

## **NOTICE INVITING TENDER**

Contract No.:R/HK/034/2015 (SVD) Cleaning of Rolling Stock (Metro Train) and House Keeping of Depot premises at Sarita Vihar Depot and Ajrona Depot of DMRC

### **CONTENTS**

<b>CLAUSE</b>	<b>DESCRIPTION</b>	<b>PAGE</b>
<b>SECTION 1</b>	<b>NOTICE INVITING TENDER</b>	
1.1	GENERAL	2
1.2	ELIGIBILITY CRITERIA	3
<b>SECTION 2</b>	<b>SCOPE OF WORK</b>	
2.1	CLEANING OF ROLLING STOCK (METRO TRAIN COACHES)	7
2.2	CLEANING AND HOUSEKEEPING OF ENTIRE DEPOT PREMISES AT SARITA VIHAR DEPOT AND AJRONDA DEPOT	7
2.3	MONITORING PERFORMANCE OF CONTRACTOR	8
2.6	TIME SCHEDULE	8
<b>SECTION 3</b>	<b>TENDER PRICES AND SCHEDULE OF PAYMENT</b>	
3.1	TENDER PRICES	9
3.2	SCHEDULE OF PAYMENT	9

**SECTION 1**  
**NOTICE INVITING TENDER**

**1.1 GENERAL**

**1.1.1** Delhi Metro Rail Corporation (DMRC) Ltd. invites **open e-tenders** from Eligible Applicants who fulfill the Eligibility criteria as mentioned in Clause 1.2.1 of NIT, in two packet system (Technical Bid and Financial Bid), for the work for Cleaning of Rolling Stock (Metro Train Coaches) and House Keeping of Depot Premises at Sarita Vihar Depot and Ajronda Depot.

**Name of Work:** Cleaning of Rolling Stock (Metro Train) and House Keeping of Depot premises at Sarita Vihar Depot and Ajronda Depot of Delhi Metro Rail Corporation Limited.

**1.1.2** The key details of the tender are as follows:

1.1.2.1	TENDER NO	R/HK/034/2015(SVD)
1.1.2.2	NAME OF WORK	Contract No.:R/HK/034/2015 (SVD) Cleaning of Rolling Stock (Metro Train) and House Keeping of Depot premises at Sarita Vihar Depot and Ajronda Depot of DMRC
1.1.2.3	APPROXIMATE COST OF WORK	<b>Rs.19,54,409,59.00 for Three year (65146986.33 for 1<sup>st</sup> year + 65146986.33 for 2<sup>nd</sup> year + 65146986.33 for 3<sup>rd</sup> year )</b>
1.1.2.4	TENDER SECURITY AMOUNT	<b>Rs.19,54,409.00</b> (as per Clause no. 12 of ITT)
1.1.2.5	COST OF TENDER FORM (NON- REFUNDABLE)	<b>Rs. 21000/-</b> (Rs. 20000/- + DVAT @ 5%) (Non Refundable)
1.1.2.6	TENDER DOCUMENTS ON SALE	From <b>11.02.2016 to 11.03.2016</b> up to 11:00 hrs through e-tendering website <a href="http://www.tenderwizard.com">www.tenderwizard.com</a> / DMRC.  Tender document can only be obtained after registration of tenderer on the website <a href="http://www.tenderwizard.com/DMRC">www.tenderwizard.com/DMRC</a> , For further information about e-tendering bidders are advised to Contact: 011- 49424307, 011-49424365
1.1.2.7	DATE & TIME OF PRE BID MEETING	29.02.2016 at 11.00hrs
1.1.2.8	LAST DATE OF ISSUING AMENDMENT/CORRIGENDUM	04.03.2016
1.1.2.9	DATE & TIME OF SUBMISSION OF TENDER ONLINE	11.03.2016 up to 15.00 hrs
1.1.2.10	DATE & TIME OF OPENING OF TECHNICAL BID ONLINE	11.03.2016 at 15.30 hrs.

1.1.2.11	DATE & TIME OF OPENING OF PRICE BID/FINANCIAL BID	It will be intimated on www.tenderwizard.com/DMRC after technical evaluation.
1.1.2.12	COMPLETION PERIOD OF THE WORK	Three years (Initially LOA will be given for one year and extendable every year up to next two years (as per SCC) on the basis of annual satisfactory performance of preceding year)
1.1.2.13	TYPE OF TENDER	Two bid system (Technical & Financial)
1.1.2.14	TENDER VALIDITY	120 days from the last date of submission of Tender. (as per Clause no. 11 of ITT)
1.1.2.15	TENDER SECURITY VALIDITY	180 days from the last date of tender submission (as per Clause no. 12 of ITT)
1.1.2.16	SECURITY DEPOSIT/ PERFORMANCE SECURITY	10% of the contract value. (as per Clause no. 27 of ITT)
1.1.2.17	VALIDITY OF PERFORMANCE BANK GUARANTEE	6 months beyond the expiry of the contract(as per Clause no. 27 of ITT)
1.1.2.18	Authority and place for Submission of tender cost, tender security, seeking clarifications, place of Pre bid meeting, required documents, if any	<b>Depot In charge / Rolling Stock, Train Maintenance Depot, Delhi Metro Rail Corporation Limited, Sarita Vihar, New Delhi-110076</b>

