

1. NOTICE INVITING BID (NIB)

NIB No- JMRC/O&S/OP/CFS/2018-19/NIB/04 dated 11/03/2019

1.1 GENERAL

1.1.1

Jaipur Metro Rail Corporation (JMRC) invites digitally submitted online bids from interested and eligible Customer Facilitation Services Agencies for Providing Customer Facilitation Services for Mansarovar to Shyam Nagar and other designated places of Jaipur Metro Rail Corporation Ltd through e-procurement system.

- I. The complete bid document can be downloaded from the e-procurement website <https://www.eproc.rajasthan.gov.in> and interested bidders will have to submit their offer in electronic formats both for technical and financial proposal on this website through with their digital signatures. The complete bid document can also be seen on Corporation's website www.transport.rajasthan.gov.in/jmrc and state public procurement portal i.e., www.sppp.rajasthan.gov.in
- II. Bidders who wish to participate in this bidding process must register on <https://eproc.rajasthan.gov.in>. To participate in online tenders, as per Information Technology Act, 2000, Bidders will have to obtain Digital Signature Certificate (DSC) from any agency approved by Controller of Certifying Authorities (CCA). Bidders who already have a Valid Digital Signature Certificate need not to obtain a new Digital Signature Certificate. This DSC will be used to sign the bids submitted online by the bidder. Unsigned bids will not be entertained and will be rejected outright.
- III. Please note that a pre-bid meeting of prospective bidders is scheduled as per the details specified below. The objective of this meeting is to address the queries of the prospective bidders related to the Work/ Bidding document.

1.1.2 The key details of the NIB are as follows:

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|-----------|--|---|--|
| a. | Name of Work and NIB No. | : | Selection of Agency for Providing Customer Facilitation Services for Mansarovar to Shyam Nagar and other designated places of Jaipur Metro Rail Corporation Ltd NIB No- JMRC/O&S/OP/CFS/2018-19/NIB/04 |
| b. | Approximate Cost of work | : | Rs. 2.54 Crore (Two years) |
| c. | Bid Security Amount | : | Rs. 5.08 Lacs (by Demand Draft / Bankers Cheque/ Bank Guarantee, payable in favour of Jaipur Metro Rail Corporation Ltd.)(Approximate 2% of the Estimated Cost, 0.5% for Small Scale Industries of Rajasthan, 1% for sick industries other than Small Scale Industries, whose cases are pending with BIFR)(refer clause 10 of ITB) |
| d. | Cost of Bid form (Non - Refundable) | : | Rs. 12980 (11000 /- + 18% GST) (Rs. Twelve Thousand Nine Hundred Eighty Only), (Non-refundable) by Demand Draft / Bankers Cheque payable in favour of Jaipur Metro Rail Corporation Ltd. |

| | | | |
|----|--|---|---|
| e. | E - Tender Processing Fee (Non - Refundable) | : | Rs.1000/- (Rs. One Thousand only) By Demand Draft / Bankers Cheque, payable in favour of MD, RISL Jaipur. |
| f. | Online Bid Document availability period | : | 11/03/2019 17:00 Hrs. to 23/04/2019 15:00 Hrs. |
| g. | Date and Time of Pre- Bid meeting | : | 26/03/2019 Time 11:00 Hrs. |
| h. | Authority and place for Pre-Bid Meeting, seeking clarifications etc. | : | O/O ED(Operations), 406, 4th Floor, Admin Building, Mansarovar Depot, Bhrigu Path, Jaipur-302020 Email: edop@jaipurmetrorail.in Tel-+91(141)2228104 |
| i. | Last date for receiving queries/ clarifications | : | 26/03/2019 Time 17:00 hrs |
| j. | Uploading of Remarks of Metro Administration to the Issues raised in Pre bid conference | : | 29/03/2019 Time 17:00 hrs |
| k. | Online Bid Document submission period | : | 30/03/2019 11:00 Hrs. to 23/04/2019 15:00 Hrs. |
| l. | Venue and Last Date and Time of physical submission of Cost of Bid Form, Bid Security and Processing Fee* | : | O/O ED(Operations), 406, 4th Floor, Admin Building, Mansarovar Depot, Bhrigu Path, Jaipur-302020 Up to 15:00 Hrs of 23/04/2019 (on all working days) |
| m. | Date, Time & place of opening of Online Technical Bid | : | 23/04/2019 at 15:30 Hrs. O/O ED(Operations), 406, 4th Floor, Admin Building, Mansarovar Depot, Bhrigu Path, Jaipur-302020 |
| n. | Date, Time & place of opening of online Financial Bid | : | Will be intimated later to technically qualified bidders through e-mail/phone /eproc website |
| o. | Validity of Bid | : | 90 days from the last date of submission of Bid. |
| p. | Stipulated date of Commencement of work | : | Within 15 (Fifteen) days from the date of issue of "Order of Commencement". |
| q. | Period of Completion of Work | : | 2 Years. |
| r. | Performance security | : | 5% of contract amount, 1% for Small Scale Industries of Rajasthan, 2% for sick industries other than Small Scale Industries, whose cases are pending before the BIFR (refer clause 17 of ITB) as per RTPP Rule 75 (3) |

Note:-

1. Corrigendum, Addendums and subsequent clarifications on bid terms, if any, can be down loaded from the above mentioned websites. Intimation for change in the schedule of Bid opening etc. shall be published on above mentioned websites only. Keep visiting these websites for any subsequent clarifications & modifications.
 2. Physical submission of bid is not allowed.
 3. JMRC will not be responsible for any delay in submission of online bid due to any reason.
- * These original Instruments should be submitted with forwarding letter clearly marking the NIB No. and Name of Work for which these instruments are being submitted. Physical submission of these instruments is to be made by the authorised representative of the bidder at the designated office (as per column above). Submission of these instruments through Dak/Courier etc. shall not be accepted and no correspondence shall be entertained by the JMRC.

