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DELHI METRO RAIL CORPORATION LTD.

## **NOTICE INVITING TENDER (NIT)**

TENDER No.DMRC/OPERATIONS/FBS-04/2018

**PROVISION OF  
FEEDER SERVICES UNDER  
NORTH CLUSTER  
FOR LAST MILE CONNECTIVITY WITH  
PROCUREMENT, OPERATION AND  
MAINTENANCE OF  
16-22 SEATER LOW FLOOR AC CNG BUSES**

**DELHI METRO RAIL CORPORATION  
LTD.**

**5<sup>th</sup>FLOOR, A-WING, METRO BHAWAN, FIRE BRIGADE  
LANE, BARAKHAMBA ROAD, NEW DELHI 110001**

Tender No. DMRC/Operations/FBS-04/2018 – Provision of Feeder Services under North Cluster for last mile connectivity with procurement, operation and maintenance of 16-22 seater low floor AC CNG buses.

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## **NOTICE INVITING TENDER (NIT)**

### **1.1 GENERAL**

#### **1.1.1 Name of Work:** Delhi Metro Rail Corporation (DMRC) Ltd. invites online open e-tenders from eligible applicants, who fulfil qualification criteria as stipulated in Clause 1.1.3 of NIT, for the work: **Provision of Feeder Services under North Cluster for last mile connectivity with procurement, operation and maintenance of 16-22 seater low floor AC CNG Buses.**

Delhi Metro Rail Corporation Ltd. is a Joint Venture of Govt. of India and Govt. of National Capital Territory of Delhi with equity participation. Presently, it has a network metro route of 288 Kms with 208 metro stations.

Last mile connectivity is a critical component for provision of an effective integrated public transport. It is essentially required to promote the use of public transport and to provide speedy & easy access to metro stations and to transit point / destination. With this objective, Delhi Metro Rail Corporation Ltd (DMRC), at the behest of STA, GNCTD, has been providing feeder services to & fro metro stations. Various last mile connectivity modes includes feeder buses, e-rickshaws, cycle sharing services, etc. In order to provide further comfort to the passengers and to simultaneously contribute to the environment, DMRC is planning to introduce Air Conditioned CNG bus services on feeder routes.

In order to facilitate the passenger for last mile connectivity, DMRC intends to provide feeder services under North cluster by way of Air Conditioned CNG buses. In this regard bids are solicited from interested Applicants who shall be responsible to Procure **96 (Ninety Six) CNG buses (7-8 Meters length, 16-22 seater, low floor, Air Conditioned buses)**; specifications given in Employer's Requirement), to Operate & Maintain the same. For the purpose, Delhi Metro Rail Corporation Ltd. floats this open e-Tender to select a bidder, who would be entrusted with the following tasks: -

- ) To procure, operate & maintain **96 (Ninety Six)** number, low floor, Air-Conditioned CNG Buses
- ) **To develop bus depot infrastructure for repair and maintenance of buses on land/plot/depot provided by DMRC at Majlis Park and Kohat Enclave as per appendix-35 of SCC.**
- ) To procure, install, commission, operate & maintain auto bus washing/ cleaning plant and requisite tools, equipment, machinery for repair and maintenance of bus depot **space** provided by DMRC at **Majlis Park and Kohat Enclave** as per layout plan attached at SCC-Appendix-35..

For accomplishing the work, the bidder will be compensated by monthly payment on Gross Cost Contract Model.

Interested bidders, as per terms of eligibility given in this Tender Document, are requested to submit their bids for evaluation by DMRC for assessment of their capabilities (Technical and Financial) for provision of above-mentioned services. The proposal shall be submitted in two package system i.e. Technical Bid and Financial Bid separately on <https://eprocure.gov.in/eprocure/app> with supporting documents as provided in Instruction to Tenderers of this Tender Document.

