



DELHI METRO RAIL CORPORATION LTD.

(A Joint Venture of Govt. of India & Govt. of NCT, Delhi)

**“Engagement of Training Institutes/Agencies for conducting
Customer Care Training for DMRC officials.”**

Tender No: DMRC/O&M/Trg Inst/CC/2011

TENDER DOCUMENT

- * **NOTICE INVITING TENDER**
- * **INSTRUCTION TO TENDERER**
- * **SPECIAL CONDITIONS OF CONTRACT**
- * **TERMS AND CONDITIONS**
- * **BILL OF QUANTITY**

SECTION 1

NOTICE INVITING TENDER

1.1 GENERAL

For and on the behalf of Delhi Metro Rail Corporation (DMRC) Ltd., The Principal Training Institute Invites sealed tenders from the eligible contractors for "**Engagement of Training Institutes/Agencies for conducting Customer Care Training for DMRC officials.**" at Training Institute, Shastri Park Train Depot, DMRC, Delhi-110053.

1.1.1 The details of the Tender are as per following:

Estimated cost of work : ` **8,66,617/-(inclusive of all taxes)**

Tender Security amount : ` **17,332/-**

Cost of Tender form (Non- : ` **1,050/-** (Rs.1000 plus 5% VAT)

Refundable)

Completion period of the Work : **24 Months** or completion of all batches whichever is earlier.

Tender documents on sale : Tender document can be obtained on working days between 10:00 Hrs to 16:00 Hrs.

Date & time of Submission of Tender : **06.01.2012 up to 1500 hrs**

Date & time of opening of Tender : **06.01.2012 at 15.30 hrs.**

The tender documents (non-transferable) can only be obtained from the office of **Principal Trg. Institute/Deputy General Manager/TO, Room no-213, Director Operation Office, Metro Train depot, Shastri Park, New Delhi-110 053**. Payment shall be made by demand draft drawn in favour of **DMRC Ltd.** payable at New Delhi.

1.2 POINTS TO BE NOTED

1.2.1 The mere fact that the tenderer is Pre-qualified as shall not imply that his bid shall automatically be accepted. The same should contain all Financial & other details as required for the consideration of tender.

1.2.2 Tender document consists of the following:

- a. Notice Inviting Tender - consisting of
 - i. Notice Inviting Tender
 - ii. Scope of Work
 - iii. Tender prices
- b. Instructions to Tenderers
- c. General Conditions of Contract (GCC)
- d. Special Conditions of Contract

- e. Bill of Quantities.
- 1.2.3 The tenderers may obtain further information in respect of these tender documents from the office of **Principal Trg. Institute/Deputy General Manager/TO, Room no-213, Director Operation Office, Metro Train depot, Shastri Park, New Delhi-110 053.**
- 1.2.4 Tenderer is cautioned that the tender containing any material deviation from the tender document which consists of NIT, Instructions to tenderes, General Conditions of Contract (GCC), Special conditions of contract, Bill of quantities is liable to be summarily rejected as non-responsive.
- 1.2.5 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.
- 1.2.6 The contractor shall abide by the GCC of DMRC Ltd. along with all latest correction slips. In case of clash of any clause of GCC with Special condition of contract (SCC) the SCC shall prevail.

(Principal/ DGM/TO)

**Room no-213,
Director Operation Office,
Metro Train depot, Shastri Park,
Delhi-110 053**

SECTION-2

SCOPE OF WORK

2.0 Introduction of DMRC Training Institute

It is an example of the commitment of Delhi Metro Rail Corporation Management towards training that the Training Institute was one of the first Institutions that was developed by DMRC. This institute is the only institution in India that trains metro staff.

The DMRC Training Institute was established on 19th of July, 2002 and the training of first batch commenced on 22nd of July, 2002. Since then up to the year 2010, we have imparted training to 1622 Station Controllers/Train Operators, 1081 Customer Relation Assistants, 1286 Maintenance Supervisors and 2413 Maintainers.

2.1 Aim and Scope of Tender

2.1.1 Design, prepare and impart two days Customer Care Training for 525 Induction Trainees of SC/TO and CRA as per detailed scope of training mentioned below. Detail training program for hour to hour training and its contents will be submitted by the successful tenderer and will be executed only after approval of DMRC.

2.1.2 Design, prepare and impart one day Customer Care refresher Training for 1000 experienced operation station staff (Supervisors and non-supervisors) as per detailed scope of training mentioned below. Detail training program for hour to hour training and its contents will be submitted by the successful tenderer and will be executed only after approval of DMRC.

2.2 Detail scope of this Customer Care Training for both Initial and refresher course

2.2.1 Building Positive Attitude and Behaviour

- Adopting Positive Attitude
- Managing stress
- Balancing office and home
- Building Ownership Attitude
- Proactive v/s reactive behaviour
- Sense of belongingness
- Gestures, Body language & Expressive Movements

2.2.2 Customer Care & support

- Need & Importance of Customer Care
- Understanding Customers & handling irate customers
- Relevance to DMRC
- Solution oriented approach
- Various Determinants
- Customer Delight/Customer Satisfaction
- Measuring service levels
- Importance of Customer feedback

2.2.3 Service Excellence

- What is service excellence
- Establishing culture of service excellence
- Customer excellence strategies
- Prove and Improve

2.2.4 Values & Ethics

- Public Trust, Honesty & Integrity
- Positive Workplace Ethics
- Sustaining Organization's reputation

2.3 Training Material

- 2.3.1 Design and prepare good quality of training material in the form of book. This book will be different for two day and one day training based on the approved training content.
- 2.3.2 Contents of this book should be approved by DMRC Any suggestion/changes if advised by DMRC should be incorporated in this book.
- 2.3.3 This book is to be supplied to each trainee.

