

NOTICE INVITING TENDER

Contract: R/HK/002/16(DWD) Comprehensive Cleaning & Wax polishing of Rolling stock (Metro Train Coaches) and House Keeping of Depot Premises at Airport Line Depot, Dwarka

CONTENTS

CLAUSE	DESCRIPTION	PAGE
Section-1	NOTICE INVITING TENDER	
1.1	GENERAL	2
1.2	ELIGIBILITY CRITERIA	4
Section-2	BRIEF SCOPE OF WORK	
2.1	CLEANING OF ROLLING STOCK (METRO TRAIN COACHES)	7
2.2	CLEANING AND HOUSEKEEPING OF ENTIRE DEPOT PREMISES AT DWARKA DEPOT	8
2.3	MONITORING PERFORMANCE OF CONTRACTOR	8
2.6	TIME SCHEDULE (CONTRACT & ISSUE OF LOA)	9
2.7	GRIEVANCES	9
Section-2	TENDER PRICES AND SCHEDULE OF PAYMENT	
3.1	TENDER PRICES	10
3.2	SCHEDULE OF PAYMENT	10

SECTION 1
NOTICE INVITING TENDER

1.1 GENERAL

1.1.1 Delhi Metro Rail Corporation (DMRC) Ltd. invites **open e-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 Cleaning & Wax polishing of Rolling stock (Metro Train Coaches) and House Keeping of Depot Premises at Airport Line Depot, Dwarka of DMRC”**.

1.1.2 The details of tender are as follows:

1.1.2.1	Tender No.	R/HK/002/16(DWD)
1.1.2.2	Name of work	Comprehensive Cleaning & wax polishing of Rolling stock (Metro Train Coaches) and House Keeping of Depot Premises at Airport Line Depot, Dwarka of DMRC.
1.1.2.3	Approximate cost of work	Rs. 3,17,72,307.39 (For 03 year)
1.1.2.4	Tender Security amount	Rs. 79,430.76/- (0.25% of contract value)
1.1.2.5	Cost of Tender Documents (Non-refundable)	Rs.21, 000/- (Rs.20, 000/-+ DVAT@ 5%) (Non- refundable)
1.1.2.6	Tender documents on sale	From 01.09.2016 to 30.09.2016 up to 11:00 hrs through e-tendering website https://eprocure.gov.in/eprocure/app . For further information about e-tendering bidders are advised to Contact: 24 x 7 Help Desk Number 0120-4200462, 0120-4001002. Mob:91-8826246593
1.1.2.8	Pre bid meeting	08.09.2016 at 11:00 hrs at meeting room Metro Bhawan 6 th Floor.
1.1.2.9	Last date of issuing addendum/corrigendum	22.09.2016 at 17:30 hrs
1.1.2.10	Date & time of Submission of Tender online	30.09.2016 up to 11.00 hrs
1.1.2.11	Date & time of opening of Technical Bid online	30.09.2016 at 15.00 hrs.

1.1.2.12	Date & time of opening of Price Bid	It will be intimated on https://eprocure.gov.in/eprocure/app after technical evaluation. (Only to the bidders who will successfully qualify the technical bid)
1.1.2.13	Completion period of work	LOA will be given for three years. However, performance of contractor will be evaluated (as per clause no 4.2 of SCC) for continuation of the contract for one year at a time
1.1.2.14	Type of Tender	Two Bid System (Technical & Financial)
1.1.2.15	Tender Validity	120 days from the last date of submission of tender (as per clause 11 of ITT)
1.1.2.16	Tender Security Validity	180 days from the last date of tender submission (as per Clause no. 12 of ITT)
1.1.2.17	Performance Security Deposit	05% of the contract value. (as per Clause no. 27 of ITT)
1.1.2.18	Validity of Performance Bank Guarantee/Security	6 months beyond the expiry of the contract(as per Clause no. 27 of ITT)
1.1.2.19	Authority and place for Submission of tender cost, tender security, seeking clarifications, place of Pre bid meeting, required documents, if any	Dy. General Manager/Rolling Stock, Airport Line Train Depot, DMRC Ltd., Dwarka-21, New Delhi – 110075
1.1.2.20	Date and Time of submission of Tender Cost and Tender Security (EMD) in original at the office of Dy. GM/RS/Airport Line Depot	30.09.2016 by 12:00 hrs

