



दिल्ली मेट्रो रेल कॉरपोरेशन लिमिटेड
DELHI METRO RAIL CORPORATION LTD.

CONTRACT No. – OOMisc-64

***Engagement of Training Institutes/Agencies for conducting
Customer Care Training for DMRC officials at Training
Institute ,Shastri Park***

Notice Inviting Tender (NIT)

DELHI METRO RAIL CORPORATION LTD.

**7th FLOOR, A-WING, METRO BHAWAN,
FIRE BRIGADE LANE, BARAKHAMBA ROAD,
NEW DELHI 110001**

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NOTICE INVITING TENDER (NIT)

1.1 GENERAL

1.1.1 Delhi Metro Rail Corporation (DMRC) Ltd. Invites open tender through e-Tendering system (i.e Technical and Financial bid) from competent and experienced agencies of good repute, credentials, and sound financial standing for the work “Engagement of Training Institutes/Agencies for conducting Customer Care Training for DMRC officials at Training Institute ,Shastri Park Train Depot, Delhi-110053”. The brief scope of the work and site information is provided in ITT clause A2

1.1.2 The key details are as follows:

a.	Name of Work	Contract:OOMisc-64-Engagement of Training Institutes/Agencies for conducting Customer Care Training for DMRC officials at Training Institute,Shastri Park.
b.	Approximate Cost of work	₹ 9.57 Lakhs
c.	Tender Security Amount* (Earnest Money Deposit)	₹ 19140/- Tender Security document i.e, D.D./ Banker’s cheque/ Pay Order or FDR, in original, shall be accepted only up to 12:00 hours on 12.08.2017 in the office of CE/Tender(O&M) Validity of Tender Security in case of BG/FDR 07.03.2018
d.	Cost of Tender Documents* (Non-Refundable)	₹ 1050/- (inclusive of 5% DVAT) Non-Refundable (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/ Pay Order, in original, shall be accepted only up to 12:00 hours on 12.07.2017 in the office of CE/Tender(O&M) at herein after address.
e.	Tender Document available for sale on website	From 17.06.2017 to 11.07.2017 (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 website https://eprocure.gov.in/eprocure/app .
f.	Pre-bid Meeting	27.06.2017 at 12:00 Hrs at Metro Bhawan
g.	Last date of Seeking Clarification	28.06.2017 (Upto 17:00 Hrs) (Queries from bidders after due date shall not be acknowledged)
h.	Last date of issuing amendment, if any	04.07.2017
i.(i)	Tender submission Start Date and Time	06.07.2017 (Upto 09:00 Hrs)
i.(ii)	Tender submission end Date and Time	11.07.2017 (Upto 14:00 Hrs)
j.	Date & Time of opening of Tender (Technical Bid)	12.07.2017 at 14:35 Hrs.
k.	Date & 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)
l.	Validity of Tender	180 days from the last date of submission of tender.
m.	Stipulated date of Commencement of work	Within seven days from the date of issue of “Letter of Acceptance” or as per the instructions of Engineer-in-charge.
n.	Period of the Work	24 Months
o.	Authority and place for submission of tender cost & Tender Security (EMD), required documents (if any),seeking clarifications on tender documents and opening of Technical Bid & Financial Bid	CE/Tender (O&M), Delhi Metro Rail Corporation Ltd., 7th Floor, A-Wing, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi –110001

1.2 QUALIFICATION CRITERIA

1.2.1 Eligible Applicant

- i. The tenders for this contract will be considered only from those tenderers, who meet requisite eligibility criteria prescribed in the sub-clauses of Clause 1.2.2 of NIT Tenders from joint ventures/partnership firms/ consortium are not allowed.
- ii. A tenderer shall submit only one bid in the same tendering process.. A tenderer who submits or participates in, more than one bid will cause all of the proposals in which the tenderer has participated to be disqualified
- iii. Tenderers shall not have a conflict of interest. All 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 is any associates/affiliates (inclusive of parent firms) mentioned in sub-paragraph (a) above; or
 - (c) A tenderer 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 as individual firm who has experience of similar work as per clause 1.2.2 (a) of NIT.
- v. (a) DMRC/ any Central/ State government department/ public sector undertaking/ other government entity or local body must not have banned business with the tenderer as on the date of tender submission.
 - (b) Also no contract of the tenderer of the value more than 10% of NIT cost of work, executed individually, should have been rescinded / terminated by DMRC/ any Central or State Govt. Department / Public Sector Undertaking / Other Govt. entity or local body after award during last 03 years (from the last day of the previous month of tender submission) due to non-performance of the tenderer. The tenderer should submit undertaking to this effect in Appendix-6 of Form of Tender.
 - (c) Tenderer must not have been imposed liquidated damages of 10% (or more) of the contract value in a contract due to delay or penalty of 10% (or more) of the contract value due to any other reason during last 03 years. The tenderer should submit undertaking to this effect in the Appendix-6 of Form of Tender.
 - (d) If the tenderer does not meet the criteria stated in the Appendix 6, the tenderer shall be considered ineligible for participation in tender process and they shall be considered ineligible applicants in terms of Clause 1.2.1 of NIT.
 - (e) If there is any misrepresentation of facts with regards to undertaking submitted vide Appendix-6, the same will be considered as “fraudulent practice” under Clause 4.33.1 a (ii) of GCC and the tender submission of such tenderers will be rejected besides taking further action as per Clause 4.33.1 (c) of GCC.
- vi. Tenderer must not have suffered bankruptcy/ insolvency during the last 5 years. The tenderer should submit undertaking to this effect in the Appendix-6 of Form of Tender.