2.4 Implementation Requirements

- 2.4.1 The training must be interaction focussed by means of case studies, role-plays, videos, activities and exercises etc.
- 2.4.2 Case studies shall be developed from original cases of DMRC and the same shall be reviewed every three months. Further case studies for 2 days training shall not be used in 1 day training program.
- 2.4.3 A feedback form shall be approved by DMRC and the trainer shall take feedback from trainees using the approved feedback form on completion of training. Feedback shall be shared with DMRC for each batch.
- 2.4.4 If negative feedback is received from trainees for a trainer from three batches within a period of three months, the trainer shall be barred from taking classes for DMRC.
- 2.4.5 At the end of a training program for a batch, grading shall be given by the trainer for each trainee and submitted with DMRC for further action.
- 2.4.6 Training shall be provided for minimum six hours a day.

SECTION 3

TENDER PRICES AND SCHEDULE OF PAYMENT

3.1 Tender Prices

- 3.1.1 a. unless explicitly stated otherwise in the Tender Documents, the contractor shall be responsible for the whole works, based on the Bill of Quantities and payment shall be as per accepted rates based on the activities carried out as in the Schedule of work.
- b. The rate quoted by the tenderer shall be inclusive of all duties, taxes, fees, octroi and other levies, materials, labour to & for transportation of material and labour charges etc.

3.1.2 Schedule of Payment

Bill can be raised by the institute-Agencies on monthly basis in which number of batches covered in the month should be included along with attendance verification sheet and feed back of trainees.

Payment shall be subjected to deduction of all T.D.S as per applicable law.

INSTRUCTIONS TO TENDERERS

GENERAL

1.1 INTRODUCTION

Sealed open tenders are invited for "Engagement of Training Institutes/Agencies for conducting Customer Care Training for DMRC officials." hereinafter called the 'Employer', for Works in accordance with this Tender Package. The tender papers consist of the following documents, along with their annexure, appendices, addenda and errata if any.

- Notice Inviting Tender (NIT)
- Instructions to Tenderers (ITT)
- Special Conditions of Contract (SCC)
- General Conditions of Contract (GCC)
- Bill of Quantities (BOQ)

Tender shall be prepared and submitted in accordance with the instructions given herein.

- 1.2 Relevant address for correspondence relating to this tender is given below:

Principal Trg. Institute/Deputy General Manager/TO, Room no-213, Director Operation Office, Metro Train depot, Shastri Park, New Delhi-110 053.

- 1.3 Some essential data/requirements pertaining to this Tender along with reference to Clause number of this volume where full details have been given are detailed below.

- a. Tender Security" to be furnished by the Tenderer: Amount as per NIT.
- b. Tenders will be accepted in the office of Principal/Dy. General Manager/TO only. **Late or delayed tenders will not be accepted under any circumstances.** (Time as per office clock will be followed).
- c. Date of opening of the Tender Package: **As per NIT.**
- d. Period for which the tender is to be kept valid: As per clause-11.0

2.0 POST QUALIFICATION REQUIREMENTS

Any Institute-Agencies tendering for provision services under this tender should possess the following minimum qualifications:

- 2.1 Should have trained a minimum of 5,000 candidates in soft skill development or customer care in last three years 2008-2009/ 2009-2010/ 2010-2011.
- 2.3 Should have taken up corporate training of minimum 1500 personnel in soft skill development or customer care in last three years 2008-2009/ 2009-2010/ 2010-2011 in PSUs, Non Govt/Government sector.
- 2.4 Should have a good training unit and administrative setup, submit proof to support it.
- 2.5 Should be engaged in the business of providing education and training in various areas.

- 2.6 Organization should fall under the service tax category of coaching and commercial training.
- 2.7 Trainers of the organization should be qualified under train the trainer program or similar.
- 2.8 Should have undertaken Customer Care Management Training for any recognized transport Company.
- 2.9 Tenders from joint ventures/partnership firms/ consortium are not allowed.
- 2.10 Subcontracting is not allowed.
- 2.11 The tenderer who submits more than one tender for the same work will be disqualified.
- 2.12 Each page of tender shall be signed by the authorized signatory of the tenderer. Power of Attorney in favour of the signatory will be required to be furnished as detailed in Clause 16.0.

3.0 **COST OF TENDERING**

- 3.1 The Tenderer shall bear all costs associated with the preparation and submission of his tender and the Employer will in no case be responsible or liable for these costs.

4.0 **deleted**

TENDER DOCUMENTS

5.0 **CONTENTS OF TENDER DOCUMENTS**

- 5.1 The tenderer is expected to examine carefully all the contents of the tender documents as mentioned in Sub-clause 1.1 including instructions, conditions, forms, terms, and take them fully into account before submitting his offer. Failure to comply with the requirements as detailed in these documents shall be at the tenderer's own risk. Tenders which are not responsive to the requirements of the tender documents will be rejected.