#### **1.1.2 KEY DETAILS**

The key details are as follows: -

Tender No. DMRC/Operations/FBS-04/2018 – Provision of Feeder Services under North Cluster for last mile connectivity with procurement, operation and maintenance of 16-22 seater low floor AC CNG buses.

a.	<b>Approximate Cost of work</b>	<b>Rs.396.67 Crores (Inclusive of 18% GST)</b>
b.	<b>Tender Security* (Earnest Money Deposit)</b>	<p>Amount of Tender Security:- Rs. <b>3.96 Crores</b></p> <p>Validity of Tender Security in case of BG/ FDR: 30.03.2019</p> <p>Tender Security in case of <b>BG, FDR, Demand Draft, Banker's Cheque (in original)</b> as per clause C18 of ITT shall be accepted only up to 1500 hrs on.03.08.2018 in the office of Chief General Manager/Contracts at the address mentioned hereinafter.</p> <p>In case of <b>RTGS/NEFT/IMPS</b> transactions, bidders shall upload the scanned copies of transaction of payment of tender security / EMDincluding e-receiptat the time of online bid submission. The Tender Reference Number i.e. <b>FBS-04/2018</b>shall be clearly entered in remarks/descriptions at the time of online transaction of payment, failing which payment may not be considered.The detail of bank account of DMRC is mentioned below this table.</p>
c.	<b>Period of work</b>	10 Years from commencement date of services (COD) as mentioned in <b>appendix 34</b> of SCC, with provision of extension by 2 years based onmutual consent.
d.	<b>Tender Document on sale</b>	From 18.06.2018 to 03.08.2018 (upto 15:00 hrs) on e-tendering website <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> .
e.	<b>Cost of Tender Documents* (Non-Refundable)</b>	<p>INR <b>23,600/-</b> (inclusive of 18% GST) Non-Refundable (<b>Payment to be made only by RTGS, NEFT &amp; IMPS.No other mode of payment will be accepted.</b>)</p> <p>The details of bank account of DMRC are mentioned below. The bidders shall upload scanned copies of transaction of payment of tender cost including e-receiptat the time of online bid submission.The Tender Reference Number i.e. <b>FBS-04/2018</b>shall be clearly entered in remarks/descriptions at the time of online transaction of payment, failing which payment may not be considered.</p>
f.	<b>Last date of Seeking Clarification</b>	11.07.2018 (Upto 17:00 Hrs)(Queries from bidders after due date shall not be acknowledged)
g.	<b>Pre-bid Meeting</b>	13.07.2018 at 11:00Hrs
h.	<b>Last date of issuing amendment, if any</b>	24.07.2018
i.	<b>Date and time of submission of Tender online</b>	<p>Tender submission start date: 25.07.2018 from 11:00 Hrs</p> <p>Tender submission end date: 03.08.2018 upto 15:00 Hrs</p>
j.	<b>Date &amp; Time of opening of Tender (Technical Bid)</b>	06.08.2018 at 15:00 Hrs.
k.	<b>Authority and place for submission of tender cost &amp; Tender Security (EMD), seeking clarifications on tender documents and pre bid meeting</b>	<p><b>CGM/Contracts,</b>  Delhi Metro Rail Corporation Ltd.  5th Floor, A-Wing, Metro Bhawan,  Fire Brigade Lane, Barakhamba Road,  New Delhi –110001  Tel : 011-23415838</p>
m	<b>Date &amp; Time of opening of Financial Bid</b>	Will be informed later on, e-procurement site after the evaluation of Technical Bids (Only to the Bidders who will successfully qualify the Technical Evaluation)
n)	<b>Validity of Tender</b>	180 days from the last date of submission of tender
o)	<b>Date of Commencement of services( COD)</b>	Starting from6 months from the date of issue of LOA as mentioned in <b>appendix 34 of SCC.</b>

