



# **DELHI METRO RAIL CORPORATION LIMITED**

**CWRS-01/2019: Design, Development and Maintenance  
of Centralized Management System for Construction  
Workers engaged by DMRC contractors of Project  
Phase-IV.**

## **TENDER DOCUMENT**

### **VOLUME 1**

#### **NOTICE INVITING TENDER**

#### **INSTRUCTION TO TENDERERS**

#### **FORM OF TENDER**

**DELHI METRO RAIL CORPORATION LTD.  
Metro Bhawan, Fire Brigade Lane, Barakhamba  
Road, New Delhi –110 001**

**CONTRACT: CWRS-01/2019**  
**TENDER DOCUMENTS**

**VOLUME 1**

**NOTICE INVITING TENDER**

**NOTICE INVITING TENDER (NIT)**  
**(e-Tender)**

**1.1 GENERAL**

**1.1.1 Name of Work:**

Delhi Metro Rail Corporation (DMRC) Ltd. invites Open e-Tenders from eligible applicants, who fulfill qualification criteria as stipulated in Clause 1.1.3 of NIT, for the work, “**Design, Development and Maintenance of Centralized Management System for Construction Workers engaged by DMRC Contractors of Project Phase-IV**”. The scope of the work and other information are provided in Clause A1 of ITT and in the Employer’s Requirement (Volume–3).

**1.1.2 Key details:**

Approximate cost of work	<b>INR 67 Lacs (Inclusive of 18% GST)</b>
Tender Security	<p><b>Amount of Tender Security:- INR 1.0 Lac</b>  <b>Tender Security shall be submitted online by RTGS, NEFT &amp; IMPS as per Clause C18 of ITT.</b></p> <p>In case of <b>RTGS/NEFT/IMPS</b> transactions, bidders shall upload the scanned copies of transaction of payment of tender security/EMD including e-receipt (clearly indicating UTR No. and tender Reference Number i.e. <b>CWRS-01/2019</b> must be entered in remarks at the time of online transaction of payment, failing which payment may not be considered) to be uploaded in online bid submission.</p> <p><b>Note: Bidders to note that the payment of tender security shall be made from the account of bidder only.</b>  <b>If tender security has been made from other than the account mentioned above, same shall not be accepted and all such bids shall be considered ineligible and summarily rejected.</b></p>
Completion period of the Work	<b>3 (Three) Months for development of Software, testing and hosting plus five years for cloud services and support related to implementation, as specified.</b>
Tender documents on sale	From <b>04/12/2019 to 06/01/2020</b> (up to 15:00 hrs) on e-tendering website <a href="http://eprocure.gov.in/eprocure/app">http://eprocure.gov.in/eprocure/app</a> Tender document can only be obtained after registration of tenderer on the <a href="http://eprocure.gov.in/eprocure/app">http://eprocure.gov.in/eprocure/app</a> For further information on this regard bidders are advised to contact 0120-4200 462, 0120-4001 002/5 or 011-23417910.
Cost of Tender documents	<p><b>INR 5,900/-</b> (inclusive of 18% GST) Non-refundable fee through RTGS, NEFT &amp; IMPS.(Payment of tender document cost/tender fee is to be made only by RTGS, NEFT &amp; IMPS. No other mode of payment will be accepted. The details of bank account of DMRC are mentioned below. The bidders are required to upload scanned copies of transaction of payment of tender document cost/tender fee including e-receipt at the time of online bid submission (clearly indicating <b>UTR No. &amp; tender reference</b> i.e. <b>CWRS</b> must be entered in the remarks at the time of online transaction of payment, failing which payment may not be considered).</p> <p><b>(Copy of GST registration no. to be provided along with Tender document cost/tender fee)</b></p>
Last date of seeking clarification	<b>18/12/2019 17:00 hrs.</b> (Written queries/clarifications from bidders after due date and time shall not be acknowledged).
Pre-bid meeting	<b>20/12/2019 at 11:00 Hrs.</b>

