



DELHI METRO RAIL CORPORATION LTD.

(A Joint Venture of Govt. of India & Govt. of NCT, Delhi)

**"Annual Rate Contract for attending faults of Split
ACs installed at L2E, RSS etc."**

TENDER DOCUMENT

VOLUME-I

- * **NOTICE INVITING TENDER**
- * **SCOPE OF WORK**
- * **TENDER PRICES AND SCHEDULE OF PAYMENT**

DMRC/O&M/E&M/ L-2E RSS/Split AC/2016

SECTION 1**NOTICE INVITING TENDER (e-TENDER)****1.1 GENERAL**

Delhi Metro Rail Corporation (DMRC) Ltd. invites sealed open e-Tenders (**Two Bid System- Technical & Financial Bid**) from eligible applicants, who fulfill the qualification criteria as stipulated in clause no. 1.2 of NIT, for the work, **"Annual Rate Contract for attending faults of Split ACs installed at L2E, RSS etc."**

1.1.1 The details of the Tender are as per following:

Approximate cost of work	:	Rs 10,02,980/- (inclusive of all taxes)
Tender Security amount	:	Rs 20,060/- (in form of DD in the favor of Delhi Metro Rail Corporation Ltd.)
Cost of Tender (Non-Refundable)	:	Rs. 5250/- (Rs.5000 plus 5% VAT) Non-Refundable
Completion period of the Work	:	01 year (from 10 th day of issue of letter of acceptance)
Tender documents on sale	:	From 21.11.2016 to 12.12.2016 (up to 1400 hrs) through e-tendering website https://eprocure.gov.in/eprocure/app
Last date of Seeking Clarification	:	09.12.2016 (up to 1500 hrs)
Last date of Issuing Addendum / Corrigendum	:	14.12.2016 up to 15:30 hrs.
Last Date & time of Submission of Tender Online	:	21.11.2016 to 12.12.2016 up to 1500 hrs
Date & time of opening of Technical Bid Online	:	14.12.2016 at 15.30 hrs
Date & time of opening of Financial Bid Online	:	Shall be informed after evaluation of technical bid through website https://eprocure.gov.in/eprocure/app
Authority and place for submission of tender cost, tender security, required documents (if any), seeking clarifications etc.	:	DGM/E&M/UG Delhi Metro Rail Corporation, 2 nd floor, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi -110 001
<p>The tender cost and tender security will be in the form of a Demand draft/ Banker's cheque drawn on a scheduled Commercial Bank based in India and should be in favor of "Delhi Metro Rail Corporation Ltd." payable at New Delhi.</p> <p>The same should be submitted in original before three hours of opening of technical bid in the office of DGM/E&M/UG at the above mentioned address.</p> <p>NOTE: The bidder who fails to submit the tender cost & tender security (in original) within stipulated scheduled time deemed to be rejected.</p>		

1.1.2 This is two bid open tender. Tenderer has to submit their e-offer in two different bids. One bid will be for technical bid and another will be for financial bid as per clause 9.0 of ITT.

1.2 **MINIMUM ELIGIBLE CRITERIA :**

1.2.1 Work Experiences -

- a) The tenderers will be qualified only if they have completed work(s) in Govt. / Semi Govt. / PSU during last five years ending on the last day of the previous month of tender submission (i.e. Mar-2016) as given below:
- a. One single work of "**similar nature**" of at least 80% of estimated value of contract.

OR

 - b. Two works of "**similar nature**", each of at least 50% of estimated value of contract.

OR

 - c. Three works of "**similar nature**", each of at least 40% of estimated value of contract.
- b) The tender is open to contractors having experience in the field similar nature of work for not less than 5 years.
- c) **Similar Nature of Work: Dismantling /Maintenance/ Repair/AMC/CAMC of different capacity of Split Ac's, ductable Split AC's, window etc.**

NOTE:

1. Successful completed portion of ongoing works up to Mar -2016 shall also be considered for qualifying the eligible criteria.
2. Following documents shall be considered for evaluating the criteria of work experience:
 - a. Self-attested copies of work order, BOQ along with completion certificate (indicating the name of work, final amount, quantity of work, completion date etc.) issued by the client preferably on their letter head for completed work.
 - b. Self-attested copies of work order, BOQ and latest certificate issued by along with completion certificate issued by the client preferably on their letter head for quantum of work executed for work under progress.

1.2.2 Financial Standings -

- a) Contractor's average Annual Turnover of last three audited financial years should be equal to or more than 80% of estimated cost of work.
- b) Self-attested copies of VAT / Service Tax registration certificate, PAN No.
- c) Applicant must not have been blacklisted or deregistered by any Govt. or public sector undertaking during last five years. It should be on non-judicial stamp paper of Rs. 10/- duly attested by Notary, in the format enclosed in **Annexure -D**.
- d) Net worth of applicants should be positive. Tenderer shall submit last three years audited financial statement duly attested by certified CA to work out net worth.

Documentary proof of satisfying eligibility conditions and audited financial data to be furnished along with the application on printed letter heads. Testimonials of satisfactory completion should be obtained from an officer not below the rank of executive engineer.

- 1.2.3 The tender submission of bidders, who do not qualify the minimum eligibility criteria, shall not be considered for further evaluation and considered rejected. The mere fact that the bidder is qualified as mentioned in above shall not imply that his bid shall automatically be accepted. The same shall be subject to the data as required for consideration of tender prescribed in the ITT.