If bidder fails to submit the original instruments in the desired formats and amount by the stipulated date and time then its Technical and Financial Bids shall not be opened and it shall be **summarily rejected**.

If scanned copy of any or all of these instruments (i.e. Cost of Bid Form, Processing Fee and Bid Security) Submitted with Technical Bid does not match with the original instruments submitted by the firm then Technical and Financial Bids Submitted by the firm shall be **liable for rejection**.

1.2 Bid Document consists of the following:

- a) Notice Inviting Bid (NIB)
- b) Instructions to Bidder (ITB)
- c) Special Conditions of Contract (SCC)
- d) General Conditions of Contract (GCC)
- e) Bill of Quantities/Commercial Bid(BOQ)

Note: Approved GCC is uploaded and available on the JMRC website, By Signing the Bid document, firm agrees to accept the GCC. While framing the contract with the successful Bidder, the bidder shall sign the complete GCC document and submit it to the JMRC. Bidder shall have to furnish the declaration in such regard as per Annexure 8.

2 Eligibility conditions of NIB

2.1 TECHNO - FINANCIAL ELIGIBILITY REQUIREMENTS :-

Those bidders who qualify through the Initial Requirements need to meet the below mentioned Financial Standing and Physical Requirements:-

2.1.1 The average annual turnover of the bidder during last three audited financial years should not be less than Rs. 101 Lakhs (40% of the estimated cost) for the purpose of evaluation. The bidder should enclose audited balance sheet of last three financial years i.e. 2015-16, 2016-17 and 2017-18.

2.1.2 Work Experience (Physical Requirement):-

Experience of having satisfactorily completed similar works during last 5 years period ending last day of month previous to the one in which the bids are invited should be either of the following:

- i. Three similar completed works each costing not less than the amount equal to Rs. 101 Lacs (40% of the estimated cost)
Or
- ii. Two similar completed works each costing not less than the amount equal to Rs. 127 Lacs (50% of the estimated cost)
Or
- iii. One similar completed work costing not less than the amount equal to Rs. 203 Lacs (80% of the estimated cost)

2.1.3 Definition of Similar Works:-

Customer Facilitation Services shall include work for providing Ticketing or customer Facilitation or Managing Parking lots or watch and ward or security or guarding or Housekeeping Services for Central Government or/ State Government or/ PSU or/Reputed Hospitals or/Large private sector or/MRTS or /Railways or/ Airports.

2.1.4 In support of physical requirement, contractor shall have to submit completion certificate(s) issued by the client's organization of the contractor, completion certificate(s) should be issued not below the rank of Executive Engineer. Those bidders who have either worked or working in JMRC shall have to submit Performance Certificate issued by the Engineer-In Charge in support of physical requirement.

To substantiate the Annual Turnover, Contractor needs to submit the Chartered Accountant (CA) Certificate. Originals may be sought by the Procurement Entity or Committee nominated by him.

To prove Techno-Financial Eligibility requirements, Evaluation Performa – 2 & 3 of the ITB needs to be submitted by the bidder.

2.2 Other Eligibility Requirements

Bidder should meet other eligibility requirements as per following –

| S. No. | Eligibility Criteria | Documents required to substantiate the same |
|--------|--|---|
| i. | The bidder firm should be in existence on or before 01.03.2014. | a. Copy of Registration certification of the firm / Partnership deed / Certificate of incorporation, etc. b. Copy of Articles of Association & Memorandum of Association (if applicable) c. Income Tax Registration (Copy of PAN Card) d. Copy of GST Registration number (along with copy of latest challan and Return both) e. Profile of the firm including the related activities done in last five years along with copies of work orders. f. Self certified copy of the statement of Bank Account for the Last Six Months in the name of bidding firm. |
| ii. | The bidder should have the following registrations: a) Registration certificate and licence Number under Contract Labour (Regulation & Abolition) Act, 1970 b) Under Employees' Provident Funds and Miscellaneous Provisions Act, 1952. c) Under Employees' State Insurance Act, 1948. d) Under Private Security Agencies (Regulation) Act, 2005 and rules framed there under. | Enclose copy of below mentioned documents(i.e.) A. Registration certificate for 'a', 'b' & 'c' B. Copy of latest challan and return both for 'b' and 'c' obtained in the name of Firm (not in individual Name). C. Registration certificate for 'd', within Three month of LOA. |

Note:-

For point no. (i) and (ii), in case of bidder is consortium, the above documents shall be mandatorily submitted for all the constituent members. All uploaded documents need to be submitted by Digital Signature Certificate (DSC) only.


 Director (O&S) 3/19