DELHI METRO RAIL CORPORATION LIMITED

TENDER NO: DMRC/CMRL/PHASE-II/IC&OS/2026; INTEGRATED CLEANING AND OPERATIONAL SUPPORT SERVICES FOR METRO RAIL INFRASTRUCTURE AT 18 STATIONS OF CMRL PHASE-II FOR STAGE 1A &1B

CONTRACT PACKAGE NO. DMRC/CMRL/PHASE-II/IC&OS/2026

TENDER DOCUMENTS

NOTICE INVITING TENDER (NIT)

DELHI METRO RAIL CORPORATION LTD.
5th FLOOR, A-WING, METRO BHAWAN,
FIRE BRIGADE LANE, BARAKHAMBA ROAD,
NEW DELHI-110001.

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NOTICE INVITING TENDER (NIT)
(e-Tender)

1.1 GENERAL

1.1.1a) Name of the Work: Delhi Metro Rail Corporation (DMRC) Ltd. invites online Open e-tenders from eligible applicants, who fulfill qualification criteria as stipulated in **Clause 1.1.3 of NIT**, for the work **Tender Package No." DMRC/CMRL/Phase-II/IC&OS/2026; INTEGRATED CLEANING AND OPERATIONAL SUPPORT SERVICES FOR METRO RAIL INFRASTRUCTURE AT 18 STATIONS OF CMRL PHASE-II FOR STAGE 1A &1B."**

Note: - For this tender, JV/Consortium is not allowed to participate. All provisions in this tender pertaining to JV/Consortium directly or indirectly or consequent thereof shall either not be applicable or applicable for Companies, Corporations and Partnership firms. Bid submitted by JV/Consortium shall not be considered and summarily rejected.

1.1.1b) Successful Bidder [Contractor] may be asked to provide entire/partial services to other Lines/ Stages and upcoming Lines/ Stages of Chennai Metro Rail network, in case of any need/ emergency.

1.1.1c) Financial Package of this tender will be opened in a manner as detailed in **Clause E5 of ITT.**

1.1.2 The brief scope of the work is provided in **Clause A of ITT** and Employer's Requirements. Key details of the tender are as under: -

KEY DETAILS: -

a.	**Tender Security* (Earnest Money Deposit)**	:	Amount of Tender Security: **Rs 8.87 Lakh** Validity of Tender Security in case of BG/FDR: **13.07.2026** Tender Security in case of BG, FDR, Demand Draft, and Banker's Cheque (in original) as per clause C18 of ITT shall be accepted only up to 15:00 hrs. on 28.01.2026 in the office of Sr. General Manager/Contracts at the address mentioned hereinafter. In case of **RTGS/NEFT/IMPS** transactions, Bidders shall upload the scanned copies of transaction of payment of Tender Security/EMD including e-receipt (indicating UTR No.) at the time of online Bid submission. The Tender Reference Number i.e. **DMRC/CMRL/Phase-II/IC&OS/2026** 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. **Note:** Bidders may note that the payment of Tender Security shall be made from the **account of Bidder only**. If Tender Security is paid from any other Bank

