

SECTION 1

NOTICE INVITING TENDER

1.1 GENERAL

- 1.1.1 DMRC Invites Open Tenders in two separate sealed packets through two bid system (i.e Technical and Financial bid) from eligible agencies for Providing Support Services at Site office ,Vijayawada.
- 1.1.2 Tender documents describing the eligibility criteria, scope of work/ services and the terms and conditions for the contract can be downloaded from DMRC's website www.delhimetrorail.com and submitted along with a non-refundable fee of Rs. 21,000/- inclusive of 5% DVAT through Demand Draft drawn in favour of **Delhi Metro Rail Corporation Ltd.** payable at New Delhi (OR) can be obtained from the Office of **Project Director/Vijayawada, DMRC, Kaushalya, Door No. 40-3-8, Gummadi GopalRao Street, Labbipeta, Vijayawada. Ph No-0866-2972388** (On all working days) from 23/06/2016 to 13/07/2016 (from 9:30 hrs to 17:00 hrs) for purchase on payment of a non-refundable fee of Rs.21,000/- inclusive of 5% DVAT through Demand Draft drawn in favour of **Delhi Metro Rail Corporation Ltd.** payable at New Delhi.

KEY DETAILS

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|-----------|--|---|--|
| a. | Name of Work | : | SS-W-01/2015/R:-Providing Support Services at Site office Vijayawada. |
| b. | Approximate Cost of work | : | Rs. 2.07 Cr |
| c. | Tender Security Amount (Earnest Money Deposit) | : | Rs.207000/- (Rs. Two Lakh Seven thousand Only) by Demand Draft, payable in favour of Delhi Metro Rail Corp. Ltd. Original DD to be submitted along with Technical Bid. |
| d. | Cost of Tender form | : | 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 along with Technical Bid. |
| e. | Tender Document available for sale | : | 23.06.2016 to 13.07.2016 up to 17:00 Hrs |
| f. | Date &Time of Submission of Tender documents both Technical and Financial | : | 14.07.2016 (Upto 11:00 Hrs) |
| g. | Date & Time of opening of Tender (Technical Bid) | : | 14.07.2016 at 11:30 Hrs. |

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|-----------|--|---|--|
| h. | Date & Time of opening Of Financial Bid | : | Will be informed later on, after the evaluation of Technical Bid (Only to the bidders who will successfully qualify the Technical bid) |
| i. | Validity of Tender | : | 180 days from the last date of submission of tender. |
| j. | Stipulated date of Commencement of work | : | Within seven days from the date of issue of “Letter of Acceptance” or as per the instructions of Engineer-in-charge. |
| k. | Time Period | : | 03 years (Extendable upto Five Years) from the stipulated date of commencement. |
| l. | Authority and place seeking clarifications etc. | : | PD/Vijayawada, DMRC, Kaushalya, Door No. 40-3-8, Gummadi GopalRao Street, Labbipeta, Vijayawada -10 |

1.2 POINTS TO BE NOTED

1.2.1 Tender document consists of the following:

Volume-1 (Technical Bid)

- Notice Inviting Tender (NIT)
- Instructions to Tenderers (ITT)
- Special Conditions of Contract (SCC)
- General Conditions of Contract

Volume-2 (Financial Bid)

- Bill of Quantities

1.2.2 The tenderers may obtain further information in respect of these tender documents from the office of **PD/Vijayawada, DMRC, Kaushalya, Door No. 40-3-8,GummadiGopalRao Street, Labbipeta, Vijayawada.**

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 considered 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 The mere fact that the tenderers are shortlisted as mentioned in sub clause 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.

1.2.6 Technical Bid shall be opened first on stipulated date and time as mentioned in clause 1.1.2 (g) ofNIT 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.

- 1.2.7 All the documents including documents in support of Eligibility, Tender Cost (in form of Demand Draft), Tender Security (in form of Demand Draft) etc should be submitted in sealed Envelope marked “Technical Package” Envelope No SS-W-01/2015/R, Financial Bid i.e Bill of Quantities in packet II and should be submitted in sealed Envelope marked “Financial Package” Envelope No SS-W-01/2015/R along with the Technical Bid only. The submission must be made in one large “Sealed cover packet” containing both the envelopes. This packet should be super scribed “Tender for Providing Support Services at Site Office Vijayawada office”.

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.

Tenders can be submitted in the tender box kept in the office of **Project Director, DMRC, Kaushalya, Door No. 40-3-8, Gummadi Gopal Rao Street, Labbipeta, Vijayawada-10. Ph No-0866-2972388** in Sealed Cover **up to 11:00 hrs on 14.07.2016**. The technical part of tender will be **opened on the same day at 11.30 hrs**.

- 1.2.8 Working Tenderers/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 : (Based on average annual value of work)

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. 0.828 Cr

Or

- (ii) Two similar completed works each costing not less than the amount equal to Rs. 1.035 Cr

Or

- (iii) One similar completed work each costing not less than the amount equal to Rs. 1.656 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. In case work is executed for private client documentary proof such as copy of work order, Bill of quantities, Bill wise details of payment received certified by CA, TDS certificates for all the payments received, copy of final/ last bill paid by the client should be submitted. The offers submitted without this documentary proof shall not be evaluated.

