબંધિ ધિ ત કામોને ગણવામાં આવે. Relevant Cleaning/Housekeeping/MSW/Municipal Sanitation experienceમાંથી સમકક્ષ કામગીરી માન્ય ગણવામાં આવે.	RFP Terms will prevails
40	East & West Side માટે ફરજિ યાત Machineryની સંપૂર્ણ ઈ વિ ગતો Tenderમાં Mechanized & Manual Cleaningનો	RFP Terms shall prevail.

	ઉલ્લેખ છે, પરંતુ કઈ machinery, કેટલી સંખ્યામાં, કઈ capacity તથા કયા technical specifications મુજબ જરૂરી છે તેની સંપૂર્ણ ર્ણ વિ વિ ગતો bidderને સ્પષ્ટ હોવી જરૂરી છે. તેથી East અને West માટે અલગ Machinery Schedule, Required Quantity, Capacity, Technical Specification અને Deployment Frequency જાહેર કરવા વિ વિ નંતી છે.	
41	અગાઉના SRFDCL Tenders/Contractsમાં Mechanized Machineryની ઉપયોગ અંગે સ્પષ્ટતા છેલ્લા કેટલાક વર્ષો ધી ના સમાન East/West Cleaning/Housekeeping Tenders/Contractsમાં Mechanized Experience ફરજિ જિ યાત હતો કે નહીં, કઈ machinery ફરજિ જિ યાત હતી, actual deploymentમાં કઈ machinery વપરાઈ હતી અને Road Sweeper/Mechanized Sweeperની actual deployment/inspection કેવી રીતે ચકાસાઈ હતી તેની માહિ હિ તી/સ્પષ્ટતા આપવા વિ વિ નંતી છે. આ રજૂઆત કોઈ પૂર્વ વ Service Provider અંગે આરોપ કરવા માટે નથી; વર્ત તમાન Tenderની eligibility અને actual scope વચ્ચે સ્પષ્ટતા રહે તે હેતુસર છે.	RFP Terms shall prevail.
42	Manpower અને Machinery Deployment Schedule East તથા West Sideમાં ત્રણ shifts માટે manpower તથા machinery deploymentની સંપૂર્ણ ર્ણ વિ વિ ગતો, Shift-wise manpower, Supervisor, Reliever/Weekly-off replacement, Machinery-wise deployment અને Emergency/Event deployment માટે સ્પષ્ટ deployment chart Tenderમાં આપવામાં આવે.	Management will decide at the time of work order.
43	Performance Security / SD – ગણતરી અને Contract Period East Sideનું Annual Estimated Cost ₹3,70,67,900/- અને West Sideનું ₹4,14,38,775/- છે. Performance Securityની જોગવાઈમાં 5% of estimated cost અને total fees payable in two yearsનો ઉલ્લેખ છે, જ્યારે અન્ય ભાગોમાં period/calculation અંગે અલગ wording જોવા મળે છે. તેથી Performance Security actual awarded Contract Value અને actual approved Contract Periodની આધારે કેવી રીતે ગણાશે તે સ્પષ્ટ કરવામાં આવે. શરૂઆતના 2 વર્ષ ધના Contract માટે તે મુજબ security નક્કી થાય અને ભવિષ્યના	Initially 5% of the revised estimated cost. There will be escalation in performance security by 10% every year for the whole tenure of RFP

	અનિશ્ચિત extension માટે શરૂઆતમાં security લેવામાં ન આવે. Extension મંજૂર થાય ત્યારે actual approved extension value/period મુજબ revised/additional security લેવામાં આવે. East અને Westમાં calculation formula એકરૂપ કરવામાં આવે.	
