

# **NOIDA METRO RAIL CORPORATION (NMRC)LIMITED**

**REQUEST FOR PROPOSAL(RFP)**

**E tender No.NMRC/GM/HR/264/2023**

**Rate Contract for providing Canteen Facilities at NMRC Canteens**

**March 2023**

**Issued by:**

**Noida Metro Rail Corporation (NMRC) Limited  
Block-III, 3<sup>rd</sup> Floor,  
Ganga Shopping Complex, Sector-29, Noida -201301,  
District GautamBudh Nagar, Uttar Pradesh, India**

## **Disclaimer**

This Request for Proposal (RFP) Document (or “E-Tender” or “E-Bid”) for “**Rate Contract for Rate Contract for providing Canteen Facilities at NMRC Canteens**” contains brief information about the scope of work and selection process for the Bidder (‘the Contractor’ or “the Tenderer” or “the Applicant”). The purpose of the Document is to provide the Bidders with information to assist the formulation of their Bidding Documents.

While all efforts have been made to ensure the accuracy of information contained in this RFP Document, this Document does not purport to contain all the information required by the Bidders. The Bidders should conduct their own independent assessment, investigations and analysis and should check the reliability, accuracy and completeness of the information at their end and obtain independent advice from relevant sources as required before submission of their Bid/s. Noida Metro Rail Corporation Ltd. (“NMRC” or “the Corporation”) or any of its employees or advisors shall incur no liability under any law, statute, rules or regulations as to the accuracy or completeness of the RFP Document.

NMRC reserves the right to change any or all conditions/information set in this RFP Document by way of revision, deletion, updating or annulment through issuance of appropriate addendum as NMRC may deem fit without assigning any reason thereof.

NMRC reserves the right to accept or reject any or all Bids without giving any reasons thereof. NMRC will not entertain or be liable for any claim for costs and expenses in relation to the preparation of the Bid/s to be submitted in terms of this RFP Document.

## Glossary

- a) **“Addendum / Amendment”** means any written amendment / addendum / corrigendum to this RFP, from time to time issued by NMRC to the prospective bidders;
- b) **“Agreement”** means the Contract Agreement to be executed between NMRC and the selected bidder.
- c) **“Applicable Laws”** means all laws, brought into force and effect by Govt. of India, State Governments, local bodies and statutory agencies and rules / regulations / notifications issued by them from time to time. It also include judgments, decrees, injunctions, writs and orders of any court or judicial authority as may be in force and effected from time to time.
- d) **“Bidder”** or **“Tenderer”** means Sole proprietorship, registered partnership firm, public limited company, private limited company or Consortium of any of the above and its Successor in title and assigns which is submitting its bid pursuant to RFP Documents
- e) **“Bid Due Date”** means Bid Submission end date and time given in the E-tender
- f) **“Commencement Date”** means the date of commencement of Contract Agreement as mentioned in NOA
- g) **“Earnest Money Deposit (EMD)”** means the refundable amount to be submitted by the Bidder along with RFP documents to NMRC
- h) **“Interest Free Security Deposit/ Performance Security”** means interest free amount to be deposited by the Contractor with NMRC as per terms and conditions of Contract Agreement as a security against the performance of the Contract agreement.
- i) **“NMRC”** means Noida Metro Rail Corporation Limited ( or “Corporation”)
- j) **“Party”** means Contractor or Corporation (together they are called **“Parties”**)
- k) **“Performance Bank Guarantee/ Security Deposit”** means interest free amount to be deposited by the Contractor with NMRC as per terms and conditions of Contract Agreement as a security against the performance of the Contract agreement
- l) **“Permits”** shall mean and include all applicable statutory, environmental or regulatory Contracts, authorization, permits, consents, approvals, registrations and franchises from concerned authorities
- m) **“Re. or Rs. or INR”** means Indian Rupee
- n) **“Revenue Operations Date (ROD)”** means the date of operation of metro
- o) **“Selected Bidder”** means the bidder who has been selected by NMRC, pursuant to the bidding process for award of Contract.
- p) **Engineer Incharge – mean GM/Finance/HR, NMRC**

The words and expressions beginning with capital letters and defined in this document shall, unless repugnant to the context, have the meaning ascribed thereto hereinabove.

## Data Sheet

1	Name of the Bid	Rate Contract for providing Canteen Facilities at NMRC Canteens
2	Time-period of contract	12 Months and further can be extended for three years (on yearly basis based on satisfactory services)
3	Method of selection	Cost Based Selection (Lowest –L1)
4	Bid Processing Fee	INR 5,900/- (including GST) (Rupees Five thousand nine hundred only) through RTGS/NEFT only payable in favour of Noida Metro Rail Corporation Limited
5	Earnest Money Deposit (EMD)	INR 50,000/-
6	Financial Bid to be submitted together with Technical Bid	Yes
7	Name of the Corporation's official for addressing queries and clarifications	GM/HR/Fin Noida Metro Rail Corporation Limited, Block-III, 3rd Floor, Ganga Shopping Complex, Sector-29, Noida 201301 Email: <a href="mailto:nmrccanteen21@gmail.com">nmrccanteen21@gmail.com</a> Website: <a href="http://www.nmrccnoida.com">www.nmrccnoida.com</a> , <a href="http://etender.up.nic.in">http://etender.up.nic.in</a>
8	Bid Validity Period	180 days
9	Bid Language	English
10	Bid Currency	INR
11	<b>Schedule of Bidding Process</b>	
	Task	Key Dates
	<b>Uploading of Bid</b>	03.04.2023
	<b>Pre-bid Meeting</b>	10.04.2023 [Time 15:00 hrs]
	<b>Last date of receipt of Pre-bid queries</b>	10.04.2023 [Time 16:00 hrs]
12	<b>Last date of issuing amendment, if any</b>	19.04.2023
	<b>Last Date of Bid Submission</b>	24.04.2023 [Time 17:00 hrs]
	<b>Date of Technical Bid Opening</b>	25.04.2023 [Time 11:00 hrs]
13	Consortium to be allowed	No
13	Account details	<b>For Bid Processing Fee &amp; EMD</b> State Bank of India (04077) – Sector 18, Noida Gautam Budh Nagar, Uttar Pradesh -201301 IFSC Code: SBIN0004077 <b>A/c No. 37707840592</b> <b>Noida Metro Rail Corporation Ltd.</b>

**Note:(i)** Tender Cost and Tender Security is exempted for Micro & Small Enterprises (MSEs) registered with District Industries Centre or Khadi & Village Industries Commission or Khadi & Village Industries Board or Coir Board or National Small Industries Corporation or Dpt. Of Handicraft & Handloom or any other bodies specified by Ministry of Micro, Small & Medium Enterprises for appropriate category and have valid registration certificate as on date of tender submission.

The MSEs would not be eligible for exemption of tender security if:

- a. Either they are not registered for appropriate category.
- b. Or they do not have valid registration as on the date of tender submission.

The tenderers seeking exemption from 'tender security', being MSEs, shall ensure their eligibility w.r.t above and submit registration certificate issued by the body under which they are registered which clearly mentions category of registration as **"providing canteen/catering services"**.

In absence of any of the above requirements no exemption for 'tender security' will be allowed and tenderers eligibility shall be dealt as if they are not registered with MSMEs.

No further clarification shall be sought on the above.

1. No Consortium is allowed.
2. In case the bidder who has been exempted Tender Cost/Tender Security being Micro & Small Enterprise, and;
  - (i) withdraws his Tender during the period of Tender validity; or
  - (ii) becomes the successful bidder, but fails to commence the work (for whatsoever reasons) as per terms & conditions of Tender; or
  - (iii) refuses or neglects to execute the contractor
  - (iv) fails to furnish the required Performance Security within the specified time,

The bidder shall be debarred from participating in future tenders for a period of two years may be taken to avoid re-tendering from the date of discharge of tender/date of cancellation of NOA/annulment of award of contract as the case may be. Thereafter, on expiry of period of debarment, the bidder may be permitted to participate in the procurement process only on submission of required Tender Cost/ Tender Security.

Further the Employer may advise the authority responsible for issuing the exemption certificate to take suitable actions against the bidder such as cancellation of enlistment certificate etc.

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## **1. Section 1: General Information**

### **1.1 Background**

- a. Noida and Greater Noida are being developed as the satellite towns to New Delhi and more and more people from Delhi and other areas are shifting to these towns in search of fresh air, greenery and better infrastructure. There is a need of providing an efficient, reliable and comfortable transportation system for the population intending to settle in these towns and also the public coming to these areas for education, service and business.
- b. Noida Metro Rail Corporation is a Special Purpose Vehicle (SPV) formed for planning and executing urban transport projects in Noida, Greater Noida regions. The Company desires to provide a world-class Public Transportation System with state-of-the-art technology. As such, the overarching criterion for setting up of the Company is to help create an efficient, safe, reliable, economical and affordable public transport system
- c. An elevated metro line between Noida and Greater Noida is already in operation.
- d. NMRC invites E-Bids for selection of Contractor for granting the Rate Contract for providing canteen facilities at NMRC premises.
- e. In this regard, the Corporation now invites the interested Bidder/s to submit their proposals as per provisions of this Request for Proposal Document.
- f. NMRC will shortlist the Bidders on the basis of evaluation criteria mentioned in this RFP Document. On the basis of the minimum evaluation criteria, qualified Bidders will be shortlisted. Financial proposal of only qualified Bidders will be opened.
- g. The Successful Bidder shall provide the services as described in Section 2: Terms of Reference.

### **1.2 About Locations**

The metro corridor is 29.7 km long and is known as Noida Greater Noida Metro Rail Corridor. It comprises 21 metro stations starting from Noida Sector 51 in Noida and ends up at Depot Station in Greater Noida. The ladders are to be supplied at various stations of NMRC and NMRC Depot.

### **1.3 Communication**

All communications should be addressed to:

GM (Fin. /HR)  
Noida Metro Rail Corporation (NMRC) Limited  
Block-III, 3rd Floor, Ganga Shopping Complex, Sector-29,  
Noida -201301  
District Gautam Budh Nagar, Uttar Pradesh  
Email: [mdcellnmrc@gmail.com](mailto:mdcellnmrc@gmail.com)

## **2 Section 2: Terms of Reference**

### **2.1 Key Objectives**

- a. To engage an agency for running Catering Services in NMRC Operations control center (OCC) Building canteen and NMRC HQ Canteen located at :-  
  
(1) NMRC OCC building canteen, Greater Noida  
(2) NMRC Guest House canteen, staff quarter Greater Noida – on need basis  
(3) NMRC HQ Canteen, Sector -29, Noida
- b. The NMRC staff coming on duty In the O&M Wing, which would be around 100-200 per day is to be served meals, snacks, tea, coffee and other beverages in the OCC canteen. The above items are also required to be served in the Guest House as well on need basis.
- c. The canteen will also prepare items in case of officials functions , special events by engaging extra manpower if required and will cater to demand of NMRC with proper packing/ packaging of food items to prevent damage etc.

### **Scope of Work**

- a. NMRC intends to provide canteen facility go staff coming on duty In the O&M Wing, which would be around 100-200 per day is to be served meals, snacks, tea, coffee and other beverages in the OCC canteen and NMRC HQ canteen. The above items are also required to be served in the Guest House as well as to the residents of the staff quarters on demand.
- b. The Contractor shall prepare and serve fresh and wholesome meals/snacks/beverages to the employees of the Company and such other as approved by the Company.
- c. The Contract shall initially be awarded for a period of 1 year which may be further extended up to 3 years after due approval from competent authority only and after satisfactory work as per canteen contract.

#### **2.2.1 MENU & QUALITY**

The meals/snacks to be supplied by the Contractor shall be of the type and in quantities with fixed prices as indicated in **Annexure A**; The Contractor shall not prepare or serve any other items without the prior approval of NMRC.

#### **2.2.2 QUALITY OF RAW MATERIALS AND FINISHED PRODUCTS**

- a. The food shall be good wholesome and of best quality as approved by the **Company (as per Annexure B)**.
- b. Before using the raw, materials and other ingredients for cooking the Contractor shall ensure their quality and wholesomeness. The brands which are to be used in cooking shall be approved by the authorized representative as nominated by NMRC.
- c. NMRC through its authorized representatives, shall have the authority to carry out test checks at their convenience of the raw materials, ingredients used for cooking, cooking arrangements and the finished eatables and will have absolute right to have the cooked or raw items which do not meet, in his/ their sole discretion, the standard or wholesomeness, destroyed at the cost of the Contractor.

#### **2.2.3 SERVICE POINTS & TIMING**



***RFP for Rate Contract for providing Canteen Facilities at NMRC Canteens***

- a. The Contractor shall be required to provide catering services in the canteen premises from Monday to Saturday at times as may be intimated in advance from time to time as per requirement of NMRC.
- b. However, if the service is to be provided at other places within NMRC premises, the price may be mutually agreed to.
- d. For upcoming depots, the Contractor shall provide the catering services on mutually agreed rates at the time of commissioning of these depots/Stations/offices. Notwithstanding anything hereinafter contained herein, NMRC will have the right to use the canteen hall at any time on any working days or holidays at any time, as may be required.
- e. The canteen will also prepare items in case of officials functions , special events by engaging extra manpower if required and will cater to demand of NMRC with proper packing/ packaging of food items to prevent damage etc.

