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

**NIB No- JMRC/O&S/OP/CFS/2024-25/NIB/01**

**dated 05/07/2024**

**1.1 GENERAL**

**1.1.1**

Jaipur Metro Rail Corporation (JMRC) invites digitally online submission of bids from interested and eligible Customer Facilitation Services Agencies for Providing Customer Facilitation Services for **Mansarovar to Ram 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](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:**

<b>a.</b>	<b>Name of Work and NIB No.</b>	:	Selection of Agency for Providing Customer Facilitation Services for Mansarovar to Ram Nagar and other designated places of Jaipur Metro Rail Corporation Ltd <b>NIB No- JMRC/O&amp;S/OP/CFS/2024-25/NIB/01</b>
<b>b.</b>	<b>Approximate Cost of work</b>	:	<b>Rs. 4.84 Crore (For Two years including GST)</b>
<b>c.</b>	<b>Bid Security Amount</b>	:	Rs. 9.68 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>
<b>d.</b>	<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>
<b>e.</b>	<b>E - Tender Processing Fee (Non - Refundable)</b>	:	Rs.2000/- (Rs. Two Thousand only) By Demand Draft / Bankers Cheque, payable in favour of MD, RISL Jaipur.



f.	Online Bid Document availability period	:	05/07/2024, 17:00 Hrs. to 31/07/2024 15:00Hrs.
g.	Date and Time of Pre- Bid meeting	:	11/07/2024 Time 11:00 Hrs.
h.	Authority and place for Pre-Bid Meeting, seeking clarifications etc.	:	O/o General Manager (Operations), 405, 4th Floor, Admin Building, Mansarovar Depot, Bhrigu Path, Jaipur-302020 Email: gmop@jaipurmetrorail.in Tel:+91(141)2228109
i.	Last date for receiving queries/ clarifications	:	11/07/2024 Time 16:00 hrs
j.	Uploading of Remarks of Metro Administration to the Issues raised in Pre bid conference	:	12/07/2024 Time 17:00 hrs
k.	Online Bid Document submission period	:	12/07/2024 18:00 Hrs. to 31/07/2024 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 General Manager (Operations), 405, 4th Floor, Admin Building, Mansarovar Depot, Bhrigu Path, Jaipur-302020 Up to 15:00 Hrs of / /2024 (on all working days)
m.	Date, Time & place of opening of Online Technical Bid	:	31/07/2024 at 15:30 Hrs. O/o General Manager (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 /eproc website
o.	Validity of Bid	:	90 days from the last date of submission of Bid.
p.	Stipulated date of Commencement of work	:	Within 07 (Seven) days from the date of issue of "Order of Commencement".
q.	Contract Period	:	2 Years. Further extendable as per Rule 73 of 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>

**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.