44	Performance Securityમાં 10% Annual Escalationની સમીક્ષા RFPમાં Performance Securityમાં દર વર્ષે 10% escalationની જોગવાઈ દર્શાવવામાં આવી છે. 10% escalation કયા Government/GoG/AMC Circular/Ruleના આધારે છે તેનો ચોક્કસ reference/copy આપવા વિનંતી છે. Extension મંજૂર થાય ત્યારે actual approved extension valueના આધારે જ જરૂરી વધારો કરવામાં આવે.	RFP Terms will prevail
45	Fair Competition અને Proportionate Eligibility Tenderનું મૂળ કામ Cleaning, Housekeeping, Sweeping, Garbage/Litter Removal તથા Public Area Sanitation સાથે સંબંધિત છે. તેથી Relevant Cleaning + Housekeeping + Municipal Sanitation + MSW Experience તથા Present Machinery Capabilityને યોગ્ય રીતે ધ્યાનમાં લેવામાં આવે અને કોઈ ચોક્કસ પ્રકારના જૂના Mechanized Experienceના કારણે અન્યથા સક્ષમ agencies અનાવશ્યક રીતે બહાર ન થઈ જાય તે અંગે જરૂરી સુધારો કરવામાં આવે.	RFP Terms will prevail
46	Please confirm the official tender or RFP number and exact nprocure Tender ID for each package, since neither issued RFP PDF displays a tender number.	Tender ID for nprocure website: West Side Tender Id :344257 East Side Tender Id :343934
47	The Abstract permits EMD by DD or Bank Guarantee, while the submission clauses refer to DD or Pay Order. Please confirm every acceptable instrument and provide the prescribed EMD BG format if BG is permitted.	Only DD will be accepted.
48	The instructions state that the financial bid must be submitted online only, while the Forwarding Letter refers to Envelope III Financial Bid. Please confirm that no financial bid or price information is to be submitted physically.	It is to be submitted online only.
49	Please confirm the exact physical envelope structure, labels and contents, including whether separate sealed sets are required for East and West.	RFP Terms shall prevail.

50	Please confirm that separate fees and EMDs are required for both packages and that no MSME, Udyam or NSIC exemption applies.	No Exemption will be provided. RFP Terms will prevail.
51	Please specify which documents require notarization, self-attestation, digital signature, originals or certified copies.	RFP Terms will prevail.
52	Please provide online upload size limits, formats, naming convention and whether one indexed technical PDF or separate files are preferred.	RFP Terms will prevail.
53	Please confirm that physical documents must reach SRFDCL by 5 PM on 6 October 2026 after online closure at 4 PM on 5 October 2026 and whether courier delivery is accepted.	Courier is accepted subject to the time limit specified in RFP.
54	Please confirm that all replies and corrigenda will be published on both nprocure and SRFDCL websites and will form part of both packages.	Yes
55	Please confirm that CA-certified turnover from integrated facility management, mechanised cleaning, train or coach cleaning, industrial cleaning and housekeeping will qualify as Cleaning and Housekeeping Services.	RFP Terms will prevail.
56	Please confirm whether provisional or CA-certified FY 2025-26 accounts will be accepted if audited accounts, ITR or final GST filings are unavailable by the bid date.	Provisional Financial Statement / Turnover for FY 2025-26, duly certified by the Statutory Auditor / Chartered Accountant, in place of the audited annual report for FY 2025-26 is acceptable. For GST filings, Agency has to provide GSTR 1 for the entire FY 2025-26.
57	Please confirm turnover thresholds of Rs. 3,10,79,081 for West and Rs. 2,78,00,925 for East, excluding GST, and correct the blank amount in detailed East Clause 3.9.2 A.	Annual Average Turnover criteria shall be 75% of revised estimated cost. Other RFP Terms shall prevail.
58	The clause refers to completed works for some alternatives, but Annexure 3 requests completed or ongoing works. Please confirm that ongoing contracts supported by work orders and satisfactory performance certificates qualify under all alternatives.	Work Order and work completion equivalent document are required. For Ongoing Contract, If Any Work is extended from original contract period, then the said work is considered till original completion date subject to the documents provided to justify their claim.
59	Please clarify whether qualifying value means total awarded contract value, executed value to bid date or value executed in one financial year.	Value executed during any period in one year and not specifically in financial year.
60	Please confirm that qualifying work values are assessed excluding GST.	Excluding GST
61	Please define similar work and confirm whether mechanised housekeeping of plants, offices, campuses, metro trains or	RFP Terms will prevail.

