



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

**REQUEST FOR PROPOSAL (RFP)**

**Engagement of System Integrator for Implementation,  
Migration and Management of HRMS, Email Services &  
Website for NMRC**

**E- Tender No. NMRC/IT/2024/340**

**August- 2024**

**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 “**Engagement of System Integrator for Implementation, Migration and Management of HRMS, Email Services & Website for NMRC**” 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 in 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/Employer”) 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/corrigendum 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) **“NMRC”** means Noida Metro Rail Corporation Limited ( or “Corporation or Employer”)
- i) **“Party”** means Contractor or Corporation (together they are called **“Parties”**)
- j) **“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
- k) **“Permits”** shall mean and include all applicable statutory, environmental or regulatory Contracts, authorization, permits, consents, approvals, registrations and franchises from concerned authorities
- l) **“Re. or Rs. or INR”** means Indian Rupee
- m) **“Revenue Operations Date (ROD)”** means the date of operation of metro rail.
- n) **“Selected Bidder”** means the bidder who has been selected by NMRC, pursuant to the bidding process for award of Contract.
- o) **“CAMC”** means Comprehensive Annual Maintenance contract ( Contract for Maintenance of Equipment’s including spares and up gradation of technical parameters as per OEM recommendation)
- p) **“Engineer/Engineer-in-charge”** means any person nominated or appointed from time to time by the Employer to act as the Engineer for the purposes of the contract and notified as such in writing to the contractor. Technical representative of NMRC nominated by employer.

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 Work	<b>Engagement of System Integrator for Implementation, Migration and Management of HRMS, Email Services &amp; Website for NMRC</b>
2	Approximate Cost of Work	₹ 1.42 Cr (Including GST)
3	Time-period of contract	6 Months (for Implementation, Migration and Management of HRMS, Email Services & Website for NMRC) 36 Months ( CAMC)
4	Method of selection	Cost Based Selection (Lowest –L1)
5	Bid Processing Fee( Non Refundable)	INR 5900/- (including GST) (Rupees Five Thousand Nine Hundred only) through RTGS/NEFT only payable in favor of Noida Metro Rail Corporation Limited
6	Earnest Money Deposit (EMD)	₹1.42 Lakh
7	System of Tendering	Single stage Two Packet/Bid System (Technical bid and Financial bid to be submitted together on e-Tender portal.)
8	Name of the Employer's official for addressing queries and clarifications	Dy.General Manager/AFC-Tele Noida Metro Rail Corporation Limited, Block-III, 3rd Floor, Ganga Shopping Complex, Sector-29, Noida 201301 Email: <a href="mailto:nmrc.afc@gmail.com">nmrc.afc@gmail.com</a> Website: <a href="http://www.nmrcnoida.com">www.nmrcnoida.com</a> , <a href="http://etender.up.nic.in">http://etender.up.nic.in</a>
9	Bid Validity Period	180 days
10	Bid Language	English
11	Bid Currency	INR
12	<b>Schedule of Bidding Process</b>	
	<b>Task</b>	<b>Key Dates</b>
	<b>Uploading of Bid</b>	29.08.2024
	<b>Last date of receipt of Pre-bid queries</b>	09.09.2024 ( up to 14:00 Hrs)
	<b>Pre-bid Meeting</b>	09.09.2024 (11:30 Hrs) at NMRC Head Office
	<b>Last date of issuing amendment, if any</b>	13.09.2024
	<b>Last Date of Bid Submission</b>	30.09.2024 ( 15:00 Hrs)
	<b>Date of Technical Bid Opening</b>	30.09.2024 ( at 15:30 Hrs)
13	Consortium /JV to be allowed	No
14	Account details	<b>For Bid Processing Fee &amp; EMD</b> State Bank of India (04077) – Sector 18, Noida GautamBudh 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 (EMD) 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 Dte. 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.

Only those MSEs will be eligible for Tender cost and Tender Security exemption which are registered under following categories (With valid registration).

(i) **Software publishing**

**OR**

(ii) **Writing , modifying, testing of computer program to meet the needs of a particular client excluding web-page designing**

**OR**

(iii) **Providing software support and maintenance to the clients**

**OR**

(iv) **Computer consultancy and computer facilities management activities**

**OR**

(v) **Operation of other websites that act as portals to the Internet, such as media sites providing periodically updated content**

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 along with Terminal Validity of registration.

In absence of any of the above requirements no exemption for 'Tender cost and Tender security will be allowed and their bid will be rejected and not evaluated further without the Tender cost and EMD.

No further clarification shall be sought on the above.

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 contract; or
- (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 1 year 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.

## Table of Content

Disclaimer .....	1
Glossary .....	2
Datasheet .....	3
1. Section 1: General Information .....	6
Background .....	6
About Locations .....	6
Communication .....	6
2. Section 2: Terms of Reference .....	7
Objective .....	7
Tenure .....	7
Scope of work .....	7
Annexure-A .....	15
Annexure-B .....	16
Obligation To contractor .....	21
3. Section 3: Instructions to Bidders .....	22
General instructions .....	22
Preparation and submission of Bids .....	25
Earnest Money Deposit .....	30
Opening and Evaluation of Bids .....	31
Award of Contract .....	33
4. Section 4: Eligibility, Evaluation and Selection Process .....	34
Eligibility Criteria .....	34
Selection of bidder .....	36
Information of the Technical and Financial Proposal .....	38
Notice of Award and Execution of Contract Agreement .....	38
Performance Bank Guarantee/Security Deposit .....	39
Contract during Proposal Evaluation .....	40
Project Financial Terms .....	41
SCC (Special Condition of Contract) .....	42
5. Section 5: GCC (General Condition of Contract) .....	46
6. Section 6: Draft Contract Agreement .....	51
7. Section 7: Forms .....	54
Form 1: Letter of Proposal Submission .....	54
Form 2: Firm Details .....	55
Form 3: Capability Statement .....	56
Form 4: Work Experience .....	58
Form 5: Financial Capability Details .....	59
Form 6: Memorandum .....	61
Form 7: Bid Capacity .....	62
Form 8: Undertaking .....	64
Form 9: Power of Attorney .....	65
Form 10: Saleable Form for Tender Document .....	67
Form 11: Declaration of Refund of Earnest Money .....	68
Form 12: Performa for Clarifications/Amendments on the RFP .....	69
Form 13: Bid Offer/BOQ (Format) .....	70
Form 14: Performa of performance security/Bank Guarantee by Bank .....	73
Form 15: Bid Details .....	75

## 1. Section 1: General Information

### 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 NMRC invites E-Bids for selection of Contractor for the work of **“Engagement of System Integrator for Implementation, Migration and Management of HRMS, Email Services & Website for NMRC”**
- d. In this regard, the NMRC invites the interested Bidder/s to submit their proposals as per provisions of this Request for Proposal Document.
- e. 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.
- f. The Successful Bidder shall provide the services as described in Section 2: Terms of Reference and other relevant sections of this RFP **“Engagement of System Integrator for Implementation, Migration and Management of HRMS, Email Services & Website for NMRC”**

### About Locations

NMRC Metro Rail corridor (Aqua Line) 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. In addition, Metro depot /OCC is located ahead of Depot Station in Greater Noida, Gautam Budh Nagar,UP

### Communication

All communications should be addressed to:

Dy. General Manager/ AFC-Tele  
Noida Metro Rail Corporation (NMRC) Limited  
Block-III, 3rd Floor, Ganga Shopping Complex,  
Sector-29, Noida -201301  
District Gautam Budh Nagar, Uttar Pradesh  
Email: nmrc.afc@gmail.com

## Section 2: Terms of Reference

### 2.1 Objective:

The work consists of “Engagement of System Integrator for Implementation, Migration and Management of HRMS, Email Services & Website for NMRC” in Server room at NMRC Depot. The work shall be done in accordance with terms of reference and employer’s requirement and other requirement of the contract. The work shall be executed to the highest standards available. Bidder has to carry out their self-assessment in respect of their capacity in terms of employer’s requirement, machinery, spares, tools, manpower and finance to carry out work to the satisfaction of employer.

