

Pre-Bid Clarification on Bidding Document for Tender No.-IWAI-15011/1/2025-Hy for “O&M and Comprehensive Annual Maintenance Contract (CAMC) of RIS Stations under Phase-I (Farakka to Haldia)”-
Pre-Bid held on 09.06.2025

Sl. No .	Clause & Sub-Clause	Ref. Page Number	Clause/ Content of ITB	Clarification Sought	Response by IWAI
1.	Section -V Form Fin-2	45	FINANCIAL BIDS STANDARD FORMS Summary of Costs – BoQ S.No.1 Manpower Rate for each RIS Manager monthly rate of 60,000 & for each RIS Operator monthly rate of 40,000	<ul style="list-style-type: none"> • Please confirm if this monthly rate amount is total CTC inclusive of ESIC/EPFO deduction, travel, medical insurance, life insurance, annual leave, bonuses etc. • Since the number of RIS Manager and RIS Operator is stipulated, what happen in case of any manager falling ill or goes on leave. • How many public holiday and paid leave are they entitled for. 	<ul style="list-style-type: none"> • The rates quoted shall be inclusive of providing services of Manager & Operator including all wages, reliever, bonus etc. • It is in scope of bidder to make RIS stations 24x7 operational and provides the replacement of personnel in absence of any manager/operator on leave. • The leave may be provided by the Contractor as per extent of applicable GOI rules.
2.	Section -VI 3C	48	TERMS OF REFERENCE (ToR) Internet Services and WAN The Contractor has to enter into SLA with the service provider and pay the charges to the vendor. The BoQ caters for this services. In case the uptime falls below the guaranteed level, IWAI will impose the following penalties on the payment due on account of Opex charges of the concerned period on pro rata basis.	It would be best if IWAI directly enters into SLA with the service provider as contractor would not be able to enforce SLA with big corporate. Penalty on contractor due to service providers downtime should be removed as this is beyond contractor's control.	Tender Clause prevails . The contractor has to ensure continuous service of Internet and WAN. Contractor may be arrange secondary connectivity in case poor service by vendor.
3.	Section -VI 3F	48	The contractor has to integrate RIS Phase-I stations with RIS Phase-II stations for smooth connectivity.	It is understood that contractor has to provide AIS target data output in IVEF format for it to be accepted by phase-II similarly CAMC contractor from phase-II shall provide AIS target data output in IVEF format for it to be integrated in	Agreed.

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				phase-I, please confirm this understanding is correct.	
4.	Section -VI 3F	49	Table-1 List of Equipment's at RIS Control Stations/Base Stations.	Please provide list of spare's in stock	Spares related to the equipment installed at RIS Control Stations and Base Stations must be maintained in the inventory.
5.	Section -VI	54	COMPATIBILITY/INTEROPERABILITY WITH OTHER RIS SYSTEM ON NW1 It is envisaged that the entire stretch of waterway shall have seamless data information and voice compatibility.	It is understood that some propriety voice communication software is in use, please provide details and confirm that this software is working.	Yes, it is working.
6.	Section -VI	54	Specific attention should be given to the sending of messages to and from the shore by the operator. It should be possible to send messages to all ships in a stretch covering not only Phase 1 RIS but Phase I, II & III together.	What kind of messages are meant to be sent by the operator, how is the message sent out currently and what devices are available on shore and ships to receive such message sent by operators.	Text messages about advisory, warning, weather information etc.
7.	Section -VI	55	<u>Payment Schedule</u> The period contract starts from the date of resumption and fully functioning of the control/base stations. The payment for O&M and CAMC services will be admissible from the date of fully functioning of the control/base stations.	Pls advise what happens to the contract start date if equipment is not functional but RIS Manager and RIS Operator would need to take over under new contractor, new contractor cannot be held responsible on the start date if existing equipment is not fully functional. This requirement is in contradiction to SECTION - VII: GENERAL CONDITIONS OF CONTRACT / 12.1 Commencement of Work	The date of start of contract will be from date of deployment of manpower. However, the CAMC payment will be admissible from date of fully functioning of all RIS services.
8.	Section -VII 4.1	64	<u>GENERAL CONDITIONS OF CONTRACT (GCC)</u>		