	stations and IFM contracts with substantial housekeeping content qualify.	
62	Please clarify whether MSW-related work is mandatory for every cited contract or whether mechanised or manual housekeeping independently qualifies.	RFP Terms will prevail.
63	Please confirm that contracts for private companies and corporations are acceptable for similar-work value, as stated.	Yes, Other RFP Terms shall prevail.
64	The East clause refers to FY 2019-20 to FY 2021-22 while other provisions refer to FY 2023-24 to FY 2025-26. Please correct this and confirm the governing period.	FY 2023-24 to FY 2025-26 is to be considered.
65	Please confirm that five years of housekeeping experience and three years of Government or PSU experience may be cumulative and supported by overlapping or ongoing contracts.	RFP Terms shall prevail.
66	Please prescribe the required contents of client certificates and confirm acceptance of digitally signed satisfactory-performance certificates.	There is no specific format. It will be provided in a manner which justify their technical qualification.
67	The main clause requires ISO 9001:2015 for housekeeping, while Annexure 10 states ISO as a Manpower Recruitment Agency. Please confirm that ISO covering housekeeping or facility management is sufficient.	RFP Terms shall prevail.
68	Will an ISO certificate originally issued before 2022 but validly renewed or recertified after 2022 be accepted?	RFP Terms will prevail.
69	Please confirm whether the establishment-specific CLRA licence is required at bid stage or after award upon Principal Employer certification.	General registration under the Contract Labour (R&A) Act, 1970 is required at the technical bid stage. The site-specific or establishment-specific CLRA license for the Sabarmati Riverfront project must be obtained and submitted within the timeframe prescribed after the issuance of the Work Order and Principal Employer Certificate.
70	Please clarify current equivalent documents for Shops and Establishment as Manpower Recruitment Agency, Labour Welfare Board, legacy Service Tax and Employee Exchange registration, and permit a Not Applicable undertaking where legally appropriate.	RFP Terms shall prevail.
71	Please specify Bank Solvency amount, wording and validity and confirm whether any scheduled commercial bank is acceptable instead of only a nationalized bank.	Solvency certificates amounting to 20% value of revised estimated cost issued by any nationalized bank or scheduled commercial bank registered with the Reserve Bank of India (RBI) are acceptable
72	Please specify acceptable proof of offices	Office addresses must be supported by

	in Ahmedabad, Gujarat and India.	corporate registrations, shop establishment licenses, or utility bills. EPF/ESIC electronic challan receipts (ECRs), accompanied by corresponding bank payment confirmations, are acceptable as official compliance records for the past three years. The statutory "No Due" CA certificate must reflect clearances up to the latest practicable month preceding the bid submission date (minimum up to April 2026 as per RFP)
73	Please accept EPF and ESIC ECRs, challans and receipts instead of a separate authority certificate for the last three years.	Office addresses must be supported by corporate registrations, shop establishment licenses, or utility bills. EPF/ESIC electronic challan receipts (ECRs), accompanied by corresponding bank payment confirmations, are acceptable as official compliance records for the past three years. The statutory "No Due" CA certificate must reflect clearances up to the latest practicable month preceding the bid submission date (minimum up to April 2026 as per RFP)
74	Please clarify the statutory No Due cut-off of April 2026 and confirm that a CA certificate through the latest available month is acceptable.	Office addresses must be supported by corporate registrations, shop establishment licenses, or utility bills. EPF/ESIC electronic challan receipts (ECRs), accompanied by corresponding bank payment confirmations, are acceptable as official compliance records for the past three years. The statutory "No Due" CA certificate must reflect clearances up to the latest practicable month preceding the bid submission date (minimum up to April 2026 as per RFP)
75	Please provide GIS drawings or marked plans showing exact package boundaries, promenades, roads, footpaths, gardens, toilets, ghats, ramps, buildings and waste-transfer points.	Schematic boundaries and operational stretches are described in the RFP text. Prospective bidders are strongly encouraged to conduct an independent joint site survey prior to bid submission to familiarize themselves with the terrain.