### 2.2 Tenure:

**2.2.1** The term of contract shall be up to (06 Months for **Supply, Implementation, Migration and Management of HRMS, Email Services & Website for NMRC**, from the date of acceptance of Notice of Award (NOA) and thereafter CAMC (Comprehensive Annual maintenance Contract) of 3 Years from the date of successful commissioning/issue of acceptance certificate by NMRC unless otherwise terminated by the Parties in accordance with the terms. Further CAMC can also be extended for a period of 2 years if mutually agreed on same terms and conditions provided the CAMC of the successful bidder is satisfactory.

**2.2.2** Extension of time line, if any duly justified has to be taken from NMRC well before expiry of original project execution contract period.

### 2.3 Scope of Work

#### 2.3.1 General

NMRC currently is having its various applications run and managed by third parties and some of which are on cloud. These applications include HRMS (Human Resource Management Software) and NMRC Website Management which are on cloud based model and are currently managed by third party. Apart from it NMRC is having its own E-mail server in house and is managed by NMRC. In order to unify all these various cloud applications from cloud based to in house server based model, NMRC intends to select an agency to Management of NMRC IT Services for NMRC Website, HRMS Server, Mail Server and In-house Data Center Setup and Technical Implementation Services. The broad objective is for the Management of NMRC IT Services for NMRC Website, HRMS Server, Mail Server and In-house Data Centre Setup and Technical Implementation of these services to be taken up by the selected agency.

**2.3.2** In this reference, NMRC intends to seek Selection of agency for Management of NMRC IT Services for NMRC Website, HRMS Server, Mail Server, who are already in this business.

**2.3.3** This activity includes interaction with existing third parties for getting the software/licenses/other details, deliverables as deemed required for setting up necessary infrastructure at NMRC and migrating the existing application and data from these vendors to the new proposed solution being set up at NMRC.

**2.3.4** The data migration has to be completed in respect to all the data available in these applications such as HRMS and Website to be migrated seamlessly on new platform being proposed for setup. It includes getting and understanding the software codes, technology, OS platforms and getting them successfully and seamlessly migrated from old (existing ) set up to new setup being proposed.

**2.3.5** The complete responsibility of getting the data of HRMS, NMRC Website and migrating it to new platform will be the scope of successful bidder. The bidder can request NMRC to initiate various meetings and discussions with existing vendors for getting the data migration done.

**2.3.6** In case of any issues/problems encountered during data migration, then the decision of NMRC shall be final and binding on the vendor. The successful bidder will do all the possible efforts in data migration and creating a new applications for both HMRS and NMRC website which shall be at least of similar look and feel and similar ease of use as that of existing applications. The GUI (Graphical User Interface) of the developed applications must be flexible, reliable, scalable and easy to use. The successful bidder will take guidance from NMRC from time to time during project implementation for deciding various look and feel as well process of the implementation of software as well as hardware setup.



**2.3.7** During the course of project implementation the successful bidder will have to provide onsite i.e. at NMRC premises the manpower as described in clause 2.3.8 w.r.t software developers who will interact with NMRC officials on day to day basis for requirement gathering and development cum customization of NMRC applications such as HRMS, NMRC Website, NMRC Email Services etc as per the need basis.

**2.3.8** These software manpower will be based at Noida and will have to report at NMRC office on a daily basis or as and when called up for discussions/meetings. The software modules developed and under development will have to be shown to NMRC for proof reading/ User Clearance before going ahead with hardcoding.

**2.3.9** NMRC will examine and give its clearance on stage-wise to the successful bidder during the course of project implementation. The successful bidder will have to submit various documents during project phase such as Initial Plan, Development Plan, Testing Plan, Quality Control, User Acceptance Test, Final Acceptance Test, GO LIVE and Maintenance Schedule. These documents have to be submitted duly signed and reviewed by successful bidder during project execution to NMRC for getting clearance.

**2.3.10** In case any legal / technical issue arises for data migration / customization then bidder will be required to make / customize / develop Application at its own risk and cost. NMRC Website, HRMS, Mail Solutions and Audit of installed Server, Networks Switches and other equipment and peripherals shall be subject to audit by Cert-In empanelled vendors before Go-Live of Project.

**2.3.11 HARDWARE FOR SERVER SETUP AT NMRC PREMISES INCLUDING UPS:**

- a. Below is the list of Hardware required to set up the servers at NMRC premises the below list is tentative and not exhaustive. The bidder will have to provide a detailed hardware list in its bid to support its design architecture. The specifications given below are min. required specification and that during course of project execution it can vary and go above the specifications which will be as per the project requirement but in any case the bidder cannot go below the prescribed specification.

S.No.	Item Description	QTY
1.	<b><u>Servers Specification:</u></b> 48Core with 128 GB RAM, Hard Disk (SAS) – 4 TB, Database – MySQL (Turbo, HT (120W) DDR4- 2666,16 DIMMS 8X16GB RDIMM,2.5" Chassis with up to 8 Hot Plug Hard Drives,2+2TB 10K RPM SAS 12Gbps512n2.5inHot-plugHardDrive,Hot-plugPowerSupply(1+1),800WMixedMode,iDRAC9). One Common SAN Storage of at least 2TB.	2
2.	Operating System-Windows server 2019 or latest	2
3.	Security: 2 Firewalls with 3 Years License's with High Availability (1 RU – Form Factor, Support for 40G/ 25G/ 10G/ 5G/ 2.5G/ 1G ports, DNS security, Wi-Fi 6 firewall management, Secure SD-WAN capability,TLS1.3support, High port density for easy networking, Redundant power)	2
4.	SSL4096-bitencryptionWildcard	1
5.	Switcher 24 Port, CAT 5/any other equipment, accessories, rack, required for network or server installation will be included	As Per Requirement
6.	UPS for backup at least 5KVA or above with at least 45 minutes of backup.	1
7.	Rack 42U for mounting the servers	1
8.	Foldable rack mounted LCD console	1

- b. 2 servers will have to be required to be configured as one active and one hot standby so that in case primary server goes down then secondary server will take over as primary and that the end services are not affected. In addition NMRC will also have its 2 mail servers which are currently running email services.
- c. These servers and hardware setup will be done at IT room present at NMRC OCC building at NMRC depot, Greater Noida. The facility is already provided with AC and false ceiling but false floor is not available. The successful bidder will have to make its own arrangements such as cutting of stone/tile for making raceways etc for power cables/data cables.