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To facilitate payment of Tender Fee and Tender Security through RTGS, NEFT & IMPS, the details of bank account of DMRC is mentioned below:				
Name of Bank	Bank's Address	Account Name & No.	Account Type	IFSC code
Punjab National Bank	ECE House Branch, Connaught Place, New Delhi-110001	DMRC Ltd. O&M Expenditure A/C, 1120005800000032	Current	PUNB0112000

### 1.1.3 QUALIFICATION CRITERIA

#### 1.1.3.1 ELIGIBLE APPLICANT

- i) The tenders for this contract will be considered only from those Bidders 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.
- ii) a) A non-Indian firm is permitted to tender 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 Bidder shall submit only one bid in the tendering process, either individually as a Bidder or as a partner of a JV/Consortium. A Bidder who submits or participates in more than one bid will cause all of the proposals in which the Bidder has participated to be disqualified. No Bidder can be a sub-contractor while submitting a bid individually or as a partner of a JV/Consortium in the same bidding process. A Bidder, if acting in the capacity of sub-contractor in any bid, may participate in more than one bid, but only in that capacity.
- iii) Bidders shall not have a conflict of interest. All Bidders found to have a conflict of interest shall be disqualified. Bidders shall be considered to have a conflict of interest with one or more parties in this bidding process, if: -
  - a) A Bidder has been engaged by the Employer to provide consulting services for the preparation related to procurement for on implementation of the project; or
  - b) A Bidder is any associates/affiliates (inclusive of parent firms) mentioned in sub-paragraph (a) above; or
  - c) A Bidder lends, or temporarily seconds its personnel to firms or organizations 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.
- v) a) DMRC / any other Metro Organization (100% owned by Govt.) / Ministry of Housing & Urban Affairs / any govt. Department/ or any PSUs/Order of Ministry of Commerce, applicable for all Ministries must not have banned business with the Bidder (including any member in case of JV/consortium) as on the date of tender submission. The Bidder should submit undertaking to this effect in Appendix-19 of Form of Tender.
- v) b) Also no contract of the Bidder of the value more than 10% of NIT cost of workexecuted either individually or in a JV/Consortium, should have been rescinded / terminated by DMRC / any other Metro Organisation (100% owned by Govt.)/any govt. department / or any PSUs after award during last 3 years (from last day of the previous month of tender submission) due to non-performance of the Bidder or any of JV/Consortium, members. The Bidder should submit undertaking to this effect in **Appendix 19** of form of Tender.
- v) c) The overall performance of the tenderer (all members in case of JV/Consortium separately) shall be examined for all the ongoing **Bus Services OR Stage Carriage/Contract Carriage Services** of value

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more than 40% of NIT Cost and also for all the completed **Bus Services OR Stage Carriage/Contract Carriage Services** works awarded by DMRC/ any other Metro Organisation (100% owned by Govt.)/ any govt. Department/ or any PSUs of value more than 40% of NIT Cost within last one year (from the last day of the previous month of tender submission), executed either individually or in a JV/Consortium. The tenderer shall provide list of all such works in the prescribed Performa given in **Appendix-19A** of the Form of Tender. The tenderer (all members in case of JV/Consortium separately) may either submit satisfactory performance certificate issued by the Client / Employer for the works or give an undertaking regarding satisfactory performance of the work with respect to completion of work/ execution of work (ongoing works) failing which their tender submission shall not be evaluated and the tenderer shall be considered non-responsive and non-compliant to the tender conditions. In case of non-submission of either satisfactory performance certificate from client / employer or undertaking of satisfactory performance of any of the above work, the performance of such work shall be treated as unsatisfactory while evaluating the overall performance of tenderer in terms of Note (b) of **Appendix - 19A**. In case of performance certificate issued by the client, same should not be older than three months (from the last day of the previous month of tender submission for the ongoing works).