76	West is described as Vasna Barrage to Torrent Power in one place and Vadaj Approach to Ambedkar Bridge in another. Please confirm the controlling boundary.	Vasna Barrage to Torrent Power is lower promenade and Vadaj Approach to Ambedkar Bridge is Road and upper promenade limit.
77	Please provide measurable quantities: square metres, road and footpath lengths, garden and building areas, bridge and event-centre areas, ghats, ramps, toilets, fixtures and dustbins.	RFP Terms shall prevail.
78	Please provide current site-condition data and permit a joint site survey before bidding.	Site visit is permitted by your own.
79	Please identify exclusions including horticulture, civil work, drain desilting, sewage, pest control, facade or high-level	RFP Terms shall prevail.

	cleaning, graffiti, hazardous waste and dead animals.	
80	Please identify disposal sites, lead distance, hours, tipping fees, permits and the party responsible for disposal charges.	AMC dump site is the disposal site. no extra disposal charges.
81	Please define segregation and responsibility for municipal, recyclable, religious, sanitary, biomedical, e-waste, garden and hazardous waste.	Bidder responsibility.
82	Please define measurable cleanliness standards, inspection method, response time and acceptance criteria for each asset.	RFP Terms shall prevail.
83	Please confirm whether post-flood silt, heavy rain, rallies, festivals, VIP visits and exceptionally high footfall are normal scope or separately payable emergency work.	RFP Terms shall prevail.
84	Please define the boundary between included incidental work and separately payable additional manpower, machinery or cleaning.	Any additional manpower, machinery requirement shall be paid separately at the prevailing rates applicable at that time and it will be informed accordingly.
85	Please provide minimum shift-wise and location-wise deployment for West 180 plus 6 and East 146 plus 6, including toilets, gardens, night shift and critical locations.	That will be done after award of the work.
86	Figures are approximate but payment is attendance-linked. Please confirm guaranteed minimum billable manpower and adjustment for increases, decreases or interchange.	Payment will be based on actual attendance only.
87	Please confirm whether monthly payment is output based, attendance based or the lower of the two.	Actual Attendance based subject penalty and other deductible clauses of RFP.
88	Please confirm the Gujarat wage zone and scheduled-employment category for sweepers, supervisors, drivers and trolley helpers.	Deployed personnel must be compensated in strict alignment with the latest Minimum Wages notifications issued by the Government of Gujarat for Zone I (Ahmedabad Municipal Corporation area) under the relevant Scheduled Employment categories. Bidders are required to compute consciously their financial bids ensuring compliance with all components (Basic + VDA, Provident Fund, ESIC, Bonus, Gratuity, and Labor Welfare Fund). Bids falling below statutory minimum wage provisions will be rejected.
89	Please issue the required wage build-up including VDA, weekly-off reliever, holidays, overtime, leave, bonus, gratuity, employer PF and ESIC, LWF and insurance.	The service provider may quote the final price considering the components as mentioned in Annexure-9.
90	Please confirm whether stated daily	The manpower requirement has been

	manpower is physical deployment in addition to relievers or includes the reliever reserve.	specified by SRFDCL in the RFP. The Service Provider shall ensure provision of relievers against weekly offs, leave, absenteeism etc.
91	Please confirm that each tractor driver and helper under Part B are additional to Part A manpower.	Additional to Part A manpower.
92	Please confirm shift hours, meal breaks, weekly-off pattern and shift-wise strength, including the cost treatment of changed timings.	RFP Terms shall prevail.
93	Please confirm age and medical-fitness criteria for sweepers, supervisors and drivers.	It is mentioned in RFP point no. 5.1.9
94	Please accept proof of police-verification application if issuance exceeds 15 days and clarify the rule for replacement staff.	RFP Terms shall prevail.
95	Please confirm whether all six supervisors must hold a Sanitary or Health Inspector qualification and specify acceptable equivalent courses.	It is mentioned in RFP point no. 05 General conditions subpoint no. 28
96	Please state approval workflow, notice, minimum duration and rates for extra manpower, including later ratification of emergency oral instructions.	RFP Terms shall prevail.