			Account than the Bank Account mentioned above, same shall not be accepted and all such Bids shall be considered ineligible & summarily rejected.
b.	**Completion period of Work**		**5 Years (further extendable based on satisfactory performance) from the stipulated date of commencement**
c.	**Tender Documents on Sale**	:	From 07.01.2026 to 28.01.2026 (upto 1500 hrs) on e-tendering website https://eprocure.gov.in/eprocure/app. Tender document can only be obtained online after registration of tenderer on the website *https://eprocure.gov.in/eprocure/app*. For further information in this regard, Bidders are advised to contact at 0120-4200462, 0120-4001002/5, 0120-6277787 or 011-23417910/12.
d.	**Cost of Tender Documents* (Non-Refundable)**	:	**Rs.23,600/-** (inclusive of 18% GST) [Non-Refundable]. Payment of Tender Documents Cost/ Tender Fee is to be made only by RTGS, NEFT & IMPS. No other mode of payment will be accepted. The details of Bank Account of DMRC are mentioned below of this table. The Bidders are required to upload scanned copies of transaction of payment of Tender Documents Cost/Tender Fee including e-receipt (clearly indicating UTR No. & tender reference i.e. **DMRC/CMRL/Phase-II/IC&OS/2026** must be entered in the remarks at the time of online transaction of payment, failing which payment may not be considered) at the time of online Bid submission. Copy of GST Registration No. to be provided along with Tender Documents Cost/Tender Fee.
e.	**Last date of Seeking Clarification**	:	**14.01.2026** upto 17:00 hrs. Bidders may note that seeking clarification on the tender shall be done by sending it either on given DMRC's official email id i.e. gmcontracts@dmrc.org or on e-tendering portal only. Seeking clarification by fax or post will not be considered. Queries/clarifications from prospective Bidders after due date and time shall not be acknowledged.
f.	**Pre-Bid Meeting**	:	**15.01.2026** at 11:00 hrs. The Pre-Bid meeting shall be conducted through videoconferencing by software apps such as zoom.us, Cisco Webex, Microsoft Teams etc. All prospective Bidders shall have to provide the details of the person(s) (maximum up to two) who will be participating in such virtual meeting at least one day before the

			meeting (latest by1100 hrs on **14.01.2026**) to the given DMRC's official email i.e. gmcontracts@dmrc.org 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.
g.	**Last date of issuing amendment, if any**	:	**19.01.2026**
h.	**Date and Time of submission of Tender online**	:	Tender submission start date : **21.01.2026** (from **12:00** hrs) Tender submission end date : **28.01.2026** (upto **15:00** hrs.)
i.	**Date & Time of opening of Tender online (Technical Bid)**	:	**29.01.2026** at **15:00** Hrs.
j.	**Authority, place for submission of tender cost & Tender Security (EMD), seeking clarifications on tender documents and pre-Bid meeting**	:	**Sr. GM/Contracts** Delhi Metro Rail Corporation Ltd. 5th Floor, A-Wing, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi-110001. Email id: - gmcontracts@dmrc.org
k.	**Validity of Tender**	:	**120** days from the last date of submission of tender.
l.	**Stipulated date of Commencement of work**	:	From the date of issue of "Letter of Acceptance" or as per the instructions of Engineer.
m.	**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)
n.	**Type of Tender**	:	Open Tenders Two Bid System (Technical & Financial)
o.	**Security Deposit/Performance Security**	:	10% of accepted value of work (LOA). (As per **ClauseF5 of ITT**)
p.	**Validity of Performance Bank Guarantee/Security**	:	6 (Six) months beyond the expiry of the Contract Period

***To facilitate payment of Tender Fee and Tender Security through RTGS, NEFT & IMPS, the details of DMRC's Bank Account is mentioned below: -**				
Name of Bank	**Bank's Address**	**Account Name & No.**	**Account Type**	**IFSC code**
Union Bank of India (UBI)	14/15F, Connaught Place, New Delhi-110001.	DMRC O&M EMD PAYMENT GATEWAY FACILITY ACCOUNT, A/C No. 307801110050005	Current	UBIN0530786

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" Class codeNo.8121 or 8129(in case of UDYAM certificate), 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/ NIC Class code no. **8121 or 8129**(in case of UDYAM certificate).*
- 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**" Class code No.**8121 or 8129** (in case of UDYAM certificate) 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.

Notes:

1. DELETED

2. In case the Bidder;
   (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 Documents Cost/Tender Security.

   Further the DMRC may advise the Authority responsible for issuing the Exemption Certificate to take suitable actions against the Bidder such as cancellation of Enlistment / Exemption Certificate etc.

1.1.3 QUALIFICATION CRITERIA

1.1.3.1 Eligible Applicant

i. The tenders for this Contract will be considered only from those Tenderers (Proprietorship Firms, Partnerships Firms, Companies, Corporations, Consortia or Joint Ventures) who meet requisite eligibility criteria prescribed in the sub-Clauses of **Clause 1.1.3 of NIT**.

ii.(a) DELETED

ii.(b) A tenderer shall submit only one Bid in the same tendering process, individually as a tenderer.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. No tenderer can be a sub-Contractor while submitting a Bid individually in the same Bidding process. A tenderer, if acting in the capacity of Sub-contractor in any Bid, may participate in more than one Bid, but only in that capacity.

