

## INTRODUCTION

### 1. Objective

- 1.1 The objective of this contract DMRC/WWS-01/2023 is to have Watch & Ward Services at various Metro Stations and associated locations of DMRC network by uniformed & trained outsourced Contractor's staff for a defined period of time of four years with provision of extension by 06 months after performance review and fulfill all statutory requirements as stipulated in the contract. In full recognition of this objective, and with full acceptance of the obligations, liabilities and risks which may be involved, the Contractor shall undertake the execution of the Services.

### 2. SITE OF WORK

- 2.1 The above services may be mainly required in the following sections (As a whole or in part) of DMRC –
- (a) Line-1 to Line-9, Rail/Underground Corridor
  - (b) Airport Line, Line-2 Rail/Underground Corridor
  - (c) Other Locations: Staff Quarters, Delhi Metro Rail Academy (DMRA), any other section/location as determined by DMRC.
- 2.2 The man day (deployment) is for nine hours shift (including one hour break for Lunch, Tea and Rest etc.). The requirement of Watch & Ward Services Personnel and Supervisor shall be fixed by DMRC from time to time depending on the requirement / traffic pattern at different stations / locations of DMRC.

### 3. Brief Scope

- 3.1 Contractor shall be required to execute the Watch & Ward Services with its own suitable uniformed & trained staff with the specifications / stipulations mentioned in this document or as determined by Delhi Metro from time to time. The services may be required at the metro stations, associated locations, offices, premises, etc. as deemed fit by DMRC.

### 4. Detail of activities to be carried out:

- 4.1 Detailed executions of Watch & Ward Service have been given in “**Employer’s Requirement**”

### 5. Deployment of Manpower & their qualification and experience Criteria:

- 5.1 The successful Tenderer shall deploy manpower as Supervisor (Highly Skilled), Watch & Ward Personnel (with arms) (Highly Skilled) and Watch & Ward Personnel (without arms) (Skilled) for the said work. The quantum of outsourced

contractor's manpower required (per day shift) is attached as **Clause 2.4** of "Employer's Requirement"

## **6. LABOUR LAW & OBLIGATION OF CONTRACTOR**

### **6.1 Compliance to Labour Law**

6.1.1 The Contractor shall be responsible to comply all the applicable rules/ regulations/ guidelines i.e. Contract Labour (Regulation & Abolition) Act – 1970 with all its amendments, Minimum Wage Act-1948 with all its amendments, ESI Act-1948 with all its amendments, EPF and MP Act-1952 with all its amendments, Payment of Bonus Act- 1965 and Bonus (Amendment) Act-2015 etc.

6.1.2 Contractor shall provide the necessary documents as mentioned below while claiming the payment to fulfillment of statutory Compliance documents:

- a. Applicable insurance policy
- b. Contract specific EPF Challan
- c. ESI challan
- d. Certificate for compliance of ESI
- e. Certificate for compliance of EPF
- f. Certificate for compliance of minimum wages
- g. Declaration regarding GST for deposit the same
- h. Proof of disbursement of wages to staff
- i. EPF ECR as proof of PF Payment to eligible employees
- j. ESI ECR as proof of ESI Payment to eligible employees

6.1.3 Valid Labour license issued from Ministry of Labour & employment, Govt. of India to be submitted.

### **6.2 Compliance to Statutory Provisions**

6.2.1 Contractor shall comply all Statutory Provisions like ESI, EPF, Bonus, and Minimum Wages etc. to its workmen as per applicable Acts/Rules/Amendments/Guidelines issued through Govt. orders / circulars etc.