1.1.3 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/Bank Guarantee drawn on a Scheduled Commercial Bank based in India (Enclosed as Annexure-E of ITT) and should be in favour of "Delhi Metro Rail Corporation Ltd." payable at New Delhi. **and the bank must be on Structured Financial Messaging System (SFMS) platform.**

- i) **For confirmation of BG a Separate advice note of BG will invariably be sent by issuing bank to the employer's bank through SFMS and only after this BG will be operative and acceptable by the Employer/DMRC.**
- ii) **As such Contractor in their own interest should provide Employers bank details to the BG issuing Bank and request them to send advice of BG through SFMS to the employers/DMRC Bank.**

- iii) **At present DMRC Bank Details are-ICICI BANK LTD,9A ,PHELPS BUILDING,CONNOUGHT PLACE,N.D-110001,IFSC CODE:ICIC0000007**

NOTE: The bidder who fails to submit the tender cost & tender security (in original) within stipulated scheduled then his tender shall not be considered and summarily rejected.

1.2 ELIGIBILITY CRITERIA:

1.2.1 **Work Experience:** Tenderer shall have the experience of having successfully completed similar* type of works during last five years period ending last day of month previous to the one in which tender is invited and it should be either of the following: -

a) Three similar* completed works, each costing not less than the amount equal to 40% of the annual advertised tender value as per NIT clause 1.1.2.3.

OR

b) Two similar* completed works, each costing not less than the amount equal to 50% of the annual advertised tender value as per NIT clause 1.1.2.3.

OR

c) One similar* completed work, each costing not less than the amount equal to 80% of the annual advertised tender value as per NIT clause 1.1.2.3.

Note:- If ,tenderer is/was working contractor of DMRC during above period then it is mandatory to submit the work completion cum performance certificate issued by DMRC for similar work for above experience record.

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

- i) 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. Tenderers to submit all his previous work completion cum performance certificate of last five years.

Note:-Contractor to submit proof for his Team Leader, Managers & Supervisors having "passed certificate course" in cleaning & housekeeping within a month after issuing of LOA OR with Documents. This is urgent compliance for qualifying contractor.

- ii) 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 and Performance of subject work) from the client on their letter head for completed work.

The tender submitted without documentary proof shall be rejected.

***Similar works are defined as cleaning & housekeeping work using modern machinery in industrial complex/Metro Stations/Trains / central Government / State Govt./ PSUs organization/Reputed Corporate Industries/Airports.**

1.2.2 **Financial Standing (Annual Turnover):** Average Annual financial turnover of the tenderer during the last five audited financial years ending on 31.03.2016 shall not be less than 80% of the annual advertised tender value as per NIT clause

- 1.1.2.3. Tenderer has to produce self 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).
- 1.2.3 **Contractor Obligation / Compliance:** Contractor must be agreed with the conditions about labour laws obligations as mentioned in **Annexure-A of ITT** for Obligation / Compliance to be ensured by Contractor.
- 1.2.4 Applicant must not have been Banned/ Blacklisted or deregistered by any Govt. or public sector undertaking. Also, no contract of the tenderer should have been rescinded /terminated by DMRC after award during last five years due to non performance of the tenderer. **They must submit a declaration for the same on-judicial stamp paper of Rs.100/- duly attested by Notary, in the format Annexure-B of ITT.**
- 1.2.5 Tenderer must not have been imposed liquidity damages/penalty/deduction of 10% (or more) of the contract value in any contract due to any reason during last five years. The tenderer should submit undertaking to this effect on non judicial stamp paper of Rs 100/- duly attested by notary, in the format Annexure-D of ITT
- 1.3 Tenderer must doubly ensure submission of all required documentary proof of all the above prescribed eligibility criteria in desired format as detailed in the Tender Schedule. Tenderer not meeting the eligibility criteria conditions as given above in para 1.2 will be summarily rejected and no second chance will be given for any clarification. Price Bid will be opened only for those tenderers, which are qualified in Technical bid/ eligibility criteria. **If**, at any stage the documents submitted by the tenderer were found fake/ fraudulent, the contract will be terminated.
- 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:

Volume -I

(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

Volume-II

(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 Dy. General Manager/Rolling Stock, Airport Line Train Depot, DMRC Ltd., dwarka-21, New Delhi- 110075.**
- 1.9 The intending bidders must be registered on e-tendering portal <https://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 Bidders shall note that the maximum file size that can be uploaded is 5MB. All the uploaded files in tender submission should be named properly and arranged systematically and uploaded documents should be able to read clearly.
- 1.14 The bidders are advised to keep in touch with e-tendering portal <https://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 <https://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.

