



**JAIPUR METRO**

# **Customer Satisfaction and Performance Survey**

**(PHASE-1: MANSAROVAR TO BADI CHAUPAR METRO STATION)**

## **BID DOCUMENT**

**(CONTAINING NOTICE INVITING BID (NIB), INSTRUCTION TO BIDDERS (ITB)  
AND FINANCIAL BID)**

**JAIPUR METRO RAIL CORPORATION LTD.**

**Directorate of Operations & Systems**

**405, Admin Building, Mansarovar Depot, Bhrigu Path,  
Mansarovar, Jaipur-302020**

**Website: [www.transport.rajasthan.gov.in/jmrc](http://www.transport.rajasthan.gov.in/jmrc)**

**Email: [gmop@jaipurmetrorail.in](mailto:gmop@jaipurmetrorail.in)**

Signature of Authorized Signatory

## JAIPUR METRO RAIL CORPORATION LTD.

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**Bid for Customer Satisfaction and Performance Survey from  
Mansarovar to Badi Chaupar Metro Stations corridor within the 1.5  
Kilo-Meter Radius**

JMRC/O&S/OP/SURVEY/2025-26/NIB/04/R-1

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|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>a. Name of Work</p> <p>b. Estimated Cost of Work (including GST @18%)</p> <p>c. Bid Security Amount (or Demand)</p> <p>d. Cost of Bid form (non-refundable)</p> <p>e. Tender Processing Fee (non-refundable)</p> <p>f. Online Bid Document availability</p> <p>g. Date and time of Pre Bid Meeting</p> <p>h. Authority and place for Pre-bid Meeting, seeking clarifications etc.</p> <p>i. Last date for receiving queries</p> <p>j. Location of Remarks of/Reply</p> | <p>Bid for Customer Satisfaction and Performance Survey along with Phase-I: Mansarovar to Badi Chaupar Metro Stations (1.5 Metro stations) corridor within the 1.5 Kilo-Meter Radius.</p> <p>Rs. 841.30 Lakhs</p> <p>Rs. 10 Lakhs</p> <p>Rs. 1500/- (Rs. 1000/- Bid Cost - 18% GST) by Demand Draft</p> <p>Rs. 500/- (Rs. 500/- Bid Cost - 18% GST) by Demand Draft</p> <p>From Date 24/08/2025, Time: 11:00 hrs. To Date 15/09/2025, Time: 1:00 hrs.</p> <p>Date 01/09/2025, Time: 11:30 hrs.</p> <p>Room No. 417, Admin Building, Mansarovar Depot, Jaipur.</p> <p>Date 01/09/2025, Time: 11:30 hrs.</p> <p>Date 03/09/2025, Time: 11:30 hrs.</p> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Signature of Authorized Signatory

## NOTICE INVITING BID (NIB)

NIB No. JMRC/O&S/OP/SURVEY/2025-26/NIB/04/R-1

Date: -08-2025

### 1. GENERAL

- 1.1. Jaipur Metro Rail Corporation Ltd. (JMRC) invites online bids by Open competitive bidding process (Single stage two envelope method) for Customer Satisfaction and Performance Survey along with Phase-1 : Mansarovar to Badi chaupar Metro Stations (11 Metro stations) corridor within the 1.5 Kilo-Meter Radius.
- 1.2. 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)
- 1.3. 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.
- 1.4. 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.
- 1.5. The key details of the NIB are as follows:

|    |                                                                                                                   |   |                                                                                                                                                                                                                                     |
|----|-------------------------------------------------------------------------------------------------------------------|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| a. | Name of Work                                                                                                      | : | Bid for Customer Satisfaction and Performance Survey along with Phase-1A: Mansarovar to Badi Chaupar Metro Stations (11 Metro stations) corridor within the 1.5 Kilo-Meter Radius.<br>NIB No: JMRC/O&S/OP/SURVEY/2025-26/NIB/04/R-1 |
| b. | Estimated Cost of Work (Including GST @18%)                                                                       | : | Rs. 8,41,302/-                                                                                                                                                                                                                      |
| c. | Bid Security Amount (by Demand Draft / Bankers Cheque, payable in favour of Jaipur Metro Rail Corporation. Ltd.). | : | Rs. 16,826 /-<br>( 2% of the Estimated Cost)                                                                                                                                                                                        |
| d. | Cost of Bid form (Non-refundable)                                                                                 | : | Rs. 1180/- (Rs.1000/- Bid Cost + 18% GST) by Demand Draft / Bankers Cheque, payable in favour of Jaipur Metro Rail Corporation. Ltd.                                                                                                |
| e. | E - Tender Processing Fee (Non - Refundable)                                                                      | : | Rs. 500/- (Rs. Five Hundred only)<br>By Demand Draft / Bankers Cheque, payable in favour of MD, RISL Jaipur.                                                                                                                        |
| f. | Online Bid Document availability period                                                                           | : | From Date: <del>26</del> /08/2025, Time: 17:00 hrs.<br>To Date: <del>15</del> /09/2025, Time: 15:00 hrs.                                                                                                                            |
| g. | Date and time of Pre Bid Meeting                                                                                  | : | Date: <del>01</del> /09/2025, Time: 11:30 hrs.                                                                                                                                                                                      |
| h. | Authority and place for Pre-bid Meeting, seeking clarifications etc.                                              | : | O/o Manager (Operations),<br>Room No. 417, Admin Building, Mansarovar Depot, Bhriгу Path, Mansarovar, Jaipur-302020                                                                                                                 |
| i. | Last date for receiving queries/ clarifications                                                                   | : | Date: <del>01</del> /09/2025, Time: 17:30 hrs.                                                                                                                                                                                      |
| j. | Uploading of Remarks of Metro Administration to the Issues raised                                                 | : | Date: <del>03</del> /09/2025, Time: 11:30 hrs.                                                                                                                                                                                      |

|    |                                                                                                           |                                                                                                                                                                        |
|----|-----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | in Pre bid conference                                                                                     |                                                                                                                                                                        |
| k. | Online Bid Document submission period                                                                     | Date: <b>03/09/2025</b> , Time:17:30 hrs. to Date: <b>15/09/2025</b> , Time:15:30 hrs.                                                                                 |
| l. | Venue and Last Date and Time of physical submission of Cost of Bid Form, Bid Security and Processing Fee* | O/o Manager (Operations),<br>Room No. 417, Admin Building, Mansarovar Depot, Bhriugu Path,<br>Mansarovar, Jaipur-302020                                                |
| m. | Date, Time & place of opening of Online Technical Bid                                                     | Date: <b>15/09/2025</b> , Time: 15:30 hrs.<br>O/o. Manager (Operations),<br>Room No. 417, Admin Building, Mansarovar Depot, Bhriugu Path,<br>Mansarovar, 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 seven days from the date of issue of "Letter of Commencement or as mentioned in the LOA".                                                                     |
| q. | Period of Completion of work                                                                              | : 90 days from the date of commencement.                                                                                                                               |
| r. | Performance Security                                                                                      | : 5% of the Contract Price by Demand Draft / Bankers Cheque, payable in favour of Jaipur Metro Rail Corporation. Ltd.                                                  |

**Note: -**

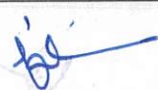
1. This bid document govern with Rajasthan Transparency in Public Procurement Act, 2012.
2. All pages of the bid shall be signed by the bidder or a person duly authorized to sign on behalf of the bidder.
3. Corrigendum, Addendums and subsequent clarifications on bid terms, if any, can be downloaded from the website [www.transport.rajasthan.gov.in/jmrc](http://www.transport.rajasthan.gov.in/jmrc), or state procurement portal i.e., <http://sppp.rajasthan.gov.in> or <https://eproc.rajasthan.gov.in>. All the information, intimation and updates regarding this tender shall be published on given websites only. Keep visiting these websites for any subsequent clarifications & modifications.
4. Physical submission of bid is not allowed.
5. JMRC will not be responsible for any delay in submission of bid due to any reason.
6. In case complete GCC & bid documents duly signed by the bidding has been uploaded and some pages not readable properly due to the inclusive one or another which does not affect the price bid of the tender, can be demanded during technical evaluation by JMRC.

\* 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**.

7. Bidder must quote for all the items mentioned in the BOQ (Bill of Quantities). In case, a bidder does not quote for any rate of any item, the bid shall be summarily rejected.
8. If the date of opening is declared holiday, then Bids will be opened on next working day.



9. JMRC reserves the right to accept or reject any or all proposals without assigning any reasons.

10. No bid shall have any cause of action or claim against the JMRC for rejection of his proposal.

**11. Bid Document consists of the following:**

- Notice Inviting Bid (NIB)
- Instructions to Bidder (ITB)
- Special Conditions of Contract (SCC)
- General Conditions of Contract (GCC)
- 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.

- In case of any further details required, the same can be collected from the office of Manager (OP).

**Manager (Operations)**

JAIPUR METRO RAIL CORPORATION LTD,

Room No. 417, Admin Building, Metro Depot,

Bhriagu Path, Mansarovar, Jaipur- 302020

Tel: +91-141-2822162, Email:mgrop2@jaipurmetrorail.in

## 2. Eligibility Condition:

| S.No | Eligibility Criteria                                                                                                                                  | Documents required to Submit for substantiate eligibility                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.   | Initial requirement                                                                                                                                   | a) An self declaration on stating that the bidder should not have been debarred/Black listed/Contract Terminated either by procuring entity or State Govt./ Public Sector in pursuance to the process of debarment specified in RTPPR, 2013 or Central Govt. and central PSU's. <b>(Form-F)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 2.   | The bidder may be a) proprietary firm/ partnership firm/Limited Company or Corporation body legally constituted, and per law with valid registration. | aa) Copy of Registration certification of the firm / Certificate of incorporation, etc. (if applicable)<br>b) Copy of Articles of Association & Memorandum of Association (if applicable)<br>c) Copy of GST Identification number.<br>d) Income Tax Registration (Copy of PAN Card)<br>e) An undertaking certifying Availability of branch at Jaipur                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 3.   | Bidder's Firm Existence                                                                                                                               | a) Firm should be in existence on or before 01.04.2020.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 4.   | Turnover                                                                                                                                              | a) The average annual turnover of the bidder during last three audited financial years (2021-22, 2022-23 and 2023-24) should not be less than Rs. 336521 /- (40% of the estimated cost) for the purpose of evaluation. To substantiate the Annual Turnover, Contractor needs to submit the Chartered Accountant (CA) Certificate.                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 5.   | Work Experience                                                                                                                                       | Bidder shall have successfully completed any survey for Central Government or/ State Government / PSU or for any Private Sector. Bidder shall submit the work order/Performance certificate for the same.<br>Experience of having satisfactorily completed similar works during last 5 financial years period ending last day of month previous to the one in which the bids are invited should be either of the following:<br>a) Three similar completed works each costing not less than the amount equal to Rs.336521/- (40% of the estimated cost)<br>Or<br>b) Two similar completed works each costing not less than the amount equal to Rs.420651/- (50% of the estimated cost)<br>Or<br>c) One similar completed work costing not less than the amount equal to Rs.673042 /- (80% of the estimated cost) |

## 3. OVERVIEW OF JAIPUR METRO RAIL CORPORATION LTD.

The East West Corridor from Mansarovar to Badi chaupar, with a total length of 12.067 kms is in operation executed as Phase-1A & Phase-1B.

The Government of Rajasthan has set up the "Jaipur Metro Rail Corporation Ltd." as a wholly owned company of the State Government for implementation of Jaipur Metro Rail Project.

