

## SECTION 1

### NOTICE INVITING TENDER

#### 1.1 GENERAL

1.1.1 DMRC Invites Open tender through E-tendering system (i.e Technical and Financial bid) from eligible housekeeping agencies for Mechanized cleaning and housekeeping Works of **Gurudronacharya to Huda City Centre Stations.**

1.1.2 DMRC Invites open tender through E-tendering system ([www.tenderwizard.com/DMRC](http://www.tenderwizard.com/DMRC)) for the above work. .The key details are as follows:

#### KEY DETAILS

<b>a.</b>	<b>Name of Work</b>	:	CHK-W-07/2015:- Mechanized cleaning and housekeeping Works of <b>Gurudronacharya to Huda City Centre Stations.</b>
<b>b.</b>	<b>Approximate Cost of work</b>	:	Rs. 9.79 Cr
<b>c.</b>	<b>Tender Security Amount (Earnest Money Deposit)</b>	:	Rs.979000/- (Rs. Nine Lakh Seventy Nine Thousand Only) by Demand Draft, payable in favour of Delhi Metro Rail Corp. Ltd. Original DD to be submitted in office before stipulated date and time. Copy of DD should be uploaded along with Technical Bid.
<b>d.</b>	<b>Cost of Tender form</b>	:	Rs.21000/- (Rs. Twenty One Thousand Only, (Non-refundable) inclusive of 5% DVAT) in the form of Demand draft only payable in favour of Delhi Metro Rail Corp. Ltd. Original DD to be submitted in office before stipulated date and time. Copy of DD should be uploaded along with Technical Bid.
<b>e.</b>	<b>Tender Document available for sale on website</b>	:	14.01.2016 to 28.01.2016 upto 11:00 Hrs (through E-Tendering on <a href="http://www.tenderwizard.com">www.tenderwizard.com</a> )
<b>f.</b>	<b>Date and Time of Pre-Tender/Pre Bid Meeting</b>	:	20.01.2016 at 15:00 Hrs.
<b>g.</b>	<b>Last date of issuing amendment, if any</b>		27.01.2016
<b>h.</b>	<b>Date &amp; Time of Submission of</b>	:	29.01.2016 (Upto 11:00 Hrs)

	<b>Tender documents both Technical and Financial</b>		(www.tenderwizard.com/DMRC)
<b>i.</b>	<b>Date &amp; Time of opening of Tender (Technical Bid)</b>	:	29.01.2016 at 11:05 Hrs.
<b>j.</b>	<b>Date &amp; Time of opening Of Financial Bid</b>	:	Will be informed later on after the evaluation of Technical Bid (Only to the bidders who will successfully qualify the Technical bid)
<b>k.</b>	<b>Validity of Tender</b>	:	180 days from the last date of submission of tender.
<b>l.</b>	<b>Stipulated date of Commencement of work</b>	:	Within seven days from the date of issue of “Letter of Acceptance” or as per the instructions of Engineer-in-charge.
<b>m.</b>	<b>Time Period</b>	:	03 years (Further Extendable by Two more Years) from the stipulated date of commencement.
<b>n.</b>	<b>Authority and place for Pre-tender Meeting, seeking clarifications etc.</b>	:	<b>AGM/C&amp;S, 7<sup>th</sup> floor Metro Bhawan, Barakhamba Road, New Delhi-110001</b>
<b>o.</b>	<b>Date and time of submission of Tender cost and Tender Security (EMD) in original</b>	:	<b>28.01.2016 upto 15:00 Hrs</b>

The tender documents can be downloaded from [www.tenderwizard.com/DMRC](http://www.tenderwizard.com/DMRC). Payment shall be made by demand draft drawn in favour of DMRC Ltd., payable at New Delhi. The cost of Tender Form and Earnest money Deposit (EMD) should be submitted in original by stipulated date and time as per clause 1.1.2 (o) of NIT positively in the office of AGM/C&S, 7<sup>th</sup> floor Metro Bhawan, Barakhamba Road, New Delhi-110001, failing which the agency will be disqualified and their tender will not be opened. Copy of Demand Draft of Tender Cost and Tender Security (EMD) shall be uploaded along with technical bid.

## 1.2 POINTS TO BE NOTED

1.2.1 Tender document consists of the following:

- a. Notice Inviting Tender - consisting of
  - i. Notice Inviting Tender
  - ii. Scope of Work
  - iii. Tender prices
- b. Instructions to Tenderers
- c. General Conditions of Contract
- d. Special Conditions of Contract
- e. Specifications
- f. Bill of Quantities.

