

DELHI METRO RAIL CORPORATION LIMITED



**Cloak Room and Porter Services
Inside Selected Metro Rail stations of DMRC Network
(RFP – Cloak Room & Porter- Lot-1 & Lot-2)**

Bid: OOM-104

Delhi Metro Rail Corporation Ltd.

**Metro Bhawan
Fire Brigade Lane, Barakhamba Road
New Delhi-11 00 01
India**

Definitions

- a) **“Cloak Room Services”** means where passengers can keep their luggage for a specific period of time.
“Porter Services” means a person employed to carry luggage and other loads of passengers from one place to another within station premises.
- b) **“Agreement”** means the License Agreement to be executed between DMRC and the Successful Bidder.
- c) **“Applicable Laws”** means all laws, brought into force and effect by Govt. of India, State Governments, local bodies and statutory agencies and rules / regulations / notifications issued by them from time to time. It also include judgments, decrees, injunctions, writs and orders of any court or judicial authority as may be in force and effected from time to time.
- d) **“Bidder/Tenderer”** means any entity which is a sole proprietorship firm, a partnership firm or a company having registered office in India, or a combination of above in the form of Joint Venture (JV), etc. which is submitting its bid pursuant to RFP Documents.
- e) **“Bid Security”** means the refundable amount/EMD to be submitted by the Bidder along with RFP documents to DMRC
- f) **“Commencement Date”** means the date of commencement of License Agreement as defined in RFP document.
- g) **“License”** means the rights granted by DMRC to the successful Bidder for provision of Cloak Room and Porter Services inside selected Metro Stations of DMRC network, under terms and conditions of the License Agreement.
- h) **“Licensee”** means the Selected Bidder, who has executed the License Agreement with DMRC pursuant to the conclusion of the bidding process.
- i) **“License Period”** means a period starting from the date of handing over of first lot of Metro stations and as defined at 1.6 (l) of NIT.
- j) **“DMRC”** mean Delhi Metro Rail Corporation Limited, a joint venture of Govt. of India and Govt. of National Capital Territory of Delhi incorporated under the Companies Act, 1956.
- k) **“Interest Free Security Deposit / Performance Security”** means interest free amount to be deposited by the Licensee with DMRC as per terms and conditions of License Agreement as a security against the performance of the License agreement.
- l) **“Places available for Cloak Room and Porter Services”** means DMRC Metro Stations premises where these services are approved by DMRC, as given in Annexure 1.
- m) **“Successful Bidder”** means the bidder who has been selected by DMRC, pursuant to the bidding process for award of the License.
- n) **“ Similar Work”** means work involving upkeep of luggage in cloak room and porter service at Airport, Railway/Metro Stations, Bus Terminal/Stand, Commercial Malls, Govt. organization (Central/State Govt.), DMRC Ltd, Private Ltd. firm, Multiplexes, Multispecialty hospitals.

1. Notice Inviting Tender

- 1.1 The National Capital Region (NCR) includes the Indian Capital New Delhi along with its satellite towns and is the most populous urban agglomeration in India. Delhi/New Delhi with a total population nearing 26 million residents is the 10th most populous city in the world and is the 7th largest urban agglomeration in the world. Delhi Metro Rail Corporation Limited (DMRC) was incorporated on 03-05-1995 under the Companies Act, 1956. DMRC undertook the construction activities of a world class MRTS to provide a technology driven world class MRTS for Delhi and the neighboring satellite towns, the first section of Phase-I of DMRC was made operational on 25-12-2002. DMRC has since completed the construction of Phase-I, Phase-II, network comprising of 158 stations and a network of around 213 km and has already put them under operation, and the Phase-III of the Delhi Metro System is operational in some phases and is fast nearing completion. As of today, DMRC network comprises of six operational lines, along with the Airport Express Line with a ridership around 3.0 million commuters per day.
- 1.2 DMRC invites bid from suitable participants who may be sole proprietorship firm, a partnership firm or a company having registered office in India or a combination of above in the form of Joint Venture (JV) or consortium, for selection of Licensee for grant of Cloak Room and Porter Services Rights inside the selected metro stations in DMRC network as mentioned in detail in Annexure-1 of This RFP. DMRC shall receive RFP Bids pursuant to this RFP document, in accordance with the terms set forth herein as modified, altered, amended and clarified from time to time by DMRC. Bidders shall submit bids in accordance with such terms on or before the date specified in this document. Bidders are advised to visit the DMRC premises at the stations / site and familiarise themselves with the proposed space and all activities necessary in this regard.
- 1.3 DMRC has adopted a single-stage two packet Bidding Process through Open E-Tender for selection of a suitable highest bidder to grant Cloak Room and Porter Services inside Selected Metro Stations in DMRC Network, as detailed in Annexure-1.
- 1.4 Request for Proposal Document (non-transferable) can be downloaded from the web site <https://eprocure.gov.in/eprocure/app>. Cost of RFP Document (Non-refundable) is Rupees Five Thousand Nine Hundred only ₹5,900/- (including 18% GST). RFP Document cost shall be submitted in the form of Demand Draft / Pay Order drawn on any Indian Scheduled commercial bank/ Indian Branch of foreign bank in favour of "Delhi Metro Rail Corporation Ltd." payable at New Delhi.
- 1.5 Addendum/ Corrigendum, if any will be placed on <https://eprocure.gov.in/eprocure/app>. RFP document can also be downloaded from the website <https://eprocure.gov.in/eprocure/app> and may be submitted along with the document cost at the time of submission of RFP bids. The bidder will also be required to submit the cost of RFP document/Tender doc and EMD as per the time schedule specified below. A bidder, who does not submit the cost of tender document/EMD in physical form as given below, is liable to be rejected.