### About Jaipur Metro

To ensure reliability and safety in train operations, it is equipped with the most modern communication & train control system. It has state-of art air-conditioned coaches. Ticketing & passenger control is controlled through Automatic Fare Collection system. All the stations are equipped with elaborate fire detection, suppression & extinguishing system. Further underground stations are equipped with elaborate Tunnel Ventilation System. Jaipur Police have also been engaged for maintaining law & order in the metro network. Private Watch & Ward personnel are also being engaged at many stations for safety of JMRC assets / property. For the convenience of commuters, adequate number of escalators and lifts are installed at metro stations. Most of the Stations are equipped with CCTV. The entry to paid area is controlled by flap doors operated by Contactless Smart Cards (CSC) and Contactless Smart Tokens (CST).

**General Manager (Operations)**  
(Procuring Entity)

JAIPUR METRO RAIL CORPORATION LTD,  
405, Admin Building, Mansarovar Depot,  
Bhrihu Path, Mansarovar, Jaipur – 302020

Tel: +91-141-2822109, Email: [gmop@jaipurmetrorail.in](mailto:gmop@jaipurmetrorail.in)

## **INSTRUCTION TO BIDDERS (ITB)**

### **General Guidelines:-**

- A. This Bid Document does not purport to contain all the information that each bidder may require. Bidders are requested to conduct their own investigations and analysis and to check the accuracy, reliability and completeness of the information in this Bid Document before participating in the bid process. JMRC Ltd. makes no representation or warranty and shall incur no liability under any law, statute, rules & regulations in this regard. Information provided in this Bid Document is only to the best of the knowledge of JMRC Ltd.
- B. Bidders should read carefully the contents of this document and to provide the required information. Each page of the Bid Document, Addendum (if any) and other submissions, before submission of the bid, may be Numbered, Signed & Stamped, as a token of acceptance of terms and conditions of this bid. Any unsigned and unstamped document may not be considered for evaluation. The signature is required to be done by the bidder itself/ authorized signatory of the Bidder for which a valid Power of Attorney shall be enclosed. All documents shall be submitted in English Language.
- C. Bidders should provide all the required information and attach supporting documents as earmarked mentioned signed by the bidder / authorized signatory of the bidder and attested by competent authority wherever asked.
- D. For any query from bidder, JMRC reserves the right not to offer clarifications on any issue raised in a query. No extension of any deadline will be granted for JMRC having not responded to any query or not provided any clarification.
- E. Bidders should clearly note the date and time of submission of Bid. Late or delayed Bids will not be accepted. Bidders are reminded that no supplementary material will be entertained by JMRC and Technical Evaluation will be carried out only on the basis of submissions received by JMRC by the date/time of the bid submission. However JMRC may ask for any supplementary information, if required.
- F. Technical Evaluation will help assess whether the bidder possesses the earmarked technical/financial capabilities.
- G. It shall however be noted that JMRC will not discuss any aspect of the evaluation process. Bidders will deem to have understood and agreed that no explanation or justification of any aspect of the selection process will be given by JMRC and that JMRC's decisions are without any right of appeal/litigation whatsoever. Applicants may note that the selection process will entirely be at the discretion of JMRC.
- H. Bids will not be considered if Bidders make any false or misleading representations in statements / attachments. If any submission is found false or misleading, even at later stage i.e. after completion of process then also JMRC may annul the award of work.
- I. Bidders may remain in touch with the JMRC's website [www.transport.rajasthan.gov.in/jmrc](http://www.transport.rajasthan.gov.in/jmrc) or state procurement portal <http://sppp.rajasthan.gov.in> or <https://eproc.rajasthan.gov.in> for any kind of latest Information, Addendum, Clarification, etc.
- J. The words 'bid' and 'tender' have been referred interchangeably in this bid document.

### **1 Bid Document**

- 1.1. The Bid Document is meant to select contractor for customer satisfaction and performance survey. Necessary detail of required services is there in the Scope of Work at 2.0 below.
- 1.2. The Bid Document duly encompasses the Scope of Work, Eligibility Criteria, Selection Procedure, Necessary Instructions, Terms and Conditions and other associated / related Document(s) / Annexure(s). Same has been delineated by various parts of the Bid Document as mentioned in clause 1.5 of the NIB.

## 2 Scope of Work

2.1 **Aim of survey:** Contractor shall be required to execute Customer Satisfaction and Performance Survey. The services shall be required for the East West section of Jaipur Metro i.e from Mansarovar Station to Badi Chaupar metro Station including of 8 Elevated Stations and 03 underground Station. In an effort to further improve services and to connect more riders "JMRC" intend to perform a detailed rider survey at around all the eleven stations within the radius of 1.5 KM along the corridor.

2.2 Customer/Riders Satisfaction Survey shall provide expectations and satisfaction level of riders and shall be performed at around eleven metro stations of its route namely: 1.Mansarovar (MSOR), 2.New Aatish Market (NAMT), 3.Vivek Vihar (VKVR), 4.Shyam Nagar (SMNR), 5.Ram Nagar (RMNR), 6.Civil Lines (CLJP), 7.Metro Railway Station (MRSN), 8.Sindhi Camp (SICP), 9.Chandpole (CDPE), 10.Chauti Chaupar (CTCP) and 11.Badi Chaupar (BICP).

2.3 The objective of the survey is:

- To provide the necessary inputs for improvements in ridership;
- Examine the following dimensions::
- connectivity between the metro stations and surroundings,
- Facilities required to riders/customers,
- factor barriers to increase ridership,
- Barriers to ride.
- To establish the baseline for evaluation of impacts of future interventions;
- To increase understanding of how and what changes need to be made in order to better support innovation in the JMRC.

### 2.4 Target and stratification strategy:

The survey intends to cover 300 nos. of residents in the radius of 1.5 km. across/centred each metro station. Sample size is 300 nos at each approach area and total of minimum 3300 no. shall be surveyed. The questioner shall be prepared by survey agency as per objective of the survey for approval of JMRC. The questions shall cover almost all aspects of Metro's functioning to assess how the services can be further improved. The aspects which the survey shall cover are – overall satisfaction, availability, accessibility, ease of use, information prior to and during travel, reliability, customer care, comfort, crowding, security etc.

2.5 The survey shall be done above the 18 years respondents, categorized as public representatives, residential welfare associations (RWAs), working women's, college students, service men working in Private as well as Government organizations, retired person etc. Survey agency must follows quality standards and parameters to complete the assignment.

2.6 The bidder will be in charge of implementing the survey based on the survey instrument approved by JMRC. To be more specific, the bidder will undertake the following tasks:

**Activity One:** Create a instrument/survey form i.e. approved by JMRC.

**Activity Two:** Selection of individuals to be trained for data collection/survey.

The sub-activities under activity two to be undertaken are as below:

- Suggest number of surveyor
- Provide the name of surveyor.
- Surveyor trained by firm's expert.

**Activity Three:** Data collection.

The sub-activities under activity three to be undertaken are as follows:

- Data to be collected as per the survey conducted by firm.
- Each station report to be provided to the Engineer In-charge on JMRC that have been surveyed.
- Data to be transcribed into an excel database in a USB Drive (editable format), format shall be given by JMRC.

**Activity Four:** Final collation of results.

The sub-activities under activity four to be undertaken are as follows:

- Provide final collated database of survey responses in the excel form for each metro station.

- Provide final cumulative analysed report which detailed the overall scenario of respondents under approved content points by "JMRC"
  - Provide responses from riders/customers in hard copy.
  - Plotting of the GPS points on the Map for the surveyed locality with proper legends and colouring schemes.
  - Submission of duly verified survey forms i.e. binded in 50 nos. of forms.
  - A presentation which includes operational efforts to improve better service reliability to attract and retain riders
- 2.7 The period of contract shall be for a period of 3 (Three) month from the date of commencement.
- 2.8 The above services may be required at the following sections (as a whole or in part) of Jaipur Metro: -  
**East-West Corridor (Mansarovar to Badi Chaupar metro Stations of Rail Elevated & Underground Corridor Section)**  
The quantity of items shown in the Scope of Work/Financial Bid is approximate and liable to vary during the actual execution of the work. The contractor shall be bound to carry out and complete the stipulated work irrespective of variation in individual items, at the same rate as specified in the Scope of Work / Financial Bid.
- 3 **Who can Apply**  
Those survey companies/organizations who qualify the eligibility conditions as mentioned in the notice inviting Bid (NIB) can apply for the Bid.
- 4 **Bid Requirements**  
For the purpose of selection of contractor, the bid document is divided into two parts viz. the Technical Bid and the Financial Bid. The requirements for Technical Bid are as under: -
- 4.1 **Technical Bid**
- 4.1.1 The bidder shall submit signed and stamped (lead member in case of Consortium) copy of the Bid Document **except BOQ**. Besides this all other associated / required documents shall be submitted duly numbered and, physically signed/ stamped by the bidders. All applicable Annexures/Proformas shall be duly filled by the contractor.  
The scanned copy of instruments (i.e. BC/DD) of Cost of Bid Form, Bid Security Amount and E-tendering Processing Fee shall be enclosed by the bidder with the Technical Bid.  
All submissions at the e-proc website shall be done with the help of Digital Signature only.
- 4.1.2 Power of Attorney in the name of Authorized Signatory, in case the documents are signed by the authorized signatory of the bidder.
- 4.1.3 The bidder shall be required to enclose signed/stamped copy of valid Registrations/ statement as per following:-
- Firm should be in existence on or before 01.04.2020.
  - An Undertaking certifying that firm should neither be a black listed firm nor should its contracts been terminated / foreclosed by any company / government department / public sector organization during last five financial year ending 31.03.2025.
  - A certificate from CA for Annual Turn Over of last Three financial year
  - Copy of GST Registration and Income Tax Registration.
  - An undertaking certifying availability of Branch (es) of the Survey Company at Jaipur.
- In case of a consortium, the above documents shall be mandatorily submitted for all the constituent members.
- 4.1.4 Each bidder (each member in the case of a consortium) shall be required to confirm and declare with the Bid submission that no agent, middleman or any intermediary has been, or will be, engaged by them to provide any services, or any other items or works related to the award and performance of the Contract. They will have to further confirm and declare that no agency commission or any payment which may be construed as an agency commission has been, or will be, paid and that the Bid price will not include any such amount. The format is given in Annexure-2, 3 and 4 of the ITB.
- 4.1.5 The bidder shall be required to enclose the Check List as in Annexure-11 of the ITB.