- v) d) Bidder (including each member in case of JV/Consortium) for the works awarded by DMRC/any other Metro Organisation (100% owned by Govt.)/ any govt. Department/ or any PSUs must have been neither penalized with liquidated damages of 10% (or more) of the Contract Value due to delay nor imposed with penalty of 10% (or more) of the contract value due to any other reason in any related works of value more than 10% of NIT cost of work during last three years. The Bidder should submit undertaking to this effect in the **Appendix-20** of Form of Tender.
- v) e) If the Bidder or any of the constituent 'substantial member(s)' of JV/Consortium does not meet the criteria stated in the, **Appendix-17, Appendix-17A & Appendix-17B, Appendix-19, Appendix-20**. the Bidder including the constituent 'substantial member(s)' of JV/Consortium shall be considered ineligible for participation in tender process and they shall be considered ineligible Bidders in terms of Clause 1.1.3.1 of NIT.
- v) f) If there is any misrepresentation of facts with regard to undertaking submitted vide **Appendix-19 , Appendix-19A, Appendix-20** , the same will be considered as "fraudulent practice" under Clause 4.33.1 a (ii) of GCC and the tender submission of such Bidders will be rejected besides taking further action as per Clause 4.33.1(b), (c) & 13.2.1(k) of GCC.
- vi) Bidder (each member in case of JV/Consortium) must not have suffered bankruptcy/ insolvency during the last 3 years. The Bidder should submit undertaking to this effect in the **Appendix-21** of Form of Tender.
- vii) **LEAD MEMBER/NON SUBSTANTIAL MEMBER/ CHANGE IN JV/CONSORTIUM**
  - a) Lead member must have a minimum of 26% participation in the JV/Consortium.
  - b) Member having less than 26% participation will be termed as non-substantial member and will not be considered for evaluation which means that their financial soundness and work experience shall not be considered for evaluation of JV/Consortium.
  - c) In case of JV/Consortium, change in constitution or percentage participation shall not be permitted at any stage after their submission of tender otherwise the Bidder shall be treated as non-responsive.
  - d) The Bidder, in case of JV/Consortium, shall clearly and unambiguously define the role and responsibilities for each substantial/non-substantial member in the JV agreement/ MOU submitted vide foot note (d) of **Appendix-6 of Form of Tender**, providing clearly that any abrogation /subsequent re-assignment of any responsibility by any substantive/non-substantive member of JV/Consortium in favour of other JV/Consortium member or any change in constitution of member of JV/Consortium (without written approval of Employer)

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from the one given in JV agreement/MOU at tender stage, will be treated, as 'Breach of Contract Condition' and/or 'Concealment of Acts' (as the case may be), vide GCC clause 4.33.1 [a(ii) & (iii)] and acted accordingly.

- e) The Employer in such cases, may in its sole discretion take action under clause 4.33.1(b) and/or under clause 4.33.1(c) of GCC against any member(s) for failure in Bidder's obligation and declare that member(s) of JV/Consortium ineligible for award of any tender in DMRC or take action to terminate the contract in part or whole under Clause 13 of GCC as the situation may demand and recover the cost/damages as provided in Contract.
- viii) a) Bidder (including any member in case of JV / consortium) has not been put on defaulter's list of EPF / ESI / GST / Labour Deptt. etc during the last three years (upto the last day of the previous month of tender submission). The Bidder should submit an undertaking to this effect in **Appendix-27 of Form of Tender**.
- viii) b) Bidder (including each member in case of JV/consortium) should not be involved in any illegal activity and/or has not been charge sheeted for any criminal act during last three years(from the last day of the previous month of tender submission). The Bidder should submit undertaking to this effect in the **Appendix-27 of Form of Tender**.
- viii) c) Deleted.

### 1.1.3.2 MINIMUM ELIGIBILITY CRITERIA

#### A. BIDDER'S COMPOSITION

The Bidder can be either of the following

- i) Operator having authorization from Original CNG Bus Manufacturer\* meeting the specifications prescribed in Employer's Requirement - **Appendix-29 can participate** with undertaking as per prescribed format given in Form of Tender - **Appendix-10A either as a single entity or in JV/Consortium. Requirement of operational experience for operator is defined below in clause 1.1.3.2 B**

Or,

- ii) An original CNG Bus Manufacture\* meeting the specifications prescribed in Employers Requirement-Appendix-29, can participate either as a single entity or in JV/Consortium.