(b) Financial Standing (Annual Turnover) :

The tenderers will be qualified only if they have minimum financial capabilities as below:-

- (i) The average annual turnover of tenderer from similar works like Cleaning, Housekeeping, Sanitation Works, Manpower works only during last Five audited financial years (2011-12, 2012-13, 2013-14, 2014-15 and 2015-16) should not be less than Rs. 1.656 Cr.

Financial data for the last five audited financial years has also to be submitted by the tenderer (each member in case of JV) 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. The average annual turnover of JV will be based on percentage participation of each member.

Example: Let member 1 has percentage participation = M and Member 2 has percentage = N, Let the average annual turnover of member 1 is A and that of member 2 is B, then average annual turnover of JV will be = $\frac{AM+BN}{100}$

100

- (ii) **T1-Liquidity:** It is necessary that the firm can withstand cash flow that the contract will require until payments received from the Employer. Liquidity therefore becomes an important consideration.

This shall be seen from the balance sheets and/or from the banking reference. Net current assets and/or documents including banking reference (as per proforma given in FORM-XIV of ITT), should show that the applicant has access to or has available liquid assets, lines of credit and other financial means to meet cash flow **INR 0.099 crore** for this contract, net of applicant's commitments for other contracts. Banking reference should contain in clear terms the amount that bank will be in a position to lend for this work to the applicant/member of the Joint Venture/Consortium. In case the Net Current Assets (as seen from the Balance Sheets) are negative, only the Banking references will be considered. Otherwise the aggregate of the Net Current Assets and submitted Banking references will be considered for working out the Liquidity.

The banking reference should be from a Scheduled Bank in India or (in case of foreign parties) from an international bank of repute acceptable to DMRC and it should not more than 3 months old as on date of submission of bids.

In Case of JV- Requirement of liquidity is to be distributed between members as per their percentage participation and every member should satisfy the minimum requirement.

Example: Let member-1 has percentage participation =M and member-2 has percentage participation = N.

If minimum liquidity required is 'W' then liquidity of member-1 \geq WM/100 and liquidity of member-2 \geq **WN/100**

This eligibility requirement (i.e.'T1-Liquidity') shall satisfy the condition given in Clause 1.1.3.4 hereinafter.

(iii)**T2- Profitability:** Profit before Tax should be **Positive in at least 2 (two) years**,out of the last five audited financial years.

In Case of JV: The profitability of only lead member shall be evaluated.

(iv) **T3-Net Worth:** Net Worth of tenderer during last audited financial year should be **INR 0.138crore.**

In case of JV- Net worth will be based on the percentage participation of each Member.

Example: Let Member-1 has percentage participation = M and Member-2 has = N. Let the Net worth of Member-1 is 'A' and that of Member-2 is 'B', then the Net worth of JV will be = $AM+BN/100$

(c) Definition of similar work: - Providing support services or Manpower Supply works in Railways/DMRC/ Bus depots/ Office premises utilizing specified manpower (Unskilled, Skilled and Highly Skilled).

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

1.4 Eligible Applicants

- i. The tenders for this contract will be considered only from those tenderers {proprietorship firms, partnership firms, companies, corporations, consortia or joint ventures (JV hereinafter)} who meet requisite eligibility criteria prescribed in the sub-clauses of Clause 1.1.3 of NIT. In the case of a JV or Consortium, all members of the Group shall be jointly and severally liable for the performance of whole contract.
- li (a) A non-Indian firm is permitted to only in a joint venture or Consortium arrangement with any other Indian firm having minimum participation interest of 26% or their wholly owned Indian subsidiary registered in India under Companies Act-1956 with minimum 26% participation.

(b) A tenderer shall submit only one bid in the same tendering process, either individually as a tenderer or as a partner of a J.V. A tenderer who submits or participates in, more than one bid will cause all of the proposals in which the tenderer has participated to be disqualified. No tenderer can be a sub-contractor while submitting a bid individually or as a partner of a JV in the same bidding process. A tenderer, if acting in the capacity of subcontractor in any bid, may participate in more than one bid, but only in that capacity.
- iii Tenderers shall not have a conflict of interest. All Tenderers found to have a conflict of interest shall be disqualified. Tenderers shall be considered to have a conflict of interest with one or more parties in this bidding process, if:

- (a) A tenderer has been engaged by the Employer to provide consulting services for the preparation related to procurement for on implementation of the project;
 - (b) A tenderer is any associates/affiliates (inclusive of parent firms) mentioned in sub-paragraph (a) above; or
 - (c) A tenderer lends, or temporarily seconds its personnel to firms or organisations which are engaged in consulting services for the preparation related to procurement for an implementation of the project, if the personnel would be involved in any capacity on the same project.
- iv. A firm, who has purchased the tender document in their name, can submit the tender either as individual firm or in joint venture/Consortium. However, the lead partner in case of JV shall be one who has experience of similar work as per clause 1.3 (d) of NIT.
- v. Any Central / State government department/ public sector undertaking/ other government entity or local body must not have banned business with the tenderer (any member in case of JV) as on the date of tender submission. Also no Contract of the tenderer should have been rescinded/ terminated by DMRC after award during last 5 years due to non-performance of the tenderer or any of JV/Consortium members. The tenderer should submit undertaking to this effect in respective Forms.
- vi. Tenderer (any member in case of JV/ Consortium) must not have been imposed liquidated damages of 10% (or more) of the contract value in a contract due to delay or penalty of 10% (or more) of the contract value due to any other reason during last five years. The tenderer should submit undertaking to this effect in respective Forms.