(O.H.Pande)
Executive Director / Rolling Stock
Delhi Metro Rail Corporation Limited

SECTION 2

BRIEF SCOPE OF WORK

2.0 The contractor will execute Cleaning of Rolling Stock (Metro train coaches) and House Keeping of Depot premises as mentioned in "Technical Specifications & Scope of work" provided in tender with suitable uniformed trained manpower, chemicals, consumables, modern equipments & machinery etc. at Dwarka Depot. Tenderer is to carry out their self assessment in respect of their capacity in terms of manpower, machine and finance. He is to indicate separate set of manpower, machinery in different tenders. Once a tender is accepted, resources required for its execution shall not be considered for assessment of other tender. The tenderer is to consider +ve or -ve in the annual value to the extent of 50% (rounded off to next 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. Over the time period of contract scope of work and Schedule may be changed/altered as per the requirement of Depot.

2.1 Cleaning of Rolling Stock (Metro Train Coaches):

- 2.1.1 All Train cleaning activities to be carried out as per the Schedule of work given in 'Bill of Quantity', 'Special conditions of contracts' and "Technical Specification & Scope of Work (Train Cleaning)" of tender documents at Airport Line Depot as per requirement.
- 2.1.2 Cleaning of Rolling Stock consists of following activities:
- (i) Daily Light Internal Cleaning and Driver's cab external cleaning - (before going for revenue service on daily basis).
 - (ii) Heavy Cleaning (Internal)-four times a year (Once in every 3 month)
 - (iii) Heavy Cleaning (External) -four times a year (Once in every 3 month)
 - (iv) Roof Cleaning -Monthly-four times a year (Once in every 3 month)
 - (v) Wax Polishing – Six Monthly
 - (vi) Floor Polishing - Monthly (Single coat)
- 2.1.3 Manpower (Team Leader, Manager, Supervisor & Trained Cleaning Staff) will be deployed as specified in the tender documents (Form T-III of ITT). All the staff to be deployed only after given the safety training and police verification/C&verification.
- 2.1.4 Chemicals & Consumables to be used strictly as specified in "Technical Specification & Scope of Work (Train Cleaning)" and BOQ of the tender document.
- 2.1.5 Machinery/Equipments to be used strictly as specified in the tender documents (Form T-IV of ITT).

- 2.1.6 Details of train availability at Airport Line Depot for cleaning activities given below:

No. of Train	No. of Coaches /Train	Total no. of Coach
08	06	48

- 2.1.7 **DMRC may increase or decrease the no. of trains during the execution of contract.**
- 2.1.8 The cleaning activities in the train will be carried out when the train is stabled in the Inspection Shed, Washing line or stabling line at Depot or Stabling line at the terminal stations or as directed by the Engineer-in-charge.
- 2.1.9 The garbage shall be collected in bags during cleaning and shall be disposed off by the contractor outside the depot area in MCD's disposal yard / scrap yard. Nothing shall be paid extra by DMRC for this to the contractor.

2.2 Cleaning and Housekeeping of Entire Depot premises at Airport Line Depot:

- 2.2.1 All Cleaning and Housekeeping of Depot premises to be carried out as per the Schedule of work given in 'Bill of Quantity', as per 'Special conditions of contracts' & as per "Technical Specification & Scope of Work (Depot Housekeeping)" of tender documents.
- 2.2.2 Cleaning and Housekeeping of Depot premises consist of all buildings and Roads located at Airport Line Depot area.
- 2.2.3 Manpower (Team Leader, Manager, Supervisor & Trained Cleaning Staff) to be deployed as specified in the tender documents (form T-III of ITT). All the staff to be deployed after given the safety training and police verification.
- 2.2.4 Chemicals & Consumables to be used as specified in "Technical Specification & Scope of Work (Depot Housekeeping)" and BOQ of the tender documents.
- 2.2.5 Machinery/Equipments to be used as specified in the tender documents (form T-IV of ITT).
- 2.2.6 Supply of suitable & adequate number of dustbins, cleaning of dustbins and Removal/disposal of collected garbage/ debris and disposal at the MCD approved locations.
- 2.2.7 Cleaning and washing of Track plinths within the depot area.
- 2.2.8 Sanitation of Bathrooms and Toilets.
- 2.2.9 Supply & upkeep of Indoor/ Outdoor plants in flower pots.
- 2.2.10 cleaning & Attention of all the drains available in the above mentioned buildings & depot area.