97	Please confirm whether vehicles and machines must be owned at bid stage or may be hired or leased and specify required evidence.	RFP Terms shall prevail.
98	Please list machinery and vehicle documents required with the bid versus after award.	RFP Terms shall prevail.
99	Please specify tractor horsepower, trolley capacity and size, closed-body standard, vehicle age, emission norm and commercial-use permission.	RFP Terms shall prevail.
100	Please specify nuisance-tanker capacity, pump pressure and discharge, hose length, crew and expected daily trips or hours.	RFP Terms shall prevail.
101	Please confirm whether listed vehicles are required for 24 hours across all shifts or for defined daily hours or trips.	RFP Terms shall prevail.
102	The penalty table mentions less than eight hours while tractors may be required in all shifts. Please confirm minimum operating hours and recording method.	RFP Terms shall prevail.
103	Please prescribe minimum numbers of vacuums, pressure jets, single-disc machines, manual sweepers, wringer and dumping trolleys, ladders and signage now stated as required.	As per requirement.
104	Please specify payment rates and approval for machinery required beyond the listed minimum, including operator, fuel, mobilisation and standby.	If additional heavy vehicles are required beyond the minimum baseline, compensation will be resolved via separate mutual approvals.
105	Please define backup equipment,	In the event of a vehicle breakdown, a

	breakdown grace time and whether equivalent replacement prevents penalty.	grace period of maximum 4 hours is permitted to position an equivalent replacement unit, failing which standard non-availability penalties apply.
106	Please state GPS technical standards, reporting, live access, geofencing and data retention and permit an existing fleet platform.	All tractors and specialized tankers must be integrated with active GPS tracking systems, providing real-time data access to SRFDCL.
107	Please confirm water source, collection points, quality and whether SRFDCL supplies water without charge.	SRFDCL will not supply.
108	Please confirm availability and charges for electricity, water, drainage, secure storage, vehicle parking and staff welfare facilities.	RFP Terms shall prevail.
109	Please clarify responsibility for fuel, tolls, permits, parking and future diesel or movement restrictions and related escalation.	RFP Terms shall prevail.
110	Please confirm that cross-package deployment or movement outside the awarded boundary is separately payable and cannot reduce mandatory deployment.	RFP Terms shall prevail.
111	Please provide the unit and pack size for every item, specifying litre, kilogram, can, bottle, packet, piece or set.	RFP Terms shall prevail.
112	Please confirm whether quantities are monthly guaranteed quantities or estimates and how payment changes with quantity variation.	RFP Terms shall prevail.
113	Please confirm whether Part C is paid as a fixed monthly pro-rata amount or on actual consumption and ownership of unused stock.	As per requirement and consumption.
114	Please issue approved generic specifications, brands or equivalents and dilution rates and permit eco-friendly products with Safety Data Sheets.	RFP Terms shall prevail.
115	Please correct ambiguous or brand-specific descriptions including Green Floor Wash, Hand Wash Liquid Soap Fem, Hand wash shop, Taski Sprile, Visa Varsa and Ezee Mop Roots.	RFP Terms shall prevail.
116	Please quantify paper napkins, pedal cycles, pavda, panjeti, bhala sticks, safety gear, dustbins and covered trolleys marked as required.	As per requirement and consumption.
117	Please explain calculation and joint verification of 15-day buffer stock for variable-consumption items.	RFP Terms shall prevail.
118	Please confirm whether toilet paper, napkins, handwash, urinal screens and air fresheners for public users are capped at Schedule B quantities.	As per requirement and consumption.
119	Please provide existing reusable-asset inventory and define replacement	RFP Terms shall prevail.

	responsibility for theft, vandalism and normal wear.	
120	Please specify PPE standards and whether gumboots, reflective rainwear, helmets, harnesses, respirators and first-aid kits are included.	RFP Terms shall prevail.
121	Please clarify whether mosquito spray is housekeeping spot use or licensed pest-control work.	For housekeeping nuisance spot use.