**CONTRACTOR'S OBLIGATIONS**

- The Contractor shall be responsible for the proper upkeep and maintenance of the Canteen premises, furniture and fixtures, cooking and serving utensils and cutlery. When material supplied by the Company becomes unserviceable, the same, if these are to be replaced by the Company, would only be replaced against the return of the unserviceable materials by the Contractor. Otherwise, the cost for such material shall be borne by the Contractor.
- For any damage, breakage or loss of any equipment of property of the Company, the Contractor shall have to make good the same or his own cost. For the details of arrangement for the above clause -13.3 of terms and conditions of Contract may be referred. The Contractor shall keep a proper inventory of the items Placed at his disposal by the Company and the same shall be verified by the Contractor along with the representative of the Company.
  - The Company reserves the right of free access through its authorized representative(s) to inspect the canteen stores, equipment and food for ensuring their wholesomeness, cleanliness, quality and quantity at all times without any prior notice.
- The Contractor shall keep the entire premises, utensils, crockery, etc., clean, neat and hygienic. He shall use and provide at his own expenses prescribed detergents and other requisites for this purpose. He will ensure that furniture of the Canteen premises, crockery and cutlery, utensils, kitchen pantry, wash basins, lavatory urinals, drainage system washed and cleaned by hygienic way as directed by the Officer-in-Charge or any other authorized representative.
- It shall be responsibility of the Contractor to maintain the main canteen and the pantries clean, neat and hygienic. The Pest & Rodent Control Operation shall be done by Pest & Rodent Control Contractor engaged by NMRC on regular basis and also be done on reporting of pest or rodents by authorized representatives of canteen contractor. However, in any case, if any pest or rodents were found in the canteen, the relevant action will be taken against canteen Contractor as per relevant Clause of this tender.
- The Contractor shall not use or allow to be used the Canteen premise or any part thereof for dwelling purposes and shall not allow any outsiders to loiter in and around the canteen building without valid authority.
- The Contractor shall also not use or allow to be used any facility, appliances, equipment provided by the Company to him as mentioned in Clause – 5 & 6 (Company's assistance) of terms and conditions of contract for any purpose other than providing canteen services as per the Company's requirement.

- Tenderers may note that any subletting of contract will not be allowed to third party and any such incident, if notices, the Contract will be terminated.

## **ENGAGEMENT OF LABOUR**

- The Contractor shall at his cost, employ adequate number of catering staff such as supervisors, Cooks, helpers, services boys etc. for smooth and efficient running of the canteen services to ensure quality service and smooth users record. The Contractor shall exclusively be liable and responsible for their statutory wages, PF, bonus, Medical, Uniforms and all other payments as may be applicable and full compliance in their respect with all Statutory Laws, Rules and Regulations as applicable to them.
- The Contractor shall make regular and full payment of statutory minimum wages and other payments to the employees and furnish necessary proof, as and when demanded by the Officer-in-Charge.
- The Contractor shall also be liable to ensure and pay the Minimum wages notified by concerned authorities on time to time, PF & ESI contribution, leave salary, etc. and shall be liable to observe statutory working hours.
- The Contractor shall arrange Police verification of all his staff, and issue identity cards bearing photographs of the canteen employees for gate entry who shall exhibit it prominently during working hours. The canteen staff shall also be liable for search on entry/exit.
- The Contractor shall ensure that all canteen employees, during their working hours, wear neat and tidy uniforms and use hygiene gloves & head gear supplied by the Contractor. No canteen employee's shall be allowed to continue his duty without uniform. The uniform will be provided by NMRC to the contractor staff.
- The employees of the Contractor will be subject to medical examination to be arranged by the Company once in a year at Contractor's cost by NMRC's Nominated/registered medical practitioner. The employee should be free from all communicable, contagious, infectious and other diseases. In the event of any employees of the Contractor being found medically unfit, the Contractor shall arrange to replace him. Contractor has to submit medical reports once in a year. If medical examination is not done by the Contractor for their employees, the same will be done by NMRC & the cost of examination will be recovered from the Contractor's bill.
- The Contractor will ensure to open bank accounts for each worker employed by him and all the payments to workers will be released through bank accounts positively. In extreme cases, the payments will be made by cash in presence of authorized NMRC official only subject to ceiling limit prescribed under relevant law.
- The Contractor shall be solely and exclusively liable for the payment of any and all taxes or hereafter imposed, increased or modified from time to time and all income Tax, now in force and hereafter increased and all contributions and taxes for unemployment compensation, insurance and old age pensions or annuities now or hereafter imposed by the Central Govt., or State Govt., authority which are imposed with respect to or covered by the wages, salaries or other compensation paid to persons employed by the Contractor.
- The bills shall be put up in first week of every month along with coupons redeemed and a statement made for each day of the month for which e-payment will be released within 10 days from the date of receipt of your complete and clear bill/documents, after it is duly certified by the administrative department for the satisfactory service for that month.

- Contractor will have to submit money deposit Challans of PF, ESI & Service Tax to “Officer-in-Charge” along with his monthly bill. The Contractor shall submit yearly PF Statement and copy of ESIC card as proof of complying with the PF & ESI act respectively.

### **CONTRACTOR'S LIABILITY TOWARDS INDEMNITY**

- The Contractor shall indemnify the Company against any claim, under the payment of Wages Act, 1936, and/or the Minimum Wages Act, 1948 or any statutory obligations arising out of any other Act or acts or on behalf of any person employed by him.
- The Contractor shall also indemnify the Company and every member, officer and employee of the Company against all actions, proceedings, claims, cost and expenses whatsoever in respect of or arising out of any failure by the Contractor in the performance of his obligations under this contract.

### **COMPANY'S ASSISTANCE**

The Company shall provide following facilities and/or equipment free of charge to the Contractor for the sole purpose of providing canteen services.

- (i) Canteen premises with dining hall, kitchen pantry on a token license fee of Rs.101/- per month for conduct of the Canteen in acknowledgement of the ownership of the employee's canteen by the Corporation.
- (ii) Furniture of the dining hall.
- (iii) Electricity
- (iv) Water (drinking and for washing)
- (v) Bulbs and Tube lights.
- (vi) Different kitchen equipment's.
- (vii) Cooking gas connection (industrial connection) only if feasible. However till such time contractor will make his own gas cylinder arrangement.
- (viii) Sunday canteen will remain closed.
- (ix) The company shall provide list of kitchen equipment, furniture and cutlery.
- (x) For the additional period of extension for 2<sup>nd</sup>, 3<sup>rd</sup> & 4<sup>th</sup> year on the account of increase in inflation rates & manpower, the cost of lunch that will be revised as per certain inflation indices (Consumer Price Index) at the beginning the year and end of the year to which month it relates to, subject to maximum 5% p.a.

### **NON-WAIVER OF DEFAULTS**

Any failure by the Company at any time/or from time to time to enforce or require the strict keeping and performance at any of the terms or conditions of this contract or to exercise a right herein, shall not constitute a waiver of such terms, conditions or rights and shall not affect or impair the same, or the right of the Company at any time to avail itself of the same.

### **PAYMENTS OF THE CONTRACTOR**

- Credit sales, if any, affected by the Contractor will be at his own risk and responsibility and that the NMRC will not in any way, be responsible for the recovery of such arrears in these transactions.

- However, the Contractor will submit bills for items served for official purposes periodically & Employee subsidy on unit lunch if given by Management to the Finance Department in appropriate form duly verified by the authorized officer concerned. The Finance Department will settle such bills within reasonable time if the bills meet all the requirements specified by the Management.
- The Company shall not be responsible for any amount due from the Contractor to any person(s) in respect of items supplied/ or otherwise nor shall it be responsible for the Contractor on the said account.

### **PERIOD OF CONTRACT**

- The period of Contract shall be initially **1 year and extendable upto 3 subsequent years (on same terms and conditions) on the basis of satisfactory work.**
- The Contractor shall take position and start functioning within two weeks of award of contract & notice to proceed.
- The Contract shall be in force for the periods stipulated in the contract and on the expiry thereof, it will be deemed to have been terminated automatically. Further, the Contractor will not have any right either contractual or equitable to demand any fresh contract for another term or to continue the same in preference to any other intending party.
- In the event of any dispute arising out of the clauses mentioned above, the same shall be referred to Executive Director and his decision shall be final and binding on both the parties.

### **SCOPE OF WORK**

- All items cooked and served should be of good quality. The quantity and quality of meals/snacks and other items shall be as approved by the Company. The quantity of the ingredients to be used for preparation of meals/snacks shall be strictly in accordance with the norms laid down in **Annexure B**.
- For selling any other items prior approval of rates will be taken from NMRC.
- All the equipment's etc. provided by NMRC will be maintained by Contractor in good condition at their cost.

### **LIABILITY**

- Maintain adequate man power as per requirement.
- Contractor shall, on award of the contract, furnish the list containing names and address of his staff along with their proper police verification reports.
- Contractor shall engage such reasonable number of employees in different categories as may be necessary to meet the obligations under the contract. In case the Company finds that the required number of employees are not engaged by the Contractor, the Company shall be at liberty to ask the Contractor to engage more number of employees in one or more categories and the Contractor shall forthwith engage extra employees as asked by the Company.

### **MATERIALS**

Contractor shall purchase and keep the raw material stock of minimum 7 days required for the preparation of various items, including the controlled items of good quality at his own cost.

Contractor shall abide by the local Government laws relating to stocking of food grains, sale of food etc., and shall obtain the necessary licenses from the competent authority, wherever applicable. The Company at its discretion, through its authorized representative, may check the stock position of all the items to see that the above is being complied by the Contractor.

### **MISCELLANEOUS**

- Contractor shall maintain the canteen and pantries in clean and hygienic condition. Pesticide treatment shall be the responsibility of NMRC. However, it will be as per demand of Contractor.
- Contractor shall not exhibit or cause to be exhibited in the canteen premises any printed or written notices or advertisements of any kind whatsoever except notices related to the working of the canteen, without the prior permission of the Company.
- Contractor shall be required to sign on indemnity bond, pledging that it will be his sole responsibility to keep all the fixed assets and furniture, cutlery etc., in safe custody and shall hand over the same to the Company AS AND WHEN DEMANDED. Any loss or breakage in these items shall be at the cost and responsibility of the Contractor and shall be made good by the Contractor. Replacement of utensils, cutleries, furniture etc., shall be made by the Company only for the normal wear and tear. In respect of all other items, normal wear and tear will be decided by the Company. Breakages and all other losses whatsoever and replacements required to be made shall be made good by the Contractor at his cost in the manner as may be decided by the Company. In case the Contractor fails to make good the aforesaid losses, the Company shall be at liberty to recover the cost of these items from the security deposit and the dues payable by the Company to the Contractor.
- The Company reserves the right to deduct any amount that becomes payable by the Contractor in respect of the labour being employed by him for executing the job awarded, under any Act or rule framed there under and in force from time to time. The same shall be recovered from bills payable to the Contractor as debt recoverable.
- The Contractor shall undertake to provide comprehensive accident insurance policy coverage in respect of every employee employed by him on NMRC jobs.

### **PENALTIES**

- In the event of any complaint and/or non-fulfillment of any of the terms of agreement regarding non-supply, short supply of meals, irregular and untimely running of the Crew Control service, use of inferior type of ingredients, stuff, raw materials of the eatables, the Company may impose fine not exceeding Rs.2000/- (Rupees Two Thousand only) for any of one of the above mentioned defaults depending upon its nature and the fine so imposed shall be realized by deducting the amount from pending bills or otherwise including security deposit. For the purpose of acceptance of a complaint, a written complaint from any section head will be a valid document. It will be the responsibility of the Contractor to prove it to the entire satisfaction of the Company that the penalties need not be imposed. The decision of the Company in this regard will be final and binding to the Contractor and it will not be subject to dispute or arbitration, the sole criterion being to ensure prompt and wholesome services to the employees of the Company.
- In spite of giving notice to the Contractor in writing for improvement in quality and maintenance of quantity of the food as per tender terms and conditions, if the Contractor fails to carry out any improvement in the quality of the food supplied and/or if the quantity of the food supplied is not maintained as per the prescribed quantity, the same will be reviewed after taking into account the complaint entered in the Canteen complaint register. The Company reserves the right to terminate the contract.