Last date of issuing addendum	<b>26/12/2019</b>			
Date & time of Submission of Tender online	Tender Submission Start Date: <b>27/12/2019</b> (from 09:00 hrs) Tender Submission End Date: <b>06/01/2020</b> (upto 15:00 hrs)			
Date & time of opening of Tender online	<b>07/01/2020</b> at 1500 Hrs.			
<ul style="list-style-type: none"> <li>Authority for purchase of tender documents, seeking clarifications and submission of completed tender documents</li> </ul>	<b>CE/Contract,</b> Delhi Metro Rail Corporation Ltd. 5th Floor, A-WING, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi –110001 Tel : 011-23415838			
To facilitate payment of Tender Fee and Tender Security through RTGS,NEFT & IMPS, the details of bank account of DMRC is mentioned below:				
<b>Name of Bank</b>	<b>Bank's Address</b>	<b>Account Name &amp; No.</b>	<b>Account Type</b>	<b>IFSC code</b>
ICICI Bank	9A, Phelps Building, ConnaughtPlace, NewDelhi-110001	DMRC Ltd. Tender Cell A/C, 000705045337	Current	ICIC0000007

### 1.1.3 QUALIFICATION CRITERIA:

#### 1.1.3.1 Eligible Applicants

#### QUALIFYING REQUIREMENTS AND DOCUMENTS TO BE FURNISHED

In order to be eligible for bidding, the bidder shall meet the following qualifying criteria:

- a) The tenderers for this contract will be considered only from those firms (proprietorship, partnerships firms, companies, corporations), who meet requisite eligibility criteria prescribed in the Appendix 4 of FOT (prequalification Criteria).
- b) Tenderer shall not have a conflict of interest. The Tenderers found to have a conflict of interest in this tender process shall be disqualified. Tenderers shall be considered to have a conflict of interest, if:
  - a. Submit more than one tender for the work.
  - b. Tenderers in two different tenders have controlling shareholders in common.
- c) The Tenderer must not have been banned by DMRC/ Any Other Metro Organization (100% owned by Govt.)/ Ministry of Housing & Urban Affairs/ Order of Ministry of Commerce, applicable for all Ministries has not banned business with us as on the date of tender submission. Also any work of the value more than 10% of NIT cost of work, executed either individually, has not been rescinded/ terminated by DMRC/ Any Other Metro Organization (100% owned by Govt.) after award of contract to us during last 3 years (from the last day of the previous month of tender submission) due to our non-performance.
- d) No consortium or joint venture is allowed for bidding.
- e) Subcontracting of work is not permitted.
- f) The payment of the tender 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 bids. All such bids shall be considered ineligible and summarily rejected.

### 1.1.3.2 Minimum Eligibility Criteria :

#### A. Work Experience:

The firm should have experience of having satisfactorily completed/ executed similar type of works as detailed in the bid document and should have successfully developed and installed softwares during the last 7 years ending last day of the month previous to the month of Tender submission as given below:

One similar completed work\* costing not less than **Rs 53.60 Lacs**

**OR**

Two similar completed works\*, each costing not less than **Rs 33.50 Lacs**

**OR**

Three similar completed works\*, each costing not less than **Rs 26.80 Lacs**

\* Similar completed works means Software Development for MIS system and subsequent testing and Go-live phase along with support for hosting on cloud.

#### Notes:

- The tenderer shall submit details of works executed by them in the Performa of Appendix-17 & 17A of FOT for the works to be considered for qualification of work experience criteria. Documentary proof such as completion certificates from client clearly indicating the nature/scope of work, actual completion cost and actual date of completion 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, copy of work order, bill of quantities, bill wise details of payment received certified by C.A., T.D.S certificates for all payments received and copy of final/last bill paid by client shall also be submitted.
- Only fully completed works shall be taken into consideration for meeting work experience criteria.
- 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.
- If the above work(s) i.e. "similar work" - comprise(s) other works, then client's certificate clearly indicating the amount of work done in respect of the "similar work" shall be furnished by the tenderer in support of work experience along-with their tender submissions.
- Only work experience certificate having stamp of Name and Designation of officer along with the Name of client shall be considered for evaluation. However, if any work experience certificate has been issued prior to 01.08.2019, same shall be considered for evaluation even if it is not stamped.

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

(i) **T1 –Liquidity:** Deleted.

(ii) **T2 - Profitability:** Deleted.

(iii) **T3 - Net Worth:** Deleted.