6.0 **AMENDMENT TO TENDER DOCUMENTS**

- 6.1 At any time prior to the deadline for the submission of tenders, the Employer may, for any reason, whether at his own initiative or in response to a clarification or query raised by a prospective tenderer, modify the tender documents by an amendment.
- 6.2 The said amendment in the form of an addendum will be sent to all prospective tenderers who have received the tender documents, on or prior of opening of Tender. This communication will be in writing or by telefax and the same shall be binding upon them. Prospective tenderers should promptly acknowledge receipt thereof by telefax to the DMRC.

PREPARATION OF TENDERS

7.0 LANGUAGE OF TENDER

7.1 The tender prepared by the tenderer and all correspondence and documents relating to the tender exchanged between the tenderer and the Employer/DMRC shall be in the English language.

8.0 DOCUMENTS COMPRISING THE TENDER

8.1 TENDER PACKAGE

8.1.0 The Tender package shall be sealed and addressed to **Principal Trg. Institute/Dy. General Manager / TO**, DMRC duly superscripted with name of work, time and date for submission and time and date for opening. The envelope should also bear the name and address of the tenderer.

8.1.1 The Tender package will comprise of Two envelopes namely Envelope-A & Envelope –B.

Envelope-A

Envelope –A shall contain Tender security in original superscripted with Name of work & "Tender Security" At lower portion Name and address of tenderer shall be mentioned.

Envelope-B

Envelope B shall be superscripted with Name of work and the words "Commercial Bid" & shall contain all documents including price bid given in original tender documents comprising of following Forms & documents duly filled in. At lower portion Name and address of tenderer shall be mentioned.

- a) Total value of similar works executed for the last three financial years along may be given in the format prescribed (Form T-V).
- b) Attested copies of the PAN. No. under income Tax Act. Sale tax registration certificate and /or service tax registration certificate whichever applicable.
- c) Tender documents as listed below:
 - i. Notice Inviting Tender
 - i. Instructions to Tenderers
 - ii. Special Conditions of Contract
- d) Statement of deviations from tender documents (Form C).
- e) Bill of Quantities (BOQ) duly filled and signed by contractor.
- f) Experience record of similar works during the last three years and in progress on date may be furnished in the format prescribed (Form T-II).

8.2 **The prices shall be entered in the Form of Tender and the BOQ enclosed in words as well figures. These prices should include all costs associated with the contract.**

8.3 Documents to be submitted by the tenderer under technical and financial packages have been described under the respective Clauses 8.1 of ITT. This list of documents has been prepared mainly for the convenience of the tenderer and any omission on the part of the Employer shall not absolve the tenderer of his responsibility of going through the various clauses in the Tender Documents

including the specifications and to submit all the details specifically called for (or implied) in those clauses.

8.4 All documents issued for the purposes of tendering, and any amendments issued in accordance with Clause 6.0 shall be deemed as incorporated in the Tender.

9.0 **TENDER PRICES**

9.1 The tenderer is required to quote for all the items as per tender documents.

9.2 **Price quoted by the Tender shall be inclusive of all tax/duties/Levis including service tax.**

9.3 The Tenderer shall keep the contents of his tender and rates quoted by him confidential.

10.0 **CURRENCIES OF THE TENDER**

10.1 Tender prices shall be quoted in Indian Rupees only.

11.0 **TENDER VALIDITY**

11.1 The tender shall remain valid and open for acceptance for a period of 90 days from the Last date of submission of tender.

11.2 In exceptional circumstances, prior to expiry of the original tender validity period, the Employer/the DMRC may request the tenderers for a specified extension in the period of validity. The request and the response thereto shall be made in writing or by telefax. A tenderer may refuse the request without forfeiting his tender security. A tenderer agreeing to the request, shall not be required or permitted to modify his tender but will be required to extend the validity of his tender security correspondingly.

12.0 **TENDER SECURITY**

12.1 The tenderer shall furnish, as tender security, an amount as mentioned in 1.1.1 of NIT.

12.2 The tender security will be in the form of a **Demand draft** in the name of **Delhi Metro Rail Corporation Ltd.**

12.3 **Any tender not accompanied by an acceptable tender security will be summarily rejected by the Employer/DMRC as non-responsive.**

12.4 The tender securities of unsuccessful tenderers shall be discharged/returned by the Employer as promptly as possible after finalization of successful tenderer or after the expiration of the period of tender validity as defined in Clause 11.0 In this connection.

12.5 The tender security of the successful tenderer shall be returned upon the tenderer executing the Contract Agreement after furnishing the required performance guarantee for performance, , as mentioned in Clause 27.0.

12.6 **The tender security shall be forfeited:**

1. If a Tenderer withdraws his tender during the period of tender validity, or
2. If the Tenderer does not accept the correction of his tendered price in terms of Clause 22.0 or
3. In the case of a successful tenderer, if he fails to:
 - a. Furnish the necessary performance guarantee for performance.
 - b. Enter into the Contract within the time limit specified in Clause 26.0
 - c. Commence the work as per Terms and Conditions of Tender after issuance of LOA.