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- In the event of lack of cleanliness and hygienic conditions in the canteen, a penalty of Rs.1000/- (Rupees one thousand only) per day may be imposed on the Contractor till remedial action is taken. All the existing rules and future regulations regarding hygiene, health etc., issued by the competent authority are applicable on the Contractor.
- The Pest & Rodent Control Operation shall be done by Pest & Rodent Control contractor engaged by NMRC on regular basis and also be done on reporting of pests or rodents by authorized representatives of Canteen Contractor. The check-sheets have to be signed by authorized representative of canteen Contractor. However, in any case if any pest or rodents were found in the canteen, the relevant action will be taken against canteen Contractor also. Any incident of rots/cockroaches etc will invite penalty of Rs.1000/- per incident.
- Contractor shall ensure that peace and order is maintained in the canteen. If peace and order in the canteen is disturbed due to lapse on the part of the Contractor, a penalty of Rs.2000/- (Rupees two thousand only) for such lapse leading to disturbance of peace/ order may be imposed by the Company.
- If, on inspection, it is found that the equipment provided to Contractor by NMRC as per Para 6.2 above, are not being maintained/repared properly, a penalty up to Rs.1000/- (Rupees one thousand only) may be imposed by the Company for every such occasion.
- If the Company finds that the Contractor is misusing the facilities provided by the Company for running the canteen for any other purpose not covered under the contract, the Company will be free to levy penalty which may extend to rs.2000/- (Rupees two thousand only)
- If, on inspection, it is found that the quantity/quality of meals/snacks served is not as per the norms laid down in Schedule-I, a penalty upto Rs.1000/-(Rupees one thousand only) may be imposed by the Company for every such occasion and/or eventuality.
- In the event of any helper/cook or any other employee having been found on duty without uniform, the Company may impose a penalty of Rs.1000/- (Rupees one thousand only) on every such occasion/eventuality. The Contractor shall be personally responsible for ensuring that all the staff member wear uniform on duty;
- The Contractor shall also not use or allow to be used any facility, appliances, equipment provided by the Company to him as mentioned in Clause – 5&6 (Company's assistance), above, of terms and conditions of contract, for any purpose, other than providing canteen services as per the Company's requirement. In the event of any canteen employee being found selling meals outside the Company premises, the Contractor shall remove such person on the instruction of officer authorized by the Company.
- Contractor would ensure that all the canteen staff employed by him would behave courteously and decently with employees of the Company and also ensure good manners. Any case of violation in this regard may render Contractor liable for penalty of Rs.1000/- (Rupees one thousand only). On each of such occasion. Contractor will have to remove the person concerned from the roll on the instructions of the Officer-in-Charge in such cases.

#### **TERMINATION OF CONTRACT**

- If it is found that the quality of items supplied by the Contractor and /or the services rendered are on satisfactory or that the Contractor has violated any terms and conditions of the contract and agreement, then in that event the Company will be entitled to terminate this contract of any time without assigning any reasons whatsoever and by giving notice of 30 days' notice. However in the event contractor wishes to move out of the contract, they will be required to give 90 days' notice

which may be accepted subject to prevailing circumstances

- If at any stage, during the period of the contract, any case involving moral turpitude is instituted by a Court of Law against the Contractor or his employee, the Company reserves the exclusive and special right to the outright termination of the contract and the contractor shall not be entitled to any compensation from the Company whatsoever.

#### GENERAL

- Contractor shall adhere to safety practices and avoid hazardous and unsafe working conditions and shall comply with the safety rules in force from time to time at Noida.
- The canteen premises will be in possession of the Company and the Contractor is permitted to enter the premises to run the canteen only. If at any time the contract is terminated or the contract comes to an end or if the Company decides that the Contractor should not be allowed to run the canteen, in that event, the Company will be entitled to restrain the Contractor from entering the building premises as well as the canteen premises. The Contractor is only permitted to make use of the canteen premises which is in possession of the Company and the Contractor will have no right or interest in the canteen premises and other items given by the Company because of the permission being granted to the Contractor for supply articles as per the terms of the contract.
- Contractor shall use the canteen only for the purpose of this agreement/ contract and he shall not make or permit it to be made, any structural addition or alterations to the same without the prior approval in writing of the Company.
- Contractor shall work under the supervision of the HR dept. OR, such other authorized officers of the Company as may be nominated from time to time.
- Contractor and his workmen will be subject to police verification regarding their antecedents.
- Electricity and water should not be wasted.
- NMRC Limited reserves no responsibility for delay, loss or non-receipt of the tender document sent by post/courier.
- NMRC Limited reserves the right to reject the quotation without assigning any reasons whatsoever.
- Telex/Fax/E-mail offers shall not be accepted. Any update on tender will be available on NMRC website & prospective bidders may remain in constant touch with NMRC website.

Sl no (1)	Item per plate for standard lunch (2)	**Rate per plate to be quoted for the items mentioned in column (2) .Rate to be quoted in figures (3)	**Rate ( Rs) ( to be quoted ) in words (4)
1	Roti/Chapati/Puri*-150gm Rice-150 gm* Dal-150 gm* Seasonal Vegetable-150 gm* Raita/curd(one item)* Desert item* Salad, pickle, papad*		

\*List of permitted items is attached in **Annexure-B**

**\*\* (The quoted rate should be exclusive of GST)**

## **2.3 Obligation to the Contractor**

If any damages / loss / theft etc. occurs in the NMRC premise, shall be the sole responsibility of the contractor and necessary compensation shall be paid by the contractor to NMRC as per the actual cost assessed by NMRC.

The contractor shall indemnify and hold NMRC harmless from and against all claims, damages, losses and expenses arising out of, or resulting from the works/services under the contract provided by the contractor.

Contractor shall ensure that its personnel shall not at any time, without the consent of NMRC, in writing, divulge or make known any trust, accounts, matter or transaction undertaken or handled by NMRC and shall not disclose to any person information to the affairs of NMRC.

All necessary reports, records, registers and other information, under the Contract and all other Statutory Laws, shall be deposited by the contractor on demand by NMRC.

Any damage or loss caused by contractor's persons to the property & equipments of NMRC Ltd. in whatever form may be recovered from the contractor. Contractor shall not be held responsible for the damages/sabotage caused to the property of NMRC due to the trade union / riots / mobs / armed dacoit activities or any other event of force majeure.

Any liabilities arising out of any litigation (including those in consumer courts) due to any act of contractor's personnel shall be directly borne by contractor including all expenses/fines. The concerned contractor's personnel shall attend the court as & when required.

## **3. Section 3: Instructions to Bidders**

### **3.1 General instructions**

- a. A tenderer shall submit only one bid in the same tendering process, either individually as a tenderer or as a partner of a J.V. A tenderer who submits or participates in, more than one bid will cause all of the proposals in which the tenderer has participated to be disqualified. No tenderer can be a sub-contractor while submitting a bid individually or as a partner of a JV in the same bidding process. A tenderer, if acting in the capacity of subcontractor in any bid, may participate in more than one bid, but only in that capacity.
- b. The Bidder shall initiate, and actively pursue and involve itself in all investigations and enquiries, Corporation feedbacks, information, convening of and attendance at meetings, and in any other activities as are or may be necessary for producing high quality work as per the requirements.
- c. The Bidder shall carry out the services in compliance with the provisions of this Agreement. Any and all changes necessary to ensure that the Bidder's documents conform to the intent and purpose set out in the Agreement, shall be made at the Bidder's own expense. The Bidder represents that it is a professional and experienced company, and hereby agrees to bear full responsibility for the correctness and technical merit of the services performed.
- d. Bidders shall be evaluated on the basis of the Evaluation Criteria specified in this document. Bidders shall be deemed to have understood and agreed that no explanation or justification for any aspect of the Selection Process will be given and that NMRC's decisions are without any right of appeal whatsoever.
- e. Any entity which has been barred by the Central/State Government in India or by any entity controlled by them, from participating in any project, and the bar subsists as on the date of Bid, would not be eligible to submit an e-Bid.
- f. Bidders are encouraged to inform themselves fully about the assignment and the local



conditions before submitting the e-Bid by paying a visit to the Corporation and/or by sending written queries to NMRC before the last date for receiving queries/clarifications.

- g. NMRC shall not be liable for any omission, mistake or error on the part of the Bidder in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to e-Bid or the Selection Process, including any error or mistake therein or in any information or data given by NMRC.
- h. The currency for the purpose of the Proposal shall be the Indian Rupee (INR).
- i. Tenderers shall not have a conflict of interest. All Tenderers found to have a conflict of interest shall be disqualified. Tenderers shall be considered to have a conflict of interest with one or more parties in this bidding process, if:
  - i. A tenderer has been engaged by the Employer to provide consulting services for the preparation related to procurement or implementation of the project;
  - ii. A tenderer is any associates/affiliates (inclusive of parent firms) mentioned in sub paragraph above; or
  - iii. A tenderer lends, or temporarily seconds its personnel to firms or organizations which are engaged in consulting services for the preparation related to procurement for an implementation of the project, if the personnel would be involved in any capacity on the same project.

**Cost of Bid Document / e-Tender processing Fee**

- a. The tenderer shall bear all costs associated with the preparation and submission of its e-Bid and Noida Metro Rail Corporation Ltd. ("NMRC" or "the Corporation"), will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the e-Bid process.
- b. This tender document is available on the web site <http://etender.up.nic.in> or on NMRC website ([www.nmrcnoida.com](http://www.nmrcnoida.com)) to enable the tenderers to view, download the e-Bid document and submit e-Bids online up to the last date and time mentioned in e-Tender notice/e-tender document against this e-Tender. The tenderers shall have to pay cost of bid document/ e-Tender processing fee of as mentioned in **Data Sheet** through RTGS/NEFT only payable in favor of Noida Metro Rail Corporation Limited in the A/c No. mentioned in **Data Sheet**. The scanned copy of RTGS/NEFT receipt with transaction Id certified by the same bank must be enclosed along with the e-Bid. This cost of bid document/ e-Tender processing fee as mentioned in **Data Sheet** will be non-refundable. Tender without cost of bid document/ e-Tender processing fee in the prescribed form, will not be accepted.

**Acknowledgement by Bidder**

It shall be deemed that by submitting the e-Bid, the Bidder has:

- a. made a complete and careful examination of the e-Bid;
- b. received all relevant information requested from NMRC;
- c. acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the e-Bid or furnished by or on behalf of NMRC;
- d. satisfied itself about all matters, things and information, necessary and required for submitting an informed Application and performance of all of its obligations thereunder;
- e. acknowledged that it does not have a Conflict of Interest; and
- f. Agreed to be bound by the undertaking provided by it under and in terms hereof.

**Availability of Bid Document**

## **RFP for Rate Contract for providing Canteen Facilities at NMRC Canteens**

This Bid document is available on the web site <http://etender.up.nic.in> or on Noida Metro website [www.nmrcnoida.com](http://www.nmrcnoida.com) to enable the Bidders to view, download the e-Bid document and submit e-Bids online up to the last date and time mentioned in e-Bidder notice/ e-Bid document. The Bidder's shall have to pay e-Bid document fee and EMD as mentioned in Data sheet through RTGS/ NEFT on addresses given in data sheet. The scanned copy of RTGS/ NEFT with transaction ID certified by the same bank must be enclosed along with the e-Bid. This e-Bid document fee will be non-refundable. Bid without Bid fee in the prescribe form will not be accepted.

### **Clarifications of e-Bid**

- a. During evaluation of e-Bid, NMRC may, at its discretion, ask the Bidder for a clarification of his/her e-Bid. The request for clarification shall be in writing.
- b. Any queries or request for additional information concerning this RFP shall be submitted in writing or by fax and e-mail to the GM FINANCE (HR), NMRC **only before or during Pre-Bid Meeting** held at NMRC premises. The envelopes/ communication shall clearly bear the following identification/ title: **"Queries/ Request for Additional Information: RFP for Rate Contract for supply of Housekeeping and Covid 19 Chemicals/Items in NMRC"**. The responses will be posted to all such queries on the official Website [www.nmrcnoida.com](http://www.nmrcnoida.com). NMRC reserves the right not to respond to any questions or provide any clarifications, in its sole discretion, and nothing in this Clause shall be taken or read as compelling or requiring NMRC to respond to any question or to provide any clarification.
- c. A pre- submission meeting shall be called on the date mentioned in **Data Sheet** at NMRC Office. Any change corresponding to date, if any, shall be communicated to the Bidder vide NMRC/ e-Tendering website.
- d. In case the Bidder seeks for any queries, he shall send letter or e-mail to the correspondence address given in Data Sheet.
- e. However, NMRC shall not entertain any correspondence from the Bidders during the period of e-Bid opening to selection of the successful Bidder. Any wrong practice shall be dealt in accordance with the Section 5.14 of this e-Bid document under Fraud and Corrupt Practices.
- f. The Tenderer is advised to visit and examine the Site of Works and its surroundings and obtain for himself on his own responsibility all information that may be necessary for preparing the Tender and entering into a contract for the proposed work. The costs of visiting the Site shall be borne by the Tenderer. It shall be deemed that the Contractor has undertaken a visit to the Site of Works and is aware of the site conditions prior to the submission of the tender documents.
- g. The Tenderer and any of his personnel will be granted permission by the Employer to enter upon his premises and lands for the purpose of such inspection, but only upon the express condition that the Tenderer, and his personnel, will release and indemnify the Employer and his personnel from and against all liability in respect thereof and will be responsible for death or personal injury, loss of or damage to property and any other loss, damage, costs and expenses incurred as a result of the inspection.

### **Amendment of e-Bid Document**

- a. At any time prior to the deadline for submission of e-Bid, NMRC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the e-Bid document by amendments. Such amendments shall be uploaded on the e-procurement website <http://etender.up.nic.in> or NMRC's website [www.nmrcnoida.com](http://www.nmrcnoida.com). The relevant clauses of the e-Bid document shall be treated as amended accordingly.
- b. It shall be the sole responsibility of the prospective Bidder to check the web site <http://etender.up.nic.in> and NMRC's website [www.nmrcnoida.com](http://www.nmrcnoida.com) from time to time for any amendment in the e-Bid documents. In case of failure to get the amendments, if any, NMRC shall not be responsible for it.
- c. In order to allow prospective e-Bids a reasonable time to take the amendment into account in

preparing their e-Bids, NMRC, at the discretion, may extend the deadline for the submission of e-Bids. Such extensions shall be uploaded on the e-procurement website <http://etender.up.nic.in> or NMRC's website [www.nmrcnoida.com](http://www.nmrcnoida.com).