**The tender cost will be in the form of Demand draft/ Banker's cheque and tender security will be in the form of Demand draft/FDR/Bank Guarantee drawn on a Scheduled Commercial Bank based in India and should be in favour of "Delhi Metro Rail Corporation Ltd." payable at New Delhi, The same should be submitted, in original, before three hours of opening of technical bid in the office of Depot In charge / Rolling Stock, Train Maintenance Depot, Delhi Metro Rail Corporation Limited, Sarita Vihar, New Delhi-110076.**

NOTE: The bidder who fails to submit the tender cost & tender security (in original) within stipulated scheduled deemed to be rejected.

## **1.2 ELIGIBILITY CRITERIA:**

**1.2.1 Work Experience:** Tenderer shall have the experience of having successfully completed similar type of works (Similar work are defined as cleaning & Housekeeping work with modern and automated machinery) in industrial complex, Metro Stations/Trains / in central Government / State Govt. / Institutions / PSUs organization/Reputed Corporate Industries/Airports during last five year period up to 31.12.2015 shall be either of the following: -

- a) Three similar completed works each costing not less than the amount equal to 40% of the NIT value one year. OR
- b) Two similar completed works each costing not less than the amount equal to 50% of the NIT value one year. OR
- c) One similar completed work each costing not less than the amount equal to 80% of the NIT value one year.

If the tenderer is/was working contractor of DMRC during the above period then he must include all the DMRC contract for above experience records and submit the work completion cum performance certificate issued by DMRC for having satisfactory completed similar works as per the requirement of evaluation criteria of work experience for last five years.

Following documents shall be considered for evaluating the criteria of work experience of the tenderer:

- i) Tenderer shall submit the details of work executed in Experience Record (**Form T-II of ITT**) for the works to be considered for qualification of experience criteria.
- ii) Self attested copy of work order /LOA, BOQ along with Work completion certificates (indicating Nature/Scope of work, date of start & completion, actual completion cost and Performance of subject work) from the client on their letter head for completed work.

**1.2.2 Financial Standing (Annual Turnover):** Average Annual Turn Over of the tenderer during the last three audited financial years shall not be less than 80% of the NIT value one year. Tenderer has to produce **self attested audited balance sheet with profit and loss account** duly certified by Chartered Accountant etc. Tenderer shall submit the details in prescribed Proforma (**Form T-V of ITT**).

**1.2.3 Cleaning equipments/machinery:** Tenderer shall have purchased cleaning equipments/machinery related to the similar work for a minimum of 15 lakhs per year on an average during the last three financial years (i.e. F.Y. 2012-13, 2013-14 & 2014-15). Tenderer shall submit the Proof of purchasing the cleaning equipments/machinery as per details in prescribed format (**Form T-IV/A of ITT**) and also the proof of comprehensive AMC from OEM/OEM authorized agency (**Form T-IV of ITT**).

**1.2.4 Manpower:** Tenderer must have minimum 400 employees on his permanent pay role. Tenderer shall submit the details as per prescribed format (Form-III/A). Tenderer shall submit self attested challan copies of PF and ESI statement with ECR sheet for the month of Sept'15 to Nov'15 submitted to the concerned authorities for minimum 400 employees on his permanent pay role. Contractor has to submit PF no., ESI no. and Bank Account No. of individual employee.

**1.2.5 Contractor Obligation / Compliance:** Contractor must give his unconditional compliance on labour laws' obligations as mentioned in **Annexure-A of ITT**.

**1.2.6 The Tenderer must not have been blacklisted or deregistered by any Govt. or public sector undertaking during last five years. They must submit a declaration for the same on-judicial stamp paper of Rs.10/- duly attested by Notary, in the format Annexure-B of ITT.**

