



दिल्ली मेट्रो रेल कॉरपोरेशन लिमिटेड DELHI METRO RAIL CORPORATION LTD.

CONTRACT NO: ATV-21

Automation of transfer and posting process of employees and Verification of employee data through
SAP & ESS

VOLUME-1

Notice Inviting Tender (NIT)

DELHI METRO RAIL CORPORATION LTD.

METRO BHAWAN,
FIRE BRIGADE LANE, BARAKHAMBA ROAD,
NEW DELHI 110001

NOTICE INVITING TENDER (NIT)**1.1 GENERAL**

1.1.1 DMRC Invites Open tender through e-tendering system (i.e. Technical and Financial bid) from eligible applicants who fulfill qualification criteria as stipulated in clause 1.2 of NIT for Contract: ATV-21: Automation of transfer and posting process of employees and Verification of employee data through SAP & ESS.

1.1.2 **The key details are as follows:**

a.	Name of Work	Contract: ATV-21: Automation of transfer and posting process of employees and Verification of employee data through SAP & ESS.
b.	Approximate Cost of work	INR 62,30,400 /- (inclusive of taxes)
c.	Tender Security	<u>Bidders shall upload scanned copy of Undertaking for Tender Security Declaration as per Annexure-5 of ITT at the time of online bid submission. If Undertaking for Tender Security Declaration is not submitted or is not in prescribed format then such bids shall be considered ineligible and summarily rejected.</u>
d.	Cost of Tender Documents* (Non-Refundable)	INR 5900/-(inclusive of 18% GST) Non-Refundable (Payment of cost of tender document / tender fee is to be made only by RTGS, NEFT & IMPS. No other mode of payment will be accepted. The detail of bank account of DMRC for payment of cost of tender document is mentioned in clause 1.1.2(p) of NIT. The bidders will be required to upload the scanned copies of transaction of payment of tender document cost/ tender fee including e-receipt (clearly indicating UTR No. & Tender reference i.e. ATV-21 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 document cost/ tender fee)
e.	Tender Document available for sale on website	From 04/06/2021 (from 1100 hrs) to 05/07/2021 (upto 1500 hrs) on e-tendering website https://eprocure.gov.in/eprocure/app Tender document can only be obtained after registration of tenderer on the website https://eprocure.gov.in/eprocure/app .
f.	Pre-bid Meeting	15/06/2021 at 1100 Hrs The pre-bid meeting shall be conducted through video conferencing using software apps such as Microsoft teams, Cisco webex etc. All Prospective bidders shall provide the details of the person(s) (maximum up to two) who will be participating in such virtual meeting at least 24 Hrs. before the meeting (latest by 1400 Hrs on 11/06/2021) to the registered official email of DMRC i.e, it.tender@dmrc.org so that links having details such as software apps, meeting ID, password etc. can be mailed to these persons preferably 12 hours before the scheduled pre-bid meeting.
g.	Last date of Seeking Clarification	14/06/2021 (up to 1100 Hrs) (Queries shall be submitted online through e-tendering portal against the respective tender)
h.	Last date of issuing addendum, if any	22/06/2021
i.(i)	Tender submission Start Date and Time (online)	23/06/2021 (from 0900 Hrs)
i.(ii)	Tender submission end Date and Time (online)	05/07/2021 (Upto 1500Hrs)
j.	Date & Time of opening of Tender (Technical Bid) (online)	06/07/2021 at 1500 Hrs
k.	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)

i.	Validity of Tender	180 days from the last date of submission of tender.		
m.	Stipulated date of Commencement of work	Within seven days from the date of issue of "Letter of Acceptance" or as per the instructions of Engineer-in-charge.		
n.	Completion Period	8 (eight) months (05 months for development, testing & Go-Live and 03 months for post Go-Live support of the automation of transfer and posting process of employees and Verification of employee data through SAP & ESS).		
o.	Authority for purchase of tender documents (in case of physical tenders), seeking clarifications and submission of completed tender documents	DGM/IT Office of GM/IT, Mayur Vihar Ph-I Metro Station, New Delhi,110091 Email ID- it.tender@dmrc.org		
p.	To facilitate payment of Tender Fee through RTGS, NEFT & IMPS, the details of bank account of DMRC is mentioned below:			
	Name of Bank	Bank's Address	Account Name & No.	Account Type
	ICICI Bank	9A, Phelps Building, Connaught Place, New Delhi-110001	DMRC Ltd. Tender Cell A/C, 000705045337	Current
				IFSC code
				ICIC0000007

* Tender Cost and Tender Security is exempted for bidders (Micro & Small Enterprises) 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 i.e. "Computer programming, Consultancy and related activities", 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 "Computer programming, Consultancy and related activities", category.
- or they do not have valid registration as on the date of tender submission.

The tenderers seeking exemption from 'Tender Cost and Tender Security', being MSEs, shall ensure their eligibility w.r.t. above and submit registration certificate issued by the body under which they are registered which clearly mentions category of registration i.e. "Computer programming, Consultancy and related activities" 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 as MSEs.

No further clarification shall be sought on the above.