- 4.1.6 In order to assess the technical capabilities of the bidders, the Technical Bid is divided in Annexure - (1) for Technical Evaluation. Bidders are advised to fill the enclosed Proformas signed, stamped and certified by the auditors wherever required.
- 4.2 Bidders may note that the Financial Bids of only those bidders will be opened who satisfy the requirements mentioned above from 4.1.1 to 4.1.6.
- 4.3 Bidders may attach clearly marked and referenced continuation sheets in the event that the space provided in the Annexures/Forms are insufficient.
- 4.4 **Financial Bid:-**  
Financial bid shall contain the Bill of Quantities (BOQ) as per the uploaded standard template in excel sheet.
- 5 **Bid Clarification Process: Query from Bidders**
- 5.1 If the bidder for any reason, whatsoever, be in doubt about the meaning of anything contained in the Bid Document, he may seek clarifications in the form of query, in writing, from the **O/o Manager(Operations), 417, Admin Building, Mansarovar Depot, Bhrigu Path, Mansarovar, Jaipur-302020** as per schedule given in the Notice Inviting Bid. Authorized Reply to Query as mentioned at 5.2, if any given by JMRC, shall form part of the Bid Document.
- 5.2 Except for written clarifications (Reply to Query (s) or otherwise) from the office of General Manager (Operations), which is expressly stated to be an addendum to the bid document issued by JMRC, no written or verbal communication/ presentation/explanation by any other employee of JMRC shall be taken to bind or fetter JMRC under the bid/contract.
- 6 **Cost of Bidding**  
The bidder shall bear all costs associated with the preparation and submission of his bid and JMRC will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
- 7 **Site Visit**  
Any site information/schedule of works given in this bid document is for guidance only. The bidder is advised to visit and examine the work site and its surroundings at his cost and obtain for himself on his own responsibility, all information that may be necessary for the preparation of the bid and entering into the Contract.
- 8 **JV/Consortium**
- 8.1 There can be a maximum of 3 (three) members in a JV/consortium.
- 8.2 The technical and financial capabilities of only those members with equity stake equal to or greater than 26% in the JV/Consortium shall be considered relevant for evaluation. It is clarified that the technical experience and financial capabilities of any other Group Company or holding company or subsidiary company of any bidder /JV/consortium member shall not be considered for evaluation unless such company is also a part of the JV/consortium with minimum 26% stake in the shareholding of the JV/consortium.
- 8.3 The JV/consortium as a whole (with cumulative effect) may satisfy the eligibility criteria i.e. the Technical Bid.
- 8.4 Each JV/consortium must specify the proposed equity shareholding (Annexure-4) and nominate a Lead Member of the consortium. This shall be enshrined in the Memorandum of Agreement signed by all JV/consortium members and submitted along with the Bid. The Consortium agreement should be on non-judicial stamp paper of Rs. 500, signed by each & every authorized signatory along with their copy of authorized Power of Attorney duly notarized. A draft of the consortium agreement is there at Annexure-5 of this Bid Document.
- 8.5 If the successful bidder is a consortium of firms, the Contract Agreement shall be signed with entire consortium i.e. all the consortium members shall be party to the Contract Agreement.
- 8.6 There will be no change in the consortium's proposed shareholding structure in the submitted Bid, till the completion of the contract in all respect.
- 8.7 (a) all parties to the JV shall sign the bid and they shall be jointly and severally liable; and  
(b) JV shall nominate a representative who shall have the authority to conduct all business for and on behalf of any or all the parties of the JV during the bidding process. In the event the bid of JV is

accepted, either they shall form a registered JV company/firm or otherwise all the parties to JV shall sign the Agreement.

- 8.8 All members of the JV/Consortium shall be liable jointly and severally, for the execution of the project in accordance with the terms of the Contract Agreement. However, a single performance guarantee from the lead member only shall be submitted for the consortium.
- 8.9 Any individual bidder or member of a consortium cannot be a member in another consortium and participate in this Bid.
- 8.10 Any member of JV/Consortium shall not have been blacklisted/debarred.

## 9 Bid Validity

The bid shall remain valid and open for acceptance for 90 days from the date of submission of the bids. In exceptional circumstances, prior to the expiry of the bid validity period, JMRC may request the bidders for a specified extension in the period of bid validity. The request and the response thereto shall be made in writing. Bidders may refuse the request. Bidders agreeing to the request for extension of bid validity period shall not be permitted to modify their bid but will be required to extend the validity of the period of the Bid security correspondingly.

## 10 Bid Security

- 10.1 The bidder shall furnish bid security of the amount in the manner as mentioned at 1.5(c) in the Notice Inviting Bid.
- 10.2 Bids not accompanied by an acceptable bid security shall be summarily rejected as being non responsive.
- 10.3 Being a service contract, concessional bid security clause is not applicable in this contract.
- 10.4 The bid security of unsuccessful bidders may be discharged /returned by JMRC on request after execution of agreement with the successful bidder.
- 10.5 The bid security of successful bidder may be discharged /returned by JMRC only after execution of contract agreement and submission of Performance Guarantee equivalent to 5% of contract price.
- 10.6 The bid security may be forfeited: -  
(a) If bidder withdraws its bid during the period of bid validity.  
(b) If bidder does not accept corrections in Rates quoted in the Commercial Bid.
- 10.7 In case of a successful bidder fails to: -  
i) Submit signed Letter of Acceptance (LOA) as a token of acceptance within three days of its issuance.  
ii) Furnish the necessary Performance Guarantee equivalent to 5% of contract price within the Seven days of issuance of LOA.  
iii) Commence the work as per terms & conditions of the Bid/ JMRC instructions given in the Letter of Acceptance.  
iv) Enter into the Contract Agreement within the time limit.
- 10.8 In case the agency/firm withdraws their offer after submitting Bid without valid reason, the firm will get debarred for participating in JMRC parking bids for one year reckoned from the date of such debarring. Decision of JMRC in the regard shall be final and binding on the licensee.
- 10.9 In case of two parts Bid, if the bidder is found unsuccessful in the evaluation process in the first part itself, herein called as unsuccessful bidder for all purposes in that bid, their bid security shall be refunded with the concurrence of associated finance and approval of competent authority (Who has invited the bids).
- 10.10 No interest shall be payable by JMRC on the Bid security.

## 11 Language of Bid

The bid prepared by the bidder and all correspondence and documents relating to the bid shall be in English language. The documents submitted by the bidder will not be returned by JMRC to the Bidder.

## 12 Bid Prices

- 12.1 The Contract shall be for the whole work. The bidder shall fill the requisite charges etc. in the Bill of Quantity (BOQ). The bidder is required to quote his rates taking into account all the Terms & Conditions of the Bid. The Bidder shall fill in value up to two decimal places only, if bidder submits value more than two decimal

places, then the bid shall be Liable for rejection. The bidder is required to quote his rates taking into account all the Terms & Conditions of the Bid.

- 12.2 The bidder shall quote his rates inclusive of all taxes, duties, royalties, statutory payments to be made by the bidder, overheads and all other costs incidental to the work required to be carried out by the successful bidders as per the term and conditions of this Bid Document. Quoted price will be deemed to include all incidental charges, supervision, transport, contractor's profit and establishment / overheads, all risks & insurance liabilities, compliance of labour laws and other obligations set out or implied in the contract, complete as required.

### 13 SUBMISSION OF BIDS

- 13.1 Submission of bids only through online process is mandatory for this Tender. Bids sent by Post, FAX or e-mail or presented in person shall not be considered.
- 13.2 The Bidder should get himself registered on E-proc portal (<https://eproc.rajasthan.gov.in>) and create users and assign roles on this portal. Further to this, bidder shall download Notice Inviting Bids (NIB) and copy of Bid Document from this site.
- 13.3 To participate in online bidding process, Bidders must procure a Digital Signature Certificate as per Information Technology Act-2000 using which they can upload their electronic bids. Bidders can procure the same from any CCA approved certifying agency, i.e. TCS, safe crypt, N code, etc. Bidders who already have a valid Digital Signature Certificate (DSC) need not procure a new DSC.
- 13.4 Bidder (authorized signatory) shall submit their offer on-line in Electronic formats both for technical and financial bid. The technical bid should also contain scanned copy of DD/BC (Cost of Bid Form, E-tender Processing Fee & Bid Security). However, DD/BC for Cost of Bid Form, E-tender Processing Fee, Bid Security, Processing Fee\* should be submitted physically at the following address of JMRC by the scheduled date and time as per NIB.

Manager (Operations)  
Jaipur Metro Rail Corporation Ltd.,  
417, IV<sup>th</sup> floor, Admin Building,  
Mansarovar Depot, Bhriгу Path,  
Jaipur-302020.

- 13.5 JMRC will not be responsible for delay in online submission due to any reason. For this, bidders are requested to upload the complete bid well advance in time so as to avoid last minute issues like slow speed; choking of web site due to heavy load or any other unforeseen problems.
- 13.6 Utmost care be taken to name the files /documents to be uploaded on portal. There should not be any special character or space in the name of file, only **underscores are permissible**.
- 13.7 All pages of the bid document and the addendums/amendments uploaded by the JMRC on the website <https://eproc.rajasthan.gov.in> shall be deemed to have been initialed and accepted by the persons signing the bid when they submit their electronic bid.
- 13.8 The documents listed in ITB clause along with the addendum's uploaded till the date of bid of submission, shall be filled by the bidder to bind the bidder to the contract. All the pages of the bid documents shall be signed.
- 13.9 The uploaded documents for e-bidding cannot be changed after closing date of bid and same documents are to be produced in original physical form in the office whenever asked to do so.
- 13.10 All Bids in which any of the prescribed conditions are not fulfilled or which have been vitiated by errors in calculations, totaling or other discrepancies or which contain tempering of BOQ templates, may be **LIABLE FOR REJECTION**.
- 13.11 Any bid after the deadline of time, will not be accepted.
- 13.12 A single-stage two envelope selection procedure shall be adopted. The Bid shall contain:

#### a) Part-A : Technical Bid

This Part should contain the Technical Bid consisting of a **PDF copy of this Bid Document** with each page signed by the Bidder in acceptance of the terms and conditions therein, **along with scanned copy of all the required documents, DD/BC with due annexures duly filled as detailed below, in support of eligibility.**

- (a) Complete bid document along with addendums/amendments issued and uploaded by the department on the above website.

- (b) Bid form, formats, proformas, annexure(s) duly filled and signed.
- (c) Supporting documents to substantiate eligibility
- (d) Scanned copies of financial instruments (Cost of Bid Form, Bid Security, E tender processing fee)
- (e) Any other documents, contractor deem fit **but NOT the Financial Bid/BOQ.**

All such these Annexure should be duly filled, signed & scanned (in pdf format) and to be submitted online by the DSC as part of technical bid.

**No price bid should be indicated at any place in the Technical Bid, otherwise the Proposal shall be summarily rejected.**

**b) Part-B: Financial Bid (BOQ).**

This Part should contain the Financial Bid in the prescribed Format. Rate quoted should be all inclusive for carrying out activities as detailed in the scope of work.

Utmost care be taken to upload Financial Bid. Any change in the format of Financial Bid file shall render it unfit for bidding. Following Steps may be followed in submission of Financial Bid:

- i. Download format of financial bid in Excel format (Password protected file).
- ii. This Excel file is password protected file. Don't unprotect the file. Price has to be filled in this file and the same has to be uploaded.
- iii. Fill Bidder Name, Basic rate in INR only and GST Rate in numeric value only, in down loaded Financial Bid format as specified (in Excel format only) in green back ground cells. Don't fill in any other back ground cells.
- iv. Save filled copy of downloaded financial bid file in your computer and remember its name & location for uploading correct file (duly filled in) when required.

**c) Submit the Technical and Financial Bid Online**

**14 BID OPENING**

- 14.1 The bids will be opened online on website at the time and date as per schedule specified in the Notice Inviting Bid in the presence of Bidder(s) or their authorized representative(s) who may choose to be present at the time of bid opening, if the bidder wishes. Participating bidders can view and access the outcome of technical bid online also.
- 14.2 The bids shall be opened in two stages. In first stage the pre-qualification bid/Technical Bid shall be opened and evaluated. The financial part/financial Bid shall be opened of responsive bidders pre-qualified by competent authority, at a later date, which will be informed to all responsive and pre-qualified bidders.
- 14.3 In first stage, Technical bids will be opened. The bidders' names, the presence (or absence) of bid security, and other details shall be made available at the web-site.
- 14.4 Financial Bid of all technically qualified bidders, who qualify the technical evaluation will be opened on the date and time intimated to all such bidders separately.

