

## INTRODUCTION

### 1. OBJECTIVE

The contractor shall execute the work of “**Comprehensive cleaning of Rolling Stock (metro trains coaches) and House Keeping of Depot premises at Najafgarh (including Line-9/Grey line depot) Train Depot of DMRC Ltd.**” as per employer's requirement and SCC using trained personnel, modern equipment and eco-friendly chemicals at his own cost with no harm to users, environment and trains/depot assets in such a manner that all trains and depot premises look neat & clean.

### 2. SITE OF WORK

The work shall normally be executed in Najafgarh (including Line-9/Grey line depot) Depot including any other depot or station as required by Engineer-in-charge.

### 3. BRIEF SCOPE

The contractor shall provide manpower, chemicals, consumables and machines for Cleaning of Metro Train and Depot Housekeeping of Najafgarh (including Line-9/Grey line depot) Depot of DMRC Ltd. for four Years to execute the work up to the satisfaction of Engineer-in-charge.

#### 3.1 DETAIL OF ACTIVITIES TO BE CARRIED OUT:

The contractor will execute the following activity:

SN	Name of Cleaning Activity	No. of cars	Frequency	Remarks
i.	Daily Cleaning	254	Daily	Train activity
ii.	Internal Heavy Cleaning	328	1.5 Months	Train activity
iii.	Floor polishing	328	1.5 Months	Train activity
iv.	Cleaning of Roof	328	2 Months	Train activity
v.	External Heavy Cleaning	328	2 Months	Train activity
vi.	Wax Polishing	328	6 Months	Train activity
vii.	Cleaning of Depot	Najafgarh (including Line-9/Grey line depot) Depot.		Depot housekeeping activity

### 4. KEY DETAILS

a.	<b>Approximate Cost Of Work</b>	<b>Rs.23,98,11,110.70/- (inclusive of all) (Inclusive GST@18%)</b>
b.	<b>Bid Start Date/Time</b>	<b>27.10.2022</b>
c.	<b>Bid Duration (Number Of Days)</b>	<b>32 days</b>
d.	<b>Bid End Date/Time</b>	<b>28.11.2022</b>
e.	<b>Date and time of submission of Bid online</b>	Tender submission start date: <b>27.10.2022</b> Tender submission end date: <b>28.11.2022 upto 15:00 Hrs</b>

f.	<b>Date and Time of Opening of Bid (Technical Bid online)</b>	<b>28.11.2022 at 15:30 Hrs</b>
g.	<b>Date &amp; time of opening of Price Bid</b>	It will be informed later on after the evaluation of technical bid (Only to the bidders who will successfully qualify the technical bid) on GeM portal
h.	<b>Bid Life Cycle (From Publish Date)</b>	<b>Initially 180 days (automatically provided by GeM portal), which will be extended upto Bid Offer Validity.</b>
i.	<b>Bid Offer Validity (From Bid End Date)</b>	<b>Initially 145 days (due to restrictions on GeM portal), however, in case the tender is not finalized within this period, it is extendable upto 180 days without seeking consent of the bidders.</b>
j.	<b>Time To Be Allowed To The Seller For Technical Clarifications During Technical Evaluation</b>	<b>10 days</b>
k.	<b>Contract Duration</b>	LOA will be given for four years. However, performance of contractor will be evaluated (as per clause no 10 of SCC) for continuation of the contract for one year at a time.
l.	<b>Set Minimum Price For This Bid</b>	<b>No</b>
m.	<b>Is Pre-Bid Meeting Required</b>	<b>Yes, 04.11.2022 at 11:00 Hrs</b> The pre-bid meeting shall be conducted through video conferencing by software apps such as Webex etc. All prospective bidders shall have to provide the details of the person(s) (maximum upto two) who will be participating in such virtual meeting at least one day before the meeting (latest by <b>03.11.2022 at 11:00 Hrs</b> ) to the registered official email of DMRC i.e. <b>gmcontracts@dmrc.org</b> so that links having details such as software, meeting ID, password, etc. can be mailed to these persons at least 12 hours before the scheduled virtual pre-bid meeting.
n.	<b>Tender Security* (Earnest Money Deposit)</b>	Amount of Tender Security: - <b>INR 11,99,056/-</b>  Validity of Tender Security in case of BG: <b>26.07.2023 Bid Validity (180 days from bid end date) + 60 days</b>  Tender Security in case of BG, FDR, Demand Draft, Banker's Cheque (in original) as per clause C18 of ITT shall be accepted only up to 1500 hrs. on <b>28.11.2022</b> in the office of Sr. General Manager/Contract at the