\*An **Original** CNG Bus Manufacturer shall be a registered Bus Manufacturer with design and bus manufacturing facilities and should have supplied at least 200 CNG buses over the last five financial years including the financial year 2017-18. In this regard OEM has to submit undertaking and documents as per the Appendix-17C of FOT.

#### B. OPERATIONAL EXPERIENCE CRITERIA

- i) Minimum Operational Experience of the Bidder shall be **432 Passenger Car Unit Years** during the last three Years (upto the last day of the previous month of tender submission).
- .ii) The following categories of experience would be considered for working out operation experience: -
- Category-1**  
Stage Carriage (e.g. Standard Bus /Midi bus/Mini Bus / Rural Transport Vehicle (RTV)) operation with requisite valid Permits to operate in India.
- Category-2**  
Contract Carriage (e.g. Standard Bus /Midi bus / Mini Bus / RTV / Cabs / Taxi / Van / Jeep) operations with requisite valid Permits to operate in India.
- Category-3**

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Stage / Contract Carriage with requisite valid Permits issued by appropriate authority from outside India under equivalent law.

- iii) Based on the Category of experience, relative weight shall be assigned as set out hereunder for the purpose of calculations of operational experience in terms of passenger car unit years

Category	Measurement Parameter	Experience Weight
Category-1	Stage Carriage operation experience in India	1.00
Category-2	Contract Carriage operation experience in India	0.80
Category-3	Stage Carriage / Contract Carriage operation experience outside India	0.80

- iv) In case the Bidder has experience in more than one Category, the experience for each Category would be computed and aggregated to arrive at the total Operational Experience.

- v) Bidder needs to submit documents in respect of Operational Experience under any one or all the categories. In case the bidder is a JV / Consortium, full value of the work, if done by the same joint venture shall be considered. However, if the qualifying work(s) were done by them in JV/Consortium having different constituents, then the value of work as per their percentage participation in such JV/Consortium shall be considered. This is to be substantiated with documentary evidence such as Client/Completion certificate, permit

Based on the type of vehicle following PCU factors are to be used for working out operational experience in terms of PCU years.

Type	PCU Factor
Bus (Standard)	3.00
Midi Bus	2.25
Mini Bus	1.50
RTV	1.50
Car / Cabs	1.00
Taxi / Van / Jeep	1.00

\* Type of vehicles shall be as per Urban Bus Specifications, wherever specified, or as specified in the enclosed Permit.

- vi) Experience Score in terms of PCU years for a given Category [refer Clause B.(i) above] will be worked out as under:

PCU Years = **Number of Vehicles X Experience Weight** as per applicable category [refer table at iii) above] **X PCU Factor** [(refer table at v) above] **X No. of Months of operations / 12 months**

**Note: -**

Example for calculating the Operational Experience is set out in the following Table: -

Type	No. of vehicles with Permit	PCU Factor for Vehicle	Experience Weight as per category of Experience	No. of Months in Operation (1.4.15 to 31.3.18)	Total PCU Years
1	2	3	4	5	6=(2x3x4x5)/12
<b>Category 1</b>					
Bus(Standard)	35	3.00	1.00	24	210.00
Midi Bus	25	2.25	1.00	24	112.50



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Mini Bus	10	1.50	1.00	20	25.00
<b>Category 2</b>					
Bus (Standard)	10	3.00	0.80	12	24.00
Mini Bus	5	1.50	0.80	8	4.00
Cab	50	1.00	0.80	12	40.00
Taxi	10	1.00	0.80	18	12.00
Van	2	1.00	0.80	5	0.67
Jeep	1	1.00	0.80	6	0.40
RTV	1	1.50	0.80	3	0.30
<b>OPERATIONAL EXPERIENCE (SUM OF TOTAL PCU YEARS)</b>					428.87

**NOTE:** The bidder is required to submit the self attested copy of permit:

- vii) The Bidders must provide the necessary information as per **Appendix-17, Appendix-17A and Appendix-17B**. Operational Experience for each Bidder shall be calculated based on submissions made by the Bidder. The Bidder shall be deemed to qualify on Operational Experience Criteria where Calculated Operational Experience is more than or equal to the Minimum Operational Experience i.e. **432 passenger car unit years**.

