

**Request for Proposal for Installation and Operation of Water ATM at Selected Metro Stations
of DMRC
Reply to pre bid queries**

Sl. No.	Query / Comments of Bidders	DMRC Clarification
1	As mentioned in RFP at Page 6, EMD is 10 Lacs per station. It should be for complete cluster or package.	EMD is Rs.10 lakhs for the entire package
2	Do we need to bid for every station or we can choose separately as per our choice?	Bidding will be considered only for the complete package (i.e. 34 selected metro stations)
3	What is the location to install the ATMs? Is it inside the metro station or outside?	The location will be provided in public area as per the feasibility of the location at the stations (preferably in unpaid area of the station)
4	Maintenance charges as mentioned in the RFP are Rs. 50/SQM per month. We are already paying licensing fee then why to pay extra charges for maintenance?	The maintenance charges are applied for maintaining the Common services in the circulating area at the station. This charge is applicable to all the commercial unit present in the station area.
5	Do we need to install raw water storage tanks or water provided by DMRC will be from the overhead tank?	Raw water will be provided by DMRC from its own tank.
6	If we install RO then water wastage would be more than 10% even after reusing waste water?	Technology to minimise wastage beyond 10 % is available in the market.
7	How many outlet points require for the dispensing of water? Can we design as per our requirement?	It may be designed as per the specifications of the tender.
8	Filling speed as given in document (15 Litre/Minute) is too high and water will spill from glass. We recommend that filling speed should be 5-6 Litre/Minute. However, we can achieve filling speed up to 15 litre/minute.	Filling Speed for the glass is allowed to be adjusted to prevent spillage.
9	What is the distance from ATM to the point of connection for electricity, water and waste water?	The distance of water and electricity connection and waste water will be at the nearest technically feasible point of the water ATM location.
10	Single point 6 KVA single phase power connection shall be provided by DMRC. The differential for providing electrical infrastructure more than 2 KVA shall be borne by Licensee. Electrical Security Deposit for 6 KVA and recurring energy charges shall be charged from Licensee. (What does it mean?)	The cost of providing electricity point and raw water point near to water ATM, will be borne by DMRC. The consumption charges of electricity and water shall be as per actual usage and would be borne by licensee.
11	In which case DMRC may ask to vacate or shift the location of Water ATM?	DMRC may ask to shift the location of Water ATM on the operational ground.
12	As the qualification criteria is very narrow, we request you to consider approved vendors of central government, IRCTC, PSU, CPWD or equivalent organization and the experience criteria should be relaxed for these vendors.	Not Agreed. The qualification criterias will be considered as per the terms and conditions of the Tender Document.
13	As water spilled by the customer sometimes and Operator is busy with dispensing water, he might not be clean the area, so fine of Rs. 100/- /instance/day is unjustifiable.	Not Agreed. Use of mats is permitted in front and around water ATMs.
14	As per the norms of OFFICE MEMORANDUM No.F.20/2/2014-PPD(Pt.) of Ministry of Finance, Department of Expenditure, Procurement Policy Division and vide Policy Circular No. 1(2)(1)/2016-MA has clarified that eligibility condition of prior turnover and prior experience may be relaxed with respect to Micro & Small Enterprises in all public procurements subject to meeting of quality and technical specifications. We request you to relax the eligibility criteria for the start-ups which are registered under start-up India initiative of Government.	The tender is for Installation and Operation of Water ATMs, and the referred clause deals with public procurement, hence it is not applicable here.

The effect of these changes shall be applicable on all the relevant clauses of RFP, DLA of tender document.