### **3.2 Preparation and submission of Bids**

#### **3.2.1 Language of e-Bid**

The e-Bid prepared by the Bidder, as well as all correspondence and documents relating to the e-Bid exchanged by the Bidder and NMRC shall be written in English language. Only English numerals shall be used in the e-Bid. The correspondence and documents in any other language must be accompanied by transcripts verified by the Embassy of Home Country or equivalent.

#### **3.2.2 Documents constituting the e-Bid**

**The e-Bid prepared by the Bidder shall comprise the following components:**

**a. Technical e-Bid- Technical e-Bid will comprise of-**

- i. **Fee details** - Details of Bid processing fee and prescribed EMD
- ii. **Eligibility details** - Includes copies of required documents in PDF format justifying that the Bidder is qualified to perform the contract if his/her bid is accepted and the Bidder has financial & technical capability necessary to perform the contract and meets the criteria outlined in the Qualification requirement and technical specification and fulfill all the conditions of the contract.
- iii. **Technical evaluation** - Details of all documents needed for Technical evaluation as mentioned in this RFP

**b. Financial e-Bid -**

- i. **Price bid** – Bill of Quantities in XLS format to be filled in after downloading from the e-Procurement website for this e-tender (<http://etender.up.nic.in>). There shall be a single financial quote for the package for which the bid is submitted.

#### **3.2.3 Documents establishing Bidder's Qualification**

- a. The Bidder shall furnish, as part of its technical e-Bid, documents establishing the Bidder's qualification to perform the contract if its e-Bid is accepted. The documentary evidence should be submitted by the Bidder electronically in the PDF format.
- b. The documentary evidence of Bidder's qualification to perform the contract if its e-Bid is accepted shall be as per qualification requirements specified in e-Bid document.

#### **3.2.4 E-Bid form**

The Bidder shall complete the e-Bid form and the appropriate price schedule/BOQ furnished in the e-Bid document.

#### **3.2.5 E-Bid Currency**

Prices shall be quoted in Indian Rupees only.

#### **3.2.6 Formats and Signing of e-Bid**

- a. The Bidder shall prepare one electronic copy of the technical e-Bid and financial e-Bid separately.
- b. The e-Bid document shall be digitally signed, at the time of uploading, by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. The later authorization shall be indicated by a scanned copy of written power-of attorney accompanying the e-Bid. All the pages/documents of the e-Bid that are to be uploaded shall be digitally signed by the person authorized to sign the e-Bid.

- c. Bidders should provide all the information as per the RFP and in the specified formats. NMRC reserves the rights to reject any proposal that is not in the specified formats.
- d. In case the Bidders intends to provide additional information for which specified space in the given format is not sufficient, it can be furnished in duly stamped and signed PDFs.

### **3.2.7 Deadline for submission of e-Bid**

E-Bid (Technical and financial) must be submitted by the Bidder at e-procurement website <http://etender.up.nic.in> not later than the time specified on the prescribed date (as the server time displayed in the e-procurement website). NMRC may, at its discretion, extend this deadline for submission of e-Bid by amending the e-Bid document, in which case all rights and obligations of NMRC and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

### **3.2.8 Submission of e-Bid**

- a. The bid submission module of e-procurement website <http://etender.up.nic.in> enables the Bidders to submit the e-Bid online in response to this e-Bid published by NMRC.
- b. Bid submission can be done only from the bid submission start date and time till the bid submission end date and time given in the e-Bid. Bidders should start the bid submission process well in advance so that they can submit their e-Bid in time.
- c. The Bidder should submit their e-Bid considering the server time displayed in the e-procurement website. This server time is the time by which the e-Bid submission activity will be allowed till the permissible time on the last/end date of submission indicated in the e-Bid schedule.
- d. Once the e-Bid submission date and time is over, the Bidders cannot submit their e-Bid. For delay in submission of e-Bid due to any reasons, the Bidders shall only be held responsible.

### **3.2.9 The Bidders have to follow the following instructions for submission of their e-Bid:**

- a. For participating in e-Bid through the e-Bidding system it is necessary for the Bidders to be the registered users of the e-procurement website <http://etender.up.nic.in>. The Bidders must obtain a user login Id and password by registering themselves with U.P. Electronics Corporation Ltd. Lucknow if they have not done so previously for registration.
- b. In addition to the normal registration, the Bidder has to register with his/her digital signature certificate (DSC) in the e-Bidding system and subsequently he/she will be allowed to carry out his/her e-Bid submission activities. Registering the digital signature certificate (DSC) is a one-time activity. Before proceeding to register his/her DSC, the Bidder should first log on to the e-Bidding system using the user login option on the home page with the login Id and password with which he/she has registered.

For successful registration of DSC on e-procurement website <http://etender.up.nic.in> the Bidder must ensure that he/she should possess class-2/class-3 DSC issued by any certifying authorities approved by controller of certifying authorities, Government of India, as the e-procurement website <http://etender.up.nic.in> is presently accepting DSC issued by these authorities only. The Bidder can obtain user login Id and perform DSC registration exercise given above even before the e-Bid submission date starts. NMRC shall not be held responsible if the Bidder tries to submit his/her e-Bid at the moment before end date of submission but could not submit due to DSC registration problem.

- c. The Bidder can search for active Bids through "search active tenders" link, select a Bid in which he/she is interested in and then move it to 'My Tenders' folder using the options available in the e-Bid submission menu. After selecting and the Bid, for which the Bidder intends to e-Bid, from "My tenders" folder, the Bidder can place his/her e-Bid by clicking "pay offline" option available at the end of the view Bid details form. Before this, the Bidder should download the e-Bid document and price schedule/bill of quantity (BOQ) and study them carefully. The Bidder should keep all the documents ready as per the requirements of e-Bid document in the PDF format except the

price schedule /bill of quantity (BOQ) which should be in the XLS format (excel sheet).

- d. After clicking the 'pay offline' option, the Bidder will be redirected to terms and conditions page. The Bidder should read the terms & conditions before proceeding to fill in the Bid fee and EMD offline payment details. After entering and saving the Bid fee and EMD details form so that "bid document preparation and submission" window appears to upload the documents as per technical (fee details, qualification details, e-Bid form and technical specification details) and financial (e-Bid form and price schedule/BOQ) schedules/packets given in the Bid details. The details of the RTGS/NEFT should tally with the details available in the scanned copy and the date entered during e-Bid submission time otherwise the e-Bid submitted will not be accepted. The Bid fee is non-refundable at any condition.
- e. Next the Bidder should upload the technical e-Bid documents for fee details (e-Bid fee and EMD), Qualification details. Before uploading, the Bidder has to select the relevant digital signature certificate. He may be prompted to enter the digital signature certificate password, if necessary. For uploading, the Bidder should click "browse" button against each document label in technical and financial schedules/packets and then upload the relevant PDF/XLS files already prepared and stored in the Bidder's computer. The required documents for each document label of technical ( fee details, qualification details, e-Bid form and technical specification details) and financial ( e-Bid form and price schedule/BOQ) schedules/packets can be clubbed together to make single different files for each label.
- f. The Bidder should click "Encrypt" next for successfully encrypting and uploading of required documents. during the above process, the e-Bid document are digitally signed using the DSC of the Bidder and then the documents are encrypted/locked electronically with the DSC's of the bid openers to ensure that the e-Bid documents are protected, stored and opened by concerned bid openers only.
- g. After successful submission of e-Bid document, a page giving the summary of e-Bid submission will be displayed confirming end of e-Bid submission process. The Bidder can take a printout of the bid summary using the "print" option available in the window as an acknowledgement for future reference.
- h. NMRC reserves the right to cancel any or all e-Bids without assigning any reason.

### **3.2.10 Late e-Bid**

- a. Bids received by NMRC after the specified time on the Bid Due Date shall not be eligible for consideration and shall be summarily rejected.
- b. The server time indicated in the bid management window on the e- procurement website <http://etender.up.nic.in> will be the time by which the e-Bid submission activity will be allowed till the permissible date and time scheduled in the e-Bid.
- c. Once the e-Bid submission date and time is over, the Bidder cannot submit his/her e-Bid. Bidder has to start the bid submission well in advance so that the submission process passes off smoothly. The Bidder will only be held responsible if his/her e-Bid is not submitted in time due to any of his/her problems/faults, for whatsoever reason, during e-Bid submission process.

### **3.2.11 Withdrawal and resubmission of e-Bid**

- a. At any point of time, a Bidder can withdraw his/her e-Bid submitted online before the bid submission end date and time. For withdrawing the Bidder should first log in using his/her login id and password and subsequently by his/her digital signature certificate on the e-procurement website <http://etender.up.nic.in>. The Bidder should then select "My bids" option in the bid submission menu. The page listing all the bids submitted by the Bidder will be displayed. Click "View" to see the details of the bid to be withdrawn. After selecting the "bid withdrawal" option the Bidder has to click "Yes" to the message "Do you want to withdraw this bid?" displayed in the bid information window for the selected bid. The Bidder also has to enter the bid withdrawing reasons and upload the letter giving the reasons for withdrawing before clicking the "Submit" button. The Bidder has to confirm again by pressing "OK" button before finally withdrawing his/her selected e-

Bid.

- b. No e-Bid may be withdrawn in the interval between the deadline for submission of e-Bids and the expiration of period of e-bid validity. Withdrawal of an e-Bid during this interval may result in the forfeiting of Bidder's e-Bid security.
- c. The Bidder can re-submit his/her e-Bid as when required till the e-Bid submission end date and time. The e-Bid submitted earlier will be replaced by the new one. The payment made by the Bidder earlier will be used for revised e-Bid and the new e-Bid submission summary generated after the successful submission of the revised e-Bid will be considered for evaluation purposes. For resubmission, the Bidder should first log in using his/her login Id and password and subsequently by his/her digital signature certificate on the e-procurement website <http://etender.up.nic.in>. The Bidder should then select "My bids" option in the bid submission menu. The page listing all the bids submitted by the Bidder will be displayed. Click "View" to see the detail of the e-Bid to be resubmitted. After selecting the "bid resubmission" option, click "Encrypt & upload" to upload the revised e-Bids documents.
- d. The Bidder can submit their revised e-Bids as many times as possible by uploading their e-Bid documents within the scheduled date & time for submission of e-Bids.
- e. No e-Bid can be resubmitted subsequently after the deadline for submission of e-Bids.

**3.2.12 NMRC's right to accept any e-Bid and to reject any or all e-Bids.**

- a. Notwithstanding anything contained in this e-Bid, NMRC reserves the right to accept or reject any Bid and to annul the Selection Process and reject all Bids, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.
- b. NMRC reserves the right to reject any Bid if:
  - At any time, a material misrepresentation is made or uncovered, or
  - The Bidder does not provide, within the time specified by NMRC, the supplemental information sought by NMRC for evaluation of the e-Bid.
- c. Such misrepresentation/ improper response may lead to the disqualification of the Bidder. If such disqualification /rejection occurs after the e-Bid have been opened and the highest ranking Bidder gets disqualified / rejected, then the NMRC reserves the right to consider the next best Bidder, or take any other measure as may be deemed fit in the sole discretion of NMRC, including annulment of the Selection Process.

**3.2.13 Period of validity of e-Bid**

- a. E-Bid shall remain valid for 180 days after the date of e-Bid opening prescribed by NMRC. An e-Bid valid for a shorter period shall be rejected by NMRC as non-responsive.
- b. In exceptional circumstances, NMRC may solicit the Bidder's consent to an extension of the period of e-Bid validity. The request and the response thereto shall be made in writing.

**3.2.14 Correspondence with the Bidder**

- a. Save and except as provided in this e-Bid, NMRC shall not entertain any correspondence with any Bidder or its Technical Partners in relation to acceptance or rejection of any e-Bid.
- b. No Bidders or its Technical Partners shall contact NMRC on any matter relating to his e-Bid from the time of Bid opening to the time contract is awarded.
- c. Any effort by the Bidder or by its Technical Partners to influence NMRC in the Bid evaluation, Bid comparison or contract award decisions, may result in the rejection of his Bid.

**3.3 Earnest Money Deposit**

**3.3.1 Earnest money deposit (EMD)**

- a. The tenderer shall furnish, as part of its e-Bid, an e-Bid security/ EMD as stated in Data Sheet in form of RTGS/NEFT only in favour Noida Metro Rail Corporation Limited in the A/c No. mentioned in **Data Sheet**. The scanned copy of RTGS/NEFT receipt of Security/ EMD with transaction Id certified by the same bank must be enclosed along with the e-Bid. Tender without Earnest Money in the prescribed form, will not be accepted.
- b. Bidders submitting bids for more than one package shall be required to submit EMD for each package as mentioned in **Data Sheet** for which bid is submitted.
- c. Any e-Bid not secured in accordance with above shall be treated as non-responsive and rejected by NMRC.
- d. Unsuccessful Bidder's EMD will be returned within 45 days after conclusion or discharge of the tender. After the presentation of required document to refund by bidder.
- e. No interest will be paid by the Purchaser on the Earnest Money Deposit.
- f. The successful Bidder's e-Bid EMD may be adjusted with Performance Bank Guarantee, if applicable, to be submitted by the Bidder upon signing the contract.
- g. The EMD may be forfeited:
  - i. If Bidder (a) withdraws its e-Bid during the period of e-Bid validity specified by the Bidder on the e- bid form: or (b) does not accept the correction of errors or (c) modifies its e-Bid price during the period of e-Bid validity specified by the Bidder on the form.
  - ii. In case of a successful Bidder, if the Bidder fails to sign the contract with the Corporation.