## 7. KEY DETAILS

a.	Approximate Cost of Work (Bid Estimated Value)	Rs. 67.60 Crores (Inclusive of all) [Inclusive of GST@18%]
b.	Bid Start Date / Time	05.07.2023
c.	Bid Duration (Number of Days)	30 days
d.	Bid End Date / Time	04.08.2023 upto 1500 Hrs
e.	Date and time of submission of Bid online	Tender submission start date: 05.07.2023 Tender submission end date: 04.08.2023 upto 1500 Hrs
f.	Date and Time of Opening of Bid (Technical Bid online)	04.08.2023 at 1530 Hrs
g.	Date & time of opening of Price Bid	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.	Bid Life Cycle (From Publish Date)	Initially 90 days (automatically provided by GeM portal), which will be extended upto Bid Offer Validity.
i.	Bid Offer Validity (From Bid End Date)	Initially 60 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.
j.	Time to be allowed to the Seller for Technical clarifications during Technical Evaluation	10 days
k.	Contract Duration	4 Years (further extendable by 6 months based on satisfactory performance) from the stipulated date of commencement
l.	Set Minimum Price for this Bid	No
m.	Is Pre-Bid Meeting Required	<b>Yes, 13.07.2023 at 1100 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 12.07.2023 at 1500 Hrs) to the registered official email of DMRC i.e. <a href="mailto:gmcontracts@dmrc.org">gmcontracts@dmrc.org</a> so that links having details such as software, meeting ID, password, etc. can be mailed to these persons atleast 12 hours before the scheduled virtual pre-bid meeting.
n.	Tender Security* (Earnest Money Deposit)	Amount of Tender Security:- <b>Rs. 33,80,100/-</b>  Validity of Tender Security in case of BG: Bid Validity (180 days from bid end date) + 60 days  Tender Security in case of BG, FDR, Demand Draft, Banker's Cheque (in original) as per <b>clause C18</b> of ITT shall be accepted only up to 1500 hrs. on

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		<p>04.08.2023 in the office of <b>Sr. General Manager/Contract</b> 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 / EMD including e-receipt (Clearly indicating UTR No. and Tender Reference no. <b>DMRC/WWS-01/2023 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><b>Note:</b> 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>
o.	<p><b>Cost of Tender Documents* (Non-Refundable)</b></p>	<p>INR <b>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/WWS-01/2023</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.	<p><b>Last date of Seeking Clarification</b></p>	<p><b>11.07.2023 upto 1500 Hrs</b> Bidders to note that seeking clarification on the tender shall be done by sending it either on registered official email id of DMRC i.e.</p>

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		<a href="mailto:gmcontracts@dmrc.org">gmcontracts@dmrc.org</a> 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.		
q.	Last date of issuing amendment, if any	26.07.2023		
r.	Authority and place for submission of Tender Security (EMD), seeking clarifications on tender documents and pre bid meeting	<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: <a href="mailto:gmcontracts@dmrc.org">gmcontracts@dmrc.org</a>		
s.	Stipulated date of commencement of work	Date given in Letter of Acceptance or Employer's Notice to Proceed.		
t.	Type of Tender	Two Bid System (Technical & Financial)		
u.	Security Deposit / Performance Security	As per Clause No.F5 of ITT		
v.	Validity of Performance Bank Guarantee / Security	As per Clause No F5 of ITT		
<b><u>To facilitate payment of Tender Fee and Tender Security through RTGS, NEFT &amp; IMPS, the details of bank account of DMRC is mentioned below: -</u></b>				
	<b>Name of Bank</b>	<b>Bank's Address</b>	<b>Account Name &amp; No.</b>	<b>Account Type</b>
	Punjab National Bank	ECE House Branch, Connaught Place, New Delhi-110001.	DMRC Ltd. O&M Expenditure A/C, 1120005800000032	Current
				IFSC code PUNB0112000

\* Tender Cost and Tender Security is exempted for **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 "**Manpower Services**", 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 "**Manpower Services**" 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."**Manpower Services**", 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 from 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.

**8. 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. Service Level Agreement
- i. Bill of Quantities
- j. Payment Terms
- k. Penalties & Deductions
- l. Specifications [Delhi Private Security Agencies (Regulation) Rules, 2009 framed under Private Security Agencies (Regulation) Act, 2005]
- m. Conditions of Contract on Safety, Health & Environment Management (SHE) for Contracts of O&M Wing (DMRC)
- n. Other documents / Addendum (if any)

**9. 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 Ltd., 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 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.
  - 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 and tender security i.e. scanned copies of transaction of payment i.e. RTGS, NEFT & IMPS as stated in the tender document. Instructions for online 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/Bid Offers shall be valid initially for a period of **60 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 GeM portal which can be downloaded by the successful bidder.
  - xii) For any complaint tenderer may contact CVO, DMRC at 1<sup>st</sup> floor A-wing, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi-110001, Tel: 011-23418406, email: [cvodmrc@gmail.com](mailto: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 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.**