122	Please clarify whether SRFDCL provides a platform or the bidder must develop a new mobile application and, if new, provide functional specifications and acceptance tests.	Satisfactory Mobile application is to be developed by Agency and access is to be given to SRFDCL.
123	Please define device count and locations, face accuracy, offline mode, geo-radius, data fields and reports.	RFP Terms shall prevail.
124	Please clarify full access, source-code and data ownership, hosting, cybersecurity, retention and personal-data protection requirements.	RFP Terms shall prevail.
125	Please prescribe a jointly certified fallback during device, network or power failure that prevents wage or invoice deduction.	RFP Terms shall prevail.
126	Please identify three meeting points per package and confirm provision of assembly, changing, rest, drinking-water and sanitation facilities.	RFP Terms shall prevail.
127	Please specify computer, printer, internet, UPS and software requirements and whether one system is required per package.	RFP Terms shall prevail.
128	Please issue formats for cleaning, vehicle, GPS, material, complaint, weekly-programme and compliance registers.	Management will decide at the time of work order.
129	Please issue a complete monthly-bill checklist and accept consolidated statutory challans with employee-wise site reconciliation.	RFP Terms shall prevail.
130	Please establish joint inspection and written notice before penalty, with evidence and a reasonable response or cure opportunity.	RFP Terms shall prevail.
131	Please define spot and incident and whether repeat observation of the same spot in one shift counts once or multiple times.	RFP Terms shall prevail.
132	Please explain application of minimum 5 percent of total monthly bill for three days' negligence in one area and make it proportionate to the affected package and area.	RFP Terms shall prevail.
133	Please define unacceptable behaviour and union activity, protect lawful employee rights and require investigation before	RFP Terms shall prevail.

	penalty.	
134	Please confirm accident penalties apply only after contractor negligence is established and are not automatic in addition to insurance compensation.	RFP Terms shall prevail.
135	Please prescribe joint sampling and a cure period before material-quality or availability penalties.	RFP Terms shall prevail.
136	Please set an aggregate monthly penalty cap and prohibit unlisted or duplicate penalties without documented notice.	RFP Terms shall prevail.
137	Please use joint valuation and exclude normal wear, pre-existing defects, public vandalism and damage not attributable to the contractor.	RFP Terms shall prevail.
138	Please confirm that flood, extreme weather, closure, disturbance or other force majeure will not attract manpower or SLA penalties.	RFP Terms shall prevail.
139	Please identify the exact tender-month minimum-wage notification and issue an official category-wise calculation sheet.	The baseline price configuration must align with the current minimum wage levels applicable during the month of the tender invitation.
140	Please confirm whether statutory components are included in daily rates or separately shown and how GST is entered online.	All online financial rates must be entered into the portal excluding GST
141	Please reimburse changes in wages, VDA, PF, ESIC, bonus, gratuity, LWF and other statutory burdens from their effective dates.	The service provider may quote the final price considering the components as mentioned in Revised Annexure-9.
142	Please clarify monthly conversion of 365-day rates for different month lengths, absence, relievers and approved additions.	Monthly billings are processed on a calendar-month basis
143	Please specify base diesel price, formula, frequency, threshold and index and include driver and helper wage revisions.	RFP Terms shall prevail.
144	Please clarify escalation for maintenance, tyres, insurance, permits and other vehicle statutory costs.	RFP Terms shall prevail.
145	Please confirm material-rate adjustment for inflation, taxes, manufacturer increases and quantity change during initial and extended terms.	The chemical and supply rates submitted under Part C shall remain fixed and firm throughout the contract period.
146	Please confirm that minimum 3.85 percent service charge applies to total Parts A, B and C and GST is applied after service charge.	RFP Terms shall prevail.
147	Please state any maximum service charge and the method for identifying seriously unbalanced component rates.	Bidder can charge any percentage over and above 3.85%.
148	West Bid Summary asks for three months' working capital while Clause 5.2 asks for two months. Please confirm the requirement and evidence needed.	Equivalent value of Three months of entire tender value working capital is required for entire Contract tenure.