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 or 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. The payment of the Tender Documents Cost is acceptable from any Account. However, tenderer shall submit such transaction details along with their tender submission on e-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.

v.(a) DMRC/any other Metro Organisation (100% owned by Govt.) / Ministry of Housing & Urban Affairs must not have banned business with the tenderer as on the date of tender submission. The tenderer should submit Undertaking to this effect in **Appendix-19 of Form of Tender**.

v.(b) Also no contract of the tenderer of the value more than **INR 8.87 Crores**, executed individually, should have been rescinded / terminated by DMRC / any other Metro Organization (100% owned by Govt.) 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-19 of Form of Tender**.

v.(c) The overall performance of the tenderer shall be examined for all the **ongoing "Similar Works"**(as defined in **NIT Clause 1.1.3.2A** awarded by DMRC/ any other Metro Organisation (100% owned by Govt.)of value more than **INR 35.50 Cr** and also for all the **completed "Similar Works"** (as defined in **NIT Clause 1.1.3.2A**) awarded by DMRC / any other Metro Organisation (100% owned by Govt.) within **last one year** (from the last day of the previous month of tender submission), of value more than **INR 35.50 Crores** executed individually. The tenderer shall provide list of all such works in the prescribed Performa given in **Appendix-19A of the Form of Tender**. The tenderer 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 of Form of Tender.** 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. In case the tenderer does not have any work falling in above criteria, his performance will not be judged unsatisfactory.

v.(d) Tenderer for the works awarded by DMRC/any other Metro Organisation (100% owned by Govt.) must have been neither penalized with liquidated damages of **INR 8.87 Crores (or more)** due to delay nor imposed with penalty of **of INR 8.87 Crores (or more)** due to any other reason in any **'similar work'** of value more than **of INR 8.87 Crores (or more)**, during last **three years**(from the last day of the previous month of tender submission)**.** The tenderer should submit undertaking to this effect in **Appendix-20 of Form of Tender**.

v.(e) Tenderer must not have suffered bankruptcy/insolvency during the last **5 years** (from the last day of the previous month of tender submission). The tenderer should submit Undertaking to this effect in **Appendix-21 of Form of Tender**.

v.(f) The tenderer shall not have total amount of dispute in their pending litigation more than **Fifty percent (50%)** of the tenderer's Net Worth. The tenderer shall be examined for all pending litigation from all contracts completed or all ongoing contracts. The tenderer shall provide detailed information of all such pending litigations in the prescribed proforma given in **Appendix-34 of Form of Tender**. The details of all pending litigation shall comprise of all pending Arbitration cases and also all pending Court cases irrespective of whether these litigations have been initiated by the tenderer against their Employer/Client or by the Client/Employer against the tenderer. The amount of disputes shall also comprise of all the claim amount and also all counter-claim amount in such Arbitration/Court cases.

v.(g) If the Tenderer does not meet the criteria stated in the **Appendix-19 or Appendix-19A or Appendix-20 or Appendix-21** or pending litigation criteria as per **Clause 1.1.3.1 v.(f)**, the tenderer shall be considered ineligible for participation in tender process and they shall be considered ineligible applicants in terms of **Clause 1.1.3.1 of NIT**.

v.(h) "The tenderers shall submit a notarized affidavit on a non-judicial stamp paper of Rs 100 in the prescribed performs given in **Appendix-36 of FOT** stating that all their statements/documents submitted along with bid are true and factual. Non submission of affidavit by the tenderer shall result in rejection of their bid and it shall be mandatorily incumbent upon the tenderer to identify state and submit the supporting documents duly self-attested by which tenderer is qualifying the minimum eligibility criteria mentioned in the Tender Document. It will not be obligatory on the part of DMRC to scrutinize beyond the

submitted document of tenderer as far as his qualification for the tender is concerned." The DMRC reserves the right to verify all statements, information and documents submitted by the tenderer in his tender offer, and the tenderer shall, when so required by the DMRC, make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of such verification, by the DMRC shall not relieve the tenderer of its obligations or liabilities hereunder nor will it affect any rights of the DMRC thereunder.