**C. FINANCIAL STANDING:** Bidders will be qualified only if they have minimum financial capabilities as below:-

i) **T1 (LIQUIDITY)**

It is necessary that the Bidder 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 last audited balance sheets and/or from the banking reference. Net current assets and/or documents including banking reference (as per proforma given in **Appendix-23 of Form of Tender**), should show that the applicant has access to or has available liquid assets, lines of credit and other financial means to meet cash flow of **Rs. 9.03 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 bidder/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 and it should not more than 3 months old as on date of submission of bids.

**The Banking Reference should be on the letter head of the Bank and in the format as provided in Appendix-23.**

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.

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If minimum liquidity required is 'W' then liquidity of Member-1 WM/100 and liquidity of Member-2 WN/100

ii) **T2 (Profitability)**

Profit before Tax should be **positive in at least 1 (one) years**, out of the last three audited financial years.

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

iii) **T3 (Net Worth)**

Net Worth of Bidder during last audited financial year should be **Rs. 7.93 crore**.

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 should be =  $(AM+BN)/100$ .

- iv) **T4- Annual Turnover:** The average annual turnover of the Bidder during last three audited financial years should be **Rs. 31.73 crore**. 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 should be =  $(AM+BN)/100$ .

**Notes: -**

- ) Financial data for last three audited financial years has to be uploaded by the Bidder in Appendix-18 of Form of Tender along with audited balance sheets. The financial data in the prescribed format shall be certified by Chartered Accountant with his stamp and signature. In case audited balance sheet of the last financial year is not made available by the bidder, he has to submit an affidavit [as per format provided in Appendix-18A to Form of Tender (FOT)] certifying that 'the Balance Sheet has actually not been audited so far'. In such a case the financial data of previous '2' Audited Financial Years will be taken into consideration for evaluation. If Audited Balance Sheet of any other year than the last year is not uploaded, the tender may be considered as non-responsive.

1.1.3.2.1 **BID CAPACITY:** Deleted

- 1.1.3.3 The tender submission of Bidders, who do not qualify the minimum eligibility criteria stipulated in the clauses 1.1.3.2 above, shall not be considered for further evaluation and shall be rejected. The mere fact that the Bidder is qualified as mentioned in sub-clause 1.1.3.2 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.

**In case of mismatch in financial data in the submitted documents i.e. in Chartered Accountant certified documents and data in audited balance sheet, the data from the audited balance sheets shall prevail.**

- 1.1.4 Tender document consists of the following: -

- a) Notice Inviting Tender (NIT)
- b) Instructions to Bidders (including Annexures) [ITT]

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- c) Form of Tender (Including Appendices) [FOT]
- d) Employer's Requirement(Including Appendices) (ER)
- e) General Conditions of Contract (GCC)
- f) Special Conditions of Contract(Including Appendices) (SCC)
- g) Tender Drawings
- h) Financial Bid (BOQ)