**15 PROCESS TO BE CONFIDENTIAL**

- 15.1 Except the public opening of Bid, information relating to the examination, clarification, evaluation and comparison of Bids and recommendations concerning the award of Contract shall not be disclosed to bidders or other persons not officially concerned with such process.
- 15.2 Any effort by a bidder to influence the Employer/Engineer in the process of examination, clarification, evaluation and comparison of Bids and in decisions concerning award of contract, may result in the rejection of the bidders Bid.

**16 CLARIFICATION OF BIDS**

- 16.1 To assist in the examination, evaluation and comparison of Bids, the Engineer / Employer may ask bidders individually for clarification of their bids, including break-up cost of prices. The request for clarification and the response shall be in writing or by E-mail but no change in the price or substance of the bid shall be sought, offered or permitted except as required to confirm correction of arithmetical errors discovered by the Engineer during the evaluation of bids in accordance with Clause 18 herein.

## 17 DETERMINATION OF RESPONSIVENESS

- 17.1 Prior to the detailed evaluation of bids, the Engineer will determine whether each bid is responsive to the requirements of the bid documents.
- 17.2 For the purpose of this Clause, a responsive bid is one, which conforms to all the terms, conditions and specifications of the bid documents without material deviation or reservation. "Deviation" may include exceptions, exclusions & qualifications. A material deviation or reservation is one which affects in any substantial way the scope, quality, performance or administration of the works to be undertaken by the bidder under the contract, or which limits in any substantial way, the Employer's rights or the bidders obligations under the Contract as provided for in the Bid documents and / or is of an essential condition, the rectification of which would affect unfairly the competitive position of other bidders presenting substantially responsive bids at reasonable price.
- 17.3 If a bid is not substantially responsive to the requirements of the bid documents or if the working methods proposed by the bidder are considered impracticable, it will be rejected by the Employer, and will not subsequently be permitted to be made responsive by the bidder by correction or withdrawal of the non-conformity or infirmity.
- 17.4 The decision of the Engineer/Employer as to which of the bids are not substantially responsive or have impractical / methods or Programmes for execution shall be final.
- 17.5 Negotiation may be held if decided by the Procuring Entity. His decision shall be final in this regard.

## 18 OTHER BID GUIDELINES/ EVALUATION OF FINANCIAL BIDS

- 18.1 JMRC reserves the right not to proceed with the bid process at any time without any notice, justification or liability.
- 18.2 All bids, documents and other information submitted by the bidders to JMRC shall become the property of JMRC. Bidders shall treat all information furnished as strictly confidential. JMRC will not return any submission.
- 18.3 The bid is not transferable under any circumstances.
- 18.4 Telegraphic, conditional or incomplete bids will not be accepted. Bids need to be submitted online only (except the tender Cost of Bid Form, Bid Security and Processing Fee). Bids submitted by any other means shall not be accepted. Canvassing of any kind, direct or indirect, shall lead to disqualification of the bidder.
- 18.5 Bid in any form other than the prescribed format issued by JMRC will not be entertained and will be summarily rejected.
- 18.6 Bids with revised / modified rates / offer after submission / opening of the bid will be summarily rejected. In such a case JMRC may forfeit the Bid Security Deposit submitted with the bid.
- 18.7 JMRC reserves the right to accept or reject any or all bids or any part of the bid without assigning any reason thereof, and the decision of JMRC in this respect shall be final. JMRC reserves the right to award the tender to a bidder other than the L-1 bidder.
- 18.8 JMRC may not consider bidders who have poor performance records such as abandoning works, not following statutory requirements, financial failure, etc.
- 18.9 Bidders are advised to submit only one bid either by themselves, or as a partner in a joint venture, or as a consortium. If a Bidder, or if any one of the partners in a joint ventures, or any one of the members of the consortium participates, submits more than one bid, all the bids in which the Bidder has participated shall be considered invalid.
- 18.10 **Process of Evaluation of Financial Bids**

The evaluation of Financial Bid by the Bid Committee will take into account the following factors: -

- a) In case of discrepancy between figures and words offered as Bidder Quoted Rate, Bidder's Quoted Rate in words would govern.

**If a bidder does not accept the above correction of errors, his bid will be rejected with the forfeiture of bid security.**

## 19 CORRECTION OF ERRORS

- 19.1 Provided that Financial Bid is substantially responsive, the Procuring Entity will correct arithmetical errors during evaluation of Financial Bids on the following basis, namely: -
  - (a) if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the

opinion of the Procuring Entity there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;

- (b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- (c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above.
- (d) If the Bidder that submitted the lowest evaluated Bid does not accept the correction of errors, its Bid shall be disqualified and its Bid Security shall be forfeited or its Bid Securing Declaration shall be executed.

**NOTE:** Extent provisions under Rule 64 of RTPPR, 2013 in this regard shall prevail.

## 20 Award of Contract

- 20.1 JMRC will award the contract to the L-1 Bidder (Finalized by Procuring Entity) whose bid has been determined to be substantially responsive, technically & financially suitable, complete & in accordance with the bid document.
- 20.2 In case, two or more responsive bidders have quoted the same price, which is also the lowest one rate offered, then all such bidders will be given an opportunity to revise their financial bid by submitting fresh financial bid, which shall necessarily be lower than the previous bid. The revised financial bid shall be submitted by the date and time as notified to the concerned bidders.
- 20.3 In case, two or more responsive bidders again quote the matching rates in their revised Financial Bids, then JMRC will resort to an open auction among the same Bidders (i.e. who have quoted the matching rates). Out of this open auction process, the bidders who offer the least quote shall be declared as successful bidder. The date and time of auction will be notified to the concerned Bidders.
- 20.4 Prior to the expiry of the period of bid validity, JMRC will notify the successful bidder in writing through Letter of Acceptance, that his bid has been accepted.
- 20.5 The Letter of Acceptance (LOA) would be sent in duplicate to the successful bidder, who will return one copy to JMRC duly acknowledged, signed and stamped by the authorized signatory of the bidder, as an unconditional acceptance of the Letter of Acceptance, within three working days from the date of issue of LOA.
- 20.6 No correspondence will be entertained by JMRC from the unsuccessful bidders.
- 20.7 On signing of Agreement, JMRC will notify the unsuccessful bidders and discharge / return their bid security.

## 21 Signing of Contract Agreement

- 21.1 The Employer shall prepare the Agreement in the Performa (FORM-D) included in this Document, duly incorporating all the terms of agreement between the two parties (On appropriate value of non Judicial Stamp paper as per GOR).
- 21.2 Within **seven** working days issuance of LOA by JMRC, the successful bidder will be required to execute the Contract Agreement.
- 21.3 One copy of the Agreement duly signed by the Employer and the contractor through their authorized signatories will be supplied by the Employer to the Contractor.
- 21.4 Prior to signing of the Contract Agreement, the successful bidder shall be required to submit the following: -
  - a. Performance Security
  - b. Power of Attorney in favour of Authorized Signatory(s)
  - c. Consortium Agreement (duly signed & executed) duly incorporating the requirements as in Clause No.8.0 of the ITB.
  - d. Signed copy of the GCC.
- 18.4 The Contract Agreement shall require to be executed within 15 days from the date of issue of the Letter of Acceptance.

## 22 PERFORMANCE SECURITY

- 22.1 The successful bidder shall furnish to the Employer a security for an amount, equivalent to 5% of Contract Price within **seven** Working days from the date of issue of Letter of Acceptance, in accordance with General Conditions of Contract. The Performance Security can be in the form of Bank Draft or Banker's Cheque or

Bank Guarantee of a Scheduled Bank. The Bank Guarantee has to be prepared from a Scheduled Commercial Bank based in India, with its branch located in Jaipur.

- 22.2 Failure of the successful bidder to comply with any provision of the bid document shall constitute sufficient grounds for the annulment of the award of contract and forfeiture of the bid security and / or performance security.
- 22.3 Performance Security shall remain valid for a period of 6 months beyond the date of completion of all contractual obligations of the bidder.
- 22.4 Government of Rajasthan amended the Rajasthan Stamp Act 1998 vide Finance Bill 2015 and inserted Article 13-A which provides that bank guarantee executed by a bank as a surety to secure the due performance of a contract or due discharge of a liability for this stamp duty is payable @0.25 percent of the amount secured subject to maximum of Rupees 25000/-.
- 22.5 **In addition to Performance Security**, an additional Performance security shall also be taken from the successful bidder in case of unbalanced bid. The additional Performance Security shall be equal to fifty percent of unbalanced Bid amount (RTPPR-75A). The additional Performance Security shall be deposited in lump sum by the successful bidder before execution of agreement. It shall be deposited through e-grass, demand draft, banker's cheque, government securities or bank guarantee.

Explanation: For the purpose of this rule:-

- (i) Unbalanced Bid means any bid below more than fifteen percent of Estimated Bid value.
- (ii) Estimated Bid Value means value of subject matter of procurement mention in bidding documents by the Procuring Entity.
- (iii) Unbalanced bid amount means positive difference of eighty five percent of Estimated Bid Value minus Bid Amount Quoted by the bidder.
- (iv) The Additional Performance Security shall be refunded to the contractor after satisfactory completion of the entire work. The Additional Performance Security shall be forfeited by the Procuring Entity when work is not completed within stipulated period by the contractor.

## 23 Cancellation of Letter of Acceptance (LOA)

After issuance of the Letter of Acceptance, in case, the successful bidder fails to start survey work within 15 Days, for whatsoever reasons, as per terms & conditions of Bid then the LOA shall be cancelled by the JMRC and the Bid security forfeited in favour of JMRC.

## 24 CORRUPT & FRAUDULENT PRACTICES

JMRC requires that the Bidders and / or their agents observe the highest standards of ethics during Biding and execution of this Contract. In pursuance with this policy, JMRC: -

- a. Defines, for the purpose of these provisions, the terms set forth below as follows: -
  - (i) "corrupt practice" means the offering, giving, receiving or soliciting of anything of value to Licensor or its employees, influence in the contract execution; and
  - (ii) "fraudulent practice" means a concealment or misrepresentation of facts in order to influence execution of the contract to the detriment of JMRC, and includes collusive practice among Bidders (prior to or after bid submission) designated to establish bid prices at artificial non-competitive levels and to deprive JMRC of the benefits of free and open competition.
  - (iii) Breach of any of the contract condition during execution.
- b. Will reject the bid or rescind the contract if JMRC determines that the Bidder/Contractor or the employees deployed by the contractor for the performance of services are engaged in corrupt or fraudulent practices.
- c. Will declare a Contractor ineligible, either indefinitely or for a stated period of time, for participation in the bidding process, if it at any time determines that the Contractor has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- d. The successful Bidder/Contractor shall apprise JMRC through CVO or equivalent officer or authorized officer of JMRC of any fraud/suspected fraud as soon as it comes to their notice.

## 25 Special conditions of contract (SCC)

25.1 The Bidder for this contract shall plan and execute work in coordination and in co-operation with the JMRC.

### 25.2 **Time Period:**

The date of commencement of work shall be intimated through **LOA/Orders to Commence** and date of completion shall be **Three months** from the stipulated date of commencement. The stipulated date of commencement of work shall be within seven days from the date of issue of LOA/order to commence.