**2.3.12 FRONT END MAN POWER FOR DAY TO DAY CUSTOMIZATION AND REQUIREMENT GATHERING at NMRC PREMISES DURING PROJECT EXECUTION AND CAMC :**

- a. These software engineers will be deployed at NMRC premises for day today interaction with NMRC officials for getting the NMRC website customized, publishing of various Tenders/Notifications/Photographs/ Video graphs etc at NMRC Website.
- b. Also HRMS software customizations support as per needs of NMRC and thereafter getting the reports of HRMS and uploading of various forms/formats.
- c. Support will also include managing and updating of NMRC email services and making it more user friendly and other changes required.

S.No.	Item Description	Experience	Location	Qualification
1.	Senior Software Developer	At least 4YearsExperience	Onsite at NMRC HQ	MCA/B. Tech
2.	Junior Software Developer	At least 2YearsExperience	Onsite at NMRC HQ	MCA/B. Tech

**Note:** Manpower related compliance of EPF/ESIC will be borne by the bidder

- d. The front end man power will be required to travel between NMRC head office, NMRC stations and Depot as per the need for requirement gathering/meeting discussion at their own cost or arrangement.
- e. Man power will be report their attendance either by means of attendance card or in registers maintained in the office of DGM (AFC &Tel). The man power will report to DGM (AFC &Tel) for getting day to day instructions for implementing the project.
- f. After execution of the project post GO-LIVE the man power will be then engaged in day to day activities such as reports generation, MIS, customization of softwares and application as per the need of NMRC.
- g. These man power will required to work in general shift from 9.30 am to 6pm for 5 days a week. However during the course of emergency or need of the project the man power will be required to work in flexible timings and days as per the need of NMRC.
- h. The man power will not claim any job from NMRC under any conditions and that it will be the responsibility of the successful bidder to indemnify NMRC against all such claims. Bidder will be required to comply all legal as well statutory compliance w.r.t PF, ESIC, Labour laws etc.

**i. BACKEND MAN POWER**

This activity includes health monitoring and day to day maintenance of physical servers which are installed at NMRC premises. This includes day to day backup of software data, up gradation of software patches and continuous health monitoring of servers 24x7. Further any future up gradation of storage space as well RAM/software etc will be

facilitated by these support engineers. They will also create various subseries and their logs etc.

S.No.	Item Description	Qualification
1.	3DataCentreSystemAdmin With at least 3-4 Years' Experience (onsite) Manpower 1 -1stShift= 8Hours (Morning Shift) Manpower 2 -2 <sup>nd</sup> Shift= 8Hours (Evening Shift) Manpower 3- 3 <sup>rd</sup> Shift= 8Hours (Night Shift)	At least MCA or B. Tech

**Note:**

- j. Sitting Space for Manpower with Table/Work Stations, Power, Power backup, Air condition, Internet Lease Line will be provided by the NMRC.
- k. These man power will be required to work 24x7 at NMRC depot where servers and other hardware infrastructure will be installed. They will be responsible for monitoring the health of servers and other related systems to IT pertaining to this solution.
- l. The work also includes taking proper weekly/quarterly/monthly backup of these applications and storing them in secure ways. For taking backup NMRC will provide hard disk/external tape drives as applicable.
- m. The resource deployed should make weekly reports on various checks done on health of IT servers and must submit it duly signed to the office of DGM(AFC &Tel) on weekly basis.
- n. The resource will have to ensure that RAM or any storage space is not short or the servers overflow due to shortage of RAM or storage space resulting in hang state or affecting services.
- o. These resource will have to report to NMRC depot and register their attendance either by means of electronic card provided by NMRC or by means of physically signing in the registers. These man power will report to DGM(AFC &Tel) NMRC and seek instructions under this office.
- p. During the course of maintenance period (36 months) it will be the responsibility of the successful bidder to ensure proper up gradation of software licenses or RAM or Storage space in server/SAN etc. NMRC will not pay anything w.r.t these during the maintenance period.

**2.3.13 Scope of Maintenance & Various Activities pertaining to each module is given below:**

**2.3.13.1 NMRC Website ([www.nmrcnoida.com](http://www.nmrcnoida.com))**

NMRC Website hosting is currently maintained by third party agency. The scope of work (SOW) for website maintenance outlines the specific tasks, responsibilities, and deliverables involved in keeping a website functional, secure, and up-to-date.

**A. Maintenance Tasks**

- **Security Updates:**
  - Regularly update and patch the website's software, plugins, and frameworks.
  - Monitor and address security vulnerabilities promptly.
- **Content Updates**
  - Regularly review and update website content.

- Add new pages or sections as needed.
- MIS reports
- **Functionality Checks**
  - Conduct regular checks to ensure all website functionalities are working correctly.
  - Test forms, links, and interactive features.
- **Backup Procedures:**
  - Implement regular and automated backup procedures for the website.
  - Test backup restoration processes periodically.
- **Performance Optimization**
  - Monitor website speed and optimize as necessary.
  - Compress images, minify code, and implement caching strategies.
- **Mobile Responsiveness**
  - Ensure the website is responsive and works well on various devices.
  - Test and address any issues related to mobile responsiveness.
- **Domain and Hosting Management:**
  - Manage domain registrations and renewals.
  - Monitor and optimize hosting resources.
- **Database Maintenance**
  - Optimize and maintain the website's database for efficiency.
  - Regularly clean up unnecessary data.

**B. Communication and Reporting**

- Define communication channels and frequency (e.g., weekly, monthly reports).
- Specify the format of the reports and the information to be included.

**C. Emergency Response**

- Outline procedures for responding to critical issues.
- Specify the expected response time for critical incidents.

**D. Terms and Conditions**

- Duration of the maintenance contract will be as per bid document.
- Payment terms and any penalties will be as per bid document.

**2.3.13.2 HRMS APPLICATION MAINTENANCE**

Similarly, HRMS Server was setup on cloud based model and currently, it is maintained by third party. Maintaining a Human Resource Management System (HRMS) is essential for ensuring its smooth operation, data accuracy, and compliance with evolving HR policies and regulations. Below is the Scope of Work for HRMS maintenance:

**A. Data Accuracy and Integrity:**

- Regularly audit and verify employee data for accuracy.
- Implement data validation checks to prevent errors during data entry.
- Conduct data integrity checks to identify and rectify inconsistencies.

**B. Security Measures:**

- Regularly update and patch the HRMS software to address security vulnerabilities.
- Implement access controls to restrict user permissions based on roles and responsibilities.
- Conduct security audits to identify and address potential risks.

**C. Data Backup and Recovery:**

- Establish regular and automated backup procedures for HRMS data.
- Test backup restoration processes to ensure data recovery in case of system failures or data loss.

**D. Compliance with Regulations:**

- Regularly review and update HRMS configurations to comply with changing employment laws and regulations.
- Ensure that the system supports reporting requirements related to compliance audits.