Notes:

In case the bidder who has been exempted from payment of Tender Cost/Tender Security being Micro & Small Enterprise, and;

- i. withdraws his Tender during the period of Tender validity; or
- ii. becomes the successful bidder, but fails to commence the work (for whatsoever reasons) as per terms & conditions of Tender; or
- iii. refuses or neglects to execute the contract; or
- iv. fails to furnish the required Performance Security within the specified time,

The bidder shall be debarred from participating in future tenders for a period of 1 year from the date of discharge of tender/date of cancellation of LOA / annulment of award of contract as the case may be. Thereafter, on expiry of period of debarment, the bidder may be permitted to participate in the procurement process only on submission of required Tender Cost / Tender Security. Further the Employer may advise the authority responsible for issuing the exemption certificate to take suitable actions against the bidder such as cancellation of enlistment certificate etc.

1.2 QUALIFICATION CRITERIA

1.2.1 Eligible Applicant

- i. The tenders for this contract will be considered only from those tenderers {proprietorship firms, partnership firms, companies, corporations} who meet requisite eligibility criteria prescribed in the sub-clauses of Clause 1.2 of NIT..

- ii A tenderer shall submit only one bid in the particular tendering process. 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.
- 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 for implementation of the project; or
 - (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/or implementation of the project, if the personnel would be involved in any capacity on the same project.
- iv 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.
- v (a) DMRC/ any other Metro Organization (100% owned by Govt.) / Ministry of Housing & Urban Affairs / Order of Ministry of Commerce, applicable for all Ministries 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-6 of Form of Tender.
- v (b). Also no contract of the tenderer of the value more than 10% of NIT cost of work, 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-6 of Form of Tender.
- v (c). The overall performance of the tenderer shall be examined for all the ongoing IT Works awarded by DMRC/ any other Metro Organisation (100% owned by Govt.) of value more than 40% of NIT cost of work and also for all the completed IT Works 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 40% of NIT cost of work executed. The tenderer shall provide list of all such works in the prescribed Performa given in Appendix-6A 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 - 6A. In case of performance certificate issued by the client, same should not be older than three month (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 work awarded by DMRC / any other Metro Organization (100% owned by Govt.) must have been neither penalized with liquidated damages of 10% (or more) of the contract value due to delay nor imposed with penalty of 10% (or more) of the contract value due to any other reason in any IT works of value more than 10% of NIT cost of work, during last three years. The tenderer should submit undertaking to this effect in the Appendix-6 of Form of Tender.
- v (e). If the tenderer does not meet the criteria stated in the Appendix-6, the tenderer shall be considered ineligible for participation in tender process and they shall be considered ineligible applicants in terms of Clause 1.2.1 of NIT.
- v (f). If there is any misrepresentation of facts with regards to undertaking submitted vide Appendix-6, the same will be considered as "fraudulent practice" under Clause 4.33.1 a (ii) of GCC and the

tender submission of such tenderers will be rejected besides taking further action as per Clause 4.33.1 (b) & 13.2.1 of GCC.

vi. Tenderer must not have suffered bankruptcy/ insolvency during the last 5 years. The tenderer should submit undertaking to this effect in the Appendix-6 of Form of Tender

vii. Not used

viii. Not used

ix. **Purchase Preference to Class-I Local Supplier/Preference to Make In India:**

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 04.06.2020 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 04.06.2020 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 04.06.2020 issued by 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. Margin of purchase preference shall be 20% for the 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 L1 bidder.

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 L1 price.

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 case 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 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-22 and Appendix-23 of FOT duly filled to be uploaded along with the technical bid. In case, bidder do not upload Appendix-22 and Appendix-23 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 04.06.2020 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 Lakh or 1% of the value of the local item being procured (subject to maximum of Rs. 5 Lakh), 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.

x) No consortium or joint venture (JV) is allowed for bidding.

xi) Subcontracting of work is not permitted.

1.2.2 Minimum Eligibility Criteria

(a) Work Experience: The tenderers will be qualified only if they have successfully completed work(s), completion date of which falling during last 7 years ending last day of the month previous to the month of tender submission as given below:

- (i) At least one "similar work"*** of value of INR 49,84,320/- or more
OR
- (ii) At least two "similar works" **each of value of INR 31,15,200/- or more
OR
- (iii) At least three "similar works" **each of value of INR 24,92,160/- or more

** "Similar work" means "configuration/application development/ implementation in SAP"

Additional Requirements:

- Bidder should have successfully completed one (01) project/work comprising of configuration/application development/ implementation in SAP HCM/SAP ESS module.

Notes:

- The tenderer shall upload details of work executed by them in the prescribed format as per Appendix-15 (Part-A) & Appendix-15 (Part-B) of Form of Tender for the works to be considered for qualification of work experience criteria. Documentary proof such as completion certificates from the client clearly indicating the nature/scope of work, actual completion cost and actual date of completion for such work should be uploaded. The offers submitted without this documentary proof shall not be evaluated. In case work is executed for private client documentary proof such as copy of work order, Bill of quantities, Bill wise details of payment received certified by CA, TDS certificates for all the payments received, copy of final/ last bill paid by the client should also be uploaded. All the documents or certificates which are provided by CA after 1st July, 2019, 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 on <https://udin.icai.org/search-udin>.