The mere fact that the tenderer is Pre-qualified as shall not imply that his bid shall automatically be accepted. The same should contain all Financial & other details as required for the consideration of tender.

- 1.2.4 Tender document consists of the following documents:

VOLUME-I

- a. Notice Inviting Tender
- b. Scope of Work
- c. Tender Prices and Schedule of Payment

VOLUME-II

- a. Instructions to Tenderers
- b. Format of forms
- c. Special Conditions of Contract
- d. General Conditions of Contract
- e. Other terms and conditions
- f. Contents of BOQ.

- 1.2.5 The contract shall be governed by the documents listed in **Para 1.2.4 above**.

Please note carefully the requirements for submitting tenders and the date & time for submittal.

- 1.3 The bidders may obtain further information / clarification, if any, in respect of these tender documents from the office of **DGM/E&M/UG 2nd Floor, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi-110001**
- 1.4 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. If needed they can be imparted training on 'online tendering process'. 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.
- 1.5 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.
- 1.6 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 from a Scheduled commercial bank based in India and towards Tender Security such as Bank Guarantee or Demand Draft or Pay Order or Banker's Cheque from a Scheduled commercial bank based in India and other documents as stated in the tender document.
- 1.7 Tenders shall be valid for a period of as per **ITT clause 12.0** from the date of submission of Tenders.
- 1.8 Tenderer is cautioned that the tender containing any material deviation from the tender document which consists of NIT, Instructions to tenderers, General conditions of contract, Special conditions of contract, Bill of quantities is liable to be summarily rejected as non-responsive.

- 1.9 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.
- 1.10 Tenderers are advised to visit the site before offering their rates.
- 1.11 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 this e-tendering portal.
- 1.12 Late tenders (received after date and time of submission of bid) shall not be accepted under any circumstances.

(VIVEK SHRIVASTAVA)
DGM/E&M/UG
Delhi Metro Rail Corporation Ltd
2nd floor, Metro Bhawan,
Fire Brigade Lane,
Barakhamba Road,
New Delhi-110001

INFORMATION AND INSTRUCTIONS FOR "ON LINE BID SUBMISSION"

The intending tenderers must read the terms and conditions carefully and should only submit his tender if he considers himself eligible and he is in possession of all the documents required.

Information and instructions for tenderers posted on website shall form part of tender documents. The complete Tender Document can only be obtained online after registration of tenderer on the website <http://eprocure.gov.in/eprocure/app>.

Tender can only be submitted after uploading the mandatory scanned copy of documents such as Demand Draft or Pay Order or Banker's towards cost of Tender Documents and Tender Security (as prescribed in clause 1.1.1 of NIT).

The bidders are required to submit soft copies of their bids electronically on the Central Public Procurement (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 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.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (i.e. 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.
- 10) 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.
- 3) For any Technical queries related to Operation of the Central Public Procurement Portal Contact at :

Mobile Numbers: 91 8826246593

Telephone Numbers: The 24x7 Toll Free Telephonic Help Desk Number 1800 3070 2232.
Other Tel: 0120-4200462, 0120 4001002

Email Id: cPPP-nic@nic.in

SECTION 2

SCOPE OF WORK

2.0 The contractor will execute the work i.e. **"Annual Rate Contract for attending faults of Split ACs installed at L2E, RSS etc."**

2.1 Brief Scope

The contractor will execute the work of **"Annual Rate Contract for attending faults of Split ACs installed at L2E, RSS etc."**

During Annual rate contract the contractor shall attend the breakdown fault of Split AC's installed at different metro station in technical and non technical room.

Breakdown calls must be attended round the clock all 24x7 day a week & 365 days a year inclusive of all holidays & Sundays. Repair of Split AC's and spare used by contractor shall have a warranty mentioned in Clause 30.1

- i. Response Time (Max.) - 24 hours
- ii. Fault Attending Time (Max.) - 72 hours

2.1.2 DMRC is an 150-14001 & OHSAS 18001 certified Organization for Environment, Health & safety. The work is to be carried out as per International Norms/Standards and in such a manner that all premises always look Neat & Clean. Similarly, the waste disposal is also carried out in totally sealed manner without affecting the Environment.

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 Bill of Quantities and payment shall be as per accepted rates based on the activities carried out as in the BOQ.
 - b. The rate quoted by the tenderer shall be inclusive of all duties, taxes, fees, octroi and other levies, materials, labor to & fro transportation of material and labour charges etc. Service Tax, however shall be shown separately in the BOQ.

3.1.2 Schedule of Payment

Payment shall be made by running bills as per accepted rates on the quarterly basis after submission of bill along with the service reports duly verified from the DMRC in charge.

Payment shall be subjected to deduction of all T.D.S as per applicable.

NOTE:-

- 1. Taxes and Duties will be paid upon submission of documentary evidence of the paid.**
- 2. Price variation on account of any statutory changes in VAT and Service tax shall be payable/recoverable during currency of contract and any variation in all other existing taxes, duties, levies etc, will not be considered.**
- 3. Any additional new taxes (if imposed in future and applicable for this type of contract) shall be dealt accordingly as per the provisions of new tax.**