

1. NOTICE INVITING BID (NIB)

NIB No- JMRC/O&S/OP/CFS/2016-17/NIB/04 dated 04/03/2017

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 Ram Nagar to Chandpole 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:

a.	Name of Work and NIB No.	:	Selection of Agency for Providing Customer Facilitation Services for Ram Nagar to Chandpole and other designated places of Jaipur Metro Rail Corporation Ltd NIB No- JMRC/O&S/OP/CFS/2016-17/NIB/04
b.	Approximate Cost of work	:	Rs. 2.37 Crore (Two years)
c.	Bid Security Amount	:	Rs. 4.74 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. 11000 /- (Rs. Eleven Thousand 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	:	06/03/2017 17:00 Hrs. to 05/04/2017 15:00 Hrs.
g.	Online Bid Document submission period	:	20/03/2017 11:00 Hrs. to 05/04/2017 15:00 Hrs.
h.	Date, Time & place of opening of Online Technical Bid	:	05/04/2017 at 15:30 Hrs. O/O DGM/ Operations , 418, 4th Floor, Administration Building, Mansarovar Depot, Bhriugu Path, Jaipur-302020
i.	Date and Time of opening of online Financial Bid	:	Will be intimated later to technically qualified bidders through e-mail/phone /eproc website

j.	Venue and Last Date and Time of physical submission of Cost of Bid Form, Bid Security and Processing Fee*	:	O/O DGM/ Operations , 418, 4th Floor, Administration Building, Mansarovar Depot, Bhriгу Path, Jaipur-302020 Up to 15:00 Hrs of 05/04/2017 (on all working days)
k.	Date and Time of Pre- Bid meeting	:	15/03/2017 Time 11:00 Hrs.
l.	Last date for receiving queries/ clarifications		15/03/2017 Time 17:00 hrs
m.	Uploading of Remarks of Metro Administration to the Issues raised in Pre bid conference		18/03/2017 Time 17:00 hrs
n.	Validity of Bid	:	90 days from the last date of submission of Bid.
o.	Stipulated date of Commencement of work	:	Within 07 (seven) days from the date of issue of "Letter of Acceptance".
p.	Period of Completion of Work	:	2 Years.
q.	Authority and place for Pre-Bid Meeting, seeking clarifications etc.	:	O/O DGM/ Operations , 418, 4th Floor, Administration Building, Mansarovar Depot, Bhriгу Path, Jaipur-302020 Email: dos@jaipurmetrorail.in Tel:+91(141)5153700
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 vendor 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 firm 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.