- 1.2.2 The tenderers may obtain further information in respect of these tender documents from the office of AGM/C&S, 7<sup>th</sup> Floor, Metro Bhawan, Barakhamba Road, New Delhi-01.
- 1.2.3 All tenderers are hereby cautioned that tenders containing any material deviation or reservation as described in clause 20.0 of ‘Instruction to Tenderers’ and /or minor deviation without quoting the cost of withdrawal shall be consider as non responsive and shall be summarily rejected.
- 1.2.4 DMRC reserves the right to accept or reject any or all proposals without assigning any reasons. No tenderer shall have any cause of action or claim against the DMRC for rejection of his proposal.
- 1.2.5 Tenderer is to carryout their self assessment in respect of their capacity in terms of manpower, machine and finance. He may indicate separate set of manpower, machinery in different tenders. Once a tender is accepted, resources required for its execution shall not be accepted for assessment of other tender. The tenderer is to consider positive variation in annual value to the extent of 50% (rounded to nearest higher Whole number) and should be able to take up additional similar work at short notice at the accepted rate for which he is to indicate his additional resources’. Similarly the scope of work may also be reduced on account of poor performance and contractor shall have no right for any claims due to reduction in scope of work.
- 1.2.6 The mere fact that the tenderers are shortlisted as mentioned in subclause 1.2.7 shall not imply that his bid shall automatically be accepted. The same should contain all technical, financial and other details as required for the consideration of Tenders.
- 1.2.7 Technical and Financial bid should be submitted separately as per the instructions of E-tendering system.  
Technical Bid shall be opened first on stipulated date and time as mentioned in clause 1.1.2 (h) of NIT in Presence of tenderers who may like to be present. After detail evaluation of the technical bid, qualified tenderer agencies shall be informed accordingly with detail date and time of opening of Financial Bid. At the time of opening of Tender only tender security and cost of tender documents shall be verified. If the tender cost and tender security is not proper as per clause no.- 1.1.2 of NIT, tender shall be summarily rejected.
- 1.2.8 All the documents including documents in support of Eligibility, Tender Cost (in form of Demand Draft), Tender Security (in form of Demand Draft) etc. except Financial Bid i.e Bill of Quantities should be uploaded in Technical Bid only.  
All documents as required as per tender documents should be submitted along with the tender package. No Correspondence/ demand of documents shall be done after opening of Tender.
- 1.2.9 New tenders are being invited for all the stations in DMRC network during year 2016-17. The stations of DMRC network have been grouped into packages consisting of 5 to 14 stations, no agencies shall be allotted work of more than 03 packages under new tenders in any case.
- 1.2.10 As per direction of National Commission for scheduled castes atleast 15% staff stipulated in the contract should belong to SC category.
- 1.2.11 Working Tenders/Agencies whose performance has been non satisfactory or whose scope of work has been reduced or whose tenders has been foreclosed are not eligible to apply.

### **1.3 Minimum Eligibility Criteria**

#### **(a) Work Experience :**

Experience of having satisfactorily completed similar works amounting to either of the following during last 05 years period ending last day of month previous to the one in which the tenders are invited should be either of the following:

- (i) Three similar completed works each costing not less than the amount equal to Rs. 3.92 Cr (40% of the estimated cost Rs. 9.79 Cr)  
Or
- (ii) Two similar completed works each costing not less than the amount equal to Rs. 4.90 Cr (50% of the estimated cost. Rs. 9.79 Cr)  
Or
- (iii) One similar completed work each costing not less than the amount equal to Rs. 7.83 Cr (80% of the estimated cost. Rs. 9.79 Cr)

Notes:

- The tenderer shall submit details of work executed by them in the prescribed format as per Annexure-1 for the works to be considered for qualification of work experience criteria. Documentary proof such as completion certificates from the client clearly indicating the nature/scope of work, actual completion cost and actual date of completion for such work should be submitted. The offers submitted without this documentary proof shall not be evaluated.

#### **(b) Financial Standing (Annual Turnover) :**

The average annual turnover of tenderer during last three audited financial years (2012-13, 2013-14 and 2014-15) should not be less than Rs. 7.83 Cr.

Financial data for the last three audited financial years has to be submitted by the tenderer in Annexure-2 along with audited balance sheets. The financial data in the prescribed format shall be certified by chartered accountant with his stamp, signature and membership number. Also, if the tenderer provides no or NIL financial data for any of the above financial year, then his application shall not be considered and summarily rejected.

- (c) The tenderer should have minimum five year's experience of Mechanized cleaning and housekeeping works or Supply of Trained and Uniformed Manpower in any Central Govt./state Govt./PSU;s/DMRC and any listed private reputed organization/companies, (submit relevant documentary proof).
- (d) Definition of similar work:- Mechanized Cleaning and housekeeping works in Railways/DMRC/ Bus depots/ Office premises utilizing specified machinery, chemical and manpower.

(The works analogous in nature and complexity with respect to works defined above shall only be construed as similar work.)