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			<p>Performance Security & Security Deposit</p> <p>In case of MSE registered firms, deduction of a sum of 10% of the gross amount of the bill from each running bill till that amount reaches 5% of the contract value of the work as Security Deposit will also be made.</p>	Pls confirm that irrespective of the 10% security deposit deduction from each running bill the contractor would need to pay full salary to the RIS Manager & RIS Operators.	Yes, the contractor has to pay full salary to RIS Manager & Operator.
9.	Section -VII 21.1	71	<p><u>Technical Expertise</u></p> <p>The vendor shall be authorized representative of item supplied.</p>	Many items/equipment/electronics used are commercial off the shelf and also some of the existing equipment in use or the ones available replacement in the market have existing tie up's with their agents/authorized representative so it is not possible to be authorized of all items in use, kindly review.	Deleted.
10.	Section -VII 32	85	<p><u>Payment On Account</u></p> <p>Towards its fee for the services rendered to IWAI, the Service Provider shall be paid "Service Charges", excluding GST, at the rate approved through the tender in terms of percentage of the Cost to his Organization (CTO) for rendering the actual professional support services to IWAI.</p>	Please advise reason for excluding GST, for accounting purpose kindly confirm exemption rule	GST for service charge will be payable as per rules. Also provision has been catered in BOQ.
11.	Sr. No. 1.2 of BOQ		Rs. 60,000 PM shall be paid by the contractor and the same shall be reimbursed by IWAI.	The operator salary in this clause should be Rs. 40,000 PM.	Rs. 60,000 PM may be replaced with Rs. 40,000 PM.
12.	Sr. No. 2 of BOQ		Service charge rate shall not be more than 10% and not less than 2%.	The contractor would pay the salaries to all the manpower deployed on time. This salary is processed before submitting the respective O&M invoice	Tender clause prevails.

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				to IWAI. In addition, the contractor is responsible for all the administrative charges like stationeries, house-keeping, watch keeping, vehicle, drinking water etc. There is considerable cost towards insurance of manpower at site. In view of above, 10% service charge is an insignificant amount. It is requested that maximum capping amount of service charge be reconsidered.	
13.	SECTION – VI: TERMS OF REFERENCE (ToR) Sr. No. 3 A)	Page No. 48	Fuel to DG set- The fuel supply to DG Set is within the scope of Contractor.	It is not possible to ascertain the power shutdown duration at sites in advance. Therefore, it is requested that IWAI arranges the supply of fuel to DG sets at site. Sr. No. 5 of BOQ may therefore be deleted.	The Contractor has to supply the fuel to DG set which will be paid by IWAI to bidder on reimbursement basis. Provision has been catered in BOQ.
14.	SECTION – VI: TERMS OF REFERENCE (ToR)	Page No. 49	The contractor has to integrate RIS Phase-I stations with RIS Phase-II stations for smooth connectivity.	AIS works on universal format. The integration of AIS between RIS phase 1 and phase 2 would be possible. However, integration of VHF would not be possible since each VHF system over network don't work on universal format.	Agreed.

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	Sr. No. 3 F)				
15.	SECTION – VI: TERMS OF REFERENCE (ToR)	Page No. 50	Operation and Maintenance	This section describes the total operator and manager required at each site. There is no provision to cater to reserve manpower. Where the charges towards reserve manpower should be entered in the BOQ?	The rates quoted shall be inclusive of providing services of Manager & Operator including all wages, uniform, reliever, bonus etc.
16.	Schedule of Work	Page No. 57	The contractor's engineer may visit the sites, every month, for checking the health of the system and for carrying out the preventive maintenance, if required.	Request visit frequency to be amended to every quarter.	Tender clause prevails.
17.	Section -II, Clause No. 10 (iv)	Pg. no.20	It may be noted that the successful bidder will have to pay the wages equal to the minimum salary/ remuneration to the deployment of technical manpower on outsource basis every month through RTGS to the respective bank account(s) of the outsourced staff and submit the proof.	We would like to bring to your attention that salary payments are subject to various dynamic factors such as Leave Without Pay (LWP), Tax Deducted at Source (TDS), and other statutory deductions such as Provident Fund, Professional Tax, etc. As a result, the actual payment figures reflected in bank statement may not align precisely with the amounts specified in the BOQ. This variance is a matter of mutual understanding between the employer and the employee. Additionally, we have successfully executed several manning contracts with government organizations, including	Yes, agreed, IWAI will pay consolidated amount of Rs. 60,000/- to RIS Manager and Rs.40,000/- to RIS Operators. The deducted amount towards leave personnel will be payable to the reliever personnel. The details of deduction would be provided by the Contractor in case payment not align with bank statement.