Time started from the issuing of LOA/Order to Commence to successful bidder agency.

| Issuing of LOA/<br>Orders to<br>Commence | Mobilization<br>of Survey | Survey<br>time | Data Entry | Draft<br>Analysis<br>Reports | Final<br>Submission of<br>Reports |
|------------------------------------------|---------------------------|----------------|------------|------------------------------|-----------------------------------|
| Start Date                               | 10 Days                   | 45 Days        | 10 Days    | 10 Days                      | Submission<br>Within 90<br>days   |
| Three Months = 90 days                   |                           |                |            |                              |                                   |

**Extra one Month Additional time may be given to Bidder if bidder intimated 15 days before of completion period to Jaipur metro**

25.3 **Language Requirements:** The working language of the individual activities included in the scope of this subcontract is English and Hindi.

### 25.4 **Deliverables:**

1. Complete filled survey forms in hard copy.
2. Surveyed Data in Microsoft Excel Format in Soft copy in USD Drive as per format by "JMRC".
3. Draft Analysis Reports (12) = One cumulative Sets (Reports) of all metro stations and 11 at each metro station wise in hard copy (Black & White) and in soft copy also.
4. Final Analysis Reports (24) = Two cumulative Sets (Reports) of all metro stations and at 2 Set of each metro station wise in hard copy (Color copy) and in soft copy also.

25.5 **Payment Terms and Stages:** The payment for delivering the required services will be paid 100% on completion of survey.

### 25.6 **Important Points to Note:**

- The sample size can vary between 300-350 among catchment area wise but overall payment shall be paid for 3300 Responses.
- Quote given by bidder agency should be per survey form basis (including all cost – field work, data entry, analysis and GST).
- Bids which are not fulfilled the Eligibility Criteria will be treated as canceled in all manner.

25.7 **Data Ownership:** The ownership of collected data belongs to JMRC. Under no circumstances shall the survey agency use the data collected during this survey. The survey agency must handle the data and all information regarding the assignment (including this document) at all time (before, during and after completion of the assignment) with highest level of confidentiality.

25.8 Counting and verification of survey shall be carried out by the JMRC staff at the time of survey and after submission of survey report.

25.9 The successful bidder shall have to provide survey report (date and station wise) in 03 months.

25.10 If any late submission is given by the bidder from the date of counting of a day's of survey by whatsoever reason, Bidder has to bear penalty.

25.11 **Penalties:** The penalties will be imposed on violation of terms and conditions of contract. The details of penalty per violation shall be as per the list given below:

| S. No. | Description of Irregularities                            | Penalty                    |
|--------|----------------------------------------------------------|----------------------------|
| 1      | If survey report found false at the time of verification | Rs 100.00 Per Irregularity |
| 2      | Failed to submit the final report on time                | Rs. 500/- per day          |

- 25.12 Bidder shall use its own transport to ensure smooth survey in the radius of 1.5 Km to the each metro station. Nothing extra shall be payable on this account.
- 25.13 After Submission of complete survey draft report final Payment to the bidder for their Bill charges shall be made within 45 days from receipt of bill along with all necessary documents in the office of Manager (Operations) or authorized officer of JMRC.
- 25.14 Bidder shall not make unnecessary entries as against the terms of the contract.
- 25.15 Any review in the operational process would be done on mutually agreed terms, if found necessary. However, view of JMRC accepted as per BOQ shall be final and binding on both parties.

**Note: - The customer satisfaction and performance survey will comprise of 30 multiple choice/one word type questions. The sample survey questionnaire is attached with this bid document for reference of the prospective bidders. The maximum limit of number of questions will be of 30 questions; however the questions may be changed based on requirement of JMRC. The final questionnaire will be provided to the successful bidder at the time of order of commence.**

## Annexure-1

[ON COMPANY'S LETTER HEAD (EACH MEMBER IN CASE OF CONSORTIUM)]

Name of the Applicant: \_\_\_\_\_

| S/N | Criteria                                                                                                                    | Yes | No |
|-----|-----------------------------------------------------------------------------------------------------------------------------|-----|----|
| 1.  | Has the Applicant abandoned any work in the last five years?                                                                |     |    |
| 2.  | Has the Bidder contract with any organization ever been terminated due to poor performance?                                 |     |    |
| 3.  | Has the Bidder Security Deposit for any contract ever been forfeited by any Govt./ Semi Govt./ PSU/ MRTS/ Corporate houses? |     |    |
| 4.  | Has the Applicant been involved in frequent litigations in the last five years?                                             |     |    |
| 5.  | Has the Applicant suffered bankruptcy / insolvency in the last five years?                                                  |     |    |
| 6.  | Has the Applicant been blacklisted by any organization?                                                                     |     |    |
| 7.  | Has any misleading information been given in the application?                                                               |     |    |
| 8.  | Is the Applicant financially not sound to perform the work?                                                                 |     |    |

Dated \_\_\_\_\_

Signature of the Contractor  
or his Authorized signatory  
with seal of the Firm

Annexure-2

[ON COMPANY'S LETTER HEAD (EACH MEMBER IN CASE OF CONSORTIUM)]

I, Mr./Ms. \_\_\_\_\_ (Authorized Signatory)\* on behalf of \_\_\_\_\_ (Company's Name) having its registered office at \_\_\_\_\_, hereby confirm and declare that no agent, middleman or any intermediary has been, or will be engaged by me to provide any services, or any other item or work related to the award and performance of this contract. I further confirm and declare that no agency commission or any payment which may be construed as an agency commission has been, or will be paid by me and that the bid price will not include any such amount.

(Signature) \_\_\_\_\_

Name of signatory \_\_\_\_\_

Capacity of signatory \_\_\_\_\_

\* Should be supported by authorized Power of Attorney in favour of authorized signatory along with their copy of Board Resolution.

Annexure-3

**APPLICATION**

[ON COMPANY'S LETTER HEAD (LEAD MEMBER IN CASE OF CONSORTIUM)]

The General Manager (Operations),  
406, 4<sup>th</sup> Floor, Admin Building,  
Jaipur Metro Rail Corporation,  
Mansarovar Depot,  
Bhriku Path, Jaipur-302020

**Sub: -Bid for Customer Satisfaction and Performance Survey along with Phase-1A: Mansarovar to Badi Chaupar Metro Stations (11 Metro stations) corridor within the 1.5 Kilo-Meter Radius.**

**NIB No: JMRC/O&S/OP/SURVEY/2025-26/NIB/04/R-1**

Dear Sir,

1.0 We, hereby, make application for **Bid for Customer Satisfaction and Performance Survey along with Phase-1A: Mansarovar to Badi Chaupar Metro Stations (11 Metro stations) corridor within the 1.5 Kilo-Meter Radius.**

**NIB No: JMRC/O&S/OP/SURVEY/2025-26/NIB/04/R-1**

*In support of the application we submit herewith the required documents.*

2.0 We understand that in the event of any information furnished by us found, even at a later date, to be incorrect or any material information having been suppressed, JMRC may take appropriate action as under: -

- i) Our name may be removed from the list of shortlisted applicants at any time during the Bid process or after the award of the contract.
- ii) Any Bid submitted by us on the basis of short-listing may not be considered.
- iii) If any Bid from us is accepted and a contract awarded to us on the basis of our short listing, the Bid acceptance may be withdrawn and the contract awarded to us cancelled without any financial claim request from our side.
- iv) JMRC is free to take legal action/punishment as established in law of India.

(In the case of a joint venture/partnership/consortium add the following paragraph)

3.0 This application is submitted on behalf of a Joint Venture/Partnership/Consortium (applicant to delete as appropriate) comprising \_\_\_\_\_ [applicant to state the names of each member] and of which \_\_\_\_\_ (applicant to insert name of Lead member of Joint Venture/Partnership/Consortium) has agreed to act as Lead member. Each member has prepared a statement of participation in relation to this application and these are contained in Annexure-4.

Yours faithfully,

Signature of Authorized Signatory \_\_\_\_\_

Name of Authorized Signatory \_\_\_\_\_



**APPLICATION**

[ON COMPANY'S LETTER HEAD (EACH MEMBER OF CONSORTIUM)]

The General Manager (Operations),  
406, 4<sup>th</sup> Floor, Admin Building,  
Jaipur Metro Rail Corporation,  
Mansarovar Depot,  
Bhrigu Path, Jaipur-302020

**Sub: -Bid for Customer Satisfaction and Performance Survey along with Phase-1A: Mansarovar to Badi Chaupar Metro Stations (11 Metro stations) corridor within the 1.5 Kilo-Meter Radius.**  
**NIB No: JMRC/O&S/OP/SURVEY/2025-26/NIB/04/R-1**

Dear Sir,

- 1.0 We wish to confirm that our company/firm (delete as appropriate) has formed/intends (delete as appropriate) to form a consortium with \_\_\_\_\_ (member to insert names of all other members of the consortium) for the purpose associated with the Bid.
- 2.0 We understand that in the event of any information furnished by us found, even at a later date, to be incorrect or any material information having been suppressed, JMRC may take appropriate action as under: -
- i) Our name may be removed from the list of shortlisted applicants at any time during the Bid process or after award of the contract.
  - ii) Any Bid submitted by us on the basis of short-listing may not be considered.
  - iii) If any Bid from us is accepted and a contract awarded to us on the basis of our short listing, the Bid acceptance may be withdrawn and the contract awarded to us cancelled without any financial claim request from our side.
- 3.0 [Member(s) who are not the Lead member of the Consortium should add the following paragraph]  
The consortium is led by \_\_\_\_\_ (member to insert name of lead member) whom we hereby authorize to act on our behalf for the purposes of applying for this Bid.
- 4.0 [Member who is the Lead member of the Consortium should add the following paragraph]  
In this consortium we act as Lead member and for the purposes of applying for the NIB No. **JMRC/O&S/OP/SURVEY/2025-26/NIB/04/R-1** represent the consortium.
- 5.0 In the event of our consortium is awarded the Contract we agree that we will be jointly (with other members of our consortium) and severally liable to Jaipur Metro Rail Corporation Limited. (JMRC), its successors and assigns for all obligations, duties and responsibilities arising from or imposed by any contract subsequently entered into between JMRC and our consortium.
- 6.0 Equity shareholding of constituent members of the consortium is as under -

| S/<br>N | Consortium<br>Member Name | Equity Stake (%) in the<br>Consortium | Role of the Member in the Consortium<br>(whether Lead Member/Member) |
|---------|---------------------------|---------------------------------------|----------------------------------------------------------------------|
| 1.      |                           |                                       |                                                                      |
| 2.      |                           |                                       |                                                                      |
| 3.      |                           |                                       |                                                                      |

Yours faithfully,

Signature of Authorized Signatory \_\_\_\_\_

Name of Authorized Signatory \_\_\_\_\_

Signature of Authorized Signatory

Annexure-5

**CONSORTIUM AGREEMENT/MEMORANDUM OF AGREEMENT**

This Consortium Agreement/Memorandum of Agreement is executed at Jaipur on this \_\_\_\_ day of \_\_\_\_\_, 2025.