vi. If there is any misrepresentation of facts with regards to Undertaking submitted vide **Appendix-19**, or performance in any of the works reported in the **Appendix-19A**, or Undertaking submitted vide **Appendix-20** or **Appendix-21, Appendix-36** or information submitted in **Appendix-34**, the same will be considered as "fraudulent practice" under **Clause 4.33.1a(ii) of GCC** and the tender submission of such tenderers will be rejected besides taking further action as per **Clause 4.33.1(b)** and **13.2.1 of GCC**.

vii. **LEAD PARTNER/NON SUBSTANTIAL PARTNERS/CHANGE IN JV/CONSORTIUM**
DELETED

viii.

(a) Tenderer has not been put on defaulter's list of EPF/ESI (Medical Insurance Policy to be taken if ESI is not applicable)/GST/Labour Deptt. etc. during the last **three years** (from the last day of the previous month of tender submission). The tenderer should submit Undertaking to this effect in the **Appendix-27 of Form of Tender**.

(b) Tenderer (including any 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 tenderer should submit Undertaking to this effect in the **Appendix-27 of Form of Tender**.

(c) Also no contract of the tenderer of the value more than **of INR 8.87 Crores (or more)**, executed individually, should have been foreclosed or scope under that contract is reduced by DMRC after award during last **three 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-27 of Form of Tender**.

ix. Participation by Subsidiary Company / Parent Company with credential of other Company
DELETED

x. Purchase Preference to Class-I Local Suppliers/Preference to Make in India:
Only Class-I Local Supplier and Class-II Local Supplier are eligible to participate/Bid in this tender.

(a) Definitions:

i) 'Local Content' means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all custom duties) as a proportion of the total value, in percent.

ii) Class-I Local Supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has Local Content equal to or

more than **50%,** as defined under the **Order No. P-45021/2/2017-PP(BE-II) dated 16.09.2020** issued by Department for Promotion of Industry and Internal Trade (DPIIT).

MINIMUM LOCAL CONTENT FOR CLASS-I LOCAL SUPPLIER SHALL BE 50% FOR THE SUBJECT TENDER.

iii) 'Class-II Local Supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has Local Content more than 20% but less than **50%**, as defined under the Order No. P-45021/2/2017-PP (BE-II) dated 16.09.2020 issued by Department for Promotion of Industry and Internal Trade (DPIIT).

iv) 'Non-Local Supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has Local Content less than or equal to 20%, as defined under the Order No. P-45021/2/2017-PP(BE-II) dated 16.09.2020 issued by Department for Promotion of Industry and Internal Trade (DPIIT).

v) L1' means the lowest tender or lowest Bid or the lowest quotation received in a tender, Bidding process or other procurement solicitation as adjudged in the evaluation process as per the tender or other procurement solicitation.

vi) Margin of Purchase Preference' means the maximum extent to which the price quoted by a "Class-I Local Supplier" may be above the L1 for the purpose of Purchase Preference. The Margin of Purchase Preference shall be **20% of subject tender**.

~~(b) Procedure for Purchase Preference to 'Class-I Local Supplier' in procurement of goods or works which are divisible in nature: **NOT APPLICABLE FOR THE SUBJECT TENDER**~~

~~i. Among all qualified Bids, the lowest Bid will be termed as L1. If L1 is 'Class-I Local Supplier', the contract for full quantity will be awarded to L1.~~

~~ii. If L1 Bid is not a 'Class-I Local Supplier', **50%** of the order quantity shall be awarded to L1. Thereafter, the lowest Bidder among the 'Class-I Local Supplier' will be invited to match the L1 price for the remaining 50% quantity subject to the Class-I Local Supplier's quoted price falling within the Margin of Purchase Preference, and contract for that quantity shall be awarded to such 'Class-I Local Supplier' subject to matching the L1 price.~~