(iv) **Annual Turnover:**

The average annual turnover of last five financial years should be greater than **INR 2.14 crore.**

Notes:

Financial data for last 5 audited financial years has to be submitted by the Tenderer in Appendix 15 of FOT along with balance sheets. The financial data in the prescribed format shall be certified by Chartered Accountant with his stamp and signature. In case audited balance sheet of the last financial year is not made available by the bidder, he has to submit an affidavit certifying that 'the balance sheet has 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 submitted, the tender will be considered as non-responsive.

### 1.1.3.3 Bid Capacity Criteria:

Bid Capacity: The tenderers will be qualified only if their available bid capacity is more than the approximate cost of work as per NIT. Available bid capacity will be calculated based on the following formula:

$$\text{Available Bid Capacity} = 2 * A * N - B$$

Where,

A = Maximum of the value of Software development works executed in any one year during the last five financial years (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).

N = No. of years prescribed for completion of the work

B = Value of existing commitments (as on last day of the month previous to the month of tender submission) for on-going Software development works during period of **03 months** w.e.f. from the first day of the month of tender submission.

#### Notes:

- Financial data for latest last five financial years has to be submitted by the tenderer in **Appendix-15** of FOT along with audited financial statements. The financial data in the prescribed format shall be certified by the Chartered Accountant with his stamp and signature in original with membership number and Firm Registration Number (FRN).
- Value of existing commitments for on-going Construction works during period of **03 months** w.e.f. from the first day of the month of tender submission has to be submitted by the tenderer in **Appendix-16** of FOT. These data shall be certified by the Chartered Accountant with his stamp and signature in original with membership number and Firm Registration Number (FRN).

**1.1.3.4** The tender submission of tenderers, who do not qualify the minimum eligibility criteria & bid capacity criteria stipulated in the clauses 1.1.3.2 to 1.1.3.3 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 to 1.1.3.3 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** The Tender documents consist of :

#### Volume 1

- Notice Inviting Tender (NIT)
- Instructions to Tenderer (ITT) including annexures
- Form of Tender (FOT) including appendices

#### Volume 2

- General Conditions of Contract (GCC)
- Special Condition of Contract (SCC) including appendices

#### Volume 3

- Employer requirement including Scope of Work

#### Volume 4

Financial Package/BOQ

**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 **CE/Contract**, Delhi Metro Rail Corporation, 5th Floor, A-WING, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi –110001, Tel : 011-23415838.

- 1.1.7** All Tenderers are hereby cautioned that tenders containing any material deviation or reservations as described in Clause E 4.4 of “Instructions to Tenderers” and/or minor deviation without quoting the cost of withdrawal shall be considered as non-responsive and is liable to be rejected.
- 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 documents towards cost of tender documents such as scanned copies of transaction of payment i.e. RTGS, NEFT & IMPS and towards Tender Security such as scanned copies of transaction of payment i.e. RTGS, NEFT & IMPS and other documents as stated in the tender document.
- 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 shall be accepted.
- It shall be the responsibility of the bidder / tenderer to ensure that his tender is submitted 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 **180 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 date of submission of Tenders 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 bidders are advised to keep in touch with e-tendering portal <https://eprocure.gov.in/eprocure/app> for updates. The Letter of Acceptance to the successful bidder shall be uploaded on procurement portal which can be downloaded by the successful bidder. For any complaints tenderers may contact CVO DMRC at 1st floor A-Wing, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi –110001, Tel:011-23418406, Email: [cvodmrc@gmail.com](mailto:cvodmrc@gmail.com).

**CE/Contract**  
**Delhi Metro Rail Corporation Ltd**

### **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 submitted 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 submitted 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 / Tender document cost:** The instrument type for payment of tender cost/ tender fee is to be done only by RTGS, NEFT & IMPS. No other mode of payment will be accepted. The bidders will be required to upload scanned copies of transaction of payment of tender cost/tender fee at the time of bid submission. For further details, tenderer may refer clause C18.1.1 of ITT.
- 4) **Tender Security / Earnest Money Deposit (EMD):** Bidder should submit the EMD/Tender Security as per the instructions specified in Clause C18 of ITT in the tender document.
- 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 colored (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 submitted 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**

- 1) Any queries relating to the tender document 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.
- 2) 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.
- 3) For any Technical queries related to Operation of the Central Public Procurement Portal Contact at :

Tel: The 24 x 7 Help Desk Number 0120-4200 462, 0120-4001 002/5.

E-Mail: support-eproc[at]nic[dot]in