BETWEEN / AMONG

M/s \_\_\_\_\_, Individual / Firm / Company incorporated under the Companies Act, 1956 and having its Office at \_\_\_\_\_ [acting through its \_\_\_\_\_ duly authorized by a resolution of the Board of Directors dated \_\_\_\_\_] (hereinafter referred to as the 'LEAD MEMBER' which expression unless excluded by or repugnant to the subject or context be deemed to mean and include its successors in interest, legal representatives, administrators, nominees and assigns) of the ONE Part;

AND

M/s \_\_\_\_\_, Individual / Firm / Company incorporated under the Companies Act, 1956 and having its Office at \_\_\_\_\_ [acting through its \_\_\_\_\_ duly authorized by a resolution of the Board of Directors dated \_\_\_\_\_] (hereinafter referred to as the ('Participant member') which expression unless excluded by or repugnant to the subject or context be deemed to mean and include its successors in interest, legal representatives, administrators, nominees and assigns) of the OTHER/SECOND PART

[AND

M/s \_\_\_\_\_, Individual / Firm / Company incorporated under the Companies Act, 1956 and having its Office at \_\_\_\_\_ [acting through its \_\_\_\_\_ duly authorized by a resolution of the Board of Directors dated \_\_\_\_\_] (hereinafter referred to as the ('Participant member') which expression unless excluded by or repugnant to the subject or context be deemed to mean and include its successors in interest, legal representatives, administrators, nominees and assigns) of the THIRD PART]

Whereas Jaipur Metro Rail Corporation Limited (hereinafter referred to as 'JMRC') has invited NIB No. **JMRC/O&S/OP/SURVEY/2025-26/NIB/04/R-1** for Customer Satisfaction and Performance Survey along with Phase-1A: Mansarovar to Badi Chaupar Metro Stations (11 Metro stations) corridor within the 1.5 Kilo-Meter Radius.

AND WHEREAS the parties hereto have discussed and agreed to form a Consortium for participating in the aforesaid application and have decided to deduce the agreed terms in writing.

**NOW THIS CONSORTIUM AGREEMENT/MEMORANDUM OF AGREEMENT HEREBY WITNESSES:**

1. That in the premises contained herein, the Lead Member and the Participant Member(s) having decided to pool their technical know-how, working experiences and financial resources, have formed themselves into a Consortium to participate in this JMRC's bid.
2. That the members of the Consortium have represented and assured each other that they shall abide by and be bound by the terms and conditions stipulated by JMRC for the bid.
3. That the Consortium has agreed to nominate \_\_\_\_\_ as the common representative who shall be authorized to represent the Consortium for all intents and purposes for dealing with JMRC and for submitting the bid as well as doing all other acts and things necessary for submission of the Bid.
4. That the share holding of the members of the Consortium for this specified purpose shall be as follows:
  - (i) The Lead Member \_\_\_\_\_ shall have \_\_\_\_\_ per cent (\_\_\_\_%) of share holding with reference to the Consortium for this specified project.



Bid for Customer Satisfaction and Performance Survey from  
Mansarovar to Badi Chaupar Metro Stations corridor within the 1.5  
Kilo-Meter Radius

JMRC/O&S/OP/SURVEY/2025-26/NIB/04/R-  
1

- (ii) The Participant Member \_\_\_\_\_ shall have \_\_\_\_ (\_\_\_\_%) of share holding with reference to the Consortium for this specified project.
- (iii) [The Participant Member \_\_\_\_\_ shall have \_\_\_\_ (\_\_\_\_%) of share holding with reference to the Consortium for this specified project.]
5. That in order to fulfill the requirement of the bid process and also keep an altogether separate legal entity of the Consortium, the Members of the Consortium undertake to provide their own nominees as share holders to the extent of their respective share holding for the purpose of formation of a Special Purpose Company (SPC) through which the Consortium proposes to undertake the work.
6. That in case to meet the requirements of bid or any other stipulations of JMRC, it becomes necessary to execute and record any other documents amongst the members of the Consortium, they undertake to do the needful and to participate in the same for the purpose of the said project.
7. That it is clarified by and between the members of the Consortium that execution of this Consortium Agreement/Memorandum of Agreement by the members of the Consortium does not constitute any type of partnership for the purposes of provisions of the Indian Partnership Act and that the members of the Consortium shall otherwise be free to carry on their independent business or commercial activities for their own respective benefits under their own respective names and styles. This Consortium Agreement is limited in its operation to the specified project.
8. That the Members of the Consortium undertake to specify their respective roles and responsibilities for the purposes of implementation of this Consortium Agreement and the said project if awarded to the Consortium in the Memorandum & Articles of Association of the proposed Special Purpose Company to be got incorporated by the Consortium Members to meet the requirements and stipulations of JMRC.

IN FAITH AND TESTIMONY WHEREOF THE PARTIES HERETO HAVE SIGNED THESE PRESENTS ON THE DATE, MONTH AND YEAR FIRST ABOVE WRITTEN.

1. (\_\_\_\_\_)   
Authorized Signatory

(\_\_\_\_\_)   
For (Name of company)

2. (\_\_\_\_\_)   
Authorized Signatory

(\_\_\_\_\_)   
For (Name of company)

3. (\_\_\_\_\_)   
Authorized Signatory

(\_\_\_\_\_)   
For (Name of company)

Enclosure: Board resolution of each of the Consortium Members authorizing:

- (i) Execution of the Consortium Agreement, and  
(ii) Appointing the authorized signatory for such purpose.

Signature of Authorized Signatory



Annexure-6

(On Company's Letter Head)

To  
The General Manager (Operations)  
Jaipur Metro Rail Corporation Ltd.  
405, Admin Building, Mansarovar Depot, Bhriгу Path,  
Mansarovar,  
Jaipur-302020

**UNDERTAKING**

Dear Sir,

1. We hereby agree to provide the survey work as outlined in your bidding documents.
2. We have understood and have thoroughly examined the detailed Scope of work along with Extensions and Exclusions with other features laid down by you and are fully aware of nature and scope of coverage required.
3. We hereby confirm our unconditional, complete acceptance and compliance to the provisions contained in the bidding documents. We declare that the survey work will be rendered strictly in accordance with the requirement. Reductions in Tariff (if any) at a later date will however be passed on to JMRC.
4. We further confirm rates charged for survey unchanged during the survey period. The same rate will be charged in respect of any additions in the sum insured if made during the survey period.
5. We further confirm that in case if any violation / breach in respect of rates charged by us and result into any Financial Liability or consequences to JMRC, then JMRC in any manner, will not be held responsible and we will not demand any additional payment from JMRC on this account.
6. Copies of confirmations / undertakings / submissions as per the terms & conditions of the Bid document are enclosed here with.

Stamp and Signature of the Bidder

Date:

Place:

## Compliance with the Code of Integrity and No Conflict of interest

### Annexure 7

#### Code of Integrity:-

Any person participating in a procurement process shall –

- (a) not offer any bribe, reward or gift or any material benefit either directly or indirectly in exchange for an unfair advantage in procurement process or to otherwise influence the procurement process;
- (b) Not misrepresent or omit that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
- (c) Not indulge in any collusion, Bid rigging or anti-competitive behavior to impair the transparency, fairness and progress of the procurement process;
- (d) Not misuse any information shared between the procuring Entity and the Bidders with intent to gain unfair advantage in the procurement process;
- (e) Not indulge in any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or to its property to influence the procurement process;
- (f) Not obstruct any investigation or audit of a procurement process;
- (g) Disclose conflict of interest, if any; and
- (h) Disclose any previous transgressions with any Entry in India or any other country during the last three years or any debarment by any other procuring entity.

**NOTE:** Extent provisions under Rule 80 of RTPPR, 2013 in this regard shall prevail.

#### Conflict of interest:-

The Bidder participating in a bidding process must not have a Conflict of Interest.

A Conflict of Interest is considered to be a situation in which a party has interests that could improperly influence that party's performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations.

- a. A Bidder may be considered to be in Conflict of Interest with one or more parties in a bidding process if, including but not limited to:
  - a) Have controlling partners/ shareholders in common; or
  - b) Receive or have received any direct or indirect subsidy from any of them; or
  - c) Have same legal representative for purposes of the Bid; or
  - d) Have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder, or influence the decisions of the procuring Entity regarding the bidding process; or
- e. The Bidder participates in more than one Bid in a bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all Bids in which the Bidder is involved. However, this does not limit the inclusion of the same sub Bidder, not otherwise participating as a Bidder, in more than one Bid; or
- f) The Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the Goods, Works or Services that are the subject of the Bid; or
- g) Bidder or any of its affiliates has been hired (or is proposed to be hired) by the procuring Entity as engineer-in-charge/ consultant for the contract.

**NOTE:** Extent provisions under Rule 81 of RTPPR, 2013 in this regard shall prevail.

Annexure 8

**Declaration by the Bidder regarding Qualifications**

**Declaration by the Bidder**

In relation to my/our Bid submitted to.....for procurement of in response to their Notice Inviting Bids No..... Dated ..... I/we hereby declare under Section 7 of Rajasthan Transparency in Public Procurement Act, 2012, that:

1. I/we possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
2. I/we have fulfilled my/our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;
3. I/we are not insolvent, in receivership, bankrupt or being wound up, not have my/our affairs administered by a court or a judicial officer, not have my/our business activities suspended and not the subject of legal proceedings for any of the foregoing reasons;
4. I/we do not have, and our directors and officers not have, been convicted of any criminal offence related to my/our professional conduct or the making of false statements or misrepresentations as to my/our qualifications to enter into a procurement contract within a period of three preceding the commencement of this procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
5. I/we do not have a conflict of interest as specified in the Act, Rules and the Bidding Document, which materially affects fair competition;

Date:  
Place:

Signature of bidder  
Name:  
Designation:  
Address:

## **Grievance Redressal during Procurement Process**

The designation and address of the First Appellate Authority is Director (O&S) Jaipur Metro Rail Corporation, Jaipur.

The designation and address of the Second Appellate Authority is MD, Jaipur Metro Rail Corporation, Jaipur.  
**NOTE:** Extent provisions under chapter-VII (Rule 83,84,85,86) of RTPPR, 2013 in this regard shall prevail.

### **(1) Filing an appeal**

If any Bidder or prospective bidder is aggrieved that any decision, action or omission of the Procuring Entity is in contravention to the provisions of the Act or the Rules or the Guidelines issues there under, he may file an appeal to First Appellate Authority, as specified in the Bidding Document within a period of ten days from the date of such decision or action, omission, as the case may be, clearly giving the specific ground or grounds on which he feels aggrieved:

Provided that after the declaration of a Bidder as successful the appeal may be filed only by a Bidder who has participated in procurement proceedings:

Provided further that in case a Procuring Entity evaluates the Technical Bids before the opening of the Financial Bids, an appeal related to the matter of Financial Bids may be filed only by a Bidder whose Technical Bid is found to be acceptable.

- (2) The officer to whom an appeal is filed under Para (1) shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it or within thirty days from the date of the appeal.
- (3) If the office designated under Para(1) fails to dispose of the appeal filed within the period specified in Para(2), or if the Bidder or prospective bidder or the Procuring Entity is aggrieved by the order passed by the First Appellate Authority, the Bidder or prospective bidder or the Procuring Entity, as the case may be, may file a second appeal to Second Appellate Authority specified in the Bidding Document in this behalf within fifteen days from the expiry of the period specified in Para(2) or of the date of receipt of the order passed by the First Appellate Authority, as the case may be.

### **(4) Appeal not to Be in certain cases**

No appeal shall lie against any decision of the Procuring Entity relating to the following matters, namely:-

- (a) Determination of need of procurement;
- (b) Provisions limiting participation of Bidders in the Bid process;
- (c) The decision of whether or not to enter into negotiations;
- (d) Cancellation of a procurement process;
- (e) Applicability of the provisions of confidentiality

### **(5) Form of Appeal**

- (a) An appeal under Para (1) or (3) above shall be in the annexed Form along with as many copies as there are respondents in the appeal.
- (b) Every appeal shall be accompanied by an order appealed against, if any, affidavit verifying the facts stated in the appeal and proof of payment of fee.
- (c) Every appeal may be presented to First Appellate Authority or Second Appellate Authority, as the case may be, in person or through registered post or authorised representative.