### **3.4 Opening and Evaluation of Bids**

#### **3.4.1 Opening of technical e-Bid by NMRC**

- a. NMRC will open all technical e-Bids, in the presence of Bidder`s representatives who choose to attend on the prescribed date of opening at NMRC Office. The Bidder's representatives who are present shall submit the letter to NMRC on the letter head of the company stating that the representative (name) is authorized to attend the meeting (Please note – The representative is required to carry a copy during pre-bid and other related meetings as well). He / She shall sign a register evidencing their attendance at NMRC. In the event of the specified date e-Bid opening being declared a holiday for the Corporation, the e –bids shall be opened at the appointed time and place on the next working day.
- b. The Bidder who is participating in e-Bid should ensure that the RTGS/NEFT of Bid Processing Fee and EMD must be submitted in the prescribed account of NMRC within the duration (strictly within opening & closing date and time of individual e-Bid) of the work as mentioned in Bid notice, otherwise, in any case, e-Bid shall be rejected.
- c. The Bidders names and the presence or absence of requisite e-Bid security and such other details as NMRC at its discretion may consider appropriate, will be announced at the opening.

#### **3.4.2 Opening of financial e-Bid**

- a. After evaluation of technical e-Bid, through the evaluation committee NMRC shall notify those Bidders whose technical e-Bids were considered non-responsive to the conditions of the contract and not meeting the technical specifications and qualification requirements indicating that their financial e-Bids will not be opened.
- b. NMRC will simultaneously notify the Bidders, whose technical e-Bids were considered acceptable to the Corporation. The notification may sent by e-mail provided by Bidder.
- c. The financial e-Bids of technically qualified Bidders shall be opened in the presence of technically qualified bidders who choose to attend. The date and time for opening of financial bids will be

communicated to the technically qualified Bidders subsequently after completion of technical bids evaluation through e-mail provided by the Bidder.

#### **3.4.3 Correction of Errors**

- a. Financial Bids determined to be responsive will be checked by NMRC for any arithmetic errors. Where there is a discrepancy between the rate quoted in the Financial Bid, in figures and in words, the amount in words will prevail over the amounts in figures, to the extent of such discrepancy. The amount stated in the Financial Bid will be adjusted by NMRC in accordance with the above procedure for the correction of errors and shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected quoted rate of e-Bid, his e-Bid will be rejected, and his Bid Security shall be liable for forfeiture.

#### **3.4.4 Examination of e-Bid document**

- a. The NMRC will examine the e-Bid to determine if:
  - i. They are complete;
  - ii. They meet all the conditions of the contract;
  - iii. The required e-Bid Processing fee, EMD and other required documents have been furnished;
  - iv. The documents have been properly digitally signed; and
  - v. The e-Bids are in order.
- b. Any e-Bid or e-Bids not fulfilling these requirements shall be rejected.

#### **3.4.5 Contacting NMRC**

- a. No Bidder shall contact NMRC on any matter relating to his/her e-Bid, from the time of the e-Bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of NMRC, he/she can do so in writing.
- b. Any effort by a Bidder to influence NMRC in its decisions on e-Bid evaluation, e-bid comparison or contract award may result in rejection of the Bidder's e-Bid.
- c. In the event of any information furnished by the Bidder is found false or fabricated, the minimum punishment shall be debarring /blacklisting from Noida Metro works and legal proceeding can also be initiated. EMD of such bidders will be forfeited.

#### **3.4.6 Confidentiality**

- a. Information relating to the examination, clarification, evaluation, and recommendation for the Bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional advisor advising NMRC in relation to or matters arising out of, or concerning the Bidding Process. Any effort by a Bidder to exert undue or unfair influence in the process of examination, clarification, evaluation and comparison of Proposal shall result in outright rejection of the offer, made by the said Bidder.
- b. NMRC shall treat all information, submitted as part of Bid, in confidence and shall require all those who have access to such material to treat the same in confidence. NMRC may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/ or NMRC or as may be required by law or in connection with any legal process.

### **3.5 Award of Contract**

#### **3.5.1 Award Criteria**

- a. NMRC will award the contract as per evaluation criteria stated in the RFP Document.



- b. NMRC will award the contract to the successful Bidder whose bid has been determined to be responsive to all the conditions of the contract and meeting the eligibility requirement of the bidding document.

### **3.5.2 Notice of Award (NOA)**

- a. Prior to the expiration of the period of e-Bid validity, NMRC will notify the successful Bidder in writing, by letter/e-mail/fax, that its e-Bid has been accepted.
- b. The acceptance of NOA will constitute the formation of the contract.

### **3.5.3 Signing of contract**

At the same time as NMRC notifies the successful Bidder that its e-Bid has been accepted, the successful Bidder shall have to sign the Agreement with relevant document as mentioned in the RFP. The agreement draft along with other related terms and conditions will be same as furnished in this e-Bid. Any refusal will not be allowed. The Bidder need not download and submit in hard copies of these documents.

### **3.5.4 NMRC's right to accept any e-Bid and to reject any or all e-Bids**

NMRC reserves the right to accept or reject any e-Bid, and to annul the e-Bid process and reject all e-Bids at any time prior to contract award, without thereby incurring any liability to the affected tenderer or tenderers.

## **4. Section 4: Eligibility, Evaluation and Selection Process**

### **4.1 Eligibility Criteria**

The Bidder's competence and capability is proposed to be established by the following parameters. The Bidder should meet all the criteria given in this section.

- a. Sole proprietorship, registered partnership firm, public limited company, private limited company. The firms and the companies should be registered in India.
- b. The Bidder should have a minimum experience of having satisfactorily and successfully completed similar works during last 7 (Seven) years period ending last day of month previous to the one in which the bids are invited should be either of the following:
  - i. One similar completed work costing not less than the amount equal to Rs. 40.00 Lakh (Forty Lakh rupee only) or
  - ii. Two similar completed works each costing not less than the amount equal to Rs. 30.00 Lakh (Thirty Lakh rupee only) or
  - iii. Three similar completed works each costing not less than the amount equal to Rs. 20.00 Lakh (Twenty lakh rupee only)

**Definition of Similar Works –Tender/contract for providing catering/canteen services in any government organization/undertaking/PSU/ Autonomous body/ Hospital/Govt institution or any Private organization.**

The Bidder should have minimum Average Annual Turnover from similar work of Rs. 50.00 Lakh (Fifty Lakh only) in of the last 3 (three) Financial Years (2019-20, 2020-21 & 2021-22 ) preceding the Bid Due Date.

- c. The Bidder should be registered with the Goods and Services Tax Authorities.
- d. The Bidder should not have been blacklisted/ banned/ declared ineligible for corrupt and fraudulent practices by the Government of India/ any State Government/ Government Agency and Supreme court and contracts have been terminated/ foreclosed by any company / department due to non- fulfillment of Contractual obligation in last 5 (five) financial years.
- e. Profit before tax should be positive during any of preceding three financial years.

**The Bidder shall also furnish the following documentary proof:**

- a. For above criteria 4.1a
  - i. Registration certificate of the firm/ Partnership deed/ certificate of incorporation, etc.
  - ii. PAN certificate as per legal entity.
  - iii. GST Certificate
- b. For above criteria 4.1b
  - i. Form 4: Work Experience with documentary evidence as mentioned in form 4.
- c. For above criteria 4.1c
  - i. Form 5: Financial Capability Details
  - ii. A copy of the Audited balance sheets and Profit and Loss Statements for the last 3 (three) financial years  
In case the Financial Statements for the latest financial year are not audited and therefore the Bidder cannot make it available, the Bidder shall give an undertaking to this effect and the statutory auditor/charted accountant shall certify the same. In such a case, the Bidder shall provide the Audited Financial Statements for 2 (two) years preceding the year for which the Audited Financial Statement is not being provided. Also, pertaining to latest financial year, the bidder shall submit an affidavit certifying that "The Annual Accounts have not been audited so far. We are submitting the CA certified provisional accounts, which shall be substantiated by the Audited Accounts, when prepared." Bidder will provide provisional Accounts of unaudited year.
  - iii. Self attested copy of the last 3(three) financial years ITR.
- d. For above criteria 4.1d
  - i. Copy of GST registration certificate
- e. For above criteria 4.1e
  - i. 10.8. Form 7: Undertaking
- f. Registration Certificate copies of PF/EPF.

**4.2 Information of the Technical and Financial Proposal**

- a. The financial proposal of only technically qualified Bidders shall be opened for evaluation.
- b. The Bidder satisfying the criteria under shall be considered as qualified.
- c. The financial proposal of only qualified Bidders shall be opened for evaluation.
- d. The Bidder with the lowest quoted price in the financial quote (**L1 bidder**) shall be selected for the award of contract.

**Selection of Bidder**

NMRC shall award the Rate Contract for Supply of Housekeeping and Covid 19 Chemicals/Items in NMRC to the Lowest Tenderer (L1 bidder), whose tender has been determined to be substantially responsive and compliant to the requirements contained in the Tender Documents.

- a. In case, two or more technically qualified bidders quote the same rate in the Commercial Bid, and become Lowest (i.e. L-1), then the tender would be awarded to the bidder who has the highest / higher Average Annual Turnover from 'Similar Works' (as per Minimum Eligibility Criteria defined in Section 4 under "Definition of Similar Work") during the last 3 years ending on the last day of the month preceding the month in which the tender has been floated. Experience certificate / work completion certificate on client's letter head is mandatory to ascertain the nature, period and value of work which shall be required to be uploaded by the bidder by the last date of tender submission.

- b. Prior to the expiry of the period of bid validity, NMRC will notify the successful bidder in writing, either through Notice of Award (NOA), that his bid has been accepted.
- c. The NOA would be sent in duplicate to the successful bidder, who will return one copy to NMRC duly acknowledged, signed and stamped by the authorized signatory of the bidder, as an unconditional acceptance of the NOA, within 10 (ten) days from the date of issue of NOA.
- d. No correspondence will be entertained by NMRC from the unsuccessful bidders.

#### **4.3 Notice of Award and Execution of Contract Agreement**

- a. NMRC will notify the Successful Bidder by a NOA that its bid has been accepted.
- b. The Selected Bidder shall, within 10 (ten) days of the receipt of the NOA, sign and return the duplicate copy of the NOA in acknowledgement thereof along with letter of acceptance of NOA. In the event, the duplicate copy of the NOA duly signed by the Selected Bidder and letter of acceptance of NOA is not received by the stipulated date, NMRC may, unless it consents to extension of time for submission thereof, appropriate the Bid Security of such Bidder as mutually agreed genuine pre-estimated loss and damage suffered by NMRC on account of failure of the Selected Bidder to acknowledge the NOA
- c. The Successful Bidder shall execute the Contract Agreement within 30 (thirty) days of the letter of acceptance of NOA or such extended period as may be decided by the Corporation.
- d. Failure of the Successful Bidder to comply with the requirement of acknowledgement of NOA shall constitute sufficient grounds for the annulment of the NOA, and forfeiture of the bid security.
- e. **The Purchaser reserves the right to increase or decrease the quantity up to 25% of the quantity offered by the successful tenderer. The bidder is bound to accept the increase or decrease in the tendered quantity up to 25% under this clause without any change in unit price.**
- f. In case the variation in individual items or the group of items as stipulated above, is more than 25% on plus side, the rate for the varied quantity beyond 25% shall be negotiated between the NMRC and the Contractor and mutually agreed rates arrived at before actual execution of the extra quantity. In case the contractor executes the extra quantity without written approval of the NMRC with specific instructions to execute pending the finalization of rates, the payment shall be made at contract rate only. In the event of disagreement, the Engineer shall fix such rates of price as are, in his opinion appropriate and shall notify the Contractor accordingly, with a copy to the Employer. Until such time as rates or prices are agreed or fixed, the Engineer shall determine provisional rates or prices to enable on account payments to the Contractor. Alternatively, in the event of disagreement, the Contractor shall have no claim to execute extra quantities/new items and the Engineer shall be free to get such additional quantities beyond 25% new items executed through any other agency. However, if the Engineer or the Employer so directs the Contractor shall be bound to carry out any such additional quantities beyond the limits stated above original quantities and or new items and the disagreement or the difference regarding rates to be paid for the same shall be settled in the manner laid down under the conditions for the settlement of dispute.

#### **4.4 Performance Bank Guarantee / Security Deposit**

- a. To fulfill the requirement of performance bank guarantee during the implementation period, the Successful Bidder (herein referred to as the "Contractor") shall deposit **3%** of the Contract Price in form of FDR/ DD or unconditional and irrevocable Bank Guarantee bond issued by a scheduled bank in favor of NMRC valid for minimum 12 months period within 30 days from Notice of Award. EMD amount of successful bidder shall be adjusted in the performance bank guarantee, if applicable. For unsuccessful bidder, EMD shall be refunded without any interest. In case of extension of tenure by 6 months, the performance bank guarantee shall be extended by 6 months as well. The Bank Guarantee must be issued by a Bank branch located in Delhi, NCR, Noida & Greater Noida region only.