**E. User Training and Support:**

- Provide ongoing training for HR staff and system users to ensure they are familiar with the HRMS features and functionalities. Training when and as required by NMRC officials.
- Establish a helpdesk or support system for addressing user queries and issues promptly.

**F. Integration with Other Systems:**

- Ensure seamless integration with other organizational systems, such as payroll, time and attendance, and benefits administration.
- Update integration protocols when necessary to accommodate changes in other systems.

**G. Performance Monitoring:**

- Monitor the performance of the HRMS to identify and address any issues related to speed, responsiveness, or system downtime.
- Optimize database and system configurations for optimal performance.

**H. User Feedback and Improvement:**

- Gather feedback from HRMS users to identify areas for improvement.
- Prioritize and implement enhancements based on user needs and technological advancements.

**I. Documentation and Policies:**

- Maintain up-to-date documentation for HRMS configurations, processes, and user manuals.
- Ensure that HR policies and procedures are reflected accurately in the HRMS.

**J. Data Privacy and Confidentiality:**

- Ensure that the HRMS complies with data privacy regulations.
- Implement encryption and secure transmission protocols to protect sensitive employee information.

**K. Customization and Scalability:**

- Assess the need for system customization to meet evolving business requirements.
- Ensure that the HRMS is scalable to accommodate organizational growth and changes in workforce size.

**L. Additional Development**

- **Payroll, GPF, Gratuity**
  - ✓ Employee Record (List, Updating, Print)
  - ✓ Code Updating
  - ✓ Pay Roll System
  - ✓ Report Printing & Query
  - ✓ DA Arrear
  - ✓ GPF
  - ✓ Bonus
  - ✓ Head wise reports (Monthly, Quarterly, Yearly or Custom Date)
  - ✓ Leave ledger

- ✓ Retirement Benefits
- ✓ Last Pay Certificate (in case of Transfers)
- ✓ Employee Loans and Advances
- ✓ Income Tax Computation, Form 16, etc
- ✓ Gratuity Module
- ✓ Claim Settlement Reports
- ✓ Any other relevant task

**M. Regular Audits:**

- Conduct periodic system audits to identify and address any anomalies or unauthorized activities.
- Review system logs and security reports for any signs of irregularities.

Regular attention to these key points will contribute to the effective maintenance and optimal performance of the Human Resource Management System within an organization.

**2.3.13.3 MAIL SERVER**

- A. NMRC has developed an in house email server solution and is currently running successfully. However the solution needs to be upgraded and needs to be provided with user friendly features in email services such as a new proper GUI for using and accessing the email services.
- B. Chat box functionality, development of tools to make file transfer easy by using some software messaging platforms. Complete Revamp of Email services is required to make it the most modern and easy to use and yet reliable, safe, secure communication channel meeting all the statutory and govt. issued guidelines from time to time.
- C. It includes managing the users, creation of various email ids, resetting of passwords, deletion of old or out dated email ids. Managing the server storage space linked with each email ids. Providing privilege rights to users based on their designation and requirement.
- D. Preventing any cyber-attacks/hacking attempts by external or internal threats perceived.
- E. Implementation of various IT policies of NMRC as well as recommendation of CERT/Meity from time to time.
- F. Ensuring Timely reminder to users by means of auto generated mails or triggers for changing passwords as per set timelines in the policy.
- G. Sending automated mails or circulars to users by means of mail or dashboards of the mail services to ensure high and correct visibility of office orders/circulars.
- H. Sending automated birthday wishes to users on their birthday as per the available records. Sending Group mails from top management regarding various activities.
- I. Enabling of Newsletter to be sent with rich content such as animations/photographs/graphics etc.
- J. Giving users the option to take back up of their emails locally on pen drive/hard drives.
- K. Having the facility to recall a mail.
- L. Viewing the hierarchy in the email click section. Ability to search email by means of name or mobile number or employee names or by means of departmental search.

**2.3.14 SECURITY AUDIT:**

Selected bidder will perform the Security Audit activity related to the NMRC website, HRMS solutions and server hardware through the Cert-In empanelled vendor to be done at the cost of bidder. NMRC website, HRMS solutions will be host and Go-live after successfully security audit. The bidder will have to submit to NMRC all details of security audit conducted for various applications and hardware etc.

**2.4.2.3 Annexure-A**

**(KEY DATES LINKED TO PAYMENT MILESTONE)**

The Contract shall be complete in a phased manner by fixing priorities to different stretches of work as per requirement of work from time to time as per the key dates (mile stone) indicated below. The below Key Dates are meant for release of Payments pertaining to Project Implementation as well as hardware supply, testing and commissioning and GO LIVE as per Schedule A of BoQ.

<b>Sr. No.</b>	<b>Milestone</b>	<b>Timeline (from the date of acceptance of Notice of Award)</b>	<b>Payment (%)</b>
01	Kick off meeting and submission of detailed project plan.	15 Days	Nil
02	Demonstration of Proto Type Software and deployment of Man Power at NMRC premises	30-45 days	10%
02	Delivery of Server and Installation, configuration at NMRC premises	50-60 Days	20%
03	Migration of NMRC Website, HRMS Solution and email solution	70-90 Days	20%
04	Development of Software / Applications for HMRS, NMRC Website, Email Services & its demonstration to NMRC	100- 120 days	20%
04	UAT, submission of observations and its ratification and its Sign off	130-150 Days	10%
05	Security Audit of NMRC Website, HRMS Solutions and Audit of installed Server, Networks Switches and other equipment and peripherals by Safe to Host Certificate from Cert-IN empanelled vendors.	160-180 Days	10%
06	Deployment of all Manpower, Training, handholding and Go-Live	GO LIVE & Commencement of CAMC	10%
07	<b>TOTAL</b>	<b>180 Days</b>	<b>100%</b>

The CAMC payment will be made separately post GO-LIVE on quarterly basis for the man power engaged after due certification from NMRC concerned department as per schedule B of BoQ.



#### 2.4.2.4 Annexure B : Schedule of Requirement

S.No.	Item Description	QTY
1.	<b><u>Rack mounted Servers Specification:</u></b> 48Core with128GB RAM,HardDisk(SAS) –4 TB, Database – MySQL (Turbo, HT (120W) DDR4- 2666,16 DIMMS 8X16GB RDIMM,2.5" Chassis withup to 8 Hot Plug Hard Drives,2+2TB 10K RPM SAS 12Gbps512n2.5inHot-plugHardDrive,Hot-plugPowerSupply(1+1),800WMixedMode,iDRAC9). SAN Storage of atleast 2TB.	2
2	Foldable rack mounted LCD console	1
3.	OperatingSystem-Windowsserver2019orlatest	2
4.	Security: 2 Firewalls with 3 Years License’s with High Availability (1 RU – Form Factor, Support for 40G/ 25G/ 10G/ 5G/ 2.5G/ 1G ports, DNS security, Wi-Fi 6 firewall management, Secure SD-WAN capability,TLS1.3support, High port density for easy networking, Redundant power)	2
5.	SSL4096-bitencryptionWildcard	1
6.	Switcher 24 Port, CAT 5/any other equipment, accessories, rack, required for network or server installation will be included	As Per Requirement
7	UPS for backup at least 5KVA or above with at least 45 minutes of backup.	1
8	Rack 42U for mounting the servers	1

**Note:**

- a) The requirement quoted above is tentative. However every bidder is required to give detailed break up of schedule of requirement each component, software, hardware, Licenses, Network in its bid document.
- b) The Bidder should make himself completely acquainted with all conditions, obligations, specifications, drawings, etc.
- c) The Bidder is required to submit Bill of Quantity describing each of the above mentioned tentative line items and additional items, if any, with their corresponding make and model
- d) The Bidder is required to submit “Network Architecture” with justification for Bill of Quantity
- e) During the course of Project Execution the above quantity may be vary as per the detailed design proposed by the respective bidder. The above list is mere indicative and not exhaustive and may be subject to changes as per site conditions and solution proposed by bidder.

