



DELHI METRO RAIL CORPORATION LTD.

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

**“Comprehensive maintenance contract of 21 servers (Make-Advantech) which are compatible with OS-windows 2000 server and SCADA application of Experion-210 PKS in Line-2 Phase-1 underground stations from VV-to-CTST and BRKR and MDHS station’s of Line-3.”**

TENDER DOCUMENT

**DMRC/O&M/E&M/UG/NTS/2017**

- \* NOTICE INVITING TENDER
- \* INSTRUCTION TO TENDERER
- \* SPECIAL CONDITIONS OF CONTRACT
- \* OTHRE TERMS AND CONDITIONS
- \* BILL OF QUANTITY

SECTION 1  
NOTICE INVITING TENDER

1.1 GENERAL

Delhi Metro Rail Corporation (DMRC) Ltd. invites sealed e-open tenders in TWO PACKETS SYSTEM (Evaluation and Financial) from the eligible tenderers as per tender clause 1.2 of NIT for “**Comprehensive maintenance contract of 21 servers (Make-Advantech) which are compatible with OS-windows 2000 server and SCADA application of Experion-210 PKS in Line-2 Phase-1 underground stations from VV-to-CTST and BRKR and MDHS station's of Line-3.**”

1.1.1 The details of the Tender are as per following:

Estimated cost of work	Rs. 19,56,150 /- inclusive of all taxes
Tender Security amount	Rs 39123/- (as per ITT clause 12.2)
Cost of Tender documents	INR 5250/- (inclusive of 5% DVAT) Non-Refundable
Completion period of the Work	Two year (from 10 <sup>th</sup> day of issue of letter of acceptance)
Tender documents on sale	From 17.03.2017 to 11.04.2017 up to (1500 HRS) on e-tendering website <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a>
Last date of Seeking Clarification	Up to 07.04.2017 (upto 15:00 hrs) on e-tendering website <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a>
Last date of issuing addendum	Up to 12.04.2017, 15:00hrs
Date & time of Submission of Tender	From 11.04.2017 (upto 1500 hrs) on e-tendering website <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a>
Date & time of opening of Technical Bid	on 12.04.2017, 15:00hrs on e-tendering website <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a>
Date & time of opening of Financial Bid	Shall be informed after evaluation of technical bid through website <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a>
Authority and place for seeking clarifications and submission of tender security and tender cost	DGM/E&M/UG Delhi Metro Rail Corporation, 2nd floor, B-Wing, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi –110 001
<p>The tender cost and tender security will be in the form of demand draft/ banker's cheque / bank guarantee in favor of "Delhi Metro Rail Corporation Ltd" payable at New Delhi.) The same should be submitted <b>in original up to 11:00hrs on date of opening of tender</b> in the office of DGM/E&amp;M/UG at above mentioned address. NOTE: Failure of submission of tender cost &amp; tender security (in original) with in stipulated time as mentioned above, leads to rejection of offer submitted by the bidder.</p>	

**1.1 Eligibility Criteria**

1.1.1 The tenderer may be OEM (Advantech) or may be channel partner of OEM (Advantech). Authorization letter from OEM (Advantech) regarding this should be attached by the tenderer.

**1.1.2 Work Experience:**

**Satisfactorily completed similar works** carried out at Govt./Semi Govt organization/PSU during last five years ending last day of month previous to the one in which the Tenders are invited should be either of the following:-

(a). Three similar works costing not less than the amount equal to 40% of the estimated cost put up to the tender.

or

(b). Two similar works costing not less than the amount equal to 50% of the estimated cost put up to the tender

or

(c). One similar work costing not less than the amount equal to 80% of the estimated cost put up to the tender

**Similar nature of work:**

Below mentioned work would be considered as similar nature of work for the purpose of evaluation of work experience mentioned in above clause i.e. clause 1.1.2(a), (b) & (c).

This work should include SITC of Advantech make server. Or the firm has completed the CAMC of Advantech make server with complete rectification of hardware and software problem of Advantech make server including monitor, keyboard and mouse.