12.7 No interest will be payable by the Employer on the tender security amount cited above.

13.0 FORMAT AND SIGNING OF TENDERS

- 13.1.1 If the tender is submitted by a proprietary firm it shall be signed by the proprietor above his full name and the full name of his firm with its current address.
- 13.1.2 If the tender is submitted by a limited company or a limited corporation, it shall be signed by a duly authorized person holding the power of attorney for the firm. A certified copy of the power of attorney shall accompany the tender.
- 13.2 The documents required to be submitted by the Tenderer will be as described under Clause 8.0 herein.
- 13.3 Entries to be filled in by the Tenderer shall be typed or written in indelible ink. Each page of such document should be signed in full at the bottom by the person submitting the Tender along with the date of signing. Each page of printed documents should be initialed at the bottom by the person submitting the tender along with the date of initialing.
- 13.4 The complete tender shall be without alterations, overwriting, interlineations or erasures except those to accord with instructions issued by the Employer, or as necessary to correct errors made by the tenderer. All amendments/corrections shall be initialed by the person signing the tender.
- 13.5 All witnesses and sureties shall be persons of status and probity and their full names, occupations and addresses shall be written below their signatures.

SUBMISSION OF TENDERS

14.0 SEALING AND MARKING OF TENDERS

- 14.1 The Tenderer shall follow the procedure as indicated below:
 - 14.1.1 Each tender will be submitted in one set which shall contain documents as detailed in Appendix - I.
 - 14.1.2 The contents of Tender Package shall be as detailed under Clauses 8.0 hereon.
- 14.2 No responsibility will be accepted by the Employer/DMRC for the misplacement or premature opening of a tender, not sealed or marked as per aforesaid instructions.

15.0 **SUBMISSION OF TENDERS**

15.1 Tenders should be submitted in the tender box kept at the following address:

Principal Trg. Institute/Deputy General Manager/TO, Room no-213, Director Operation Office, Shastri Park, Metro Train depot, New Delhi-110 053 on date and time as mentioned in NIT.

15.2 Tenders shall be submitted in person to the Office of DMRC. The DMRC/Employer cannot take any cognizance and shall not be responsible for delay in transit.

15.3 Tenders sent telegraphically or through other means of transmission (telex etc.) which cannot be delivered in a sealed envelope shall be treated as defective, invalid and shall stand rejected.

16.0 **LATE TENDERS**

16.1 Any tender received in the office of DMRC after the deadline prescribed for submission of tenders will be returned unopened to the tenderer.

TENDER OPENING AND EVALUATION

17.0 **TENDER OPENING**

17.1 The Employer or his authorized representative will open the Tender package in the presence of tenderers or their Authorized representatives on date and time as mentioned in of NIT in the office of **Principal Trg. Institute/Deputy General Manager/TO, Room no-213, Director Operation Office, Metro Train depot, Shastri Park, New Delhi-110 053**. If such nominated date for opening of Tender is subsequently declared as a Public Holiday by the Employer, the next official working day shall be deemed as the date of opening of Tender at the same time. The Tender of any Tenderer who has not complied with one or more of the foregoing instructions may not be considered.

17.2 The tenderers name, the presence or absence of the requisite tender security and such other details as the Employer or his authorised representative, at his discretion, may consider appropriate will be announced at the time of tender opening.

18.0 **PROCESS TO BE CONFIDENTIAL**

18.1 Except the public opening of tender, information relating to the examination, clarification, evaluation and comparison of tenders and recommendations concerning the award of Contract shall not be disclosed to tenderers or other persons not officially concerned with such process.

18.2 Any effort by a tenderer to influence the Employer/DMRC in the process of examination, clarification, evaluation and comparison of tenders and in decisions concerning award of contract, may result in the rejection of the tenderers tender.

19.0 **CLARIFICATION OF TENDERS**

19.1 To assist in the examination, evaluation and comparison of Tenders, the DMRC / Employer may ask tenderers individually for clarification of their tenders, including breakup of prices. The request for clarification and the response shall

be in writing or by telefax but no change in the price or substance of the tender shall be sought, offered or permitted except as required to confirm correction of arithmetical errors discovered by the DMRC during the evaluation of tenders in accordance with Clause 22.0 herein.

20.0 DETERMINATION OF RESPONSIVENESS

20.1 Prior to the detailed evaluation of tenders, the DMRC will determine whether each tender is responsive to the requirements of the tender documents.

20.2 For the purpose of this Clause, a responsive tender is one, which conforms to all the terms, conditions and specifications of the tender documents without material deviation or reservation. "Deviation" may include exceptions, exclusions & qualifications. A material deviation or reservation is one which affects in any substantial way the scope, quality, performance or administration of the works to be undertaken by the tenderer under the Contract, or which limits in any substantial way, the Employer's rights or the tenderers obligations under the Contract as provided for in the Tender documents and / or is of an essential condition, the rectification of which would affect unfairly the competitive position of other tenderers presenting substantially responsive tenders at reasonable price.

20.3 If a tender is not substantially responsive to the requirements of the tender documents, it will be rejected by the Employer, and will not subsequently be permitted to be made responsive by the tenderer by correction or withdrawal of the non-conformity or infirmity. However minor clarifications if required may be asked from the Tenderer.

20.4 The decision of the DMRC/Employer as to which of the tenders are not substantially responsive or have impractical / methods or Programme for execution shall be final.