## **2.13 SCOPE OF WORK DURING CAMC.**

The CAMC service will include:

- 2.13.1** CAMC ( Comprehensive Annual Maintenance Contract ) will be for a period of 3 years from the date of issuance of work completion Certificate by NMRC
- 2.13.2** All routine inspection and preventive maintenance, configuration management Corrective/breakdown maintenance for the Softwares, Applications and IT Servers & Infrastructure.
- 2.13.3** Man power support for the correction of all defects of whatsoever nature and howsoever arising.
- 2.13.4** Contractor will issue the work order/job order. After completion of work, Contractor will also submit the analysis report of failures as and when required.
- 2.13.5** The Mean Time to Restore(MTTR) of the System to full normal operation following a failure shall be less than 8(Eight) hours(Including time of travel)
- 2.13.6** To work contractor shall require filling up PTW (permit to work) form and submit it to CSS at NMRC Depot Greater Noida. Only after approval of PTW, contractor shall carry out the work.
- 2.13.7** 3 Man power support 24x7 for Servers (System Admin) will be provided at NMRC Depot and that 2 Front end man powers will be provided in General Shift at NMRC Head Office.
- 2.13.8** Contractor needs to provide its own vehicle /travel arrangement during night shift work/CAMC Maintenance support etc.
- 2.13.9** The Contractor shall inform the CSS of his arrival at the site and the commencement of corrective maintenance. Before the Contractor's Manpower leaves the site, they shall confirm with the CSS that full operation has been restored.
- 2.13.10** Contractor will maintain and operate round the clock mobile no for fault reporting and communication.
- 2.13.11** The Contractor shall also provide facsimile line or valid email address for fault reporting.
- 2.13.12** The Contractor shall ensure that all maintenance tools and tackles are kept calibrated and in good condition.
- 2.13.13** The employer shall monitor actual performance against the Service Performance. A joint meeting will be done with contractor on monthly basis for analysis of data and suggestions from contractor for any corrective action.
- 2.13.14** The contractor shall maintain all failures records data and will pass on to employer on monthly basis. (Soft /hard copy)

## **2.14 Preventive Maintenance and Cleaning of all Hardware.**

The contractor/firm shall also be responsible for deployment of necessary staff for regular Preventive Maintenance which is for external hardware cleaning and for Deep Hardware cleaning for all the equipment System using suitable cleaning material and supportive equipment. Preventive maintenance includes proper network cabling and tightening of any loose connections.

A separate log book shall be maintained for preventive maintenance record and it should be verified and signed by the Duty Supervisor of NMRC. For details of Maintenance Tasks, following tables may be referred-

### **2.14.1 Weekly Maintenance**

- Physical Inspection of Servers, cleaning by means of cloth. Air blower.
- Software inspection by means of logging into servers/SAN storage to check for alarms
- Routine Software health check
- Checking for Software licenses/their expiry/management
- Checking for any Cyber-attacks/phishing/hacking etc
- Checking Cables & fan units

- Checking of UPS and batteries health check up
- Taking Physical back up of all the data in hard disk

#### **2.14.2 Monthly Maintenance**

- q.** Physical Inspection of Servers, cleaning by means of cloth. Air blower.
- r.** Software inspection by means of logging into servers/SAN storage to check for alarms
- s.** Routine Software health check
- t.** Checking for Software licenses/their expiry/management
- u.** Checking for any Cyber-attacks/phishing/hacking etc
- v.** Checking Cables & fan units
- w.** Checking of UPS and batteries health check up
- x.** Taking Physical Back up of all the data in hard disk

In addition to above contract will be liable to carry out addition/maintenance pertains to system based on requirement of NMRC for system.

#### **2.15 Availability of man power and Escalation matrix**

- a. The contractor/firm shall ensure the availability of at least One Person per Shift (Total three Shifts of 08 hrs. Each), in order to attend failure related to IT Services.
- b. Contractor will take undertaking from them of Knowledge of proper safety standards in metro system.
- c. Also, contractor/firm shall provide escalation matrix (with proper designations, contact numbers and E-mail IDs) at least up to three levels. NMRC JE / maintainer will also assist in carrying out repair / replacement by means of providing PTW (Permit to work)/access to locations and other support etc from NMRC.

#### **2.16 Post Contract handover**

It shall be the responsibility of the firm to make whole system and equipment work satisfactorily throughout the contract period and to hand over the systems in working conditions to this department after expiry of the contract.

#### **2.17 Confidentiality**

The contractor/firm must ensure confidentiality regarding handling of all information obtained within the control room, whether videotapes, snapshots, written, verbal and other sensitive materials held within the NMRC premises. The Contractor/firm should ensure all storage and apparatus should be virus free. The service engineer/technicians will be allowed to work 24x7. Renting, lending and copying of any software and hardware products are completely prohibited.

#### **2.18 Do's and Don'ts for Staff**

##### **DO'S**

1. In case of fire/ anything unusual on electric traction equipment or wires, inform the respective Engineer-in-charge.
2. Extinguish fire by special extinguishers (carbon tetrachloride or carbon dioxide type, if available).
3. Ensure no water jet to be directed at the fire under any circumstances.
4. Before taking up the work on a line running parallel to 25 KV AC lines, the line shall be earthed on both sides. Ensure that the distance between the two earths used for protection does not exceed 1km.
5. Keep clear of the track and avoid contact with the rails when electric train within 250m.

6. Special care should be taken to carry long pipes, poles or ladders so that it should not come in contact with or within 2 meters of live OHE.
7. Cleaning work other than that of surface (i.e. of beam, pillars etc.) should be done during block period only.
8. Whenever washing or cleaning using water jets is done, take appropriate power block.
9. Cases of electric shock arising out of contact with 25 KV A.C traction equipment shall be reported immediately to TPC.