Interested firm required to submit the experience certificate of the above mentioned similar work.

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

- 1) Self attested copies of work order, BOQ along with completion certificate (**indicating the name of work, final amount, completion date etc**) issued by the client preferably on their letter head for completed work from the officer not less than rank of Executive Engineer. The performance certificate issued by the client should not be older than three month (from the last day of the previous month of tender submission).

**1.2.2 Financial Standings:**

- a. Applicant should have average Annual Turnover of year 2011-2012, 2012-2013, 2013-2014, 2014-2015, 2015-2016 audited financial years not less than 80% of estimated cost of work.

Financial data for latest last five audited financial years has to be submitted by the tenderer along with audited balance sheets.

- b. Tenderer shall submit last five years (2011-2012, 2012-2013, 2013-2014, 2014-2015, and 2015-2016) audited financial statement duly attested by certified CA to work out net worth. The net worth must be positive.

**1.2.3** Self attested copy of VAT/Service tax registration certificate, PAN no.

**1.2.4** Applicant must not have been black listed or deregistered by any Govt or Public sector undertaking during last 5 years the contractor has to submit an undertaking on Rs. 10 stamp paper duly attested by Notary in format enclosed in annexure -D

**1.3** The tender submission of bidders, who do not qualify the minimum eligibility criteria stipulated in the clauses 1.2 above, shall not be considered for further evaluation and considered rejected. The mere fact that the bidder is qualified as mentioned in sub clause 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 same should contain all Financial & other details as required for the consideration of tender.

**1.4** Tender document consists of the following:

Volume –I

- i. Notice Inviting Tender
- ii. Scope of Work
- iii. Tender prices and schedule of payment
- iv. Instructions to Tenderers
- v. Technical Specifications
- vi. Special Conditions of Contract
- vii. Other terms and condition of Contract
- viii. General Conditions of Contract
- ix. Content of Bill of Quantities
- x. Bill of Quantity

**1.5** The tenderers may obtain further information in respect of these tender documents from the office of Deputy General Manager /E&M/UG office, 2<sup>nd</sup> Metro Bhawan Fire Brigade lane, Barakhamba Road New Delhi-110001

**1.6** The contract shall be governed by the documents listed above along with latest edition of CPWD Specification, IRS Specifications & MORTH Specifications. These may be purchased separately from the market.

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

**1.7** The bidders may obtain further information / clarification, if any, in respect of these tender documents from the office of **DGM/E&M/UG, 2<sup>nd</sup> Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi-110001**

**1.8** 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.

**1.9** 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.

**1.10** 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** Tenders shall be valid for a period of as per **ITT clause 11.0** from the date of submission of Tenders.

- 1.12** 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.
- 1.13** 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** Tenderers are advised to visit the site before offering their rates.
- 1.15** 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.
- 1.16** 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  
2<sup>nd</sup> 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](mailto:cppp-nic@nic.in)

SECTION 2

SCOPE OF WORK

The contractor will execute the work i.e. "**Comprehensive maintenance contract of 21 servers (Make-Advantech) which are compatible with OS-windows 2000 server and SCADA application of Experion-210 PKS in Line-2 Phase-1 underground stations from VV-to-CTST and BRKR and MDHS station's of Line-3.**"

**1.0 This work required to complete hardware support for the server.**

- i) Whatever the driver, hardware and resources are required to get installed the SCADA application Experion-210 it will be arranged by of the firm.
- ii) All the T&Ps, special tools required if any, testing instruments PPE (like safety jackets, safety shoes) etc. required for preventive and corrective maintenance shall be brought by Contractor.
- iii) Item wise rates of recommended spare parts for one year are to be quoted as per Annexure -I.

Tenderers are advised to visit the site before quoting.

The contractors shall execute the corrective and preventive maintenance work by own spares, Material & Labour as per manufacturer recommendation which shall include all cards & Spare parts replacement.