21.0 EVALUATION OF TENDER

21.1 ***The Employer will carry out technical evaluation of submitted technical proposals to determine that the tenderer has a full comprehension of the work of the contract. Where a tenderer's technical submittal has a major inadequacy his tender will be considered to be non-compliant and will be rejected.***

21.2 *Technically acceptable tenders will be eligible for consideration of their financial proposals.*

21.3 The evaluation of Financial proposals by the Employer / DMRC will take into account, in addition to the tender amounts, the following factors:

a). *Arithmetical errors corrected by the Employer/DMRC in accordance with Clause 22.0*

b). *Such other factors of administrative nature as the Employer/DMRC may consider to have a potentially significant impact on contract execution, price and payments, including the effect of items or unit rates that are unbalanced or unrealistically priced.*

21.4 Offers, deviations and other factors, which are in excess of the requirements of the tender documents or otherwise will result in the accrual of unsolicited benefits to the Employer, shall not be taken into account in tender evaluation.

21.5 Price adjustment provisions applicable during the period of execution of the contract shall not be taken into account in tender evaluation.

22.0 **CORRECTION OF ERRORS**

22.1 Tenders determined to be technically acceptable after technical evaluation will be checked by the DMRC/ Employer for any arithmetical errors in computation and summation during financial evaluation. Errors will be corrected by the Employer / DMRC as follows:

- a. *Where there is a discrepancy between amounts in figures and in words, the amount in words will govern; and*
- b. *Where there is a discrepancy between the unit price and the total amount derived from the multiplication of the unit price and the quantity, the unit price as quoted will normally govern unless in the opinion of the Employer / DMRC there is an obviously gross misplacement of the decimal point in the unit price, in which event, the total amount as quoted will govern.*

22.2 If a Tenderer does not accept the correction of errors as outlined above, his tender will be rejected and the tender security forfeited.

AWARD OF CONTRACT

23.0 **AWARD CRITERIA**

23.1 The Employer will award, the Contract to the tenderer, whose tender has been determined to be substantially responsive, technically & financially suitable, complete and in accordance with the tender documents.

24.0 **EMPLOYER'S RIGHT TO ACCEPT ANY TENDER AND TO REJECT ANY OR ALL TENDERS**

24.1 The Employer reserves the right to accept or reject any tender, and to annul the tender process and reject all tenders, at any time prior to award of Contract.

25.0 **NOTIFICATION OF AWARD**

25.1 Prior to the expiry of the period of tender validity prescribed by the DMRC/Employer, the DMRC/Employer will notify the successful tenderer by telegram or telefax, to be confirmed in writing by registered letter, that his tender has been accepted. This letter (hereinafter and in the Conditions of Contract called 'the Letter of Acceptance') shall name the sum which the Employer will pay to the Contractor in consideration of the execution, completion of the works by the Contractor as prescribed by the Contract (hereinafter and in the conditions of Contract called 'the Contract Price'). The "Letter of acceptance" will be sent in duplicate to the successful tenderer, who will return one copy to the Employer duly acknowledged and signed by the authorised signatory, within three days of receipt of the same by him. No correspondence will be entertained by the Employer from the unsuccessful Tenderers.

25.2 The Letter of Acceptance will constitute a part of the contract.

25.3 Upon "Letter of acceptance" being signed and returned by the successful tenderer, the employer will promptly notify the unsuccessful tenderers and discharge / return their tender securities.

26.0 **SIGNING OF AGREEMENT**

26.1 The Employer shall prepare the Agreement in the **Proforma (Form E)** included in this Document, duly incorporating all the terms of agreement between the

two parties. Within **45 Days** from the date of issue of the letter of acceptance, the successful tenderer will be required to execute the Contract Agreement.

27.0 PERFORMANCE SECURITY

27.1 **Performance Security:** - The Contractor shall furnish to the DMRC a security in the form of a Bank Guarantee for an amount equal to 10% of the contract value in accordance with clause 15.0 of the General Conditions of the contract. The Bank Guarantee has to be from a Scheduled Commercial Bank based in India and the form of Performance Security (FORM-D) provided in the Tender document, shall be used. **Bank Guarantees (BGs) to be submitted by contractors should be sent directly to the concerned authorities by the issuing Bank under Registered Post A.D.** The performance security is to be deposited within 30 days of the commencement of Contract. The PBG shall be released after 06 months from the date of completion of the work or alternatively 10% of contract value shall be deducted from bill as BG..

28.0 **Cancellation of Letter of Acceptance (LOA) and Form of Tender.**

28.1 In case Successful Tenderer fails to commence the work (for whatsoever reasons) as per Terms and Conditions of Tender after issuance of LOA then the LOA shall be cancelled and the tender security shall be forfeited.

29.0 General Conditions of Contract

29.1 The General Contract Conditions can be seen by contractor at the office of Principal Training Institute/DGM/TO on any working day.

APPENDIX I

CHECK LIST OF DOCUMENTS TO BE SUBMITTED WITH THE TENDER

COMPILED FROM THE PROVISIONS IN THIS VOLUME

Sl. No.	Document	Reference to Clause No. of "Instructions to Tenderers"
	TENDER PACKAGE COMPRISING OF:	
1.	Tender Security	12.0
2.	Tender documents	8.1.1
3.	Power of attorney for individuals signing on behalf of Company/Firm Or Power of attorney in favour of the leading member of Joint Venture / Consortium.	2.4 &13.0 2.4 &13.0
4.	Financial Data (Form T-V)	8.1.1 (a)
5.	Self attested copies of the following documents: i. Pan No. as per Income Tax Act. ii. Sales Tax Registration Certificate/VAT registration certificate and/or Service Tax Registration Certificate iii. PF Registration No./ Exemption undertaking iv. ESI Registration No./ Exemption undertaking .	8.1.1 (b)
6.	Statement of deviations from Tender Documents (Form C)	8.1.1(d)
7.	Experience record (Form T-II).	8.1.1(f)
8.	Bill of Quantities	8.1.1(e)