- 1.3 Tenderer must doubly ensure submission of documentary proof of all the above prescribed eligibility criterias in desired format as detailed in the Tender Schedule. Tenderer not meeting the eligibility criteria conditions as given above in **para 1.2** will be summarily rejected **and no second chance will be given for any clarification**. Price Bid will be opened only for those agencies, which are qualified in Technical bid/eligibility criteria.
- 1.4 The tenderer should not assume that his bid should automatically be accepted. The same should contain all technical, financial and other details as required for the consideration of tender.
- 1.5 Works envisaged under this contract are required to be executed in all respects up to the period of completion mentioned above.
- 1.6 Tender documents consist of the following:
- VOLUME – I**
- (A) TECHNICAL BID**
- (i) Notice Inviting Tender (NIT)
  - (ii) Instructions To Tenderers (ITT)
  - (iii) Special Conditions of Contract (SCC)
  - (iv) Technical Specifications and scope of work
  - (v) General Conditions of Contract with Correction Slips (GCC)
- VOLUME – II**
- (B) PRICE BID**
- i) Form of Tender with annexure
  - ii) Bill of Quantities
  - iii) Form of Deviations with Price Adjustment
- 1.7 The Contract shall be governed by the documents listed in para 1.6 above.
- 1.8 The Tenderers may obtain further information in respect of these tender documents from the office of **Depot In charge / Rolling Stock, Train Maintenance Depot, Delhi Metro Rail Corporation Limited, Sarita Vihar, New Delhi-110076**.
- 1.9 The intending bidders must be registered on e-tendering portal [www.tenderwizard.com/DMRC](http://www.tenderwizard.com/DMRC). 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.
- 1.10 The authorized signatory of intending bidder, as per Power of Attorney (POA), must have valid class-III digital signature. The tender document can only be downloaded or uploaded using Class-III digital signature of the authorized signatory.
- 1.11 Tender submissions will be made online after uploading the mandatory scanned documents towards cost of tender documents such as Demand Draft or Banker's Cheque and towards Tender Security such as Demand Draft or Fixed Deposit Receipt or Bank Guarantee from a Scheduled commercial bank based in India and other documents as stated in the tender document.

- 1.12 Tenderers are advised to visit the site before offering their rates.
- 1.13 Bidders shall note that the maximum file size that can be uploaded is 5MB. All the uploaded files in tender submission should be named properly and arranged systematically.
- 1.14 The bidders are advised to keep in touch with e-tendering portal [www.tenderwizard.com/DMRC](http://www.tenderwizard.com/DMRC) for updates. Any corrigendum, addendum etc issued shall be part of this tender document and shall be made available on website [www.tenderwizard.com/DMRC](http://www.tenderwizard.com/DMRC).
- 1.15 All Tenderers are cautioned that the tender containing any deviation from the Tender Document as mentioned in the clause of 1.6 of NIT which consists of Notice Inviting Tender, Instructions to Tenderers, General Conditions of Contract, Special condition of Contract, Technical Specifications & Scope of work, Bill of Quantities is liable to be summarily rejected as non-responsive.
- 1.16 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.

**(O.H.Pande)**

ED/ Rolling Stock/O&M,

Delhi Metro Rail Corporation Limited

**SECTION 2**  
**BRIEF SCOPE OF WORK**

**2.0** The contractor will execute Cleaning of Rolling Stock (Metro train coaches) and House Keeping of Depot premises as mentioned in Technical Specifications with suitable uniformed trained staff, Chemicals, Consumables, modern equipments & machinery etc. at SARITA Vihar Depot and Ajronda Depot. **In view of urgent requirement contractor may be asked to provide similar cleaning and housekeeping services on short notice in any other DMRC depot for a short term on same terms and Conditions.**

**2.1 Cleaning of Rolling Stock (Metro Train Coaches):**

- 2.1.1 All Train cleaning activities to be carried out as per the Schedule of work given in 'Bill of Quantity', as per 'Special conditions of contracts' & as per "Technical Specification & Scope of Work (Train Cleaning)" of tender documents.
- 2.1.2 Cleaning of Rolling Stock consist of the following activities:
  - 2.1.2.1 Daily Internal/External Light Cleaning
  - 2.1.2.2 Internal Heavy Cleaning
  - 2.1.2.3 External Heavy Cleaning
  - 2.1.2.4 Roof Cleaning
  - 2.1.2.5 Wax Polishing
  - 2.1.2.6 Floor Polishing
- 2.1.3 Manpower (Manager, Supervisor & Trained Cleaning Staff) to be deployed as specified in the tender documents (form T-III of ITT).All the staff to be deployed after given the safety training and police verification.
- 2.1.4 Chemicals & Consumables to be used as specified in the tender documents.
- 2.1.5 Machinery/Equipments to be used as specified in the tender documents (form T-IV of ITT).
- 2.1.6 Details of train availability at Sarita Vihar Depot and Ajronda Depot for cleaning activities given below:

Train Type	Qty	SVD	AJD
RS-3(6 Coach)	44	32	12

- 2.1.7 DMRC may increase or decrease the no. of trains during the execution of contract. The contract price may increase or decrease proportionately.
- 2.1.8 The cleaning schedule activities of the train will be carried out when the train is stabled in the Inspection Shed, Washing line or stabling line at Depot, Stabling line at the terminal stations or as directed by the Engineer-in-charge.
- 2.1.9 The garbage shall be collected in bags during cleaning and shall be disposed off by the contractor outside the depot area in MCD's disposal yard / scrap yard. Nothing shall be paid extra by DMRC for this to the contractor.