- b. It is to note that if contract value increases by more than 25% of the original contract value, the performance bank guarantee shall be increased accordingly.
- c. A Contract agreement will have to be signed by the Contractor at his cost on proper stamp paper. Without performance guarantee by Contractor, Contract agreement shall not be signed.
- d. NMRC reserves the right for deduction of NMRC dues from Contractor's Performance Bank Guarantee/ Security Deposit (interest free) for – Any penalty imposed by NMRC for violation of any terms and conditions of agreement committed by the Contractor.
  - i. Any amount which NMRC becomes liable to the Government/Third party due to any default of the Contractor or any of his director/ employees/ representatives/ servant/ agent, etc.
  - ii. Any payment/ fine made under the order/judgment of any court/consumer forum or law enforcing Contractor or any person duly empowered in his behalf.
  - iii. Any outstanding payment/ claims of NMRC remained due after completion of relevant actions as per agreement.
- e. Once the amount under above Clause is debited, the Contractor shall replenish the Security Deposit/ Performance Bank Guarantee to the extent the amount is debited within 15 days period, failing which, it shall be treated as Contractor Event of Default and will entitle NMRC to deal with the matter as per the provisions of RFP and Contract Agreement.

#### **4.5 Contract during Proposal Evaluation**

- a. Proposals shall be deemed to be under consideration immediately after they are opened and until such time NMRC makes official intimation of award/ rejection to the Bidders. While the Proposals are under consideration, Bidders and/ or their representatives or other interested parties are advised to refrain from contacting by any means, NMRC and/ or their employees/ representatives on matters related to the Proposals under consideration till the time Contract is awarded
- b. Any effort by a Bidder to influence NMRC in its decisions on e-Bid evaluation, e-Bid comparison or contract award may result in rejection of the Bidder's e-Bid.
- c. In the event of any information furnished by the agency is found false or fabricated the minimum punishment shall be debarred/ blacklisting and the legal proceeding may also be initiated.
- d. If the Bidder wishes to bring additional information to the notice of NMRC, he/she can do so in writing. All correspondence/ enquiry should be submitted to the following in writing by fax/ post/courier:  
**GM/Fin/HR**  
**Noida Metro Rail Corporation (NMRC) Limited**  
**Block-III, 3rd Floor, Ganga Shopping Complex,**  
**Sector-29, Noida -201301**  
**District Gautam Budh Nagar, Uttar Pradesh Email: mdcellnmrc@gmail.com**
- e. No interpretation, revision, or other communication from NMRC regarding this solicitation is valid unless in writing and signed by the competent authority from NMRC.

#### **4.6 Project Financial Terms**

##### **Payment Terms**

The standard payment terms subject to recoveries of penalty and any applicable deduction, if any, by way of Liquidated damages (LD) will be as under:

- a. 100% Payment will be made strictly after-
  - i. Satisfactory completion of work as mentioned in Section 2.2(Scope of work).
  - ii. Acceptance/Receiving to the same effect by concerned NMRC employees.

- iii. Submission of delivery Challan, e-way bills, Tax invoice (Containing GST no. of both the parties) and acceptance certificates at NMRC HQ to the concerned verified by Representative of NMRC.
- iv. Copies of bills in duplicate.
- b. No Payment shall be made in advance.
- c. No payment shall be made for the items rejected

## **5. Section 5: General Conditions of Contract (GCC)**

These conditions shall be part of the contract agreement.

### **5.1 General Provisions**

#### **5.1.1 Governing law and jurisdiction**

These general conditions shall be governed by and construed in accordance with the laws in the territory of India. Irrespective of the place of delivery and the place of payment under the contract, the contract shall be deemed to have been made at the place in India from where the acceptance of tender has been issued. Any dispute arising between the parties or arising out of this project or these terms shall be subject to the exclusive jurisdiction of, and venue in, the District court located in Gautam Budh Nagar, Uttar Pradesh, India.

#### **5.1.2 Notices**

Any notice, request or consent required or permitted to be given or made pursuant to these general conditions shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the party to whom the communication is addressed, or when sent to such party at the mentioned address.

#### **5.1.3 Authorized Representatives**

Any action required or permitted to be taken, and any document required or permitted to be executed under these general conditions by the Corporation or the Successful Bidder may be taken or executed by the officials as formally designated by each party.

#### **5.1.4 Taxes and Duties**

- a. The Agency shall bear and pay all taxes, duties, levies and charges assessed on the Agency, its Sub Agencies or their employees by all municipal, state or national government authorities in connection with the Facilities in and outside India, the amount of which is deemed to have been included in the Contract Price.
- b. The Agency shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. He shall keep the Employer fully indemnified against liability of tax, interest, penalty etc., of the Agency's in respect thereof, which may arise.

## **5.2 Commencement, Completion, Modification and Termination of Contract**

### **a. Effectiveness of Contract**

This Contract shall come into effect on the date the Contract is signed by both the parties and such other later date as discussed and agreed with the Bidder.

### **b. Commencement of Services**

The Agency shall begin carrying out the Services from the date of acceptance of NOA or any such date as specified by the Corporation.

### **c. Expiration of Contract**

Unless terminated earlier pursuant to Clause f hereof, these general conditions shall expire at the end of such time period as given in the time schedule in RFP Document.

d. **Modifications or Variations**

Any modification or variation of the terms and conditions of these general terms, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.

e. **Force Majeure**

- (i) Definition: For the purpose of these general terms, "Force Majeure" means an event which is beyond the reasonable control of a Party and which makes a Party's performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.
- (ii) No Breach of Contract: The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.
- (iii) Extension of Time: Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.
- (iv) Payments: During the period of their inability to perform the Services as a result of an event of Force Majeure, the Agency shall be entitled for time extension for such period.

f. **Termination of Contract**

- (i) If the Agency fails to deliver the items within the period fixed for such delivery in the contract or as extended or at any time repudiates the contract before the expiry of such period, the purchaser may without prejudice to his other rights. The total amount of liquidated damages, however, not exceed the limit of liquidated damages - 15%, after which contract will be deemed as cancelled & PBG will be encashed by the Purchaser.

**Upon Termination of this Agreement for any reason whatsoever**

- (i) The termination of this Agreement shall not release Agency to pay any sums then owing to the other party nor from the obligation to perform or discharge any liability that had been incurred prior thereto.

### **5.3 Insolvency and Breach of Contract**

The Purchaser may at any time, issue notice in writing summarily terminate the contract without compensation to the Agency in any of the following events, that is to say –

- a. If the Agency being an individual or a firm - Any partner thereof, shall at any time, be adjudged insolvent or shall have a receiving order or order for administration of his estate made against him or shall take any proceeding for composition under any Insolvency Act for the time being in force or make any conveyance or assignment of his effects or enter into any assignment or composition with his creditors or suspend payment or if the firm be dissolved under the Partnership Act, or
- b. If the Agency being a company is wound up voluntarily or by the order of a Court or a Receiver, Liquidator, or Manager on behalf of the debenture holders is appointed, or circumstances shall have arisen which entitle the Court or Debenture holders to appoint a Receiver, Liquidator or Manager, or

- c. If the Agency commits any breach of the contract not herein specifically provided for
- d. Provided always that such determination shall not prejudice any right of action or remedy which shall have accrued or shall accrue thereafter to the Purchaser and provided also the Agency shall be liable to pay to the Purchaser any extra expenditure he is thereby put to and the Agency shall, under no circumstances, be entitled to any gain on re purchase.

#### **5.4 Warranty**

- a. The Bidder shall give warranty that the goods shall be new and free from defects and manufacture shall be of the highest grade and consistent with the established and generally accepted standards for materials of the type ordered.
- b. If it becomes necessary for the Agency to replace or renew any defective portion/portions of the item under this clause, the provisions of the clause shall apply to the portion/portions of item's replaced or renewed. If any defect is not remedied within a reasonable time, the Purchaser may proceed to get the work done at the Agency's risk and expenses, but without prejudice to any other rights which the Purchaser may have against the Agency in respect of such defects.
- c. Replacement under warranty clause shall be made by the Agency free of all charges at site including freight, insurance and other incidental charges, as the case may be.

#### **5.5 Inspection**

- a. The Purchaser or its representatives or ultimate client shall have the right to inspect and test the goods for their conformity to the specifications as required.

#### **5.6 Obligations of the Agency**

- d. The Agency/Bidder shall undertake Installation of Supply of Tools and Consumables with due care and diligence in accordance with the Contract.
- e. Engagement of Staff and Labour- Except as otherwise stated in the Specification, the Agency shall ensure/ make arrangements for the engagement of all staff and labour, local or otherwise, and for their payment, transport, etc.

#### **5.7 Packaging**

- a. The Agency shall be responsible for packing, transporting, receiving, storing and protecting all items and other things required for the Works.

#### **5.8 Obligations of Corporation**

NMRC agrees to provide support to the Agency and undertake to observe, comply with and perform, subject to and in accordance with the provisions of the Agreement and the Applicable Laws.

#### **5.9 Fraud and Corrupt Practices**

- a. The Bidders and their respective officers, employees, agents and advisers shall observe highest standard of ethics during Bidding Process and subsequent to issue of NOA and during subsistence of Contract Agreement. Notwithstanding anything to the contrary contained herein, or in the NOA or the Contract Agreement, NMRC may reject a Bid, withdraw the NOA, or terminate the Contract Agreement, as the case may be, without being liable in any manner whatsoever to the Bidder or Agency, as the case may be, if it determines that the Bidder or Agency, as the case may be, has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process. In such an event, NMRC shall be entitled to forfeit & appropriate Bid Security or Security Deposit (interest free)/ Performance Bank Guarantee, as the case may be, as Damages, without prejudice to any other right or remedy available to NMRC under Bidding Documents and/ or Contract Agreement, or otherwise.

- b. Without prejudice to the rights of NMRC under Clause 5.9a hereinabove and the rights and remedies which NMRC may have under the NOA or the Contract Agreement, or otherwise if a Bidder or Agency, as the case may be, is found by NMRC to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding Process, or after the issue of the NOA or the execution of the Contract Agreement, such Bidder or Agency shall not be eligible to participate in any tender or RFP issued by NMRC during a period of 3 (three) years from the date such Bidder is found by NMRC to have engaged, directly or indirectly, in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.
- c. For the purposes of this Clause, the following terms shall have the meaning herein after respectively assigned to them:
  - i. "corrupt practice" means the offering, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the selection process or in contract execution;
  - ii. "fraudulent practice" means a misrepresentation or omission of facts in order to influence a selection process or the execution of a contract;
  - iii. "collusive practices" means a scheme or arrangement between the Agency, with or without the knowledge of the authority, designed to establish prices at artificial, non-competitive levels;
  - iv. "coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract
- d. Measures to be taken:
  - i. The Corporation shall have right to cancel the engagement of the Agency, if found to be indulged in corrupt, fraudulent, collusive or coercive practices either during the selection process or during the execution of the contract.

## **5.10 Settlement of Disputes**

### **5.10.1. Amicable Settlement**

The Parties agree that the avoidance or early resolution of disputes is crucial for a smooth execution of the Contract and the success of the Project. The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

### **5.10.2. Arbitration**

In the event of any dispute and/ or difference whatsoever arising under this contract or in connection therewith, including any question relating to the meaning, scope and interpretation of this Contract or its clause or any alleged breach thereof, the same shall be attempted to be settled by mutual discussions and consultations between the parties hereof. In the event of any such dispute, any/ or difference is not settled in aforesaid manner, then the dispute(s) shall be referred for arbitration. The sole Arbitrator would be appointed by the MD, NMRC. The decision of the said sole Arbitrator shall be final subject to the above, the provisions of the Arbitration and Conciliation Act, 1996 shall apply. The arbitration proceedings shall take place in Noida.

### **5.10.3. Jurisdiction**

With respect to any dispute arising out of or related to this Contract, the parties consent to the exclusive jurisdiction of, and venue in, the District Court located in Gautam Budh Nagar, Uttar Pradesh, India.

### **5.10.4. Cost**

The cost of arbitration shall be borne by the respective parties. The cost shall, inter alia, include the fees of the Arbitrator(s) as per rates fixed by the Employer from time to time.



## 6 Section 6: Draft Contract Agreement

THIS AGREEMENT made on the.....dayof .....2021 at Noida, District GautamBudhNagar, Uttar Pradesh Between **Noida Metro Rail Corporation Limited** (Hereafter referred to as "NMRC"), a company incorporated under Companies Act 2013, vide corporate identification Number: U60231UP2014SGC066849 and having its registered office at **Block-III, 3rd Floor, Ganga Shopping Complex, Sector-29, Noida -201301, District Gautam Budh Nagar, Uttar Pradesh, India** represented by.....of the company, by virtue of his designation and authorization by **Managing Director, NMRC** (hereinafter called as the "Corporation"), which expression shall unless excluded by or repugnant to the context or meaning thereof be deemed to include its successors and permitted assigns) of the one part,

**AND**

..... Having its registered office at  
.....,represented by  
.....(herein after called the "**Contractor**", which expression shall unless excluded by or repugnant to the context or meaning thereof be deemed to include its successors and permitted assigns) of the other part. WHEREAS the Corporation desires that the Works/ Services known as the "....."should be executed by the Contractor, and has accepted a contract by the Contractor for the execution and completion of these Works.