INDEX ON

PROFORMA OF FORMS

1. **PROFORMA OF FORMS – GENERAL**
(Items (IV) applicable only for successful tenderers)

	FORM
i. Form of Tender with Appendix	A
ii. Performa for Statement of Deviations	C
iii. Form of Performance Security (Guarantee) by Bank	D
iv. Form of Agreement	E

2. **PROFORMA OF FORMS – POST QUALIFICATION PARTICULARS**

	FORM
i. General Information	T-I
ii. Experience Record	T-II
iii. Resources Proposed for the Work-Personnel	T-III
iv. Financial Data	T-V

FORM OF TENDER

- Note: i. The Appendix forms part of the Tender
ii. Tenderers are required to fill up all the blank spaces in this Form of Tender and Appendix.

Name of Work: As in the NIT clause No. 1.1.1

To,

Principal Trg. Institute/ DGM/TO

Room no-213,

Director Operation Office,

Metro Train depot, Shastri Park,

Delhi-110 053

1. Having visited the site and examined the General Conditions of Contract (GCC) as well as Special Conditions of Contract, Specifications, Instructions to Tenderers, for the execution of above named works, we the undersigned, offer to execute and complete such works and remedy defects therein in conformity with the said Conditions of Contract, Specifications, and Addenda for the amount indicated in BOQ.
2. We acknowledge that the Appendix forms an integral part of the Tender.
3. If our Tender is accepted, we will furnish at our option a Bank Guarantee for Performance as security for the due performance of the Contract. The amount and form of such guarantee or bond will be in accordance with Clause 15.0 of the General Conditions of the Contract and as indicated in the Appendix.
4. We have independently considered the amount shown Clause 57.5 of the General Conditions of Contract (GCC) as liquidated damages and agree that they represent a fair estimate of the damages likely to be suffered by you in the event of the work not being completed in time.
5. We agree to abide by this Tender for a minimum period of 90 days from the date fixed for receiving the same and it shall remain binding upon us and may be accepted at any time before the expiry of that period or any extended period mutually agreed to.
6. Unless and until a formal Agreement is prepared and executed, this Tender, together with your written acceptance thereof, shall constitute a binding contract between us.
7. We declare that the submission of this Tender confirms that no agent, middleman or any intermediary has been, or will be engaged to provide any services, or any other item of work related to the award and performance of this Contract. We further confirm and declare that no agency commission or any payment, which may be construed as an agency commission has been, or will be, paid and that the tender price does not include any such amount.

8. We acknowledge the right of the Employer, if he finds to the contrary, to declare our Tender to be non-compliant and if the Contract has been awarded to declare the Contract null and void.
9. We understand that you are not bound to accept the lowest or any tender you may receive.
10. If our Tender is accepted we understand that we are to be held solely responsible for the due performance of the Contract.

Dated this.....day of..... 2011

Signature

Name..... in the capacity of

duly authorised to sign Tenders for and on behalf of.....

Address

Witness – Signature

Name

Address

Occupation

APPENDIX TO THE FORM OF TENDER

		Condition of Contract Clause No.
i.	Amount of Bank Guarantee as Performance Security	27.0 of ITT
ii.	Contract Period from the date of issue of LOA	1.1.1 of NIT

Signature of
authorised
signatory on behalf
of Tenderer

Date

Name

Place

Address

PROFORMA FOR STATEMENT OF DEVIATIONS

1. The following are particulars of deviations from the requirements of the tender specifications

Sr. No.	Clause	Deviations	Remark (Including justification)	Price adjustment for withdrawal of each deviation/s.

2. The following are particulars of deviations from the requirements of the "Instructions to Tenderers," "General Conditions of Contract (GCC)" and "Special Conditions of Contract".

Sr. No.	Clause	Deviations	Remark (Including justification)	Price adjustment for withdrawal of each deviation/s.

Signature of Tenderer

Note

- Where there is no deviation, the statement should be returned duly signed with an endorsement indicating 'No Deviations'.**
- The tenderer shall indicate price adjustment against each deviation, which he shall like to add to the tender price for withdrawing unconditionally his deviations if the same are unacceptable to the Employer.**