#### **DON'Ts**

1. Do not approach within 2 meters of any traction wires or live equipment.
2. Do not work on or near traction wires or any live equipment unless they are made dead, earthed and shut down notices/ permit to work obtained.
3. Do not enter any switching station or remote controlcentre unless specially permitted.
4. Do not touch a person in contact with live traction wires. Remove body only after power supply is switched off & earthed.
5. Do not touch any traction wire hanging from the mast or fallen on the ground and do not allow anyone else to touch it.
6. Cleaning work with conducting materials like Aluminium/ Steel rods should be avoided at all times when power block is not availed.
7. Do not lift or raise your tools towards traction wires.
8. Do not damage the plinth continuity, connection to BEC, OPC and handrail continuity.
9. Do not use steel tape or metallic tape or tape with woven metal reinforcement in electrified area.
10. Do not forget to give artificial respiration to the victim as per the prescribed procedure laid down at shock treatment charts.
11. Metallic telescopic rods are prohibited for use in the NMRC station.
12. Do not throw garbage in haste. Dispose it properly at designated place.
13. Contractor has to submit undertaking in specified Performa w.r.t Does & Don'ts related to danger of work in the vicinity of 25KV traction

### **2.19 Safety**

- (i) Contractor shall adopt the necessary safety procedures to avoid any type of accidents to Employer's personnel, any other personnel & to avoid damages to NMRC assets.
- (ii) The contractor shall display necessary sign ages while carrying out the work.

### **2.20 Accidents:**

- (i) It shall be the sole responsibility of the contractor to adopt all the safety measures & deploy personnel who are adequately trained in safety.
- (ii) If any accident occurs within the station and associated area due to installation work or due to negligence on the part of the contractor's personnel it shall be the full responsibility of the Contractor.
- (iii) If any damage occurs to the structures/ material & equipment due to installation work, the cost of damage will be recovered from the contractor's bill.
- (iv) Contractor shall submit the indemnity bond such that the contractor's staff shall not claim of any type, payment, and employment etc with employer. After completion of contract the contractor shall withdraw all of his staff from the site without any claim.

### **2.21 Quality of Supplied Services & Items**

The quality of the services delivered shall correspond to the technical conditions or specifications enumerated as per RFP.

- i. The material supplied & services rendered will be inspected/assessed by the NMRC or his nominee any time and in case of any deficiency or deviation to the specifications laid down and accepted in tender, is noticed, the defective

goods/services will be replaced or material destroyed at his sole discretion. The entire cost, risk and responsibility shall be borne by the Contractor.

- ii. The NMRC reserves the right to discontinue the services/supplies prior to the completion of the period specified in this agreement or to extend the contractual period beyond the specified period.
- iii. Notwithstanding anything contained herein, the Employer has the right at anytime to terminate this Agreement, either wholly or in part, by giving 01 month notice in writing to the Contractor, by registered mail or by any other medium. The Employer shall have no further liability to make any payment in terms of this Agreement and all the obligations under this Agreement shall cease after expiry of the said period of notice, provided that no notice is required to be given except a letter of termination in case the contractor fails to comply with the terms and conditions of this agreement.
- iv. The Contractor shall observe all rules regarding security precautions/instructions as applicable to NMRC. Any breach of security shall render the contract liable to termination in addition to forfeiture of Performance security deposit or any other remedy as decided by the Employer and as laid down above.

### 2.22 Service Level Agreement and Penalty:

Service Level Agreement (SLA) defines the terms of the successful bidder's responsibility in ensuring the Performance of the network based on the agreed performance indicators as detailed in the agreement. Successful bidder has to co-ordinate with respective supervisor and gets the complaint closed and also has to keep proper records.

### 2.23 Penalty Clause during Project execution Phase

Sr. No.	Instances	Penalty Amount
1	Penalty for non-completion of tasks in the defined timeline	0.2% per week of the value of related key dates mentioned in Annexure –A
2	Mean time to restore (MTRR) shall be 24 hours excluding the travelling time. Penalty for non-compliance of MTRR	Rs 10,000 per day will be charged
3	Unsafe work practices	Rs20,000 per instance
4	Misbehaviour with NMRC staff	Rs20,000 per instance
5	Delay in submission of documents as per design plan	Rs50,000 per instance
6	Delay in supply of equipment's/hardware/software against the approved plan	Rs50,000 per instance

### 2.24 Penalty Clause during CAMC Period

Sr. No.	SLA	Duration	Penalty
01	Application Downtime	<1Hr	Rs. 1000 Per Day
02	Application Downtime	>1 Hr – 6Hr	Rs. 5000 One time

03	Server Downtime	>1 Hr – 6Hr	Rs. 5000 One time
04	Website Downtime	>1 Hr – 6Hr	Rs. 5000 One time
05	Misbehave of Manpower	-	5000 per incidence
06	Late Reporting	-	Rs. 1000 Per Day
07	Refusal to provide reports on time		Rs 5000 per occasion

Note: Further NMRC also reserve the right to impose any amount of penalty which may arise due the negligence/manhandling of contractor/failure to attend the fault with in stipulated time. Appropriate Penalties will be recovered from the payment if successful bidder is not able to Achieve required Service levels

Maximum cumulative penalty must not exceed 10 (Ten Percent) of Contract value in any case. Failing which contract would deem to be terminated.

## 2.25 Obligation to the Contractor

- a. If any damages / loss/theft etc. occurs in the NMRC premise on negligence of contractor staff, 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.
- b. 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.
- c. 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.
- d. All necessary reports, records, registers and other information, under the Contract and all other Statutory Laws compliances, shall be submitted by the contractor on demand by NMRC.
- e. 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.
- f. 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.
- g. All conveyance and transportation to be borne by contractor itself.
- h. Contractor must ensure minimum wages as per labor laws of its staff deployed at NMRC system and submit undertaking to NMRC pertaining to this and will indemnify NMRC against any such labor law related matters pertaining to its manpower deployed during project phase as well as CAMC Period.

## Section 3: Instructions to Bidders

### 3.1 General instructions

- a. A tenderer shall submit only one bid in the same tendering process, individually as a tenderer. 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. 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, employer 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 employer 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.

### 3.1.1 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.

### 3.1.2 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.

### 3.1.3 Availability of Bid Document

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.



### 3.1.4 Clarifications of e-Bid

- 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.
- Any queries or request for additional information concerning this RFP shall be submitted in writing or by fax and e-mail to the Dy. General Manager/AFC-Tele, NMRC **only before or during Pre-Bid Meeting** held at NMRC. The envelopes/ communication shall clearly bear the following identification/ title: "**Queries/ Request for Additional Information: "Engagement of System Integrator for Implementation, Migration and Management of HRMS, Email Services & Website for 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.
- 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.
  - In case the Bidder seeks for any queries, he shall send letter or e-mail to the correspondence address given in Data Sheet.
  - 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 5.9 of this e-Bid document under Fraud and Corrupt Practices.
  - 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.
  - 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.

### 3.1.5 Amendment of e-Bid Document

- g. At any time prior to the deadline for submission of e-Bid, NMRC may, for any reason, whether at its own in iterative 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> and NMRC's website [www.nmrcnoida.com](http://www.nmrcnoida.com). The relevant clauses of the e-Bid document shall be treated as amended accordingly.
- h. 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.