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				<p>Directorate General of Lighthouses and Lightships (DGLL). Under our existing contract with DGLL, we are not obligated to provide proof of salary disbursement to the staff except evidence of their attendance.</p> <p>Considering these factors and established precedents, we respectfully request that the requirement to submit proof of salary payment to staff should be waived off.</p>	
18.	Form Fin.-1	Pg. no. 44	Financial Bid Submission Form Our attached Financial Bid is for% of the cost to our Organization (CTO), against submission of proof of Payment	Kindly clarify what is the meaning of ‘Cost to our Organization’?	Deleted.
19.	Section -III, Sl. No.4 of Table no.16.2 .3	Pg. no. 30	Technical Evaluation Number of Operational and Technical Manpower to operate VTMS/ RIS on Roll of the bidder as on Bid submission last date – Latest EPFO challan/ Salary slip/ Bank statement reflecting transferring salary to employee	Kindly note that as per Provident Fund Act, Employees earning a salary upto Rs.15,000/- per month are mandatorily required to register for the Employees’ Provident Fund (EPF) scheme in establishments with 20 or more employees. It is not mandatory to cover employees whose salary is more than Rs.15000/- per month. Our all operation and technical staff are drawing salary more than Rs.15000/- p.m. Hence only few staff are covered under PF, those who want voluntarily. Therefore, to prove this criteria, can we submit a notarised affidavit for number of Operational and Technical Manpower to operate VTMS/ RIS on Roll with names,	Bank statement reflecting transferring salary to employee may be provided.

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				designation, and place of work / site? Request to consider the affidavit in place of EPFO challans.	
20.	Section -VI TOR clause-IV, vii	Pg. no. 53	IWAI will not make any payment for any reserve provisions made by the contractor	As per prevailing labour laws, we are mandated to provide weekly offs to the deployed manpower. Furthermore, your tender documentation clearly states that all labour laws must be strictly adhered to. In the previous tender, IWAI had considered payment towards leave reserve positions, thereby facilitating compliance with statutory requirements. However, the current tender does not account for payment towards leave reserves, which poses a significant challenge in maintaining compliance within the stipulated financial framework. Given the additional costs incurred due to leave reserves, it becomes unfeasible for us to limit our service charges for the deployed manpower to a maximum of 10%. We, therefore, respectfully request the removal of this cap to allow for a more realistic and sustainable quotation, ensuring both statutory compliance and service quality.	Refer S. no. 1.
21.	SECTION - VI,	Page No. 55	The period contract starts from the date of resumption and fully functioning of the control/base stations. The payment for O&M and CAMC services will be	We respectfully request that the project period be revised to commence from the date of the Work Order/ Letter of Acceptance (LOA), as we will initiate work on the project immediately upon	Refer S. no. 7.

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	Clause: Payment Schedule (b)		admissible from the date of fully functioning of the control/base stations.	receiving the Work Order/LOA. We kindly request you to amend the tender document accordingly	
22.	SECTION VII, Clause No. 21. Technical Expertise, Sub clause no. 21.1,	Page No. 71	The vendor shall be authorized representative of item supplied	It may not be feasible for a single vendor to be an authorized representative for all the items supplied. Therefore, we kindly request the deletion of this clause.	Please refer S. no. 9.
23.	16.2.3(1)	30	“For this purpose, the “Similar Works” The similar work means, Works successfully completed on Overall Maintenance, Security & CAMC for RIS system OR Vessel Traffic Management System (VTMS)/ VHF Transmitter OR Automatic Identification System (AIS) OR Automatic Vehicle Tracking system OR Integration along with setting up of communication network (WAN) OR installations of Marine Survey equipment such as Echo sounder, RIS, Radar, Communication equipment’s etc., in that order.	We assume that previous experience of supply and installation of VTMS will be acceptable as “Similar Works”.	Please refer page no. 28 of tender document.

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24.	Form Fin – 2 (7	45 & 48	Number of years of experience of providing similar works.	What are the supporting documents expected towards this. Shall company registration be enough?	Please refer Clause no. 10.1.3 (b).
25.	Schedule of work	57	System Upgradation Charges for 7 nos. of Control/Base Station (one time)	System upgradation of proprietary system installed can be performed only by one company. We assume that replacement of the software will be acceptable to IWAI.	Please refer page no. 48 of tender document.
26.	-	49	The contractor shall supply free of cost the latest version of the station controller software as applicable	Kindly elaborate the integration required. If related to data, it can be shared thru standard formats such as IVEF.	Please refer page no. 57 of tender document..
27.	General			EMD BG format not included in the tender document, kindly share.	Please refer Annex-II page no. 102 of tender document.