~~iii. In case such lowest eligible 'Class-I Local Supplier' fails to match the L1 price or accepts less than the offered quantity, the next higher 'Class-I Local Supplier' within the Margin of Purchase Preference shall be invited to match the L1 price for remaining quantity and so on, and contract shall be awarded accordingly.~~

~~iv. In case some quantity is still left uncovered on Class-I Local Suppliers, then such balance quantity may also be ordered on the L1Bidder.~~

(c) Procedure for Purchase Preference to 'Class-I Local Supplier 'in procurement of goods or works which are not divisible in nature and in procurement of services where the Bid is evaluated on price alone: **APPLICABLE FOR THE SUBJECT TENDER**

i. Among all qualified Bids, the lowest Bid will be termed as L1. If L1 is 'Class-I Local Supplier', the contract will be awarded to L1.

ii. If L1 is not 'Class-I Local Supplier', the lowest Bidder among the 'Class-I Local Supplier', will be invited to match the L1 price subject to Class-I Local Supplier's quoted price falling within the Margin of Purchase Preference, and

the Contract shall be awarded to such 'Class-I Local Supplier' subject to matching the L1price.

iii. In case such lowest eligible 'Class-I Local Supplier' fails to match the L1 price, the 'Class-I Local Supplier' with the next higher Bid within the Margin of Purchase Preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly.

iv. In case none of the 'Class-I Local Supplier' within the Margin of Purchase Preference matches the L1 price; the Contract may be awarded to the L1 Bidder.

(d) Minimum Local Content and Verification of Local Content:

i. The 'Class-I Local Supplier'/ 'Class-II Local Supplier' at the time of tender, Bidding or solicitation shall be required to indicate percentage of minimum Local Content and provide self-certification that the item offered meets the minimum Local Content requirement for 'Class-I Local Supplier' / 'Class-II Local Supplier', as the case may be. They shall also give details of the location(s) at which the local value addition is made.

ii. In cases of procurement for a value in excess of **Rs.10 Crores**, the 'Class-I Local Supplier'/ 'Class-II Local Supplier' shall be required to provide a certificate from the Statutory Auditor or Cost Auditor of the Company (in the case of Companies) or from a practicing Cost Accountant or practicing Chartered Accountant (in respect of Suppliers other than Companies) giving the percentage of Local Content after completion of works to the Engineer.

iii. If any false declaration regarding Local Content is found, the Company shall be debarred for a period of three years from participating in tenders of all metro rail companies.

iv. Supplier/Bidder shall give the details of the Local Content in a format attached as **Appendix-31 and Appendix-32 of FOT** duly filled to be uploaded along with the technical Bid. In case, Bidder do not upload **Appendix-31 and Appendix-32** of FOT duly filled along with their technical Bid, supplier/Bidder shall be considered as 'Non-Local Supplier' and will not be eligible to participate for estimated value of purchases up to **Rs.200 Crores** except Global tender enquiries in terms of Clause 3(b) of Order No.P-45021/2/2017-PP(BE-II) dated 16.09.2020 issued by Department for Promotion of Industry and Internal Trade (DPIIT).

(e) Complaints relating to implementation of Purchase Preference

Fees for such complaints shall be **Rs.2 Lakhs or 1%** of the value of the local item being procured (subject to maximum of **Rs.5 Lakhs**), whichever is higher. In case the complaint is found to be incorrect, the complaint fee shall be forfeited. In case, the complaint is upheld and found to be substantially correct, deposited fee of the complainant would be refunded without any interest.

xi. Restriction of Bidders from Countries sharing Land Borders with India

Any Bidder from a country which shares a land border with India will be eligible to Bid as a single entity in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects) only if the Bidder is registered with the Competent Authority. The Competent Authority for registration will be the Registration Committee constituted by the Department for Promotion of

Industry and Internal Trade (DPIIT). Political & Security Clearance from the Ministries of External and Home Affairs respectively will be mandatory. However, above condition shall not apply to Bidders from those Countries (even if sharing a land border with India) to which the Government of India has extended lines of credit or in which the Government of India is engaged in development projects. *Updated lists of countries to which lines of credit have been extended or in which development projects are undertaken are given in the website of the Ministry of External Affairs.* The successful Bidder shall not be allowed to sub-contract works to any Contractor from a Country which shares a land border with India unless such Contractor is registered with the Competent Authority.