- 1.1.5 Bidders may obtain further information / clarification, if any, in respect of these tender documents from the office of CGM/Contracts, Delhi Metro Rail Corporation Ltd., 5<sup>th</sup>Floor,A-Wing, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi-110001.
- 1.1.6 All Bidders are hereby cautioned that tenders containing any material deviation or reservations as described in Clause E4.4 of ITT and/or minor deviation without quoting the cost of withdrawal shall be considered as non-responsive and is liable to be rejected.
- 1.1.7 The intending Bidders must be registered on e-tendering portal <https://eprocure.gov.in/eprocure/app>. Those who are not registered on e-tendering portal shall be required to get registered before-hand. After registration, the Bidder will get USER ID and PASSWORD. On login, Bidder can participate in the tendering process and can witness various activities of the process.
- 1.1.8 The authorized signatory of intending Bidder, as per Power of Attorney (POA), must have valid Class-II or Class-IIIDigital Signature. The Tender Document can only be downloaded from e-tendering portal using Class-II or Class-III Digital Signature. However, the Bidder shall upload their tender on <https://eprocure.gov.in/eprocure/app> using Class-II or Class-III digital signature of the authorized signatory only.
- 1.1.9 Tender submissions shall be done online on <https://eprocure.gov.in/eprocure/app> after uploading the mandatory scanned documents towards cost of tender and towards Tender Security and other documents as stated in the tender document. Instructions for online bid submission are furnished hereinafter.
- 1.1.10 Submission of Tenders shall be closed on e-tendering website of DMRC at the date & time of submission prescribed in NIT after which no tender shall be accepted.  
It shall be the responsibility of the bidder / Bidder to ensure that his tender is uploaded online on e-tendering website <https://eprocure.gov.in/eprocure/app> before the deadline of submission. DMRC will not be responsible for non-receipt of tender documents due to any delay and/or loss etc.
- 1.1.11 Tenders shall be valid for a period of 180 days (both days inclusive i.e. the date of submission of tenders and the last date of period of validity of the tender) from the lastdate of submission of Tender and shall be accompanied with a tender security of the requisite amount as per clause C18 of ITT.
- 1.1.12 DMRC reserves the right to accept or reject any or all proposals without assigning any reasons. No Bidder shall have any cause of action or claim against the DMRC for rejection of his proposal.
- 1.1.13 Bidders are advised to keep in touch with e-tendering portal <https://eprocure.gov.in/eprocure/app> for updates.
- 1.1.14 Letter of Acceptance to the successful bidder shall be uploaded on e-procurement portal <https://eprocure.gov.in/eprocure/app>which can be downloaded by the successful bidder.For any complaint, Bidder may contact the CVO, DMRC (email- [cvodmrc@gmail.com](mailto:cvodmrc@gmail.com)or Phone No.011-23418406).

Tender No. DMRC/Operations/FBS-04/2018 – Provision of Feeder Services under North Cluster for last mile connectivity with procurement, operation and maintenance of 16-22 seater low floor AC CNG buses.

## **INSTRUCTIONS FOR ONLINE BID SUBMISSION**

The bidders are required to submit soft copies of their bids electronically on the 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 Enrolment**” 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 bidder has selected the tender 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 uploaded 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 & 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 uploaded 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.

Tender No. DMRC/Operations/FBS-04/2018 – Provision of Feeder Services under North Cluster for last mile connectivity with procurement, operation and maintenance of 16-22 seater low floor AC CNG buses.

### **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) Tender fee / Tender document cost: Bidder has to select the instrument type & enter the details of transaction of payment of tender fee / tender document cost done by RTGS / NEFT / IMPS as applicable and upload copy of transaction receipt as documentary proof for payment for further details tenderer may refer clause C18.1 of ITT.
- 5) Tender Security / Earnest Money Deposit (EMD): Bidder should submit the EMD/Tender Security as per the instructions specified in C18.3 of ITT in the tender document.
- 6) 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.
- 7) 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.
- 8) All the documents being uploaded 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.
- 9) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 10) 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.
- 11) 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: 91-7878007972, 91-7878007973, 91-7574889871, 91-7574889874, 91-8826246593,  
Tel: 24x7 Toll Free Telephonic Help Desk Number 1800-3070-2232. Other Tel: 0120-4200462, 0120-4001002. Email at [cppp-nic@nic.in](mailto:cppp-nic@nic.in).