- i. 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( In legible and readable format) justifying that the Bidders 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>.
- 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.
- 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 financialschedules/packetsandthenuploadtherelevantPDF/XLSfilesalreadypreparedand 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 thee-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 re-submission ofe-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 selectede-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 considered for evaluation purposes. For re-submission, 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 thedetail of –Bid toberesubmitted. After selecting the "bid re-submission" 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 alle-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 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-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 favor 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.
- e. No interest will be paid on the Earnest Money Deposit.
- f. The successful Bidder's e-Bid EMD will 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 Employer.
- h. 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 Dte. 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 bidders 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 i.e. :

(i) **Software publishing**

**OR**

(ii) **Writing , modifying, testing of computer program to meet the needs of a particular client excluding web-page designing**

**OR**

**(iii) Providing software support and maintenance to the clients**

**OR**

**(iv) Computer consultancy and computer facilities management activities**

**OR**

**(v) Operation of other websites that act as portals to the Internet, such as media sites providing periodically updated content**

### **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 employer, 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 employer. 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.

- b. 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-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 until a formal contract agreement is executed.

#### **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. The signing of contract agreement within a period of 30 days of submission of performance security or 60 days from the date of acceptance of Notice of Award whichever is later, the successful tenderer will be required to execute the contract agreement.

#### **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 (including LLP), public limited company, and private limited company can submit the Bid. The firms and 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.1.14 Crore (Rs One Crore Fourteen Lakh Only)

**OR**

- ii. Two similar completed works each costing not less than the amount equal to Rs.71.23 Lakh (Rs Seventy One Lakh Twenty Three Thousand only)

**OR**

- iii. Three similar completed works each costing not less than the amount equal to Rs. 56.98 Lakh (Rs Fifty Six Lakh Ninety Eight Thousand Only)

#### Definition of Similar Works-

**“Design, development, Implementation of web based HRMS Software Application/ project and GIGW (Guidelines for Indian Government Websites and Apps) based Website development work in any Government/Government Undertaking / PSU”**

**AND**

**“Providing Datacenter management/Cloud Services in any Government Department /Government Undertaking/PSU Sector.”**

- c. **Bidders are required to enclose copies of the work orders and work completion certificate in support of the same with the Technical-Bid. Work Completion certificate clearly indicating the nature/scope of work, actual completion cost and actual date of completion for such work, without proper and valid certificates from the Employers, bid will be rejected.**
- d. The Bidder should have minimum Average Annual Turnover of Rs. 1.14 Crore (Rs One Crore Fourteen Lakh Only) in the last Audited 5 (Five) Financial Years (2019-20,2020-21,2021-22, 2022-23,2023-24) preceding the Bid Due Date.
- e. Working capital/Net cash flow (Current asset minus current liabilities should be greater than Rs. 20.29 Lakh (Rupees Twenty Lakh Twenty Nine Thousand Only) in the last audited F.Y.
- f. Net worth should be greater than Rs. 28.40 Lakh (Rupees Twenty Eight Lakh Forty Thousand Only) in the last audited F.Y.
- g. Profit before tax should be positive in at least 2 (Two) years out of the last 5 (Five)

audited financial years (2019-20, 2020-21, 2021-22, 2022-23,2023-24).

- h. The Bidder should be registered with the Goods and Services Tax Authorities.
- i. NMRC/any other Metro Organization (100% owned by Govt.) / Ministry of Housing & Urban Affairs / Order of Ministry of Commerce, applicable for all Ministries must not have banned business with the tenderer (including any member in case of JV/consortium) as on the date of Bid submission for **“Engagement of System Integrator for Implementation, Migration and Management of HRMS, Email Services & Website for NMRC** The tenderer should submit undertaking to this effect in Form-8 of Tender.
- j. The Bidders must have ISO 9001- 2008/2015 or ISO 27001 certifications at the time of bidding, documentary proof is required to be submit as a part of technical bid.
- k. Bidder must be empanelled with Any State Govt. Nodal Agency of IT & Electronics Department in India. documentary proof is required to be submit as a part of technical bid
- l. The bidder should have Office/Development Centre in Delhi/NCR. Bidder is required to submit the Copy of valid proof/documents as a part of technical bid

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

- a. For above criteria4.1(a)
  - i. Registration certificate of the firm/ Partnership deed/ certificate of incorporation, etc.
  - ii. PAN copy as per legal entity.
- b. For above criteria4.1 (b) &(c)
  - i. Form 4: Work Experience with documentary evidence such as work order and corresponding
- c. For above criteria4.1(d) to( g)
  - i. Form 5: Financial Capability Detail
  - ii. A copy of the Audited balance sheets and Profit and Loss Statements for the last 5 (Five) 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 4 (Four) 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.” Bidders must submit the work order copies along with Satisfactory Work Completion Certificates. In case of ongoing work, the partial completion value pertaining to current year will be considered.
  - iii. Self-attested copy of ITR for latest three audit financial years.
- d. For above criteria4.1(h)
  - i. Copy of self-attested GST registration certificate
- e. For above criteria4.1( i)
  - i. Form8:Undertaking

## 4.2 Bid Capacity Criteria

The Bidders will be qualified only if their available bid capacity is more than the approximate cost of work as per RFP (Refer Form 7: Bid Capacity Information). Available bid capacity will be calculated based on the following formula:

$$\text{Available Bid Capacity} = 2 * A * N - B$$

Where,

A = Maximum of the value of works executed in any one year during the last five audited financial years (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).

N = No. of years prescribed for completion of the work for which bid is invited

B = Value of existing commitments (as on the last day of the previous month of tender submission) for on-going works during period of 48 months w.e.f. from the first day of the month of tender submission.

In the case of a group, the above formula will be applied to each member to the extent of his proposed participation in the execution of the work. If the proposed % is not provided, equal participation will be assumed.

The tender submission of tenderers, who do not qualify the minimum eligibility criteria & bid capacity criteria stipulated above, shall not be considered for further evaluation and therefore rejected.

## 4.3 Selection of Bidder

- 4.3.1 The method of selection is as per technical parameter. The technical proposals would be evaluated on the criteria in the bid documents as well as given below points would be allotted to each of the bidders:

S.No	Parameter	Supporting Documents	Max Marks
1	<b>Total past experience of the Bidder in IT/ITES in services:</b> 8 to 10 years :2 marks 10 to 15 years: 5 marks Above 15 years: 10 marks	Provide valid Incorporation Certificate with Moa	10
2	<b>Cumulative Annual Turnover in last three financial year 2020-21, 2021-22, and 2022-23 from IT/ITES Services should be</b> For >Rs 200 Lac & <= 400 Lac 3 Marks For >Rs 400 Lac & <= 600 Lac 5 Marks For >Rs 600 Lac & <= 800 Lac 8 Marks More than 8Cr = 10 Marks	CA Certificate mentioning the year Wise details with CA's Registration no/seal along with UDIN	10
3	<b>The bidder should have experience of software solutions' work (Supply, Design, Development, Customization, Implementation Web Application) in any Central/State Government / Government Undertaking / PSU Sector in last three financial years including current financial year</b> For >Rs 50 Lac & <= 75 Lac Project: 03 Marks	Work Order with Work Completion Certificate from the client Department	10

	For >Rs 75 Lac & <= 100 Lac Project: 05 Marks For >100 Lac & <= 125 Lac Project: 8 Marks For >125 Lac & Above: 10 Marks		
<b>4</b>	<b>The bidder should have experience of Onsite deployment IT manpower in any Central/State Government / Government Undertaking / PSU Sector in last three financial years including current financial year.</b> For >1 Project & <= 3 Project:05 Marks For >3 & Above: 10 Marks	Work order with Completion certificate from the client department	10