Definitions pertaining to "Restriction of Bidders from Countries sharing Land Borders with India" Clause:
"Bidder" (including the term 'Tenderer', 'Consultant' 'Vendor' or 'Service Provider' in certain contexts) means any Person or Firm or Company, including any member of a Consortium or Joint Venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of Bidders stated hereinbefore, including any agency, branch or office controlled by such person, participating in a procurement process.

"Bidder from a country which shares a land border with India" means: -

a) An Entity incorporated, established or registered in such a country; or
b) A Subsidiary of an Entity incorporated, established or registered in such a Country; or
c) An Entity substantially controlled through entities incorporated, established or registered in such a Country; or
d) An entity whose **Beneficial Owner** is situated in such a Country; or
e) An Indian (or other) **Agent** of such an Entity; or
f) A natural person who is a citizen of such a Country; or
g) DELETED

"Beneficial Owner" will be as under: -

i) In case of a Company or Limited Liability Partnership, the Beneficial Owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person(s), has a **controlling ownership interest** or who exercises **control** through other means.

Explanation-

a) "**Controlling ownership interest**" means ownership of, or entitlement to, more than **twenty-five percent** of shares or capital or profits of the Company;
b) "**Control**" shall include the right to appoint the majority of the Directors or to control the management or policy decisions, including by virtue of their shareholding or management rights or shareholders agreements or voting agreements;

i) In case of a Partnership Firm, the Beneficial Owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than **fifteen percent** of capital or profits of the Partnership;
ii) In case of an unincorporated association or body of individuals, the

Beneficial Owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than **fifteen percent** of the property or capital or profits of such association or body of individuals;

iii) Where no natural person is identified under (i) or (ii) or (iii) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;

iv) In case of a Trust, the identification of beneficial owner(s) shall include identification of the author of the Trust, the Trustee, the beneficiaries with fifteen percent or more interest in the Trust and any other natural person exercising ultimate effective control over the Trust through a chain of control or ownership.

"**Agent**" is a person employed to do any act for another, or to represent another in dealings with third persons.

Certificate of Compliance:

An undertaking shall be taken from Bidders as per **Appendix-33 of FOT**, certifying that the Bidders fulfil all the requirements contained in the aforesaid Clause.

xii. Eligible Applicant:

The Tenderer shall be required to submit with his tender the copies of registration with appropriate authorities i.e. EPF, ESI, Income Tax (PAN Card), and copy of GST Registration in the state of Tamil Nadu(with appropriate GST authorities) or shall submit an undertaking that he will get registered with appropriate GST authorities in the state of Tamil Nadu in case of award of LOA to them as per the relevant Acts.

In case of non-compliance of aforesaid requirements, the tender is liable to be summarily rejected".

1.1.3.2 Minimum Eligibility Criteria

A. Work Experience: The tenderers will be qualified only if they have **successfully completed or substantially completed 'Similar Works'** during **seven years** ending last day of the month previous to the month of tender submission as given below: -

(i) At least one 'Similar Works' of value of **INR 71.00 Crore** or more OR

(ii) Two 'Similar Works' each of value of **INR44.38 Crore** or more OR

(iii) Three 'Similar Works' each of value of **INR35.50 Crore** or more.

** Similar Work' means Providing mechanized Cleaning & Housekeeping works with uniformed man power for the above contracts completed and under implementation as Contractor, a minimum experience in the following key activities successfully in a single contract preferably in a Metro rail station set up / Airport setup / IT Parks set up using specified machinery, chemicals & manpower.

