

SECTION 1**NOTICE INVITING TENDER****1.1 GENERAL**

1.1.1 Delhi Metro Rail Corporation (DMRC) Ltd. invites sealed open tenders from Eligible Applicants who fulfill the Eligibility criteria as mentioned in Clause 1.2.1 of NIT, in two packet system (Technical Bid and Financial Bid), for the work “**Comprehensive Annual Maintenance Contract for Split & Window Air Conditioners installed in Depots of Delhi Metro Rail Corporation Ltd, Delhi**”.

1.1.2 Delhi Metro Rail Corporation (DMRC) Ltd. Invites open tenders from eligible tenderers for the above mentioned work (clause 1.1.1). The key details are as follows:

1.1.2.1	Tender No.	RSW/KPD-065
1.1.2.2	Name of work	Comprehensive Annual Maintenance Contract for Split & Window Air Conditioners installed in Depots of Delhi Metro Rail Corporation Ltd, Delhi.
1.1.2.3	Approximate cost of work (Tender value)	□ 7,36,077.50 /- for 1 st year
1.1.2.4	Tender Security amount	□ 14,722/-
1.1.2.5	Cost of Tender form (Non- refundable)	□ 1050/- (Rs.1000/-+ DVAT@ 5%)
1.1.2.6	Tender documents on sale	From 12.07.2016 to 11.08.2016 (up to 11:00 Hrs) On e-tendering website http://eprocure.gov.in/eprocure/app Tender document can only be obtained online after registration of tenderer on the website http://eprocure.gov.in/eprocure/app . For further information in this regard Tenderers are advised to contact on 180030702232, 91-7878007972 or 91-7878007973
1.1.2.7	Pre bid meeting	08.08.2016 At 12:00 hrs at the office of depot-in-charge/RS/KPD
1.1.2.8	Last date of issuing amendment	09.08.2016 at 17:30 hrs
1.1.2.9	Date & time of Submission of Tender online	11.08.2016 up to 15.00 hrs
1.1.2.10	Place, Date & time of opening of Technical Bid online	12.08.2016 at 15.30 hrs.
1.1.2.11	Date & time of opening of Price Bid	It will be intimated on http://eprocure.gov.in/eprocure/app after

		technical evaluation.
1.1.2.12	Completion period of work	01 year & extendable every year for next 02 years subject to satisfactory performance of contract (as per SCC)
1.1.2.13	Type of Tender	Two Bid System (Technical & Financial)
1.1.2.14	Tender Validity	120 days from the last date of submission of tender (as per clause 11 of ITT)
1.1.2.15	Tender Security Validity	180 days from the last date of tender submission (as per Clause no. 12 of ITT)
1.1.2.16	Performance Security Deposit	10% of the contract value. (as per Clause no. 27 of ITT)
1.1.2.17	Validity of Performance Bank Guarantee/Security	6 months beyond the expiry of the Defect Liability Period (as per Clause no. 27 of ITT)
1.1.2.18	Authority and place for purchase of Tender documents, seeking clarifications and submission of tender documents	Depot in-charge/ Rolling Stock, Khyber Pass Train Depot, DMRC Ltd., Timarpur, Delhi - 110054

1.1.1 The tender cost will be in the form of Demand draft/ Banker's cheque and tender security will be in the form of Demand draft/ Banker's cheque/FDR/Bank Guarantee drawn on a Scheduled Commercial Bank based in India and should be in favour of "Delhi Metro Rail Corporation Ltd." payable at New Delhi, The same should be submitted, in original, before three hours of opening of technical bid in the office of Depot in-charge/Rolling Stock/Khyber Pass Depot at the above mentioned address.

NOTE: The bidder who fails to submit the tender cost & tender security (in original) within stipulated scheduled deemed to be rejected.

1.2 ELIGIBILITY CRITERIA

1.2.1 Work Experience: Tenderer shall have experience of having satisfactorily completed similar works (i.e. Maintenance/Repair/Installation & Commissioning of Air-Conditioning Units/HVAC/VRVs in DMRC/ Central Government / State Govt. / Institutions / PSU organizations/ Reputed Corporate Industries/ Reputed Corporate offices /Airports during last five years period ending **31.03.2016** should be either of the following: -

a) Three similar completed works each costing not less than the amount equal to 40% of the advertised tender value OR

b) Two similar completed works each costing not less than the amount equal to 50% of the advertised tender value. OR

- c) One similar completed work costing not less than the amount equal to 80% of the advertised tender value.

Following documents shall be considered for evaluating the criteria of work experience:

- a) Tenderer shall submit the details of work executed in Experience Record **(Form T-II of ITT)** for the works to be considered for qualification of experience criteria.
- b) Self attested copy of work order /LOA, BOQ along with Work completion certificates (indicating Nature/Scope of work, date of start & completion, actual completion cost)
- c) Self attested copy of Performance certificate of subject work from the client on their letter head for satisfactorily completed work.

The tender submitted without documentary proof shall be rejected.

1.2.2 Financial standing/Annual Turn Over: Average Annual Turn Over of the tenderer during the last three audited financial years shall not be less than 80% of the advertised tender value. Tenderer has to produce attested audited balance sheet with profit and loss account duly certified by Chartered Accountant etc. Tenderer shall submit the details in prescribed Proforma **(Form T-V of ITT)**.