2.3 Monitoring Performance of Contractor

- 2.3.1 The performance of contractors is monitored as per relevant checklists on the basis of quality (train cleaning level) and delivery (in time train cleaning) on daily basis, which is compiled monthly.

2.3.2 Performance of contractor will be judged on the mark obtained against the performance evaluation criteria as per clause 4.2 of 'Special conditions of contract'.

2.3.3 **Daily inspection of work to be done by DMRC and in case of any dispute on the "poor quality of work", a joint inspection to be done by the DMRC with contractor.**

2.4 Emphasis is on lesser manpower with more productive and effective use of machines to get desired quality of cleaning consistently in minimum possible time. DMRC is looking for a mechanized type of cleaning by which efficient cleaning can be achieved.

2.5 After finalization of tender, the successful tenderer will have to carry out demonstration of one metro train for Cleaning & wax polishing as directed by the Engineer-in-charge before signing of Contract.

2.6 TIME SCHEDULE

2.6.1 After Finalisation of bid & approval of competent authority Letter of Acceptance to the successful bidder shall be uploaded same day on procurement portal (<https://eprocure.gov.in/eprocure/app>), which can be downloaded by successful bidder beside dispatching hard copy by post.

2.6.2 The contract period for execution of above mentioned works is for **03 years** from the date of commencement of work. Work shall be commenced within 07 days from the date of issue of Letter of Acceptance (LOA) or as per instruction of Engineer in-charge.

2.7 GRIEVANCES:

For any grievances vendor at any point of time may contact CVO on below mentioned details:

Shri Ghansham Bansal

Chief Vigilance Officer

Fire Brigade Lane, Barakhamba Road

Connaught Place, New Delhi - 110001

Tel: 011-23418406

Email: cvodmrc@gmail.com

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 given payment on the monthly basis based on accepted rates & actual works carried out as per the schedule of work (Bill of Quantity) available elsewhere in the Tender.
- b) The rates to be quoted by the tenderer shall be inclusive of all taxes, duties, cess, octroi and other levies etc. except service Tax. Service Tax will be reimbursed to tenderer at prevailing rates on submission of proof of having deposited the same to concerned statutory authorities.

3.2 Schedule of Payment

- a) The payment will be made based on actual, on monthly basis as per the accepted rates based on the actual work carried out as per the Schedule of work (Bill of Quantity) after satisfactory verification by the users .
- b) The payment will be made only for the work actually carried out as per the schedule of work (Bill of Quantity) for the Trains/building handed over to the contractor for the Cleaning & housekeeping. The completed buildings/Premises will be handed over for the cleaning and housekeeping, as and when they are ready. In case, all the buildings/Premises are not ready within the contract period, the Contractor shall not have any claim on the same.
- c) Income Tax is deductible at source while effecting payment of bills at the prescribed percentage as per the orders of the government.
- d) Service tax, if claimed, will be reimbursed only if the service tax /TIN registration number is mentioned in the invoice. In the absence of service tax/TIN registration number, service tax will not be reimbursed.
- e) Quote PAN and Service tax no. on all correspondence, Bills, Vouchers and other documents otherwise TDS at higher of the prescribed rate will be deducted.
- f) With all monthly bills Vendor should submit declaration regarding DVAT & Service Tax for deposit the same with Govt.Treasury.**
- g) All payments to the contractors will be made by e-Payment /Account Payee Cheques. Monthly 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.
- h) Bills, correct in all respect, shall be submitted to DGM/RS/DWD, in duplicate along with supporting documents, who will arrange payment through AGM/Finance/O&M, DMRC Ltd.
- i) No advance of any type shall be paid.
- j) TDS & DVAT TDS on monthly invoice of tenderer is deducted while processing monthly bills as per Govt. Guidelines.**