- DELETED

Notes:

a. DELETED

b. Substantial completion shall be 80% (value wise) or more works completed under the contract based on Original Scope of Work / Revised Scope of Work, whichever is less.

c. The tenderer shall submit details of works executed by them in the Performa prescribed in **Appendix-17 & 17A of FOT** for the works to be considered for qualification of work experience criteria. Documentary proof such as **Completion Certificate/ Substantial Completion Certificate** from client clearly indicating the nature/scope of work, actual completion cost/**value of actually executed works** and actual date of completion (in case of completed works) for such work should be submitted. The offers submitted without this documentary proof shall not be evaluated. In case the work is executed for private client, in addition to above documents, copy of work order, bill of quantities, bill wise details of payment received certified by CA, TDS Certificates for all payments received and copy of final/last bill paid by client shall also be submitted. Any certification or document required to be provided by CA, must contain UDIN thereon and the particulars of certifications must be same as mentioned on document/certification and submitted to ICAI on its website which can be verified online.

d. In case of any Composite Work (work involving other than 'Similar Works' also), value of successfully completed or substantially completed portion of similar work up to last day of the month previous to the month of tender submission shall be considered for qualification of Work Experience Criteria.

e. For completed Works, value of work done shall be updated to last day of the month previous to the 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.

f. DELETED

g. If the above work(s) comprise(s)of works other than **'Similar Works'** also, then client's certificate clearly indicating the amount of work done in respect of the **'Similar Works'** shall be furnished by the tenderer in support of work experience along-with their tender submissions.

h. Only work experience certificate having stamp of Name and Designation of officer along with the Name of client shall be considered for the evaluation. However, if any work experience certificate has been issued prior to 01.07.2019, same shall be considered for evaluation even if it is not stamped.

i. After opening of financial Bids, the work experience credentials (work experience certificate along with other documents if any) of L-1Bidder shall be sent for verification and certification to the concerned client(s). In case,

(i) If any concealment or misrepresentation of facts have been found, appropriate action(s) in accordance with Tender Conditions and "Suspension/Banning Policy, August 2019" of DMRC shall be taken.

(ii) If credentials do not get verified in a period of two months from the date of issue of Letter of Acceptance (LOA), it would be treated as resorting to fraudulent practice by the contractor and appropriate action in accordance with Tender Conditions and "Suspension/Banning Policy, August 2019" of DMRC, may be taken.

The copy of "Suspension/Banning Policy, August 2019" of DMRC can be downloaded from tender section of DMRC website i.e. www.delhimetrorail.com"

B. Financial Standing: The tenderers will be qualified only if they have minimum financial capabilities as below:-

(i) T1-Liquidity: It is necessary that the firm 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 sheet 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.2.54 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 applicant. 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 Banking India or in case of foreign parties from an International Bank of repute acceptable to DMRC as per standard Performa given in FOT as **Appendix-23 of FOT** 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.

(ii) T2- Profitability: deleted

(iii) T3-Net Worth: Net Worth of tenderer **during last audited** financial year should be ≥ **Rs. 3.55 crore**

(iv) T4- Annual Turnover: The average annual turnover of the tenderer during **last five** audited financial years (**2020-21, 2021-22, 2022-23, 2023-2024 and 2024-2025**) should not be less than **Rs. 26.63 Crore**.

Notes:

- Financial data for **last five** audited financial years has to be uploaded by the tenderer 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, signature, membership number & Unique Documents Identification Number (UDIN). 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**) certifying that 'the balance sheet has actually not been audited so far'. In such a case the financial data of previous **'4'** 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 tenderer may be considered as non-responsive.

  However, the tenderer should have been incorporated more than three years earlier from the last

day of the previous month of tender submission. In this case, for such tenderer, the average annual turnover shall be arrived considering 'nil' turnover for the financial year(s) for which tenderer was not able to submit audited balance sheet on account of non-incorporation of tenderer. Such data shall be divided by 5 to work out the average annual turnover. In case balance sheet of the last year has not been audited so far, then data shall be divided by 4 to work out the average annual turnover.

- Any certification or document required to be provided by CA, must contain UDIN thereon and the particulars of certifications must be same as mentioned on document/certification and submitted to ICAI on its website which can be verified online.
- 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.