***If there is any deviation, same should be highlighted at the time of tendering only***

**2.0 The scope of work includes the following items:**

- i) Complete hardware support and service to server, monitor, key board, mouse and associated hardware of the server will be provided by the contractor.
- ii) Drivers and software for all hardware including raid configuration of existing OS windows 2000 server with SCADA application Experion-210 will be arranged by the contractor.
- iii) Spare parts of the server will be provided by contractor.
- iv) Service will provide throughout the year including all holiday.
- iv) Engineer and supporting manpower will be provided the contractor.
- v) Firm should have service center in Delhi and NCR.
- vi) Any other work as per the direction of Engineer In-charge.

Contractor shall keep with them sufficient number of spare parts particularly for long lead time items to attend the fault within the stipulated time period as mentioned in above clause.

The corrective/Breakdown maintenance is to carried out any time during **24 hrs. X 365 Days** inclusive of all Sundays and Holidays.

Inclusive of replacement of all spares/components and all other associate accessories covers the attention of all type of breakdown failure.

- I. Response Time (Max.) : 24 Hrs
- II. Attending Time (Max.) : 72 Hrs

The contractor shall keep with them sufficient number of spare parts particularly long lead item to attend the fault with in the stipulated time period as mentioned in above clause.

**The cost of all spares, materials & consumables shall be borne by contractor. All T&P required for corrective maintenance shall be brought by the contractor.**

- 3.0** For every maintenance or servicing work progress, contractor shall prepare a work progress report, signed by contractor's service Engineer and DMRC engineer. First copy of it will be handed over to the DMRC engineer and second would be retained by contractor's service engineer.

#### **4.0 Manpower deployment**

- 4.1 The contractor shall deploy the manpower in consultation with Engineer in-charge and carry out the activities in hygienic manner.
- 4.2 The manpower can also be deployed during OFF days/holidays/night hours as per site requirements for which nothing shall be paid extra.
- 4.3 All the work associated with finishing complete in all respect shall be carried out by contractor for which nothing shall be paid extra.

- 5.0** DMRC is an ISO-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.

#### **6.0 Time Schedule**

The contract period for execution of above mentioned work is 02 year from 10<sup>th</sup> day of issue of LOA.

SECTION 3

TENDER PRICES AND  
SCHEDULE OF PAYMENT

**3.1 Tender Prices**

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 Schedule of work.

**3.2 Schedule of Payment**

Payment shall be made by running bills as per accepted rates on the quarterly basis on submission of jointly signed report by DMRC engineer in-charge.

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

The payment shall be made subjected to submission of jointly signed report of DMRC Engineer in charge & your representative.

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

**3.3 Tax Implications:**

1. **Change in taxes/ Duty**

The contract price shall not be adjusted to take into account any change in taxes, duties, levies or introduction of any new tax (including GST which is likely to be implemented shortly) duty or levy till the completion date including the date of extended period of contract.

2. **GCC Clause 11.11.1 (i) is replaced as under:**

The contract price subject to any adjustment thereto in accordance with contract conditions shall be inclusive of all taxes like value added tax (VAT), paid under Delhi VAT act 2005 or value added tax (VAT) paid under other state Govt ACT9s), duties, levies, royalties service tax etc or any tax in replacement of such taxes like GST.

3. **Changes in taxes/ Duty**

"Change in Taxes/Duties/Levies" means the occurrence or coming into force of the following at any time after the date of submission of tender:

- a) Any new tax which is imposed after the due date of submission of tender.
- b) Change in the rate of any existing tax.

The contract price shall not be adjusted due to any of the above two conditions and its impact shall be considered covered in the price indices of various components and thus compensated in Price variation Clause. Also, the contract price shall not be adjusted on account of fluctuations in the rates of exchange between the foreign currencies of the contract and Indian rupees from the last date of submission of tender.

In case where Price variation is not allowed the contract price shall not be adjusted due to any of the above two conditions and its cost shall be deemed included in the quoted contract price.