		<p>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 / EMD including e-receipt (Clearly indicating UTR No. and Tender Reference no. <b>DMRC/RSW/NJFD/139 must</b> be entered in remarks at the time of online transaction of payment, failing which payment may not be considered) to be uploaded in online bid submission.</p> <p>Note: Bidders to note that the payment of tender security shall be made from the account of bidder only. However, in case of JV/Consortium, the tender security can either be paid from JV/Consortium account or one of the constituent member of JV/Consortium.</p> <p>If tender security has been made from other than the account mentioned above, same shall not be accepted and all such bids shall be considered ineligible and summarily rejected.</p>
<p><b>o.</b></p>	<p><b>Cost of Tender Documents* (Non-Refundable)</b></p>	<p><b>INR 23,600/- (inclusive of 18% GST)</b> Non-Refundable. Payment of tender document cost / tender fee is to be made only by RTGS, NEFT &amp; IMPS. No other mode of payment will be accepted. The details of bank account of DMRC are mentioned below. The bidders are required to upload scanned copies of transaction of payment of tender document cost / tender fee including e-receipt (clearly indicating <b>UTR No. &amp; tender reference</b> i.e <b>DMRC/RSW/NJFD/139</b> must be entered in the remarks at the time of online transaction of payment, failing which payment may not be considered) to be uploaded in online bid submission. No copies of transaction of payment are required to be sent to the office of Sr.GM/Contracts.</p> <p><b>Note:</b> The payment of the tender cost is acceptable from any account. However, tenderer shall submit such transaction details along with their tender submission on GeM portal. If the same transaction reference number has been submitted for more than one bid, then all such bids shall be considered ineligible and summarily rejected. (Copy of GST Registration No. to be provided along with Tender Document Cost/ Tender Fee)</p>
<p><b>p.</b></p>	<p><b>Last date of Seeking Clarification</b></p>	<p><b>03.11.2022 upto 11:00 hrs.</b></p> <p>Bidders to note that seeking clarification on the tender shall be done by sending it either on</p>

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		registered official email id of DMRC i.e.gmcontracts@dmrc.org or on GeM portal only. Seeking clarification by fax or post will not be considered. Queries/clarifications from bidders after due date shall not be acknowledged.
<b>q.</b>	<b>Last date of issuing amendment, if any</b>	<b>14.11.2022</b>
<b>r.</b>	<b>Authority and place for submission of Tender Security (EMD), seeking clarifications on tender documents and pre bid meeting</b>	<b>Sr.GM/Contracts</b> Delhi Metro Rail Corporation Ltd. 5th Floor, A-Wing, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi-110001 Tel : 011-23415838 Email id: <b>gmcontracts@dmrc.org</b>
<b>s.</b>	<b>Stipulated date of commencement of work</b>	Date given in Letter of acceptance or Employer's Notice to Proceed.
<b>t.</b>	<b>Type of Tender</b>	Two Bid System (Technical & Financial)
<b>u.</b>	<b>Security Deposit / Performance Security/ Additional Performance Security</b>	As per Clause No.F5 of ITT and <b>F6 of ITT</b>
<b>v.</b>	<b>Validity of Performance Bank Guarantee / Security(ies)</b>	As per Clause No. F5 of ITT and <b>F6 of ITT</b>

**To facilitate payment of Tender Fee through RTGS, NEFT & IMPS, the details of bank account of DMRC is mentioned below:**

<b><u>Name of Bank</u></b>	<b><u>Bank's Address</u></b>	<b><u>Account Name &amp; No.</u></b>	<b><u>Account Type</u></b>	<b><u>IFSC code</u></b>
<u>Punjab National Bank</u>	<u>ECE House Branch, Connaught Place, New Delhi-110001</u>	<u>DMRC Ltd. O&amp;M Expenditure A/C, 1120005800000032</u>	<b><u>Current</u></b>	<u>PUNB0112000</u>

\* Tender Cost and Tender Security is exempted for bidders (Micro & Small Enterprises) (MSEs) registered with District Industries Centre or Khadi & Village Industries Commission or Khadi & Village Industries Board or Coir Board or National Small Industries Corporation or Dte. of Handicraft & Handloom or any other bodies specified by Ministry of Micro, Small & Medium Enterprises for appropriate category "**Housekeeping/Cleaning**", and have valid registration certificate as on date of tender submission.

The MSEs would not be eligible for exemption of Tender Cost and Tender Security if;

- Either they are not registered for "**Housekeeping/Cleaning**", category.
- Or they do not have valid registration as on the date of tender submission.

The tenderers seeking exemption from 'Tender Cost and Tender Security', being MSEs, shall ensure their eligibility w.r.t. above and submit registration certificate issued by the body under which they are registered which clearly mentions category of registration i.e. "**Housekeeping/Cleaning**" and Terminal Validity of registration.