FORM OF PERFORMANCE SECURITY (GUARANTEE) BY BANK

1. This deed of Guarantee made this day of _____ 2011 between Bank of _____ (hereinafter called the "Bank") of the one part, and Delhi Metro Rail Corporation Limited (hereinafter called "the Employer") of the other part.
2. Whereas Delhi Metro Rail Corporation Limited has awarded the Contract for _____
_____ of Rail Corridor of Delhi MRTS Project (hereinafter called "the contract") to M/s _____ (Name of the Contractor) (hereinafter called "the Contractor").
3. AND WHEREAS the Contractor is bound by the said Contract to submit to the Employer a Performance Security for a total amount of Rs. _____ (Amount in figures and words).
4. Now _____ we _____ the Undersigned _____ (Name of the Bank) being fully authorised to sign and to incur obligations for and on behalf of and in the name of _____ (Full name of Bank), hereby declare that the said Bank will guarantee the Employer the full amount of Rs. _____ (Amount in figures and Words) as stated above.
5. After the Contractor has signed the aforementioned Contract with the Employer, the Bank is engaged to pay the Employer, any amount up to and inclusive of the aforementioned full amount upon written order from the Employer to indemnify the Employer for any liability of damage resulting from any defects or shortcomings of the Contractor or the debts he may have incurred to any parties involved in the Works under the Contract mentioned above, whether these defects or shortcomings or debts are actual or estimated or expected. The Bank will deliver the money required by the Employer immediately on demand without delay without reference to the Contractor and without the necessity of a previous notice or of judicial or administrative procedures and without it being necessary to prove to the Bank the liability or damages resulting from any defects or shortcomings or debts of the Contractor. The Bank shall pay to the Employer any money so demanded notwithstanding any dispute/disputes raised by the Contractor in any suit or proceedings pending before any Court, Tribunal or Arbitrator/s relating thereto and the liability under this guarantee shall be absolute and unequivocal.
6. This Guarantee is valid for a period of **30 Months** from the date of signing. (The initial period for which this Guarantee will be valid must be for at least **06 months longer than** the expiry date of completion of training schedule.
7. At any time during the period in which this Guarantee is still valid, if the Employer agrees to grant a time extension to the Contractor or if the Contractor fails to complete the Works within the time of completion as stated in the Contract, or fails to discharge himself of the liability or damages or debts as stated under Para 5, above, it is understood that the Bank will extend this Guarantee under the same conditions for the required time on demand by the Employer and at the cost of the Contractor.
8. The Guarantee hereinbefore contained shall not be affected by any change in the Constitution of the Bank or of the Contractor.

9. The neglect or forbearance of the Employer in enforcement of payment of any moneys, the payment whereof is intended to be hereby secured or the giving of time by the Employer for the payment hereof shall in no way relieve the bank of their liability under this deed.
10. The expressions "the Employer", "the Bank" and "the Contractor" hereinbefore used shall include their respective successors and assigns.

In witness whereof I/We of the bank have signed and sealed this guarantee on the _____ day of _____ (Month) 2011 being herewith duly authorised.

For and on behalf of

the _____ Bank.

Signature of authorised Bank official

Name :
Designation :
I.D. No. :
Stamp/Seal of the Bank :

Signed, sealed and delivered
for and on behalf of the Bank
by the above named _____

In the presence of :

Witness 1.

Signature

Name

Address

Witness 2.

Signature

Name

Address

FORM OF AGREEMENT

This Agreement is made on the _____ day of _____ 2011 Between **Delhi Metro Rail Corporation Limited, Principal Trg. Institute/Deputy General Manager/TO, Room no-213, Director Operation Office, Shastri Park, Metro Train depot, New Delhi-110 053** hereinafter called "the Employer" of the one part and _____ (Name and Address of Contractor) hereinafter called "the Contractor" of the other part.

Whereas the Employer is desirous that (***) certain Goods and Services should be provided and) certain Works should be executed, Contract for -----of Metro Corridor of Delhi MRTS Project hereinafter called "the Works" and has accepted a Tender by the Contractor for the execution and completion of such works (***) as well as guarantee of such works) and the remedying of defects therein.

NOW THIS AGREEMENT WITNESSETH as follows:

1. In this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Conditions of Contract hereinafter referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz:
 - (a) Letter of acceptance
 - (b) General Conditions of Contract (GCC)
 - (c) Special Conditions of Contract
 - (d) Notice Inviting Tender
 - (e) Specifications
 - (f) Bill of Quantities
 - (g) Form of Tender with Appendix
 - (h) Addendums, if any
 - (i) Other conditions agreed to and documented as listed below:
 - (i) Statement of deviations (if applicable)
 - (ii) Any other item as applicable
3. In consideration of the payments to be made by the Employer to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the Employer to execute and complete the works by **_____ and remedy any defects therein in conformity in all respects with the provisions of the Contract.
4. The Employer hereby covenants to pay the Contractor in consideration of the execution and completion of the works and the remedying of defects therein, the Contract Price of **Rs_____ being the sum stated in the letter of acceptance subject to such additions thereto or deductions there from as may be made under the provisions of the Contract at the times and in the manner prescribed by the Contract.

5. OBLIGATION OF THE CONTRACTOR

The contractor shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The contractor shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Employer fully indemnified against liability of tax, interest, penalty etc. of the contractor in respect thereof, which may arise.

6. JURISDICTION OF COURT

The Courts at Delhi/New Delhi shall have the exclusive jurisdiction to try all disputes arising out of this agreement between the parties.

IN WITNESS WHEREOF the parties hereto have caused their respective Common Seals to be hereunto affixed / (or have hereunto set their respective hands and seals) the day and year first above written.

For and on behalf of the
Contractor

For and on behalf of the
Employer

Signature of the authorised
official

Signature of the authorised
official

Name of the official

Name of the official

Stamp/Seal of the
Contractor

Stamp/Seal of the Employer

SIGNED, SEALED AND DELIVERED

By the said

By the said

Name _____
on behalf of the Contractor in the
presence of:

Name _____
on behalf of the Employer in the
presence of:

Witness _____

Witness _____

Name _____

Name _____

Address _____

Address _____

Note :

- + To be made out by the Employer at the time of finalization of the Form of Agreement.
- ** Blanks to be filled by the Employer at the time of finalization of the Form of Agreement.
- *** to be deleted if not applicable

GENERAL INFORMATION

Notes :

- (i) Attach an attested photocopy of Certificate of Registration and ownership as well as of Constitution and legal status.