<b>5</b>	<b>The bidder should have experience of managing, configuring and installing servers in any Central/State Government / Government Undertaking / PSU Sector in last three financial years including current financial year</b> For >1 to 3 Project:05 Marks For >3 Above: 10 Marks	Work order with Completion certificate from the client department	10
<b>6</b>	<b>Bidder must have experience of security audit form Cert-IN Empanelled agencies in last three financial years including current financial year:</b> 5 Project = 3 Marks 6 to 10 Projects = 5 Marks Above 10 Project = 10 Marks	Work order with Completion certificate from the client department	10
<b>7</b>	<b>Bidder should have ISO 9001- 2008/2015, ISO, 27001 or CMMI Level-3 certification.</b> ISO9001-2008/2015= 03 Marks ISO27001=01 Marks ISO20000=01 Marks CMMI Level 3=05 Marks	Provide valid Certificate	10
<b>8</b>	<b>The bidder should have experience of HRMS Solutions in any Central/State Government / Government Undertaking / PSU Sector in last three financial years including current financial year</b> For >1 to 3 Project:05 Marks For >3 Above: 10 Marks	Work order with Completion certificate from the client department	10
<b>9</b>	<b>The bidder should have experience of GIGW ( Guidelines for Indian Government Websites and Apps) based website development/designing work in any Central/State Government / Government Undertaking / PSU Sector in last three financial years including current financial year</b> For >1 to 3 Project:03 Marks For >3to 5 Projects: 05 Marks For >5 Above: 10 Marks	Work order with Completion certificate from the client department	10
<b>10</b>	<b>Proposed Solution /Technical Presentation:</b> Understanding of Requirements with Prior Work Experience and Implementation Approach & Methodology with Technical Demonstration of required solutions = 10 Marks	Presentation to be submitted with the technical bid	10

The minimum passing marks is 70 Marks.

The financial proposal will be opened exclusively for bidders who qualify in the

Aforementioned technical round. Bidders achieving at least 70 marks will be considered technically qualified.

Evaluation will be based on LCS (Least Cost Selection) method.

#### **4.4 Information of the Technical and Financial Proposal.**

- a. The bidder satisfying the technical and financial eligibility criterion specified above shall be considered as technically qualified.
- b. The financial proposal of only technically qualified Bidders shall be opened for evaluation.
- c. The Bidder with the lowest quoted price for the entire work in the financial proposal (L1 bidder) shall be selected for the award of contract.

##### **4.4.1 Presentation**

The applicants selected on the basis of their proposal submitted as per Section 4 of this document shall be invited to present their proposal (Time allocated =15/20 mins) on specified date and location intimated by NMRC.

The presentation should cover all the broad points relevant to the project i.e. – Idea/concept, Approach & Methodology, outline, Work Plan (Procedure to implement the Scope of Work); related experience, technical assistance required from NMRC (if any) etc.

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

- a. Prior to the expiry of the period of bid validity, NMRC will notify the Successful Bidder by a NOA (Notice of Award) that its bid has been accepted.
- b. No correspondence will be entertained by NMRC from the unsuccessful bidders.
- c. 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
- d. The Successful Bidder shall execute the Contract Agreement within a period of 30 days of submission of performance security or 60 days from the date of acceptance of Notice of Award whichever is later, the successful tenderer will be required to execute the Contract Agreement. One copy of the agreement duly signed by the employer and the contractor through their authorized signatories will be supplied by the employer to the contractor.
- e. 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 tender/ bid security along with over dues payable against the contract.
- f. **The Employer 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 specified unit price.**

- g. 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% or 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.

#### **4.6 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 5% of the value of the price under BoQ Schedule A for "**Implementation, Migration and Management of HRMS, Email Services & Website for NMRC**" in form of FDR/ DD or unconditional and irrevocable Bank Guarantee bond as per Form -14 of this RFP, issued by a scheduled bank of Delhi-NCR in favor of NMRC valid for 12 months within 30 days from Notice of Award. The performance Guarantee shall be valid for a period upto 6 months beyond the work end date. 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 or such increased period as well the performance Guarantee shall be extended or renewed in advance before expiry of existing guarantee.

Also the Successful Bidder shall deposit 5% of the value of the CAMC under BoQ of Table B in form of FDR or unconditional and irrevocable Bank Guarantee bond issued by a scheduled bank of Delhi-NCR in favour of NMRC valid for 3 years and 6 months 30 days prior to the commencement of first year of CAMC. The Bank guarantee shall be extended and renewed in advance before expiry of existing bank guarantee. The expenses to be incurred for the making Performance Bank Guarantee (PBG) shall be borne by the Contractor.

- 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. However same PBG will hold good for any variation up to 25% of original contract.
- 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. The Bank Guarantee must be issued by a bank branch located in Delhi/NCR, Noida and Greater Noida region only. The Bank guarantee shall be extended and renewed in advance before expiry of existing bank guarantee.



- e. NMRC reserves the right for deduction of NMRC dues from Contractor's Performance Bank Guarantee/ Security Deposit (interest free) for –
  - i. Any penalty imposed by NMRC for violation of any terms and conditions of agreement committed by the Contractor.
  - ii. 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.
  - iii. 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.
  - iv. Any outstanding payment/ claims of NMRC remained due after completion of relevant actions as per agreement.

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.

#### **4.7 Contract during Proposal Evaluation**

- f. 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
- g. 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-Bid.
- h. 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.
- i. 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:
  - Dy. General Manager/ AFC-Tele
  - Noida Metro Rail Corporation (NMRC) Limited
  - Block-III, 3rd Floor, Ganga Shopping
  - Complex, Sector-29, Noida -201301
  - District GautamBudh Nagar,
  - Uttar Pradesh
  - Email:nmrc.afc@gmail.com
- j. No interpretation, revision, or other communication from NMRC regarding this solicitation is valid unless in writing and signed by the competent authority from NMRC.

## 4.8 Project Financial Terms

### Payment Terms:

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

- a. Payment will be effected based on unit rate as approved in the Bill of Quantity (BOQ) and Key Dates defined as per Annexure- A.
- b. For the purpose of On-account payment, the contractor shall submit detailed activities carried out as per Annexure- A. Abstract sheets along with recorded bill for the item actually executed for checking and payment. Payment will be effected based on unit rates as approved in the Bill of Quantities.
- c. Payment of CAMC will be done on Quarterly basis.
- d. Contractor shall submit necessary documents & Bill (3 copies of invoices) for payment. Income Tax/TDS is deductible at source while effecting payment of bills at the prescribed percentage as per the orders of the government.
- e. GST, if claimed, will be reimbursed only if the GST Registration no. is mentioned in the Invoice. In the absence of GST Registration No., GST will not be reimbursed. Further, GST will be reimbursed only when GST is reflected on the GST Portal (GSTR2A of NMRC).
- f. Quote PAN and GST on all correspondence, bills, voucher and other documents otherwise TDS at higher of the prescribed rate will be deducted.
- g. All payments to the contractor will be made by e-payment/ Account payee cheques. