

NOTICE INVITING TENDER (e-Tender)
DELHI METRO RAIL CORPORATION LIMITED
(CIN: U74899DL1995GOI068150)

1.1 Name of Work- AMC of website maintenance & updation.
(Tender No. WEBAMC/CC/2017)

Delhi Metro Rail Corporation (DMRC) invites single bid e-Tenders from eligible applicants, who fulfill qualification criteria as stipulated in clause 1.5 of NIT, for the comprehensive annual maintenance and updation of Delhi Metro Official Website www.delhimetrorail.com.

1.2 Name of the Work:- AMC of website maintenance & updation

1.	Approximate cost of work	Rs. 15,00,000/- (Rupees Fifteen Lakh Only) (Exclusive of Taxes)
2.	Tender security amount (EMD)	Rs. 30,000/- valid upto 19.10.2017 (8 months from the date of sale) (inclusive of 5% DVAT) Non Refundable (Demand Draft /Banker's cheque drawn on a Scheduled Commercial Bank based in India and should be in favour of "Delhi Metro Rail Corporation Ltd" payable at "New Delhi".) at below mentioned address up to 1700 hours on 20.04.2017
3.	Contract Period	36 months
4.	Tender documents on sale	From 30.03.2017 to 20.04.2017 (up to 1100 hrs) on e-tendering website www.eprocure.gov.in/eprocure/app Tender document can only be obtained online after registration of tenderer on the website www.eprocure.gov.in/eprocure/app
5.	Cost of Tender document	Rs.5250/- (inclusive of 5% DVAT) Non Refundable (Demand Draft /Banker's cheque drawn on a Scheduled Commercial Bank based in India and should be in favour of "Delhi Metro Rail Corporation Ltd" payable at "New Delhi".) Cost of tender documents i.e, D.D. / Banker's cheque, in original, shall be accepted only up to 1700 hours on 20.04.2017 in the office of ED/CC at below mentioned address.
6.	Pre Bid meeting	05.04.2017 at 1600 hours
7.	Last date of seeking clarification	10.04.2017
8.	Date and time of submission of Tender online	20.04.2017 upto 1100 hrs
9.	Date and time of opening of bid online	21.04.2017 at 1100 hrs
10.	Authority and place of submission of Tender cost, EMD and seeking clarifications	Executive Director/Corporate Communications , Metro Bhawan, 1 st Floor, C-Wing, Fire Brigade Lane, Barakhamba Road, New Delhi – 110001, Ph. No: 011-23418415

The tender documents (non-transferable) can only be obtained after registration of tenderer on the website <http://eprocure.gov.in/eprocure/app>. Downloaded tender document sent by physical format will not be entertained. All D.D. should be drawn in favour of "Delhi Metro Rail Corporation Ltd.", payable at New Delhi.

NOTE:

Any corrigendum, addendum etc issued shall be part of this tender document and shall be made available on DMRC website www.delhimetrorail.com and <http://eprocure.gov.in/eprocure/app> **Any corrigendum, addendum etc issued shall be part of this tender document and shall be available on DMRC website and <http://eprocure.gov.in/eprocure/app>**

1.3 Delhi Metro Rail Corporation Ltd (DMRC), a Joint venture of government of India and Government of Delhi, maintains an Internet web-site (www.delhimetrorail.com). The bilingual internet web-site is hosted at National Informatics Centre Cloud service and maintained by authorized private agency at present where the data is uploaded and updated on the Web Server on daily basis.

Hosting Environment

The present DMRC website is built on Microsoft platform with .NET in frontend and MS SQL database in the backend. It has a robust CMS to update most of the dynamic sections of the site. The same site www.delhimetrorail.com is hosted on NIC Cloud service.

1.4 Major responsibilities of the Bidder

1. On-Site Comprehensive Maintenance and updation of the Delhi Metro website for a period of three years.
2. The successful bidder shall be responsible for all co-ordination and logistics with NIC for any further requirements that occur time to time.
3. Edit, optimize and incorporate content in the form of text, photographs, images and videos etc provided by DMRC into the website both in Hindi and English pages.
4. Optimize the website for search engine positioning using keywords relevant to DMRC passengers including present and prospective customers.
5. Site should be maintained in both English & Hindi language on real time basis.
6. Managing, maintaining and updating the website 24x7x365 during the period of the contract.

Note:

The bidder should use his own equipment/ products etc for maintenance and updating activity. DMRC will not provide/extend any software/ hardware support on this account. No additional cost shall be paid by DMRC in this regard.

1.5 QUALIFICATION CRITERIA:**1.5.1 Eligible Applicants:**

- i. The tenders for this contract would be considered only from **Indian Tenderers** (proprietorship firms, companies, corporations) who meet requisite eligibility criteria prescribed in the sub-clauses of Clause 1.5 of NIT.
- ii. Subcontracting of work is not permitted.
- iii. Tenderers shall not have a conflict of interest. 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 implementation of the project.

- (b) A tenderer lends, or temporarily second its personnel to firms or organizations which are engaged in consulting services for the preparation related to procurement for implementation of the project, if the personnel would be involved in any capacity on the same project.

1.5.2 Eligibility Criteria:

A Work Experience:

The firm should have experience of having satisfactorily completed/executed similar type of work as detailed in the bid document and should have successfully completed business of website design updation and annual maintenance contract work of at least 2 organizations out of which one must be a Government organization/PSU websites during the last 5 years for which following details duly authenticated by the client are to be submitted.

- a) Name of Organization where work done
- b) Customer contact Name, email and Phone Number
- c) Scope of work undertaken by Applicant
- d) Value of Total contract.
- e) Certificate from at least 2 organizations out of which one must be a Government organization/PSU for satisfactory completion of work.

Work Experience Criteria:

The firm should have experience of having satisfactorily completed/ executed similar type of works related to business of website design, updating service and annual maintenance contract work during the last 5 years ending **31/03/2016** as given below:

At least one work of similar nature of value. Rs.12 **Lakhs** or more

OR

Two works of similar nature each of value Rs. 7.5 **Lakhs** or more.

OR

Three works of similar nature each of value Rs. 6 **Lakhs** or more

Notes:

- (i) The tenderer shall submit details of works executed by them in the Performa prescribed in **Appendix-9 of Forms of Tender (FOT)** for the works to be considered for qualification of work experience criteria.
- (ii) The Contractor shall provide documentary proof such as completion certificates/performance certificate from client showing satisfactory performance of similar works wherein following details are to be given:
 - a) Name of Organization where work done
 - b) Customer contact Name, email and Phone Number
 - c) Scope of work undertaken by the Applicant
 - d) Value of work
 - e) Actual completion cost
 - f) Actual date of completion
 - g) Certificate of satisfactory completion.

B Financial Standing (Annual Turnover)

The Bidder should have average annual turnover of last three financial years ≥ 4 Lakhs

C Additional Requirements of Eligibility:

1. The Tenderer must not have been banned for business by any central / state government department or public sector undertaking and also none of their work was rescinded by DMRC after award of contract during last 5 years due to non performance.
2. Bidder should submit valid documentary proof of Sales Tax/VAT/ Service Tax and the details of income tax registration number (PAN).
3. The bidder shall be the single point of contact for DMRC and shall be solely responsible during contract period.
4. The location of the firm should be in Delhi or NCR only.

List of documents to be uploaded as a single file named as Eligibility Criteria

S no.	Eligibility cum Technical Bid e-Documents (PDF)
A	Sales Tax /VAT, Service Tax (as Applicable), PAN and TIN - Registration number
B	Proof of Experience for annual maintenance contract work in website design updating and maintenance services during the last 5 years (PO / Work Order issued by the customer)
C	Certificates from at least two organizations out of which one must be Government organization/PSU for satisfactory completion of work during the last 5 years.
D	Details of works claimed for experience, duly authenticated by the client, including Name of Organization where work done, Customer Name, email and Phone Number, Scope undertaken by Applicant and Value of Total contract.
E	Articles & Memorandum of Association or Proprietorship Deed or partnership Deed.
F	Notarized Power of Attorney (In case of Signatory is other than Director of a Company or Proprietor or Partner)
G	Valid NSIC certificate if applicable
H	Qualified Support Staff List for day to day updation work.
I	Undertaking of Not Blacklisted as per Appendix – 5 of FOT.
J	Declaration of Minimum Wages on Company/firm Letterhead as per Appendix –11 of FOT.
K	ESI and EPF Registration certificates (attested copy) & latest challan copy if applicable.
L	Any other eligibility related documents as per tender document.

1.5.3 The tender submission of Tenderers, who do not qualify the minimum eligibility criteria & bid capacity criteria stipulated in the clauses 1.5.2 above, shall not be considered for further evaluation and therefore will be rejected. The mere fact that the tenderer is qualified as mentioned in sub clause 1.5.2 shall not imply that his bid shall automatically be accepted. The same should contain all technical data as required for consideration of tender prescribed in the ITT (Instruction to Tenderers).

1.5.4 The work requires comprehensive AMC of Delhi Metro official website www.delhimetrorail.com for maintenance and design updation. The descriptive and detailed scope is defined in Scope of Work.

1.6 Tender Document is comprised of following documents:

- **Notice Inviting Tender (NIT)**
- **Instructions to Tenderer (ITT) including annexures**
- **Particular Specifications including Scope of Work, Bill of Quantities / Pricing Document**
- **General terms and conditions of Contract**
- **Form of Tender (FOT) including appendices**

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

- 1.7** The Tenderers may obtain further information/ clarification, if any, in respect of these tender documents from the office of Executive Director/Corporate Communication, Delhi Metro Rail Corporation, 'C' Wing, 1st floor, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi –110 001.
- 1.8** The intending Tenderers 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. 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.
- 1.9** The authorized signatory of intending tenderer, as per Power of Attorney (POA), must have valid **Class II or class-III** digital signature. The tender document can only be downloaded or uploaded using Class II or Class-III digital signature of the authorized signatory.
- 1.10** 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.
- 1.11** Late tenders (received after date and time of submission of bid) shall not be accepted under any circumstances.
- 1.12** Tenders shall be valid for a period of 180 days (both days inclusive i.e. the date of submission of tender and the last date of period of validity of the tender) from the date of submission of Tenders and shall be accompanied with a tender security of the requisite amount.
- 1.13** 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.
- 1.14** Bidders shall note that all the uploaded files in tender submission should be named properly and arrange systematically.
- 1.15** The bidders are advised to keep in touch with e-tendering portal <http://eprocure.gov.in/eprocure/app> for updates.