1.6 Schedule of Bidding Process for RFP

a.	Name	:	Bid: OOM-104 Cloak Room and Porter Services Inside Selected Metro Rail Stations of DMRC Network- Lot-1 & Lot-2
b.	Tender Security Amount* (Earnest Money Deposit)	:	(i) For LOT-1: ₹86,494/- (ii) For LOT- 2: ₹1,00,000/- Tender Security i.e. D.D./ Bankers's cheque/pay order (in original) shall be accepted only up to 12:00 hrs on 06.11.2017 in the office of CE/Tender at the address mentioned hereinafter.
c.	Cost of Tender Document (Non- Refundable)	:	INR 5,900/- (inclusive of 18% GST) (Demand Draft /Banker's cheque) 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 12:00 hours on 06.11.2017 in the office of CE/Tender.
d.	Tender Document available for sale on website	:	From 11.10.2017 to 04.11.2017 (upto 14:00 hrs) on e-tendering website https://eprocure.gov.in/eprocure/app . Tender Document can only be obtained after registration of Tenderer on the web site https://eprocure.gov.in/eprocure/app .
e.	Pre-bid Meeting	:	17.10.2017 at 11:00 Hrs. at Metro Bhawan
f.	Last date of Seeking Clarification	:	18.10.2017 (Upto 17:00 Hrs) (Queries from bidders after due date shall not be accepted)
g.	Last date of issuing amendment, if any	:	27.10.2017
h.	Tender submission start date and time	:	30.10.2017 (09:00 hrs)
i.(i)	Tender Submission end date and time	:	04.11.2017 (14:00 hrs)
i(ii)	Date and time of opening of tender (Technical-Bid)	:	06.11.2017 (14:30 hrs)
j.	Date and time of opening of financial bid	:	Will be informed later on after the evaluation of Technical-Bids (Only to the bidders who will successfully qualify the Technical evaluation)
k.	Validity of Bid	:	180 days from the last date of submission of tender
l.	Time Period	:	3 (Three) years (may be extended up to (i) 12 months, thereafter (ii) 6 months, after performance review).
m.	Authority, place for submission of tender cost & Tender Security (EMD), seeking clarifications on tender documents and pre-bid meeting	:	CE/Tender, Delhi Metro Rail Corporation Ltd., 7 th Floor, A-Wing, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi –110 001

1.7 Eligibility Criteria:-

a) Work Experience:

The bidder should have the experience of “upkeeping and managing luggage in cloak room or porter service” at Airport/ Railway/ Metro Stations/ Bus Terminal/Stand/ Commercial Malls, Govt. organization (Central/State Govt.), DMRC Ltd, Private Ltd. firm, Multiplexes, Multispecialty Hospitals.

Notes:

1. The tenderer shall upload details of work executed by them in the prescribed format as per Annexure-14 of RFP for the works to be considered for qualification of work experience criteria. Documentary proof such as completion certificates from the client clearly indicating the nature/scope of work, actual completion cost and actual date of completion for such work should be uploaded. In case work is executed for private client documentary proof such as copy of work order, Bill of quantities, Bill wise details certified by CA. The offers submitted without this documentary proof shall not be evaluated.
2. Bidders will be qualified only if they have successfully completed work(s) during last 5 years ending last day of the month previous to the month of tender submission.
3. Successfully completed portion of any ongoing work up to the last day of the previous month of tender submission will also be considered for qualification of work experience criteria.

(b) Financial Standing: The tenderers will be qualified only if they have minimum financial capabilities as below :-

Annual Turnover: The average annual turnover of the tenderer during last 3 audited financial years (2014-15, 2015-16 and 2016-17) should not be less than Rs. 20.65 Lakhs.