The Corporation and the Contractor agree as follows:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Contract documents referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement-

### Reference:

- (i) Tender No. .... Dated.....
- (ii) Bid Documents duly accepted and submitted by ..... dated.....
- (iii) The Bidding Documents which include all the Sections specified below:
  - a. Section 1: General Information
  - b. Section 2: Terms of Reference
  - c. Section 3: Instructions to Bidders
  - d. Section 4: Eligibility, Evaluation and Selection Process
  - e. Section 5: General Conditions of Contract (GCC)
  - f. Section 6: Draft Contract Agreement
  - g. Section 7: Forms
  - h. Amendment/ Modification, if any
- (iv) Notice of Award( ..... ) issued by NMRC
- (v) Letter of Acceptance of NOA ( ..... )given by ..... to NMRC

- (vi) Any other admitted correspondence documents between NMRC and the Bidder.

**3. Duration of Contract**

The Corporation intends to appoint a Contractor to NMRC for a period of 12 Months, which may be extended for a further period of 36 (Thirty Six) months on yearly basis, after reviewing the performance of the Contractor and depending upon the requirement and administrative convenience of NMRC in mutual agreement with the Bidder.

4. The courts at District Gautam Budh Nagar, Uttar Pradesh shall have the exclusive jurisdiction to try all disputes arising out of this agreement between the parties.
5. In consideration of the payments to be made by the Corporation to the Contractor as specified in this Agreement, the Contractor hereby covenants with the Corporation to execute the Works/ Services and to remedy defects therein in conformity in all respects with the provisions of the Contract and Notice of Award issued. "Any conditions, deviation, assumption, exclusion, suggestion of alternative clauses, request of amendments in conditions & specifications of work submitted by bidders along with his Technical Bid or Financial bid, which is different from the Tender Document, Corrigendum, Addendum uploaded by NMRC on the E-Tender Portal (<http://etender.up.nic.in>) and any other correspondence in this regard, shall not be treated as a part of the contract Agreement & shall not be binding upon NMRC in anyway whatsoever at any stage of work during execution or thereafter."
6. The Corporation hereby covenants to pay the Contractor in consideration of the execution and completion of the Works/Services, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract and NOA.

IN WITNESS where of the parties hereto have caused this Agreement to be executed in accordance with the laws of India on the day, month and year specified above.

For and on behalf of the Contractor  
Signature of the authorized official

For and on behalf of the Corporation  
Signature of the authorized official

**Name of the official**

**Name of the official**

Stamp/Seal of the Contractor      Stamp/Seal of the Corporation

In the presence of:

In the presence of:

Sign of Witness 1 \_\_\_\_\_

Sign of Witness 1 \_\_\_\_\_

Name \_\_\_\_\_

Name \_\_\_\_\_

**RFP forRate Contract for providing Canteen Facilities at NMRC Canteens**

Address\_\_\_\_\_

\_\_\_\_\_

Address\_\_\_\_\_

\_\_\_\_\_

Sign of Witness 2\_\_\_\_\_

Sign ofWitness2\_\_\_\_\_

Name\_\_\_\_\_

Name\_\_\_\_\_

Address\_\_\_\_\_

\_\_\_\_\_

Address\_\_\_\_\_

\_\_\_\_\_

## 7 Section 7: Forms

### Form 1: Letter of Proposal Submission

[Location, Date]

To

GM FINANCE (HR)  
Noida Metro Rail Corporation (NMRC) Limited  
Block-III, 3rd Floor, Ganga Shopping Complex, Sector-29,  
Noida -201301  
District Gautam Budh Nagar, Uttar Pradesh

**Subject:** Rate Contract for providing Canteen Facilities at NMRC Canteens

Dear Sir,

We, the undersigned, offer to Rate Contract for providing Canteen Facilities at NMRC Canteens accordance with your RFP Document dated [ Insert Date] and our Proposal. We are hereby submitting our Technical and Financial Proposal. We confirm that we have read the RFP Document in totality and abide by the terms and conditions stated in the document.

We acknowledge that we have

- Studied and analyzed and satisfied ourselves about all the requirement of the tender including but not limited to market and market conditions
- Carefully assessed the commerciality of Project and that we will be fully responsible for all its assessment in this regard.

We confirm and declare that no agent, middleman or any intermediary has been, or will be, engaged to provide any services, or any other item or work related to the award and performance of this Contract 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 tender price will not include any such amount.

We have filled the complete information correctly in **Form 14**: Bid Details

**Authorized signatory**

**Name:**

**Date:**

**Name of the Bidder with seal**

Form 2: Firm Details

1.	<b>Title and name of the Project:</b> Rate Contract for providing Canteen Facilities at NMRC Canteens
2.	State the structure of the Bidder's organization (Bidders to complete/delete as appropriate) Sole Bidder/Consortium
3.	For Bidders who are individual companies or firms, state the following: Name of Company or firm: ..... Legal status: (e.g. incorporated private company, proprietorship, etc.) ..... Registered address: ..... Year of incorporation..... Principal place of business: ..... Contact person: ..... Contact person's title: ..... Address, telephone, facsimile number and e-mail ID Of contact person: ..... ..... .....

### **Form3: Capability Statement**

It is Compulsory for the bidder to fill this statement and the bidder must upload those document that support this statement

Tender Reference No: \_\_\_\_\_

Name of Work: \_\_\_\_\_

Name of Bidder: \_\_\_\_\_

<b><u>S.No.</u></b>	<b><u>ELIGIBILITY CRITERIA</u></b>	<b>(To be filled by the Bidder)</b>
1	Sole proprietorship, registered partnership firm, public limited company, private limited company. The firms and the companies should be registered in India.	
2	<p>The Bidder should have a minimum experience of having satisfactorily completed similar works during last 7 years period ending last day of month previous to the one in which the bids are invited should be either of the following:</p> <p>i. One similar completed work costing not less than the amount equal to <b>Rs. 40.00 Lakh (Forty Lakh Rupees only)</b></p> <p>ii. Two similar completed works each costing not less than the amount equal to <b>Rs. 30.00Lakh (Thirty lakh Rupees only)</b>or</p> <p>iii. Three similar completed works each costing not less than the amount equal to <b>Rs. 20.00Lakh (Twenty Lakh Rupees only)</b></p>	7 years

**RFP for Rate Contract for providing Canteen Facilities at NMRC Canteens**

S.No.	ELIGIBILITY CRITERIA				(To be filled by the Bidder)
3	The Bidder should have minimum Average Annual Turnover from similar work of Rs. 50.00 Lakh (Fifty Lakh rupees only) in the last 3 (three) Financial Years (2019-20, 2020-21 & 2021-22) preceding the Bid Due Date.	FY 2021-22			
FY 2020-21					
FY 2019-20					
Total					
4	The Bidder should have minimum Net Worth of <b>Rs. 40.00 Lakh (Forty Lakh Rupees only)</b> in last audited Financial Year.	FY 2021-22			<b>(Not Applicable)</b>
<b>(Not Applicable)</b>					
5	The Bidder should have Positive Profit before Tax in at least 2 (two) years, out of the last 3 (three) Financial Years (2018-19, 2017-18, 2016-17)	FY 2021-22	<b>(Not Applicable)</b>		<b>(Not Applicable)</b>
FY 2020-21					
FY 2019-20					
Total					
6	The Bidder should be registered with the Goods and Services Tax Authorities.				
7	The Bidder should not have been blacklisted/ banned/ declared ineligible for corrupt and fraudulent practices by the Government of India/ any State Government/ Government Agency and Supreme court and contracts have been terminated/ foreclosed by any company/department due to non-fulfilment of Contractual obligation in last 5 (five) financial years.				
8	The bidder should have minimum net current assets of Rs 12.74 Lakh(Rupees Twelve Lakh Seventy-FourThousand Only)in the last audited financial year.	FY 2021-22			<b>(Not Applicable)</b>
<b>(Not Applicable)</b>					

**Form 4: Work Experience**

The following format shall be used for statement of experience of Bidder:

S.N o.	Similar Contract description	Contract Identification Number	Award date & Completion date	Employer's Name, address, telephone number, e- mail etc	Role in contract		If in JV/consortium then % participation	Completion cost	Value of similar work in completed work
					Individual	JV/ Consortium			
1									
2									
3									
4									
Add required number of rows									

**Authorized signatory**

**Name:**

**Date:**

**Name of the Bidder with seal**

**NOTE:**

- Only the value of contract as executed by the applicant/member in his own name should be indicated. Where a work is undertaken by a group, only that portion of the contract which is undertaken by the concerned applicant/member should be indicated and the remaining done by the other members of the group be excluded. This is to be substantiated with documentary evidence (Experience Certificate/Work Completion Certificate on Client's Letter Head will only be considered) which clearly mentioned the amount for the **"Rate Contract for providing Canteen Facilities at NMRC Canteens"**.
- The tenderer shall upload details of work executed by them in the prescribed format for the works to be considered for qualification of work experience criteria. Documentary proof such as completion certificates from the client clearly indicating the nature/scope of work, actual completion cost and actual date of completion for such work should be uploaded. In case work is executed for private client documentary proof such as copy of work order, Bill of quantities, Bill wise details of payment received certified by CA, TDS certificates for all the payments received, copy of final/ last bill paid by the client should be uploaded. The offers submitted without this documentary proof will not be evaluated.
- Value of successfully completed portion of any ongoing work up to the last day of the previous month of tender submission will also be considered for qualification of work experience criteria.
- For completed works, value of work done shall be updated to the last day of the previous month of tender submission price level assuming 5% inflation for Indian Rupees every year and 2% for foreign currency portions per year. The exchange rate of foreign currency shall be applicable 28 days before the submission date of tender.
- In case of joint venture / Consortium, full value of the work, if done by the same joint venture shall be considered. However, if the qualifying work(s) were done by them in JV/Consortium having different constituents, then the value of work as per their percentage participation in such JV/Consortium shall be considered. This is to be substantiated with documentary evidence.
- If the above work(s) comprise(s) other works also, then client's certificate clearly indicating the amount of work done in respect of the "similar work" shall be furnished by the tenderer in support of work experience along-with their tender submissions.



**Form 5: Financial Capability Details**

This is to certify that the Average Annual Turnover, Net Worth and Profitability of M/s ..... having registered office at ..... as applicable, is as below:

S.No.	Financial year	Name of the Bidder	Turnover from Similar Work
1.	2021-22		
2.	2020-21		
3.	2019-20		
	Average Annual Turnover		

S.No.	Financial Year	Name of Bidder	Net Worth
1	2021-22	<b>(Not Applicable)</b>	

S.No.	Financial Year	Name of Bidder	Profitability
1.	2021-22	(Applicable)	
2.	2020-21		
3.	2019-20		

**Certificate of the Chartered Accountants/Statutory Auditors**

Based on Audited Accounts and other relevant documents of \_\_\_\_\_ (Name of Bidder), we M/s \_\_\_\_\_, Chartered Accountants/ Statutory Auditors, certify that the above information pertaining to FY 2019-20, FY 2021-22 and FY 2021-22 is correct.

**Signature and Seal of**  
**Chartered Accountants/Statutory Auditors** (with membership no.)

### **Undertaking**

I/We\_\_\_\_\_ (M/s\_\_\_\_\_) declare that the Annual Accounts for FY 2018-19 have not been audited so far. We are submitting the CA certified provisional accounts, which shall be substantiated by the Audited Accounts, when prepared.

### **Authorised Signatory**

#### **(Name & Designation of Authorised Signatory)**

*In case the Financial Statements for the latest financial year are not audited and therefore the Bidder cannot make it available, the Bidder shall give an undertaking to this effect and the statutory auditor/charted accountant shall certify the same. In such a case, the Bidder shall provide the Audited Financial Statements for 2 (two) years preceding the year for which the Audited Financial Statement is not being provided. Also, pertaining to latest financial year, the bidder shall submit an affidavit certifying that "The Annual Accounts have not been audited so far. We are submitting the CA certified provisional accounts, which shall be substantiated by the Audited Accounts, when prepared."*

#### **NOTE:**

1. All such documents reflect the financial data of the bidder and not that of sister or parent company.
2. The financial data in above prescribed format shall be certified by CA/ Company Auditor under his signature and stamp in original along with membership no.
3. The Bidder shall provide the audited annual financial statements as required.

**Form 6:Memorandum**

**Name of Work: Rate Contract for providing Canteen Facilities at NMRC Canteens**

I/We agree to keep the quoted rate open for acceptance for 180 days from the due date of submission thereof and not make any modification in its terms and conditions.

I/We/ any of the consortium members hereby declare that I/We/ consortium members shall treat the quotation documents, drawings and other records connected with the works as secret/ confidential documents and shall not communicate information derived there from to any person other than the information in any manner prejudicial to the safety of NMRC.