- 1.3 Tenderer shall submit documentary proof of eligibility criteria in desired format as detailed in the Tender Schedule. Tenderer not meeting the eligibility criteria conditions as given in **para 1.2** will be summarily rejected. Price Bid will be opened only for those agencies, which are qualified in Technical bid/ eligibility criteria.
- 1.4 The tenderer should not assume that his bid should automatically be accepted. The same should contain all technical, financial and other details as required for the consideration of tender.
- 1.5 Works envisaged under this contract are required to be executed in all respects up to the period of completion mentioned above.
- 1.6 Tender documents consist of the following:

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(A) TECHNICAL BID

- i) Notice Inviting Tender
- ii) Instructions To Tenderers
- iii) Special Conditions of Contract
- iv) Technical Specifications & Scope of work
- v) DMRC's General Condition of Contract with Correction slips

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(B) PRICE BID

- vi) Form of Tender with appendix thereof
- vii) Bill of Quantities
- viii) Form of Deviations with Price Adjustment
- 1.7 The Contract shall be governed by the documents listed in Para 1.6 above.

- 1.8 The Tenderers may obtain further information in respect of these tender documents from the **office of Depot in-charge/Rolling Stock, Khyber Pass Train Depot, DMRC Ltd., Timarpur, Delhi- 110054.**
- 1.9 The intending bidders must be registered on e-tendering portal <http://eprocure.gov.in/eprocure/app>. Those who are not registered on the e-tendering portal shall be required to get registered beforehand. After registration the tenderer will get user id and password. On login tenderer can participate in tendering process and can witness various activities of the process.
- 1.10 The authorized signatory of intending bidder, as per Power of Attorney (POA), must have valid class-III digital signature. The tender document can only be downloaded or uploaded using Class-III digital signature of the authorized signatory.
- 1.11 Tender submissions will be made online after uploading the mandatory scanned documents towards cost of tender documents such as Demand Draft or Pay Order or Banker's Cheque and towards Tender Security such as Demand Draft or Pay Order or Banker's Cheque or Fixed Deposit Receipt or Bank Guarantee from a Scheduled commercial bank based in India and other documents as stated in the tender document.
- 1.12 Tenderers are advised to visit the site before offering their rates.
- 1.13 All the uploaded files in tender submission should be named properly and arranged systematically.
- 1.14 The bidders are advised to keep in touch with e-tendering portal <http://eprocure.gov.in/eprocure/app> for updates. Any corrigendum, addendum etc issued shall be part of this tender document and shall be made available on website <http://eprocure.gov.in/eprocure/app>.
- 1.15 All Tenderers are cautioned that the tender containing any deviation from the Tender Document as mentioned in the clause of 1.6 of NIT which consists of Noting Inviting Tender, Instructions to Tenderers, General Conditions of Contract, Special condition of Contract, Technical Specifications & Scope of work, Bill of Quantities is liable to be summarily rejected as non-responsive.
- 1.16 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.

(Malay Saha)

**Depot-in-charge/Rolling Stock
Khyber Pass Train Depot, DMRC Ltd.
Timarpur, Delhi-110054.**

Instructions for Online Bid Submission

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "**Online bidder Enrollment**" on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other

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cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 7) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 9) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

SECTION 2

SCOPE OF WORK

2.1 DESCRIPTION:

The contractor will execute the work i.e. "**Comprehensive Annual Maintenance Contract for Split & Window Air Conditioners installed in Depots of DMRC Ltd.**". The works shall be carried out by contractor with his man power, materials, machine, tools, transport etc. at following Train Maintenance Depots of DMRC:

- i. Shastri Park Depot (SPD)
- ii. Khyber Pass Depot (KPD)
- iii. Najafgarh Depot (NJFD)
- iv. Yamuna Bank Depot (YBD)
- v. Sultanpur Depot (SLPD)
- vi. Mundka Depot (MDD)

2.2 BRIEF SCOPE:

Scope of work includes the Preventive maintenance (as per details given in "Technical Specification and Scope of Work") as well as Breakdown attention/Corrective maintenance of different types of air conditioners and its accessories as mentioned below including supply/replacement of spares/parts, men, materials, consumables, tools, transport etc.

Technical Specifications of AC units and detailed Scope of Work provided in this volume in "Technical Specification and Scope of Work" section.

2.3 TIME SCHEDULE

The contract period for execution of the above-mentioned works is initially 01 year from the Day of Commencement of Work. The contract period is further extendable for every year for next 02 years on the same terms & conditions and rates if DMRC satisfied with the performance of the contractor.

SECTION 3

TENDER PRICES AND SCHEDULE OF PAYMENT

3.1 Tender Prices

- a. Unless explicitly stated otherwise in the Tender Documents, the contractor shall be responsible for the whole works of Comprehensive Annual Maintenance of Split & Window type AC units and its associated accessories installed in Depot buildings of DMRC and payment shall be made on accepted rates & actual works carried out as per the schedule of work (Bill of Quantity).
- b. The rate quoted by the tenderer is inclusive of all duties, taxes, fees, octroi and other levies, spares, man, materials, consumable, tools, transport etc.

3.2 Schedule of Payment

- (i) The payment will be made on **Quarterly basis** as per the accepted rates based on the work actually carried out/ AC units maintained as in the Schedule of work /Bill of Quantity after satisfactorily verified by the users from concerned depot.
- (ii) All payments to the contractors will be made by e-Payment. Quarterly payment shall be made on receipt of the bill complete & correct in all respect along with the supporting documents subject to deduction of statutory charges/taxes/duties/levies etc.
- (iii) Bills, correct in all respect, shall be submitted to Depot Incharge/RS/KPD, in duplicate along with supporting documents, who will arrange payment through **DMRC/Finance/O&M**.
- (iv) No advance of any type shall be paid.