In absence of any of the above requirements no exemption for 'Tender Cost and Tender Security' will be allowed and tenderers eligibility shall be dealt as if they are not registered with MSEs.

**No further clarification shall be sought on the above.**

**Notes: -**

1. In case bidder is a JV/Consortium, then registration of bidder with the bodies mentioned above must be in the name of JV/Consortium.

2. In case the bidder who has been exempted Tender Cost/Tender Security being Micro & Small Enterprises, and;

- (i) Withdraws his Tender during the period of Tender validity; or
- (ii) Becomes the successful bidder, but fails to commence the work (for whatsoever reasons) as per terms & conditions of Tender; or
- (iii) Refuses or neglects to execute the contract; or
- (iv) Fails to furnish the required Performance security within the specified time,

The bidder shall be debarred from participating in future tenders for a period of 1 year from the date of discharge of tender/ date of cancellation of LOA/ annulment of award of contract as the case may be. Thereafter, on expiry of period of debarment, the bidder may be permitted to participate in the procurement process only on submission of required Tender Cost/ tender Security. Further the Employer may advise the authority responsible for issuing the exemption certificate to take suitable actions against the bidder such as cancellation of enlistment certificate etc.

**5. Tender documents consist of the following:**

- a. Introduction
- b. Pre-qualification criteria
- c. Instructions to Tenderers(including Annexures)
- d. Form of Tender (including Appendices)
- e. General Conditions of Contract (Nov, 2019 with correction slip No. 1,2& 3)
- f. Special Conditions of Contract
- g. Employer's Requirement
- h. Bill of Quantities
- i. Payment terms
- j. Penalties& Deductions
- k. Conditions of contract on Safety, Health & Environment Management for Housekeeping Contract of O&M Wing (DMRC).
- l. Other documents / Addendum (if any)

## **6. GENERAL INSTRUCTION**

- i. The Tenderers may obtain further information/ clarification, if any, in respect of these tender documents from the office of Sr.GM/Contracts, Delhi Metro Rail Corporation, 5<sup>th</sup>Floor, A-Wing, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi –110001.
- ii. All Tenderers are hereby cautioned that tenders containing any material deviation or reservations as described in Clause E 4.4 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.
- iii. The intending tenderers must be registered on GeM portal. Those who are not registered on the GeM 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.
- iv. Deleted
- v. Tender submissions shall be done online on gem.gov.in. after uploading the mandatory scanned documents towards cost of tender documents such as scanned copies of transaction of payment i.e. RTGS, NEFT & IMPS and scanned copy of Undertaking for Tender Security Declaration towards Tender Security (and other documents) as stated in the tender document. Instructions for on-line bid submission are furnished hereinafter.
- vi. Submission of Tenders shall be closed on GeM portal at the date & time of submission prescribed in Introduction after which no tender can be uploaded.
- vii. It shall be the responsibility of the bidder / tenderer to ensure that his tender is uploaded online on GeM portal before the deadline of submission. DMRC will not be responsible for non-receipt of tender documents due to any delay and/or loss etc.
- viii. Tenders Offers shall be valid initially for a period of **145 days** (due to restrictions on GeM portal) (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. However, **in case the tender is not finalized within this period**, total Bid Offer Validity is extendable **upto 180 days without seeking consent of the bidders** and shall be accompanied with a tender security of the requisite amount as per clause C18 of ITT.
- ix. 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.
- x. Tenderers are advised to keep in touch with GeM portal for updates.
- xi. The Letter of Acceptance to the successful bidder shall be uploaded on procurement portal which can be downloaded by the successful bidder.
- xii. For any complaint tenderer may contact CVO, DMRC at 1st floor A-wing, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi -110001, Tel: 011-23418406, Email: cvodmrc@gmail.com.
- xiii. Tenderers are to carry out their self-assessment in respect of their capacity in terms of manpower and finance. He may indicate separate set of manpower in different tenders. Once a tender is accepted, resources required for its execution shall not be accepted for assessment of other tender. The tenderer is to consider positive variation in annual value to the extent of 50% (rounded to nearest higher Whole number) and should be able to take up additional similar services at short notice at the accepted rate. Similarly, the scope of work may also be reduced on account of poor performance and contractor shall have no right for any claims

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due to reduction in scope of work. Also, the deployment of manpower may be reduced or redeployed to other locations as per requirements of DMRC.

- xiv. As per the directions of National Commission for scheduled castes at least 15% staff stipulated in the contract should belong to SC category.

**Sr. General Manager/Contracts  
Delhi Metro Rail Corporation Ltd.**