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**1. NOTICE INVITING BID (NIB)**

**NIB No- JMRC/O&S/OP/CFS/2021-22/NIB/03(R-1)dated 31/05/2022**

**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 Civil Lines to Badi Chaupar 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](http://www.transport.rajasthan.gov.in/jmrc) and state public procurement portal i.e., [www.sppp.rajasthan.gov.in](http://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:**

|    |                                                     |   |                                                                                                                                                                                                                                                                                               |
|----|-----------------------------------------------------|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| a. | <b>Name of Work and NIB No.</b>                     | : | Selection of Agency for Providing Customer Facilitation Services for Civil Lines to Badi Chaupar and other designated places of Jaipur Metro Rail Corporation Ltd<br><b>NIB No- JMRC/O&amp;S/OP/CFS/2021-22/NIB/03(R-1)</b>                                                                   |
| b. | <b>Approximate Cost of work</b>                     | : | Rs. 4.173Crore(Two years)                                                                                                                                                                                                                                                                     |
| c. | <b>Bid Security Amount</b>                          | : | Rs.8.346 Lacs ( by Demand Draft/ Bankers Cheque/ Bank Guarantee, payable in favour of Jaipur Metro Rail Corporation Ltd. <b>Being a service contract, concessional bid security clause is not applicable in this contract.</b>                                                                |
| d. | <b>Cost of Bid form (Non - Refundable)</b>          | : | 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. <b>Being a service contract, concessional bid security clause is not applicable in this contract</b> |
| e. | <b>E - Tender Processing Fee (Non - Refundable)</b> | : | Rs.1000/- (Rs. One Thousand only)<br>By Demand Draft / Bankers Cheque, payable in favour of MD, RISL Jaipur.                                                                                                                                                                                  |

|    |                                                                                                                                                                |   |                                                                                                                                                           |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| f. | Online Bid Document availability period                                                                                                                        | : | 31/05/2022, 17:00 Hrs. to 24/06/2022,15:00 Hrs.                                                                                                           |
| g. | Date and Time of Pre- Bid meeting                                                                                                                              | : | 06/06/2022 Time 11:00 Hrs.                                                                                                                                |
| h. | Authority and place for Pre-Bid Meeting, seeking clarifications etc.                                                                                           | : | O/O ED(Operations), 405, 4th Floor, Admin Building, Mansarovar Depot, Bhrigu Path, Jaipur-302020<br>Email: edop@jaipurmetrorail.in<br>Tel:+91(141)2228104 |
| i. | Last date for receiving queries/ clarifications                                                                                                                | : | 06/06/2022 Time 17:00 hrs                                                                                                                                 |
| j. | Uploading of Remarks of Metro Administration to the Issues raised in Pre bid conference                                                                        | : | 08/06/2022 Time 17:00 hrs                                                                                                                                 |
| k. | Online Bid Document submission period                                                                                                                          | : | 09/06/2022 11:00 Hrs. to 24/06/2022 15:00 Hrs.                                                                                                            |
| l. | Venue and Last Date and Time of physical submission of Cost of Bid Form, Bid Security, Processing Fee* and Annexure -10 on non-judicial stamp paper of Rs. 100 | : | O/O ED(Operations), 405, 4th Floor, Admin Building, Mansarovar Depot, Bhrigu Path, Jaipur-302020<br>Up to 15:00 Hrs of 24/06/2022 (on all working days)   |
| m. | Date, Time & place of opening of Online Technical Bid                                                                                                          | : | 24/06/2022 at 15:30 Hrs.<br>O/O ED(Operations), 405, 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 / e proc 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. Further extendable as per RTPPR-2013                                                                                                             |
| r. | Performance security                                                                                                                                           | : | 5% of contract amount. <b>Being a service contract, concessional bid security clause is not applicable in this contract</b>                               |