\_\_\_\_\_  
Signature of the bidder with seal

Dated:

Witness:

Address:

Occupation

**Note: To be signed by the Bidder/ lead member in case of a Consortium**

**Form 7: Undertaking**

**Name of Work: Rate Contract for providing Canteen Facilities at NMRC Canteens**

I confirm that We (Tenderer, including any member in case of JV/Consortium), \_\_\_\_\_

- a. Have not been banned /declared ineligible for corrupt and fraudulent practices by any government/government-undertaking/ semi-government/ govt. controlled institutions, any court of law having jurisdiction in India for the past 5 (five) years.
- b. Do not have any pending litigation & non-performing contracts during last 5 (five) years. Further, has not been barred by any government/government-undertaking/ semi-government/ govt. controlled institutions
- c. Have not abandoned any work in last 5 (five) years.
- d. Have not delayed in similar work completion during orders executed in last 5 (five) years.
- e. Do not ever been terminated due to poor performance.
- f. Have not suffered Bankruptcy/ insolvency in last 5 (five) years.
- g. Have not been blacklisted/debarred by any organization.
- h. Neither penalized with liquidated damages of 10% (or more) of the contract value due to delay nor imposed with penalty of 10% (or more) of the contract value due to any other reason in any "Rate Contract for Supply of Housekeeping and Covid 19 Chemicals/Items in NMRC" of value more than 10% of NIT cost of work, during 5 (five) years.
- i. Have not been put on defaulter's list of EPF/ESI/GST/Labour Deptt. etc during the last 5 (five) years.
- j. Have not been be involved in any illegal activity and/or has not been charge sheeted for any criminal act during the last 5 (five) years.
- k. Have not submitted any misleading information in the Bid.
- l. Are financially sound to perform the work.

**Authorized signatory**

**Name:**

**Date:**

**Name of the Bidder with seal**

## Form8: Power of Attorney

(To be on non-judicial stamp paper of appropriate value as per Stamp Act relevant to place of execution.)

**Power of Attorney to be provided by the Bidding Company in favour of its representative as evidence of authorized signatory's authority.**

Know all men by these presents, We .....(name and address of the registered office of the Bidding Company) do hereby constitute, appoint and authorize Mr./Ms.....(name and residential address) who is presently employed with us and holding the position of \_\_\_\_\_, as our Attorney to do in our name and our behalf all or any of the acts, deeds or things necessary or incidental to submission of our Bid for **"Rate Contract for providing Canteen Facilities at NMRC Canteens"** in response to the RFP Document dated\_ issued by Noida Metro Rail Corporation ("NMRC" or "the Corporation"), including signing and submission of the Bid and all other documents related to the Bid, including but not limited to undertakings, letters, certificates, acceptances, clarifications, guarantees or any other document which the Corporation may require us to submit. The aforesaid Attorney is further authorized for making representations to the NMRC or any other authority, and providing information / responses to the NMRC, representing us in all matters before the NMRC, and generally dealing with the Corporation in all matters in connection with our Bid till the completion of the bidding process as per the terms of the RFP Document and further till the Contract is entered into with the NMRC and thereafter till the expiry of the Contract.

We hereby agree to ratify all acts, deeds and things done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall be binding on us and shall always be deemed to have been done by us.

All the terms used herein but not defined shall have the meaning ascribed to such terms under the RFP Document.

Signed by the within named  
..... [Insert the name of the executants  
company] through the hand of  
Mr. ....  
duly authorized by the Board to issue such Power of Attorney  
Dated this ..... day of .....

Accepted

.....  
Signature of Attorney  
(Name, designation and address of the Attorney)

Attested

.....  
(Signature of the executant)  
(Name, designation and address of the executant)

.....  
Signature and stamp of Notary of the place of execution

Common seal of ..... has been affixed in my/our presence pursuant to Board of Director's Resolution dated.....

WITNESS

1. ....  
(Signature)  
Name .....  
  
Designation.....
2. ....  
(Signature)  
Name .....  
  
Designation.....

**Notes:**

- (1) 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 executant(s) and the same should be under common seal of the executant affixed in accordance with the applicable procedure. Further, the person whose signatures are to be provided on the power of attorney shall be duly authorized by the executant(s) in this regard.
- (2) In the event, power of attorney has been executed outside India, the same needs to be duly notarized by a notary public of the jurisdiction where it is executed.
- (3) Also, wherever required, the executant(s) should submit for verification the extract of the charter documents and documents such as a board resolution / power of attorney, in favour of the person executing this power of attorney for delegation of power hereunder on behalf of the executant(s).

**Form9: Statement of Legal Capacity**

*(To be forwarded on the letterhead of the Bidder/ Lead Member of Consortium)*

Ref. Date:

To

GM FINANCE (HR)  
Noida Metro Rail Corporation (NMRC) Limited  
Block-III, 3rd Floor, Ganga Shopping Complex, Sector-29,  
Noida -201301  
District Gautam Budh Nagar, Uttar Pradesh

Dear Sir,

We hereby confirm that we/ our members in the Consortium (constitution of which has been described in the Bid) satisfy the terms and conditions laid out in the RFP document.

We have agreed that ..... (Insert member's name) will act as the Lead Member of our consortium.\*

We have agreed that ..... (Insert individual's name) will act as our representative/ will act as the representative of the consortium on its behalf\* and has been duly authorized to submit the RFP. Further, the authorized signatory is vested with requisite powers to furnish such letter and authenticate the same.

Thanking you,

Yours faithfully,

(Signature, name and designation of the authorized signatory)

For and on behalf of.....

*\*Please strike out whichever is not applicable*

**Form 10: Saleable Form for Tender Document**

Job No. ....

The required fee of tender form has been deposited in\_\_\_\_\_Bank                      A/c                      No.  
\_\_\_\_\_RTGS/NEFT and the scanned  
copy of UTR receipt with Transaction Id is being enclosed with E-tender documents. If the copy of UTR  
receipt is not uploaded with the E-tender the tender shall be rejected. Tender fee is non-refundable.

DETAILS OF EARNEST MONEY ATTACHED

The required amount of Earnest money has been deposited in\_\_\_\_\_Bank A/c No.  
\_\_\_\_\_ RTGS/NEFT and the scanned copy of UTR receipt with transaction Id is being  
enclosed with E-tender documents. If the copy of UTR receipt is not uploaded with the E-tender the  
tender shall be rejected.

BIDDER



### Form 11: Declaration of Refund of Earnest Money

**Noida Metro Rail Corporation (NMRC) Limited  
Block-III, 3<sup>rd</sup> Floor,  
Ganga Shopping Complex, Sector-29, Noida -201301,  
District GautamBudh Nagar, Uttar Pradesh, India**

[illegible]

The above provided information is true to the best of my knowledge.

**Date:**

### Signature with Stamp/Seal

**Form12: Performa for Clarifications / Amendments on the RFP**

<b>Sl. No.</b>	<b>Document</b>	<b>Clause No. and Existing Provision</b>	<b>Clarification required</b>	<b>Suggested Text for the Amendment</b>	<b>Rationale for the Clarification or Amendment</b>

**Authorized signatory**

**Name:**

**Date:**

**Name of the Bidder with seal**

**Form 13: Bid Offer/ BOQ(Format)**

To

GM FINANCE (HR)  
Noida Metro Rail Corporation (NMRC) Limited  
Block-III, 3rd Floor, Ganga Shopping Complex, Sector-29,  
Noida -201301  
District Gautam-Budh Nagar, Uttar Pradesh

***THIS FORM IS NOT TO BE FILLED. THE BIDDERS ARE REQUIRED TO FILL THE FINANCIAL PROPOSAL IN XLS FORMAT AFTER DOWNLOADING THE FORM FROM THE E-PROCUREMENT WEBSITE FOR THIS TENDER DOCUMENT***

**Sub: Rate Contract for providing Canteen Facilities at NMRC Canteens**

Dear Sir,

I/we have read and examined the RFP document, general terms and conditions for the work.

I/we hereby quote the following Total price for services in rupees for providing **Annual Rate Contract for providing canteen facility in NMRC** payable by NMRC.

**Price Schedule for Rate Contract for providing Canteen Facilities at NMRC Canteens**

SI no (1)	Item per plate for standard lunch (2)	**Rate per plate to be quoted for the items mentioned in column (2) Rate to be quoted in figures (3)	**Rate ( Rs) ( to be quoted ) in words (4)
1	Roti/Chapati/Puri*-150gm Rice-150 gm* Dal-150 gm* Seasonal Vegetable-150 gm* Raita/curd(one item) Salad,pickle, papad*  *List of permitted items is attached in <b>Annexure-B</b>		

**\*\* (The quoted rate should be exclusive of GST)**

Note:

- The tenderer shall mention Quoted Rate (Per item) In Figures.**
- The Amount Arrived at from Quoted Rate, Per item along with Miscellaneous Charges in the Commercial Bid, would be treated as complete in all respect. It 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.
- The total payment due to contractor shall be exclusive of all taxes, Tender Requirements, Statutory Contributions, etc.**
- The GST will be reimbursed based on the invoice of GST paid to the concerned authority by the contractor.
- The rates and prices tendered in the priced bill of quantities are for complete work and complete in all respects. It will be deemed to include all plant, labor, supervision, materials, including all leads, lifts, ascents, descants, crossing of Rly. tracks and any other obstructions etc. unloading, loading, handling, re-handling, taxes (including GST), royalty and compensation etc. all temporary works, erection, maintenance, contractor's profit and establishment/ over heads, together with all general risks, insurance liabilities and obligations set out or implied in the contract.
- We have completely read and understood the Bid Document. The Financial Tender submitted is unconditional and fulfils all the requirements of the Tender Document.
- Our Financial Proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the Proposal. We understand you are not bound to accept any Proposal you receive.

\_\_\_\_\_  
Signature and Name of the Authorized Person

\_\_\_\_\_  
NAME OF THE BIDDER AND SEAL

**Form 14: Bid Details**

The following list is intended to help the tenderers in submitting offer which are complete. An incomplete offer is liable to be rejected. Tenderers are advised to go through the list carefully and take necessary action.

S.No.	Particulars	Attached Yes / No / Not Applicable	Page no. (Mandatory)
1	Bid Processing Fees		
2	Earnest Money Deposit		
3	Form 1: Letter of Proposal Submission		
4	Form 2: Firm Details		
5	Form3: Capability Statement		
6	Form 4: Work Experience		
7	Form 5: Financial Capability Details		
8	Form 6: Memorandum		
9	Form7: Undertaking		
10	Form8: Power of Attorney		
11	Form9: Statement of Legal Capacity		
12	Form 10: Saleable form for Tender Document		
13	Form 11: Declaration of Refund of Earnest Money		
14	Form 12: Proforma for Clarifications / Amendments on the RFP		
15	Form 13: Bid offer/BOQ Format		
16	Form 14: Bid Details		
17	Registration certificate of the firm/ Partnership deed/ certificate of incorporation, etc.		
18	Form 5: Financial Capability Details  A copy of the Audited balance sheets and Profit and Loss Statements for the last 3 (three) financial years		
19	Self attested copy of PAN, ITR		
20	Any other document asked by the Purchaser if submitted, specify the documents Or Any other document which the Tenderer considers relevant		

## Annexure A

## Indicative items only

S.No	Name of Items	Measurement Unit	Volume/Weight /No.	Rate (in words/figure)
<b>I.</b>	<b>BEVERAGES</b>			
1.	One Cup tea (standard)-Masala Chai	ML	125	10
2.	One Cup coffee (standard) – Espresso	ML	125	15
3.	Ice tea	ML	125	15
4.	Lassi / Chhachh	ML	200	MRP
5.	Masala Butter Milk	ML	200	MRP
6.	Green Tea (Different Flavours)	ML	125	MRP
<b>II.</b>	<b>SNACKS</b>			
1.	One Samosa	GMS	70	12
2.	One Bonda	GMS	70	12
3.	One Dal Vada	GMS	70	12
4.	One Chana Vada	GMS	70	12
5.	One Gobi Pakora	GMS	70	12
6.	One Bread Pakora	GMS	70	12
7.	One piece Sambhar Vada with Sambhar, Tomato and Coconut Chutney.	GMS	70	25
8.	Two piece Sambhar Vada with Sambhar, Tomato and Coconut Chutney.	GMS	70X2=140	50
9.	One Vegetable Cutlet	GMS	70	50
10.	Two pieces Sandwich	Big Size	1	50
11.	Samosa Chat	Plate	1	30
12.	Dahi Bhalla	Plate	1	30
13.	Papri Chaat	Plate	1	30
14.	Raj Kachori	Plate	1	50

Caterer may add more item in canteen depending on requirement and consumption.

Packed food/brewerage must be sold on or below MRP rate only.

**Annexure -B****PERMISSIBLE BRANDS OF CONSUMABLES**

<b><u>ITEMS</u></b>	<b><u>BRAND</u></b>
Salt	Iodized salt such as Tata, Annapurna, Nature Fresh etc.
Spices	MDH, MTR or equivalent quality brands
Ketchup	Maggi, Kissan, Heinz
Oil	Mustard oil, Groundnut oil, Sunflower oil, Rice bran oil, Olive oil (Sundrop, Nature fresh, Dhara, Kanodia, Tej, Godrej, Patanjali), Fortune
Pickle	Mothers, Tops, Goldee
Atta	Aashirvad, Pillsbury, Nature Fresh
Butter	Amul, Britannia Mother Dairy
Bread	Harvest/ Britannia make
Jam	Kissan, Nafed
Milk	Toned milk of Mother Dairy, Delhi Milk Scheme, Amul
Paneer	Amul/Mother Dairy
Tea	Brook Bond, Lipton, Tata and Organic tea
Coffee	Nescafe, Rich Bru
Mineral Water	ISI marked, FSSAI
Besan Dal	Rajdhani, Aahar, Shakti Bhog
Rice	Basmati (India Gate, Patanjali, Jagat, Lal Quila)
Sweet	Bikaner, Haldiram, Bikano

The Contractor may use other equivalent brand after obtaining prior approval from Noida Metro Rail Corporation.