1.1.3.3 Bid Capacity Criteria:
Bid Capacity: DELETED

1.1.3.4 PF & ESI Registration: The tenderers will be qualified only if they are registered with PF and ESI authorities. They have to submit attested copy of the certificate of registration with PF and ESI authorities.

1.1.3.5 DELETED

1.1.3.6 The tenderers, 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 therefore rejected. The mere fact that the tenderer 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.

1.1.4 Tender documents consist of the following: -

a. Notice Inviting Tender (NIT)
b. Instructions to Tenderers (Including Annexures) (ITT)
c. Form of Tender (Including Appendices) (FOT)
d. General Conditions of Contract (GCC)(DEC-2025)
e. Special Conditions of Contract (SCC)
f. Employer's Requirement (Including Appendices) (ER)
g. Bill of Quantities (BOQ)
h. Other documents /Addendum (if any)
i. Conditions of Contract on Safety, Health & Environment Management for Housekeeping Contract of O&M Wing (DMRC).

1.1.5 Deleted

1.1.6 The Tenderers may obtain further information/ clarification, if any, in respect of these tender documents from the office of Sr. General Manager/Contracts, Delhi Metro Rail Corporation, 5th Floor, A-Wing, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi-110001.

1.1.7 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.

1.1.8 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.

1.1.9 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.

1.1.10 Tender submissions shall be done online on https://eprocure.gov.in/eprocure/app after uploading the mandatory **scanned copies of transaction of payment of Tender Documents Cost/ Tender Fee (in the form of RTGS, NEFT and IMPS.)** and **towards Tender Security** (in the form of Bank Guarantee or Demand Draft or Banker's Cheque or Fixed Deposit Receipt (FDR) or **RTGS/NEFT/IMPS** from a Scheduled Commercial Bank based in India) and other documents as stated in the tender document. Instructions for online Bid submission are furnished hereinafter.

1.1.11 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 can be uploaded. 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.

1.1.12 Tenders shall be valid for a period of **120 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 C18 of ITT**.

1.1.13 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**.**

1.1.14 Tenderers are advised to keep in touch with e-tendering portal https://eprocure.gov.in/eprocure/app for updates.

1.1.15 The Letter of Acceptance to the successful Bidder shall be uploaded on procurement portal which can be downloaded by the successful Bidder.

1.1.16 All vigilance related complaints shall be lodged/ uploaded through the Vigilance Complaint Portal (VCP) whose web address is https://vcp.delhimetrorail.com. Complaints made on the VCP only shall be entertained. However, no tender related queries shall be enquired from CVO, DMRC.

1.1.17 Tenderers are to carry out their self-assessment in respect of their capacity in terms of services and finance. Once a tender is accepted, resources required for its execution shall not be accepted for assessment of other tender. The

tenderer is to consider variation in value to the extent of 25% (rounded to nearest higher Whole number) and should be able to take up additional similar services at short notice at the accepted rate as per **clause 23 of SCC**.

1.1.18 Deleted

As per the directions of National Commission for Scheduled Castes at least 15% staff stipulated in the contract should belong to SC category.

Sr.GM/Contracts
Delhi Metro Rail Corporation Limited

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 Enrollment**" 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 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.
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 and 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.

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) **Tender Fee /Cost of Tender Documents: Bidder has to select the instrument type & enter the details of transaction of payment of tender fee / Tender Documents cost done by RTGS / NEFT / IMPS as applicable and upload scanned copy of transaction receipt as documentary proof for payment. For further details tenderer may refer Clause C18 of ITT of the Tender Documents.**
4) **Tender Security / Earnest Money Deposit (EMD): Bidder should submit the EMD/Tender Security as per the instructions specified in Clause C18 of ITT of the Tender Documents.**
5) 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.
6) 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.
7) 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.

8) The uploaded tender documents become readable only after the tender opening by the authorized Bid openers.
9) 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.
10) 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

a. Any queries relating to the Tender Documents 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: cppp-nic[at]nic[dot]in.