1.2.2 Minimum Eligibility Criteria

(a) Work Experience :

The tenderer will be qualified only if

- (a.1) The tenderer has successfully completed work(s) during last 5 years ending last day of the month previous to the month of tender submission in any Central Govt./state Govt./PSU's/DMRC as given below:
 - (i) At least one “similar work”** of value of Rs. 7.66 lakhs
OR
 - (ii) Two “similar works” **each of value of Rs. 4.79 lakhs
OR
 - (iii) Three “similar works”***each of value of Rs. 3.83 lakhs

** “**Similar work**” for this contract shall be conducting in Customer Care Training in any Central Govt. /state Govt./PSU's or DMRC.

- (a.2) The tenderer has trained:

- (i) At least 1000 Officials of PSUs and Government Organizations in Customer Care in the year 2016-17;

OR

- (ii) At least 600 Officials of PSUs and Government Organizations in Customer Care in each year 2015-16 and 2016-17;

OR

- (iii) At least 500 Officials of PSUs and Government Organizations in Customer Care in each year 2014-15, 2015-16 and 2016-17

- (a.3) The tenderer is registered under the service tax category of coaching /commercial training.

Notes:

- The tenderer shall upload details of work executed by them in the prescribed format as per **Appendix-15 and Appendix-18** of Form of Tender 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. The offers submitted without this documentary proof shall not be evaluated.
 - Value of 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.
 - For completed works, value of work done shall be updated to the last day of the previous month of tender submission price level assuming 5% inflation for Indian Rupees every year and 2% for foreign currency portions per year. The exchange rate of foreign currency shall be applicable 28 days before the submission date of tender.
- (b) **Financial Standing:** The tenderers will be qualified only if they have minimum financial capabilities as below :-
- (i) **T1- Annual Turnover:** The average annual turnover of the tenderer during last three audited financial years (**2014-15, 2015-16 and 2016-17**) should not be less than **Rs. 3.83 lakhs**. Financial data for the last three audited financial years has also to be uploaded by the tenderer in **Appendix-16** Form of Tender along with audited balance sheets. The financial data in the prescribed format shall be certified by chartered accountant with his stamp, signature and membership number. Also, if the tenderer provides no or NIL financial data for any of the above financial year, then his application shall not be considered and summarily rejected.

Notes:

- Financial data for latest last three audited financial years has to be uploaded by the tenderer in **Appendix-16** 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 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.

1.3 Tender document consists of the following:

- a. Notice Inviting Tender
- b. Instructions to Tenderers (Including Annexures)
- c. Form of Tender (Including Appendices)
- d. General Conditions of Contract
- e. Special Conditions of Contract
- f. Employer's Requirement
- g. Bill of Quantities/Pricing Documents

1.3.1 The Tenderers may obtain further information/ clarification, if any, in respect of these tender documents from the office of CE/Tender (O&M), Delhi Metro Rail Corporation, 7th Floor, A-Wing, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi –110001.

1.3.2 All Tenderers are hereby cautioned that tenders containing any material deviation or reservations as described in **Clause E4.4** of "Instructions to Tenderers" and/or minor deviation

- without quoting the cost of withdrawal shall be considered as non-responsive and is liable to be rejected.
- 1.3.3 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. 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.
- 1.3.4 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 from e-tendering portal using class-II or class-III digital signature. However, the tenderer shall upload their tender on <https://eprocure.gov.in/eprocure/app> using class-II or class-III digital signature of the authorized signatory only.
- 1.3.5 Tender submissions shall be done online on <https://eprocure.gov.in/eprocure/app> after uploading the mandatory scanned documents towards cost of tender documents (in the form of Demand Draft or Pay Order or Banker's Cheque from a Scheduled commercial bank based in India) and towards Tender Security (in the form of Bank Guarantee or Demand Draft or Pay Order or Banker's Cheque) and other documents as stated in the tender document. Instructions for on-line bid submission are furnished hereinafter.
- 1.3.6 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 / tenderer 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.
- 1.3.7 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 latest Date of Submission of Tender and shall be accompanied with a tender security of the requisite amount as per **clause C17 of ITT**.
- 1.3.8 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.
- 1.3.9 Tenderers are advised to keep in touch with e-tendering portal <https://eprocure.gov.in/eprocure/app> for updates.
- 1.3.10 Letter of acceptance to the successful bidder shall be uploaded on procurement portal which can be downloaded by the successful bidder.
- 1.3.11 For any complaint, tenderer may contact CVO, DMRC (email- cvodmrc@gmail.com Ph.011-23418406).

CE/Tender (O&M)
Delhi Metro Rail Corporation Limited

Instructions for Online Bid Submission:

1. GENERAL

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>.

2. REGISTRATION

- a. 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.
- b. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- c. 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.
- d. 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.
- e. 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.
- f. 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.

3. SEARCHING FOR TENDER DOCUMENTS

- a. 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.
- b. 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.
- c. 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.

4. PREPARATION OF BIDS

- a. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b. 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.
- c. 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 and white option which helps in reducing size of the scanned document.
- d. 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.

5. SUBMISSION OF BIDS

- a. 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.

- b. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- c. Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- d. 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.
- e. 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.
- f. 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.
- g. 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.
- h. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- i. 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.
- j. 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.

6. ASSISTANCE TO BIDDERS

- a. 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.
- b. 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.
- c. 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: The 24 x 7 Toll Free Telephonic Help Desk Number 1800 3070 2232.
Other Tel: 0120-4200462, 0120-4001002. E-Mail: ccpp-nic[at]nic[dot]in