SECTION 2

SCOPE OF WORK

2.0 The contractor will execute Support Services work with the suitable, uniformed and trained personnel with the use of modern equipment's, and other consumables and sundries for the following works at office as per the instructions of Engineer-in-charge of DMRC:

2.1.1 Cleaning and housekeeping Works consisting of: -

Cleaning of Floor areas of office, Vertical finishes, Roof ceilings, Glass areas, Doors, windows, Rolling shutters, Railings, False ceilings, All floorings, Pavements, Kerb stones, walls, Pillars, Hand rails, Mirrors, Ceramic / concrete Jalli etc.

2.1.2 Cleaning of overhead water tank.

2.1.3 Sanitation of bathrooms and Toilets including supply of necessary items if available.

2.1.4 Minor plumbing in the entire office area.

2.1.5 Cleaning & Attention of all the Drains available in the office area.

2.1.6 Pest control, Mosquito control and Insect & Rodent control of the entire office area including all rooms. (Light Pest Control)

2.1.7 Maintenance and watering of plants and horticulture of office premises.

2.1.8 Watch and ward of office premises, checking frisking etc of visitors as directed, Maintaining visitor registers.

2.1.9 Comprehensively managing kitchen, pantry, guest houses including cooking/cleaning/serving of food items etc.

2.1.10 Providing all support for functioning of office like steno, typing, services, managing and storage of files, drawings ect. The board duties of various personal are as follows:

2.1.10(A) Broad Duties Of Office Assistant / P.A.

- (a) Distribution of works among dealing hands;
- (b) Helping and advising staff;
- (c) Maintenance of list of residential addresses. Telephone numbers of officials and staff;
- (d) Receipt and despatch and distribution of dak, letters etc.;
- (e) Keeping note of important receipts;
- (f) Timely submission of arrears and other returns;
- (g) Recording of files and their classification;
- (h) Court and Arbitration cases;
- (i) Any work assigned by Engineer-in-charge;
- (j) Correspondence relating to contract and contractors and compilation of tender documents;
- (k) Reply to Audit paras;

- (l) Taking dictation and typing, typing of handwritten drafts. Attending to telephone calls, maintenance of Engagement diary, preparation of tour programmes and T.A. Bills.
- (m) Any other works assigned by Engineer-in-charge

(B) DUTIES OF DRAUGHTSMAN/AUTOCAD OPERATORS, ETC.

- (a) Recording of plans and drawings and maintenance of register of buildings roads and viaducts;
- (b) Preparation of drawings and their adequate storage;
- (c) Preparation and scrutiny of estimates and contract documents from technical point of view and preparation of justification of rates;
- (d) Examination of Survey reports;
- (e) Checking of extra, substituted and variation statements;
- (f) Any other works assigned by Engineer-in-charge.

(C) DUTIES OF FIELD HELPER, HOUSEKEEPER, SECURITY AND MULTI-TASKING STAFF.

- (a) Physical maintenance of record;
- (b) General cleanliness and upkeep of office;
- (c) Carrying of files and other papers within buildings and outside offices, if required;
- (d) Photocopying /sending of FAX;
- (e) Delivery of dak outside building;
- (f) Watch and ward;
- (g) Opening and closing of rooms, offices;
- (h) Dusting of furniture;
- (i) Assisting in routine office work like diary and dispatch including on computer;
- (j) Other non-clerical jobs.
- (k) Any other work assigned by superior authority

Normal working office hours 09.30 am TO 5.30 pm (6 day week).

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 date of Commencement of Work. The work shall commence within 7 days from the date of issue of letter of acceptance or as directed by Engineer in charge. 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 The agency must ensure timely payment of salary, PF, ESI etc. and prompt medical facility to sick/injured and to all staff.

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 or as per the instructions of Engineer-in-charge DMRC.
- 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 Commisioner (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 Appendix –C

3.1.2

Schedule of Payment

- a. 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 or as per the instructions of Engineer-in-charge DMRC.
- b. Joint Payment Procedure – Payment shall be made monthly. Attendance of the staff and details of deployment of machinery and chemicals is maintained at nominated place on daily basis. These records shall be submitted by 25th of each month to the nominated person in the office of Project Director, DMRC, Kaushalya, Door No. 40-3-8,GummediGopalRao Street, Labbipeta, Vijayawada-10 to release 75% of due payment for the current month payment may be released by 5th of the next month so that wages shall be paid by 7th of next month by the agency.

The detail bills complying all the statutory provisions shall be submitted by 15th of the next month so that balance 25% payment of preceding month shall be released.

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 Appendix -D enclosed should strictly be provided with each monthly bill.