- Value of successfully and fully completed work up to the last day of the previous month of tender submission will be considered for qualification of work experience criteria. Works in progress after successfully completion of at least 06 months beyond the go live of project up to the last day of the previous month of tender submission will also be considered for qualification of work experience criteria. For such ongoing works, tenderer need to submit client certificate wherein the value of the completed portion of the works needs to be clearly identified and mentioned, along with all other relevant details.
- 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 01.07.2019, same shall be considered for evaluation even if it is not stamped.
- If the above work(s) (i.e. "Similar work" comprise 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).
- For completed works, value of work done shall be updated to the last day of the previous 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.
- After opening of financial bids, the work experience credentials (work experience certificate along with other documents if any) of L-1 bidder shall be sent for verification and certification to the concerned client(s). In case of any concealment or misrepresentation of facts, appropriate action(s) in accordance with tender conditions and "Suspension/Banning Policy, August 2019" of DMRC shall 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 tenderer will be qualified only if they have minimum financial capabilities as below :-

- (i) T1- Annual Turnover: The average annual turnover of the tenderer during last three audited financial years (2017-18, 2018-19, 2019-20) should not be less than **INR 93,45,600/-**

Notes:

- Financial data for latest last three audited financial years has to be uploaded by the tenderer in Appendix-16 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 and Unique Document 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-16A 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 '2' audited financial years will be taken into consideration for evaluation. If audited balance sheet of any year other than the last year is not uploaded, the tender will be considered as non-responsive.
- 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.

1.2.2.1 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 :

Available Bid Capacity = 2*A*N – B

Where,

A = Maximum of the value of IT works executed in any one year during the last three 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 IT works during period of **8 months** w.e.f. from the first day of the month of tender submission.

Notes:

- Financial data for latest last three financial years has to be submitted by the tenderer in **Appendix-26** 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) and UDIN (Unique Document Identification Number).
- Value of existing commitments for on-going works during period of **8 months** w.e.f. from the first day of the month of tender submission has to be submitted by the tenderer in **Appendix-27** 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) and UDIN.

1.2.2.2 The tender submission of tenderers, who do not qualify the minimum eligibility criteria & bid capacity criteria stipulated in the clauses 1.2.2 to 1.2.2.1 above, shall not be considered for further evaluation and therefore rejected. The mere fact that the tenderer is qualified as mentioned in sub clause 1.2.2 to 1.2.2.1 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.

1.3 Tender document consists of the following:

- a. Notice Inviting Tender
- b. Instructions to Tenderers (Including Annexures)
- c. Form of Tender (Including Appendices)
- d. General Conditions of Contract(November 2019)
- e. Special Conditions of Contract
- f. Employer's Requirement
- g. Bill of Quantities

1.3.1 The Tenderers may obtain further information/ clarification, if any, in respect of these tender documents from the office of GM/IT, Mayur Vihar Ph-I Metro Station, New Delhi,110091.

1.3.2 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.

1.3.3 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.

1.3.4 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.

1.3.5 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 document cost/tender fee (***in the form of RTGS, NEFT and IMPS***) and ***scanned copy of Undertaking for Tender Security Declaration*** towards Tender Security and other documents as stated in the tender document. Instructions for on-line bid submission are furnished hereinafter.

1.3.6 Submission of Tenders shall be closed on e-tendering website 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 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.

- 1.3.7 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 latest Date of Submission of Tender.
- 1.3.8 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.
- 1.3.9 Tenderers are advised to keep in touch with e-tendering portal <https://eprocure.gov.in/eprocure/app> for updates.
- 1.3.10 Letter of acceptance to the successful bidder shall be uploaded on procurement portal which can be downloaded by the successful bidder.
- 1.3.11 For any corruption related complaint, tenderer may contact CVO, DMRC (email- cvodmrc@gmail.com Ph.011-23418406. However, no tender related queries shall be enquired from CVO, DMRC. For any queries/clarification related to tender, the bidder may attend pre-bid meeting and/or upload their queries online within the date and time specified at Clause 1.1.1 (f) and 1.1.1 (g) of NIT respectively.

DGM/IT
Delhi Metro Rail Corporation Limited

Instructions for Online Bid Submission:

1. GENERAL

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>.

2. REGISTRATION

- a) 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.
- b) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- c) 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.
- d) 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.
- e) 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.
- f) 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.

3. SEARCHING FOR TENDER DOCUMENTS

- a) 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.
- b) 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.
- c) 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.

4. PREPARATION OF BIDS

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b) 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.
- c) 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.
- d) 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.

5. SUBMISSION OF BIDS

- a) 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.
- b) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- c) Tender fee / Tender document cost: Bidder has to select the instrument type & enter the details of transaction of payment of tender fee / tender document 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.
- d) Tender Security / Earnest Money Deposit (EMD): Bidder should submit the EMD/Tender Security as per the instructions specified in C18 of ITT in the tender document.
- e) 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.
- f) 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.
- g) 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.
- h) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- i) 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.
- j) 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.

6. ASSISTANCE TO BIDDERS

- a. 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.
- 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.

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