149	Please specify timelines for measurement,	Payment for the invoices is to be made

	pre-audit, invoice approval and payment from receipt of a complete invoice.	after submission of documents as per RFP and compliance of all the audit queries and approvals. The said invoices will process for payment.
150	Please release undisputed invoice amounts when processing is delayed for reasons not attributable to the contractor.	Payment for the invoices is to be made after submission of documents as per RFP and compliance of all the audit queries and approvals. The said invoices will process for payment.
151	Please issue pre-approved unit rates or valuation method for extra staff, vehicles, machinery, trips, emergency cleaning and events.	RFP Terms shall prevail.
152	Tenure is two years but the RFP refers to fees for three years. Please confirm fixed initial PBG of Rs. 20,71,938 West and Rs. 18,53,395 East.	Refer Corrigendum.
153	Please explain whether the annual 10 percent PBG increase is simple or cumulative, its base and application during initial and extension years.	There will be escalation in performance security by 10% every year cumulatively for the whole tenure of RFP.
154	Please confirm that no retention or additional security will be deducted from monthly bills.	RFP terms will prevail.
155	Please confirm GST payment at the legally applicable tax-invoice rate and treatment of future levy, cess or tax-law change.	Rates are excluding GST. Applicable GST as per GST law from time to time will be paid.
156	If one bidder is L1 for both packages, SRFDCL may reject one. Please state objective allocation criteria and allow the bidder to indicate capacity or preference without affecting responsiveness.	RFP Terms will prevail.
157	Please confirm whether separate teams, vehicles, machines, systems and PBGs are mandatory if both packages are awarded, while allowing shared standby resources.	RFP Terms shall prevail.
158	Please state mobilisation time, site-handover procedure and the date from which deployment penalties commence.	RFP Terms shall prevail.
159	Please confirm each extension requires mutual written consent and includes all current wage, fuel, material and statutory revisions.	RFP Terms shall prevail.
160	Please define maximum increase or decrease and compensation for fixed committed costs if deployment is materially reduced.	RFP Terms shall prevail.
161	Please provide notice and cure before termination or PBG forfeiture except for fraud, grave safety breach or abandonment.	RFP Terms shall prevail.
162	Please clarify any staff-absorption or outgoing-contractor handover requirement.	RFP Terms shall prevail.
163	Please specify mandatory insurance types	The contractor must secure and maintain

	and limits for employee compensation, public liability, motor and third-party risks.	comprehensive insurance policies at its own cost, including Workman Compensation insurance matching the full size of the deployed staff, Public Liability insurance, and Comprehensive Motor Insurance for all deployed tractor-trolleys and tankers.
164	Salary / Manpower Cost Calculation Kindly clarify whether the quoted manpower rate should include all statutory and employment-related components such as weekly off/leave reliever cost, paid leave, bonus, gratuity, EPF, ESIC and other applicable statutory benefits/charges. Further, kindly confirm whether reliever manpower required for maintaining the specified daily deployment should be included within the quoted per-person/per-day rate.	The service provider may quote the final price considering the components as mentioned in Annexure-9.
165	MSW Experience / Certificate Requirement The tender refers to relevant housekeeping/mechanized or semi-mechanized MSW-type service experience. Kindly clarify whether a separate MSW certificate/registration is mandatory for eligibility. If yes, kindly specify the exact certificate/registration required and the issuing authority. If no separate MSW certificate is required, kindly confirm whether qualifying housekeeping/mechanized cleaning work experience supported by Work Order/Agreement and satisfactory performance certificate will be accepted.	RFP Terms shall prevail.
166	Bank Guarantee / Performance Security We could not find clear details regarding the Bank Guarantee/Performance Bank Guarantee requirement in the tender documents reviewed. Kindly clarify: Whether any Performance Bank Guarantee/Security Deposit is required after award of the contract. The applicable percentage/amount. Validity period of the BG. Time allowed for submission after issue of Letter of Acceptance/Work Order. Whether BG is required in addition to EMD or whether EMD will be adjusted against the Performance Security.	RFP terms shall prevail and EMD must be paid by Demand Draft and performance security as per RFP terms.