### **(6) Fee for filing appeal**

- (a) Fee for first appeal shall be rupees two thousand five hundred and for second' appeal shall be rupees ten thousand, which shall be non-refundable.

- (b) The fee shall be paid in the form of bank demand draft or banker's cheque of a Scheduled Bank in India payable in the name of Appellate Authority concerned.

**(7) Procedure for disposal of appeal**

- (a) The First Appellate Authority or Second Appellate Authority, as the case may be, upon filing of appeal, shall issue notice accompanied by copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing.

- (b) On the date fixed for hearing, the First Appellate Authority or Second Appellate Authority, as the case may be, shall,-

- (i) Hear all the parties to appeal present before him; and  
(ii) Peruse or inspect documents, relevant records or copies thereof relating to the matter.

- (c) After hearing the parties, perusal or inspection of documents and relevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide copy of order to the parties to appeal free of cost.

- (d) The order passed under sub-clause (c) above shall also be placed on the State Public Procurement Portal.

Annexure 10

**Additional Conditions of Contract**

**1. Correction of arithmetic errors**

Provided that Financial Bid is substantially responsive, the Procuring Entity will correct arithmetical errors during evaluation of Financial Bids on the following basis, namely: -

- (a) If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the Procuring Entity there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
- (b) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- (c) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above.
- (d) If the Bidder that submitted the lowest evaluated Bid does not accept the correction of errors, its Bid shall be disqualified and its Bid Security shall be forfeited or its Bid Securing Declaration shall be executed.

**NOTE:** Extent provisions under Rule 64 of RTPPR, 2013 in this regard shall prevail.

**2. Procuring Entity's Right to vary Quantities**

- (a) At the time of award of contract, the quantity of Goods, works or service originally specified in the Bidding Document may be increased or decreased by a specified percentage, but such increase or decrease shall not exceed twenty percent, of the quantity specified in the Bidding Document. It shall be without any change in the unit prices or other terms and conditions of the Bid and the conditions of contract.
- (b) If the procuring Entity does not procure any subject matter of procurement or procures less than the quantity specified in the Bidding Document due to change in circumstances, the Bidder shall not be entitled for any claim or compensation except otherwise provided in the Conditions of Contract.
- (c) In case of procurement of Goods or services, additional quantity may be procured by placing a repeat order on the rates and conditions of the original order. However, the additional quantity shall not more than 50% of the value of Goods of the original contract. If the suppliers fail to do so, the Procuring Entity shall be free to arrange for the balance supply by limited bidding or otherwise and the extra cost incurred shall be recovered from the Supplier.

**NOTE:** Extent provisions under Rule 73 of RTPPR, 2013 in this regard shall prevail.

**3. Dividing quantities among more than one bidder at the time of award**

As a general rule all the quantities of the subject matter of procurement shall be procured from the bidder, whose Bid is accepted. However, when it is considered that the quantity of the subject matter of procurement to be procured is very large and it may not be in the capacity of the Bidder, whose Bid is accepted, to deliver the entire quantity or when it is considered that the subject matter of procurement to be procured is of critical and vital nature, then in such cases, the quantity may be divided between the Bidders, whose Bid is accepted and the second lowest Bidder or even more bidders in that order, in a fair, transparent and equitable manner at the rates of the Bidder, whose Bid is accepted.

**NOTE:** Extent provisions under Rule 74 of RTPPR, 2013 in this regard shall prevail.

**Annexure-11: CHECKLIST OF DOCUMENTS TO BE SUBMITTED WITH THE BID**

| S. No. | Proposal will contain the following documents                                                                                                                                                                                    | Whether enclosed | To be submitted online through E-proc. Website in technical bid(scanned copy in pdf format | To be submitted in original sealed envelope as physical instrument in technical bid | To be submitted online through E-proc. Website in Financial bid(scanned copy in xlsx format |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|--------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| 1.     | All pages of this bid along with all annexures/forms duly signed by the authorized signatory of the bidder firm separately along with supporting documents to satisfy eligibility criteria as mentioned in NIB (as asked in bid) | (Yes / No)       | √                                                                                          | X                                                                                   | X                                                                                           |
| 2.     | Annexure-1                                                                                                                                                                                                                       | (Yes / No)       | √                                                                                          | X                                                                                   | X                                                                                           |
| 3.     | Annexure-6: Bid Documents Undertaking                                                                                                                                                                                            | (Yes / No)       | √                                                                                          | X                                                                                   | X                                                                                           |
| 4.     | Annexure-7: Compliance with the code of integrity and no conflict of interest                                                                                                                                                    | (Yes / No)       | √                                                                                          | X                                                                                   | X                                                                                           |
| 5.     | Annexure-8: declaration regarding Qualifications                                                                                                                                                                                 | (Yes / No)       | √                                                                                          | X                                                                                   | X                                                                                           |
| 6.     | Annexure-9: Grievance Redressal during procurement process                                                                                                                                                                       | (Yes / No)       | √                                                                                          | X                                                                                   | X                                                                                           |
| 7.     | Annexure-10: Additional condition of Contract                                                                                                                                                                                    | (Yes / No)       | √                                                                                          | X                                                                                   | X                                                                                           |
| 8.     | FORM A: Memorandum of Appeal                                                                                                                                                                                                     | (Yes / No)       | √                                                                                          | X                                                                                   | X                                                                                           |
| 9.     | Form-B: Format of Bank Guarantee for Performance Security                                                                                                                                                                        | (Yes / No)       | √                                                                                          | X                                                                                   | X                                                                                           |
| 10.    | Form C: Certificate of Conformity/No Deviation                                                                                                                                                                                   | (Yes / No)       | √                                                                                          | X                                                                                   | X                                                                                           |
| 11.    | Form D: Form of Agreement                                                                                                                                                                                                        | (Yes / No)       | √                                                                                          | X                                                                                   | X                                                                                           |
| 12.    | Form E :Power of attorney for individuals signing on behalf of Company/Firm (Form-E)                                                                                                                                             | (Yes / No)       | √                                                                                          | √                                                                                   | X                                                                                           |
| 13.    | Cost of Bid document                                                                                                                                                                                                             | (Yes / No)       | √                                                                                          | √                                                                                   | X                                                                                           |
| 14.    | Bid Security                                                                                                                                                                                                                     | (Yes / No)       | √                                                                                          | √                                                                                   | X                                                                                           |
| 15.    | E-tender processing fee                                                                                                                                                                                                          | (Yes / No)       | √                                                                                          | √                                                                                   | X                                                                                           |
| 16.    | Undertaking of not being blacklisted by Central Gov/State Gov. or any government agency or PSU(Form-F)                                                                                                                           | (Yes / No)       | √                                                                                          | X                                                                                   | X                                                                                           |
| 17.    | Financial bid form duly filled in and digitally signed                                                                                                                                                                           | (Yes / No)       | X                                                                                          | X                                                                                   | √                                                                                           |

**FORM A**  
**[See rule 83]**

**Memorandum of Appeal under the Rajasthan Transparency in Public Procurement Act,  
2012**

Appeal No ..... of .....  
Before the ..... (First / Second Appellate Authority)

1. Particulars of appellant;
    - (i) Name of the appellant
    - (ii) Official address, if any:
    - (iii) Residential address:
  2. Name and address of the respondent
    - (i)
    - (ii)
    - (iii)
  3. Number and date of the order appealed against and name and designation of the officer / authority who passed the order (enclose copy), or a statement of a decision, action or omission of the Procuring Entity in contravention to the provisions of the Act by which the appellant is aggrieved:
  4. If the Appellant proposes to be represented by a representative, the name and postal address of the representative:
  5. Number of affidavits and documents enclosed with the appeal:
  6. Grounds of appeal:
 

.....

.....(Supported by an affidavit).
  7. Prayer.....
- .....Place
- Date
- Appellant's Signature

FORM – B

Page 1 of 2

### **FORM OF PERFORMANCE SECURITY BY BANK**

**[to be issued by any Scheduled Commercial Bank based in India from its branch located in Jaipur only]**

1. This deed of Guarantee made on \_\_\_\_\_ (Day/Month/Year) between \_\_\_\_\_ [Bank] (hereinafter called the "Bank") of the one part, and Jaipur Metro Rail Corporation Ltd. (hereinafter called "the Employer") of the other part.
2. Whereas Jaipur Metro Rail Corporation Ltd. has awarded the contract for Bid for Customer Satisfaction and Performance Survey along with Phase-1A: Mansarovar to Badi Chaupar Metro Stations (11 Metro stations) corridor within the 1.5 Kilo-Meter Radius. NIB No: JMRC/O&S/OP/SURVEY/2025-26/NIB/04/R-1  
Contract for \_\_\_\_\_ [mention bided section] (hereinafter called "the contract") to M/s \_\_\_\_\_ [Name of the Contractor] (hereinafter called "the Contractor").
3. And Whereas the Contractor is bound by the said Contract to submit to the Employer a Performance Security for a total amount of Rs. \_\_\_\_\_ (Amount in Figures and Words).
4. Now, we the Undersigned, \_\_\_\_\_ (Name of the Bank) being fully authorized to sign and to incur obligations for and on behalf of and in the name of \_\_\_\_\_ (Full name of Bank), hereby declare that the said Bank will guarantee the Employer the full amount of Rs. \_\_\_\_\_ (Amount in Figures and Words) as stated above.
5. After the Contractor has signed the aforementioned Contract with the Employer, the Bank is engaged to pay the Employer any amount up to and inclusive of the aforementioned full amount, upon written order from the Employer to indemnify the Employer for any liability of damage resulting from any defects or shortcomings of the Contractor or the debts he may have incurred to any parties involved in the Works under the Contract mentioned above, whether these defects or shortcomings or debts are actual or estimated or expected. The Bank will deliver the money required by the Employer immediately on demand without delay without reference to the Contractor and without the necessity of a previous notice or of judicial or administrative procedures and without it being necessary to prove to the Bank the liability or damages resulting from any defects or shortcomings or debts of the Contractor. The Bank shall pay to the Employer any money so demanded notwithstanding any dispute/disputes raised by the Contractor in any suit or proceedings pending before any Court, Tribunal or Arbitrator/s relating thereto and the liability under this guarantee shall be absolute and unequivocal.
6. This Guarantee is valid for a period of \_\_\_\_\_ Months from the date of signing. [The initial period for which this Guarantee will be valid must be for at least **six months** longer than the anticipated expiry date of Contract period.]
7. At any time during the period in which this Guarantee is still valid, if the Employer agrees to grant a time extension to the Contractor or if the Contractor fails to complete the Works within the time of completion as stated in the Contract, or fails to discharge himself of the liability or damages or debts as stated under Para 5, above, it is understood that the Bank will extend this Guarantee under the same conditions for the required time on demand by the Employer and at the cost of the Contractor.

8. The Guarantee hereinbefore contained shall not be affected by any change in the Constitution of the Bank or of the Contractor.
9. The neglect or forbearance of the Employer in enforcement of payment of any money, the payment whereof is intended to be hereby secured or the giving of time by the Employer for the payment hereof shall in no way relieve the bank of their liability under this deed.
10. The expressions "the Employer", "the Bank" and "the Contractor" hereinbefore used shall include their respective successors and assigns.

In witness whereof I/We of the bank have signed and sealed this guarantee on the \_\_\_\_\_ day of \_\_\_\_\_ (Month) 2025 being herewith duly authorized.