## **SECTION 2**

### **SCOPE OF WORK**

- 2.0** The contractor will execute Mechanized Cleaning and house keeping works with the suitable, uniformed and trained personnel with the use of modern equipments, machinery and eco- friendly chemicals for the following works in stations:
- 2.1.1 Cleaning and housekeeping Works consisting of: -**  
Cleaning of Floor areas, Vertical finishes, Roof arches, Roof ceilings, Glass areas, Doors, windows, Rolling shutters, Railings, False ceilings, False floorings, Bitumen surfaces, Pavements, Kerb stones, walls, Pillars, Hand rails, Mirrors, Ceramic / concrete Jalli etc. of the following areas: -
- a. Concourse,
  - b. Platform
  - c. Passages
  - d. Circulating area
  - e. Pavement
  - f. Roads (Under DMRC)
  - g. All rooms and other areas including corridors.
  - h. Stair cases
  - i. Bath rooms and Toilets (Only Staff Toilets)
  - j. Parking Area
- 2.1.2 Cleaning and washing of Track plinths within the station Boundary of Up and Down Tracks (Only During Block Period and Prior Permission of Competent Authority)
- 2.1.3 Cleaning of over head water tank.
- 2.1.4 Sanitation of bathrooms and Toilets including supply of necessary items if available.
- 2.1.5 Minor plumbing in the entire station area.
- 2.1.6 Cleaning & Attention of all the Drains available in the station area.
- 2.1.7 Pest control, Mosquito control and Insect & Rodent control of the entire station area including all rooms. (Light Pest Control)
- 2.1.8 Cleaning of Traction, E&M, and Signaling, Telecommunications, and AFC & Miscellaneous items available in Station premises.
- a. Cleaning of lighting Fixtures & Accessories
  - b. Cleaning of Fans
  - c. Cleaning of D.G. sets & connected equipments
  - d. Cleaning of Air conditioners
  - e. Cleaning of All HT & LT Equipments available in ASS room
  - f. Cleaning of all LT equipments available in LT switch room
  - g. Cleaning of All Equipments available in UPS room (Electrical and Signaling Rooms)
  - h. Cleaning of Equipments in Signaling room
  - i. Cleaning of Equipments in Telecommunication room
  - j. Cleaning of all Automatic Fare collection equipments

- k. Cleaning of all Equipments available in Station Control Room, booking Offices, Excess Fare Office
- l. Cleaning of All Equipments available in Pump room
- m. Cleaning of Lifts
- n. Cleaning of Escalators
- o. Cleaning of portable fire extinguishers/Smoke detectors/ Fire detectors
- q. Cleaning of Telephones sets & accessories
- r. Cleaning of Computers and accessories
- s. Cleaning of Signage boards/Notice boards
- t. Cleaning of furniture provided in all rooms/offices
- u. Cleaning of Office equipments
- v. Cleaning of Fire Hydrants, Fire Panels, All type of pipes, Valves etc.
- w. Cleaning of All Switch Boards, Panel Boards.
- x. Cleaning of Security equipments like Metal detectors, X-ray machines etc.
- y. Cleaning of Automatic Hand Driers, Liquid Soap Dispensers etc.
- z. Cleaning of all miscellaneous equipments as available or being provided from time to time.

## **2.2 Time Schedule**

The contract period for execution of the above mentioned works is for **03 years** (Extendable up to Five years) from the Day of Commencement of Work. The work shall commence within 7 days from the date of issue of letter of acceptance. Performance of contractor to be reviewed after completion of each year.

2.3 DMRC has implemented, ISO-14001 & OHSAS 18001 for Environment, Health & safety. The Cleaning & Housekeeping works are to be carried out as per these International norms/standards and in such a manner that all premises always look neat & Clean. Eco friendly chemicals /Reagents to the extent possible shall be used. Similarly, the waste disposal is also carried out in totally sealed manner without affecting the Environment.

2.4 DMRC is looking for a Mechanized type of Cleaning.

2.5 No overtime is considered to achieve higher level of safety standards .The tenderer should consider execution of work in three shifts of 8 hrs each.. The agency must ensure timely payment of salary, PF, ESI etc. and prompt medical facility to sick/injured and to all staff. In case of death of staff, the agency is to deposit Rs.100000/- in DMRC Labour Welfare Fund to enable DMRC to release Rs.200000/- for heir apparent as immediate relief to his dependent. Subsequently agency should facilitate compensation on priority. Violation of these basic provisions shall attract a penalty of 5% of annual contract value and repeated violations shall lead to termination of contract.

## **SECTION 3**

### **TENDER PRICES AND SCHEDULE OF PAYMENT**

#### **3.1 Tender Prices**

- 3.1.1
- a. Unless explicitly stated otherwise in the Tender Documents, the contractor shall be responsible for the whole works, based on the Schedule of Works, Bill of Quantities and payment shall be made as per accepted rates based on the activities carried out as in the Schedule of work Annexure – A, B, C,D,E.
  - b. The rates quoted by the tenderer is inclusive of all duties, taxes, fees, octroi and other levies, materials, labour, liveries and uniform etc.
  - c. Rates for the estimate are based on minimum wages of Oct-2015 notification of the Chief Labour Commmissioner (C), New Delhi vide order No. 1/15(3)/2015-LS-11 dated 30.09.2015.
  - d. Copy of Tentative wage card is enclosed as Annexure- X.

#### **3.1.2 Schedule of Payment**

The payment will be made on a monthly basis as per the accepted rates based on the activities carried out as in the Schedule of work Annexure – A, B, C,D,E of tender document.

#### **3.1.3 Terms & Process of Bill Payment**

- a. All the terms & conditions of the bills for payments purpose should be strictly complied with in accordance with the guide lines, issued by the competent authority from time to time.
- b. A certificate as per Annexure – Z enclosed should strictly be provided with each bill for each Metro Station.

AGM/C&S