The averages 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 participation = N, Let the averages annual turnover of member-1 is A and that of member-2 is

B, then average annual turnover of JV will be = $(AM+BN)/100$

- Financial data for latest last 3 audited financial years has to be uploaded by the tenderer (each member in case of JV) in Annexure-6 of Bid Application Form 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 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 will be considered as non-responsive.
- Where a work is undertaken by a group, only that portion of the contract which is undertaken by the concerned applicant/member should be indicated and the remaining done by the other members of the group be excluded. This is to be substantiated with documentary evidence

Notes:

In case of a Bid by a JV/Consortium of firms, following shall be abided by their members:

- (i) For the purpose of evaluation of the consortium, each member’s contribution towards the turnover shall be considered in the same ratio of their equity participation in the consortium. (Illustration: Say If ‘A’ and ‘B’ are two members of JV/Consortium. ‘A’ is having 70% equity holding in JV and ‘B’ is having 30% equity holding in JV. In such a condition, 70% of ‘A’'s total turnover and 30% of ‘B’'s total turnover will be taken into consideration for evaluation of eligibility of the JV).
- (ii) The Lead Member of the JV/Consortium shall maintain a minimum percentage share of 51% of the aggregate shareholding of the JV/Consortium during full tenure of License Agreement.
- (iii) Any change in percentage stake of JV/Consortium members without prior written approval of Licensor shall be treated as Material Breach of Contract and Licensee’s Event of Default entitling

- Licensors to encash Security Deposit/Performance Security and /or to terminate the License Agreement after 30 day notice.
- (iv) Minimum percentage stake of any member in JV/Consortium during license period (including lock-in period) shall not be less than 15%.
 - (v) Partners having less than 26% participation shall be considered as non-substantial partner and shall not be considered for evaluation which means that their eligibility shall not be considered for evaluation of JV/Consortium.
 - (vi) All members of such entity shall be jointly and severally liable for the due performance of License agreement.
- c) The Bidders shall submit along with the RFP Application a bid security of (i) For LOT-1: Rs. 86,494/- (Rs. Eighty Six thousand four hundred and ninety four only) and (ii) For LOT-2: Rs. 1,00,000/- (One Lakh only), as detailed under clause 1.6 of NIT of the RFP document. The payment shall be made in the form of a Demand Draft/ Pay Order drawn on any Indian Scheduled Commercial bank/ Indian Branch of foreign bank in favour of "Delhi Metro Rail Corporation Ltd" payable at New Delhi. The Bid shall be summarily rejected if it is not accompanied **with valid bid security of appropriate amount**. The bid security/EMD in physical form must invariably be submitted to Licensor as given in clause 1.6 of NIT, failing which the bid is likely to be rejected. The bid security of the Successful Bidder shall be adjusted against the first revenue share. The bid security of unsuccessful bidders shall be refunded after award of contract, without considering any interest, thereof. If the bidder withdraws its bid at any stage, the Bid Security amount of the bidder shall be forfeited by Licensor.
- d) **Undertaking For not being banned from Business:**
DMRC/ any other Metro Organization (100% owned by Govt.) / Ministry of Housing & Urban Affairs / Order of Ministry of Commerce, applicable for all Ministries must not have banned business with the tenderer (including any member in case of JV/consortium) as on the date of tender submission. The tenderer should submit undertaking to this effect in Annexure-8 of RFP.
- e) Bidders are expected to carry out extensive survey of Licensor premises and analysis at their own cost, before submitting their respective Bids for award of the License Agreement. Licensor shall provide necessary permission and assistance to the prospective Bidders in this regard.
- f) The tenderers may obtain further information/ clarification, if any, in respect of these tender documents from the office of CE/Tender, Delhi Metro Rail Corporation, 7th floor, A-Wing, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi –110 001.
- g) The intending tenderers 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.
- h) The authorized signatory of intending tenderer, 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.
- i) 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 Demand Draft or Pay Order or Banker's Cheque from a Scheduled commercial bank based in India in favour of 'DMRC Ltd.' and payable in New Delhi, and other documents as stated in the tender document.
- j) Late tenders (received after date and time of submission of bid) shall not be accepted under any circumstances.
- k) Licensor 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 Licensor for rejection of his proposal.

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- l) All the uploaded files in tender submission should be named properly and arranged systematically. No special character/space should be there in the uploaded file name.
- m) The bidders are advised to keep in touch with e-tendering portal <https://eprocure.gov.in/eprocure/app> for updates.
- n) After successful completion of tender processing, the Letter of Acceptance to the successful bidder shall be uploaded on the e-tendering portal <https://eprocure.gov.in/eprocure/app> which can be downloaded by successful bidder. LOA would also be E-mailed to the successful bidder.
- o) In case of any grievances/complaints regarding this tender, please contact:

Chief Vigilance Officer

Delhi Metro Rail Corporation Limited

1st Floor, A -Wing, Metro Bhawan, Fire Brigade Lane, Barakhamba Road,

New Delhi -110001, Email Id: cvodmrc@gmail.com, Phone No: 011-23418406

Website: <http://www.delhimetrorail.com/vigilance.aspx>

**CE/Tender
Delhi Metro Rail Corporation**