For and on behalf of the \_\_\_\_\_ Bank.

Signature of authorized Bank official

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

I.D. No.: \_\_\_\_\_

Stamp/Seal of the Bank: \_\_\_\_\_

Signed, Sealed and Delivered  
for and on behalf of the Bank  
by the above named \_\_\_\_\_  
In the presence of:

Witness-1

Signature \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

Witness-2

Signature \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

## FORM C: CERTIFICATE OF CONFORMITY/NO DEVIATION {to be filled by the Bidder}

To,

General Manager (Operations)

Jaipur Metro Rail Corporation Ltd.

405, Admin Building, Mansarovar Depot, Bhargu Path,

Mansarovar, Jaipur – 302020

### CERTIFICATE

This is to certify that, the specifications of Services / Items which I/ We have mentioned in the Technical bid, and which I/ We shall supply if I/ We am/ are awarded with the work, are in conformity with the minimum specifications of the bidding document and that there are no deviations of any kind from the requirement specifications.

Also, I/ we have thoroughly read the bidding document and by signing this certificate, we hereby submit our token of unconditional acceptance to all the terms & conditions of the bidding document without any deviations.

I/ We also certify that the price I/ we have quoted is inclusive of all the cost factors involved in the end-to-end implementation and execution of the project, to meet the desired Standards set out in the bidding Document.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date: \_\_\_\_\_

Place: \_\_\_\_\_

### FORM D: FORM OF AGREEMENT

(Refer Clause 21.1 of "Instructions to Bidders") (On appropriate value of Non-Judicial Stamp paper)

This Agreement is made on the \_\_\_\_\_ day of \_\_\_\_\_ 2025 Between General Manager (Operations), JAIPUR METRO RAIL CORPORATION LTD, 405, Admin Building, Mansarovar Depot, Bhrigu Path, Mansarovar, Jaipur – 302020 herein after called "the Employer" of the one part and \_\_\_\_\_ (Name of Contractor) Resident of \_\_\_\_\_ (Address of Contractor) hereinafter called "the Contractor" of the other part. Whereas the Employer is desirous to select contractor to provide service for "Customer Satisfaction and Performance Survey along with Phase-1: Mansarovar to Badi Chaupar Metro Stations (11 Metro stations) corridor within the 1.5 Kilo-Meter Radius" hereinafter called the "works/service" viz Contract No. "....." and has accepted a Bid by the Contractor for the execution and completion of such works/service.

NOW THIS AGREEMENT WITNESSETH as follows:

In this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Conditions of Contract hereinafter referred to.

The following documents shall be deemed to form and be read and construed as part of this Agreement, viz:

- (a) Letter of acceptance
- (b) General Conditions of Contract (GCC)
- (c) Special Conditions of Contract (SCC)
- (d) JMRC's Safety, Health and Environment (SHE) Manual
- (e) Technical Specification
- (f) Notice Inviting Bid and Scope of Work
- (g) Bill of Quantities (BOQ)
- (h) Addendums, if any
- (i) Other conditions agreed to and documented as listed below:
  - (a) Bidder's Work Schedule as amended if required.
  - (b) Statement of deviations
  - (c) Any other item as applicable

In consideration of the payments to be made by the Contractor to the Employer as hereinafter mentioned, the Contractor hereby covenants with the Employer to execute and complete the works in all respects with the provisions of the Contract.

The Contractor hereby covenants to pay the Employer in consideration of the execution and completion of the works and the Contract Price of Rs \_\_\_\_\_ being the sum stated in the letter of acceptance subject to such additions thereto or deductions there from as may be made under the provisions of the Contract at the times and in the manner prescribed by the Contract.

### OBLIGATION OF THE CONTRACTOR

The contractor shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The contractor shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Employer fully indemnified against liability of tax, interest, penalty etc. of the contractor in respect thereof, which may arise.

The staff/labour recruited by the Contractor for operation and maintenance of vehicles will be the sole responsibility of the Contractor and JMRC will not be involved in it in any way. The staff / labour so recruited by the Contractor will not have any right whatsoever at any stage to claim employment in JMRC.



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Bid for Customer Satisfaction and Performance Survey from  
Mansarovar to Badi Chaupar Metro Stations corridor within the 1.5  
Kilo-Meter Radius

JMRC/O&S/OP/SURVEY/2025-26/NIB/04/R-

1

**JURISDICTION OF COURT**

The Courts at Jaipur shall have the exclusive jurisdiction to try all disputes arising out of this agreement between the parties.

IN WITNESS WHEREOF the parties hereto have caused their respective Common Seals to be hereunto affixed / (or have hereunto set their respective hands and seals) the day and year first above written. **For and on behalf of the Contractor**

Signature of the authorised official  
Name of the official  
Stamp/Seal of the Contractor

**For and on behalf of the Employer**

Signature of the authorised official  
Name of the official  
Stamp/Seal of the Employer

### Form E: Power of Attorney for Signing of Bid

(On appropriate value of non-Judicial Stamp paper)

Know all men by these presents, We.....(name of the firm and address of the registered office) do here by irrevocably constitute, nominate, appoint and authorize Mr./Ms.(name)..... Son/daughter/wife of..... and presently residing at....., who is presently employed with us and holding the position of.....as our true and lawful attorney (hereinafter referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our bid no. **JMRC/O&S/OP/SURVEY/2025-26/NIB/04/R-1** for qualification and submission of our Bid for the works, including but not limited to signing and submission of all bids, bids and other documents and writings, and other conferences and providing information/ responses to JMRC, representing us in all matters before JMRC, signing and execution of all contracts including the Contract and undertakings consequent to acceptance of our bids, and generally dealing with the JMRC in all matters in connection with or relating to or arising out of our Bid for the said Projects and/or upon award thereof or till the entering into of the Contracts with JMRC.

AND we hereby agree to do hereby ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us. IN WITNESS WHEREOF WE, .....THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS .....DAY OF.....,2025.

For (Signature)

(Name, Title and Address) Witnesses:

Accepted

.....Signature)

(Name, Title and Address of the Attorney)

(Notarized)

#### Notes:

The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants (s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure. Also, wherever required, the Applicant should submit for verification the extract of the charter documents and documents such as a resolution/power of attorney in favors of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Applicant.

**FORM : F SELF-DECLARATION – NO BLACKLISTING**

To,

{Tendering Authority},

In response to the Tender/ No: **JMRC/O&S/OP/SURVEY/2025-26/NIB/04/R-1**, for as an Owner/ Partner/ Director of \_\_\_\_\_, I/ We hereby declare that presently our Company/ firm \_\_\_\_\_, at the time of bidding, is having unblemished record and is not declared ineligible/blacklisted for corrupt & fraudulent practices during last 5 years by any State/ Central government/ PSU/ UT.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and our bid, to the extent accepted, may be cancelled.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date:

Place:

## **JMRC Passenger Satisfaction survey sample questionnaire-2025**

Kindly tick (✓)/ write at the appropriate space given

1. Name of passenger - .....
2. Age (in years):-  
(A) Up to 20 (B) 21to30 (C) 31to40 (D) 41to50 (E) 51to60 (F) above 60
3. Gender :-  
(A) Male (B) female (C) third Gender
4. Qualification:-  
(A) Under Graduate (B) Graduate (C) Post Graduate (D) None
5. Are you residing in Jaipur? (Y / N)
6. Profession :-  
(A) Private Service (B) Government Service (C) Business (D) Student (E) Retired /senior Citizen (F) Other (please specify).....
7. Monthly (Individual) Income (in Rs.)  
(A) Below 10000 (B) 10000 to 30000 (C) 30001 to 50000 (D) 50001 to 100000  
(E) Above 100000
8. How much money (in Rs.) per month are you spending on overall travelling?  
(A) Below 10000 (B) 1500 to 3000 (C) above 3000
9. How much money (in Rs.) Per month are you spending on Jaipur metro train journey?  
(A) Below 500 (B) 500 to 1000 (C) 1001 to 2000 (D) above 2000
10. How frequently do you use metro?  
  - Only on weekdays
  - Only on weekends
  - Other (please specify)
11. How far is your residence/work place from nearby metro station?  
  - Within 500 meter.
  - Beyond 500 meter.
12. Purpose of commute by Jaipur Metro ?  
  - Work
  - Education
  - Recreation / Shopping
  - Other (please specify)
13. How do you commute to metro station  
(A) By foot (B) Bus (C) Metro Feeder (D) Auto (E) E-rickshaw (F) cycle rickshaw  
(G) Own vehicle



(G) Own vehicle

14. Where do you park your Vehicle?
  - Jaipur Metro Station Parking
  - Other (please specify)
15. Are you pay for parking Monthly or Daily?
  - Daily
  - Monthly
16. Parking at metro stations  
(A) Excellent (B) very good (C) good (D) satisfactory (E) need improvement  
(F) Not aware
17. Since when did you start commuting by metro?
  - Less than a year
  - 1-3 years
  - 3-5 years
  - More than 5 year s
18. What was your previous commuting mode before metro?
  - BUS
  - Auto
  - Cycle
  - Taxi/ Ola / Uber
  - Two-Wheeler
  - Other (Please specify)
19. Since the Shift to using metro, what has been the impact on travel cost?
  - I am saving on travel cost since the shift
  - There has been no impact on travel cost
  - I am spending more than before on travel cost
20. Reason for shifting to metro from your pervious mode?
  - Reduced travel time
  - cost efficient
  - Good connectivity
  - Ease of access
  - Comfort
  - Other (please specify)
21. What do you use to commute on metro?
  - Smart Card
  - Token
22. Ease of buying tickets (Token and smart card)  
(A) Excellent (B) very good (C) good (D) satisfactory (E) need improvement  
(F) Not aware
23. Politeness & helpfulness of JMRC staff  
(A) Excellent (B) very good (C) good (D) satisfactory (E) need improvement  
(F) Not aware



24. Alertness of security staff  
(A) Excellent (B) very good (C) good (D) satisfactory (E) need improvement  
(F) Not aware
25. Frequency of train services:-  
(A) Excellent (B) very good (C) good (D) satisfactory (E) need improvement  
(F) Not aware
26. Toilet at stations:-  
(A) Excellent (B) very good (C) good (D) satisfactory (E) need improvement  
(F) Not aware
27. Cleanliness of Jaipur Metro Stations:-  
(A) Excellent (B) very good (C) good (D) satisfactory (E) need improvement
28. How do you rate Jaipur Metro fare compared to other modes of public transport:-  
(A) Much more Expensive (B) Slightly more expensive (C) About the same  
(D) Slightly cheaper (E) Much cheaper
29. Kindly tick on appropriate answer:-
- 1) Are you satisfied with overall metro system and its Service? - Yes/NO
  - 2) Are you satisfied with reliability and punctuality of services? - Yes/NO
  - 3) Are you satisfied with maintenance of the stations? - Yes/NO
  - 4) Are you satisfied with last mile connectivity services? - Yes/NO
  - 5) Are you satisfied with station facilities and amenities? - Yes/NO
  - 6) Are you satisfied with safety and security at stations? - Yes/NO
  - 7) Are you satisfied with signages at stations? - Yes/NO
  - 8) Are you satisfied with air conditioning with in train? - Yes/NO
  - 9) Are you satisfied with management of crowd at station? - Yes/NO
  - 10) Are you satisfied with ticketing and information kiosks facilities at stations? - Yes/NO
30. Suggestion if any.....  
.....

**Thank You for your Support**