1. Names of participating member

(a)

2. Address, telephone, telefax, cable numbers

Registered Office

Office for correspondence

(a)

(b)

(c)

3. Contact persons address, telephone etc.

(a)

(b)

(c)

EXPERIENCE RECORD

(Refer Clause 8.1.1)

1. Details of experience in similar works etc

Sl. No.	Period	Details of work handled	Total Cost of work in Rs.	No. of Trainees covered	Remarks
(1)	(2)	(3)	(4)	(5)	(6)

Notes :

- i) Details submitted in any other Performa will not be considered.
- ii) **The details of work including the cost of the work and number of trainees should be supported by attested copy of each client's certificate.**
- iii) Additional pages may be attached if required.
- iv) All the pages must be signed by the authorize signatory of the tenderer.

DETAILS OF PERSONNEL

(Refer Clause 8.1.1)

S. No.	Designation	No. of Personnel Available
A	B	C
1	Project Manager	
2	Project Leader/Team Leader	
3	Instructors	
4	Staff	

FINANCIAL DATA

**Total value of similar work Done
during the period 2008-2009 to 2010-2011.**

S.No	Description	Year 2008-2009	Year 2009-2010	Year 2010-2011
(1)	(2)	(3)	(4)	(5)
1.	Total value of work done			

FINANCIAL DATA

(Refer Clause 8.1.1)

List of all Ongoing Contracts

Name of the applicant (constituent member in case of Group)	Total number of works in hand	Number of contracts of each type		Number for which applicant went in for		Number of contracts in which date of completion given in the original has already burst	Total value of works 31/03/2011		
				Arbitration	litigation		Year 2008- 2009	Year 2009-2010	Year 2010-2011

Applicant should provide information on their current commitments or all contracts that have been awarded or for which a letter of intent or acceptance has been received or for contracts approaching completion but for which a completion certificate is yet to be issued.

Special Conditions of Contract

1. **Advance Payment:** - No Advance of any type shall be paid.
2. **Penalty Clause:-** In case of failure of execution of any batch within scheduled time, penalty @ ` 5000 /-per incident/day shall be levied subject to max 10% of contract value.
3. **Quantity Variation Clause:** The Quantity of trainees mentioned may vary by +/-25% of BOQ.
4. **Training Venue:** The training shall be organized at DMRC Training Institute which is equipped with all modern teaching aids like LCD, computer, white board etc. It is located at Metro Train Depot area, Shastri Park, Delhi-110053.This arrangement of class room will be done by DMRC free of cost.
5. **Duration of training:** Training will start at sharp 9:30AM and continue up to 5:30 P.M including 1:30hrs for tea and lunch break.
6. **Trainer's profile:** Only well qualified and experienced trainers shall be nominated by the success institute-Agencies. Trainer CV shall be submitted in advance to DMRC Training Institute for approval.
7. Any Damage/Breakage to the DMRC property during the execution of work will be at the risk & cost of the Contractor & in this regard The DMRC' decision will be final regarding amount of damage/breakage etc. The amount will be deduced from contractor's bill.
8. The DMRC shall have the right to make minor alterations/additions/substitutions in the specifications in the scope of work or issue instructions that may be deemed necessary during the period of the contract and contractor shall carry out the work in accordance with the instructions which may be given to him by Authorized DMRC' representative.
9. The DMRC' General Conditions of Contract (GCC) are applicable.
10. One or Two DMRC official other than trainees may monitor this training in class room.
11. Only authorized staff of Contractor having proper Photo Identity Card issued by the Contractor and with Permission granted by DMRC, shall be permitted to visit for execution of training and supply of training material.
12. Transport: No separate charges will be paid for transport.
13. Lunch of Instructor: Contractor has to arrange lunch for their instructor.
14. Rate quoted in Bill of quantity should be including all taxes, rates mention in BOQ will be treated final in all aspect. No other any type of payment, other than quoted rates will be made by DMRC.

15. For design and preparation of this training in detail, familiarization with DMRC system, interaction with target trainees and observation of their work process will be required. The cost of this exercise should be the part of quoted rates.
16. Delivery of training will be done only after approval of detailed training content and training material by DMRC. Any suggestion/changes if advised by DMRC should be incorporated in training content and training material.
17. The selected Institute-Agencies must commence the delivery of training of first batch within 15 days from the award of contract.
18. Schedule of training will be intimated by DMRC on requirement basis well in time.
19. Size of the batch will be similar to the number of trainees mentioned in BOQ normally if trainees attend more than predefined batch size the payment will be made on pro rata bases.
20. Trainer on arrival/departure will sign the resister kept at reception.

BOQ

Name of Work: Engagement of Training Institutes-Agencies for conducting Customer Care Training for DMRC officials.

Sl. No.	Description of service	Batch size	Total Batches	Rates for each batch (in Rs.) (including all taxes)	Net Amount for total batches (in Rs.) (including all taxes)
1	Design, preparation and imparting Two days Customer Care Training for 525 SC/TO and CRA of Induction batches as per detailed scope of training including training material.	25 trainees	21		
2	Design, preparation and imparting One day Customer Care refresher Training for 1000 experienced operation station staff (Supervisors and non-supervisors) as per detailed scope of training	20 trainees	50		
TOTAL AMOUNT (including all taxes)					

Total Amount in words _____

Signature of Contractor
With Seal