## **2.2 Cleaning and Housekeeping of Entire Depot premises at Sarita Vihar Depot and Ajrona Depot:**

- 2.2.1 All Cleaning and Housekeeping of Depot premises to be carried out as per the Schedule of work given in 'Bill of Quantity', as per 'Special conditions of contracts' & as per "Technical Specification & Scope of Work (Housekeeping)" of tender documents.
- 2.2.2 Cleaning and Housekeeping of Depot premises consist of all buildings located in the area of Sarita Vihar Depot and Ajrona Depot.
- 2.2.3 Manpower (Team Leader, Manager, Supervisor & Trained Cleaning Staff) to be deployed as specified in the tender documents (form T-III of ITT).All the staff to be deployed after given the safety training and police verification.
- 2.2.4 Chemicals & Consumables to be used as specified in the tender documents.
- 2.2.5 Machinery/Equipments to be used as specified in the tender documents (form T-IV of ITT).
- 2.2.6 Supply of suitable & adequate number of Dustbins, Cleaning of dustbins and Removal/disposal of collected garbage/ debris and disposal at the MCD approved locations.
- 2.2.7 Cleaning and washing of Track plinths within the depot area.
- 2.2.8 Cleaning of all pipes, all pipe fittings, Valves, joints pertaining to water supply & distribution, Fire fighting system etc.
- 2.2.9 Sanitation of bathrooms and Toilets.
- 2.2.10 Cleaning & Attention of all the Drains available in the above mentioned buildings & depot area.

## **2.3 Monitoring Performance of Contractor**

- 2.3.1 The performance of contractors is monitored as per relevant checklists on the basis of quality (train cleaning level) and delivery (in time train cleaning) on daily basis, which is compiled monthly.
- 2.3.2 Performance of contractor will be judged on the mark obtained against the performance evaluation criteria as per clause 4.2 of 'Special conditions of contract'.

**Daily inspection of work to be done by DMRC and in case of any dispute joint inspection of bad quality to be done by DMRC with Contractor.**

- 2.4 Emphasis is on lesser manpower with more productive and effective machines to get desired quality of cleaning consistently in minimum possible time. DMRC is looking for a mechanized type of cleaning by which efficient cleaning can be achieved.
- 2.5 After finalization of tender, the successful tenderer will have to carry out one demonstration of one metro train for Cleaning & wax polishing as directed by the Engineer-in-charge before signing of Contract.

## **2.6 TIME SCHEDULE**

The contract period for execution of the above-mentioned works is three years from the Day of commencement of work **(Initially LOA will be given for one year and extendable every year up to next two years (as per SCC) on the basis of annual satisfactory performance of preceding year).**



**SECTION 3**  
**TENDER PRICES AND SCHEDULE OF PAYMENT**

**3.1 Tender Prices**

- a. Unless explicitly stated otherwise in the Tender Documents, the contractor shall be given payment on the monthly basis based on accepted rates & actual works carried out as per the schedule of work (Bill of Quantity) available elsewhere in the Tender.
- b. The rate quoted by the tenderer is inclusive of all duties, taxes, fees, octroi and other levies, materials, labour, etc.

**3.2 Schedule of Payment**

- a) The payment will be made based on actual, on monthly basis as per the accepted rates based on the actual work carried out as in the Schedule of work (Bill of Quantity) after satisfactorily verified by the users.
- b) The payment will be made only for the work actually carried out as per the schedule of work (Bill of Quantity) for the Trains/building handed over to the contractor for the Cleaning & housekeeping. The completed buildings/Premises will be handed over for the cleaning and housekeeping, as and when they are ready. In case, all the buildings/Premises are not ready within the contract period, the Contractor shall not have any claim on the same
- c) Income Tax, Work contract tax and any other applicable taxes are deductible at source while effecting payment of bills at the prescribed percentage as per the orders of the government.
- d) Service tax/VAT, if claimed, will be paid only if the service tax /TIN registration number is mentioned in the bill. In the absence of service tax/TIN registration number, service tax/VAT will not be paid.
- e) Quote PAN on all correspondence, Bills, Vouchers and other documents otherwise TDS at higher of the prescribed rate will be deducted.
- f) All payments to the contractors will be made by e-Payment /Account Payee Cheques. Monthly payment shall be made on receipt of the bill complete & correct in all respect along with the supporting documents subject to deduction of statutory charges/taxes/duties/levies etc.
- g) Bills, correct in all respect, shall be submitted to Depot In-charge /RS/SVD and Depot In-charge/RS/AJD separately for respective depot, in duplicate along with supporting documents, who will arrange payment through DGM/Finance, DMRC
- h) No advance of any type shall be paid.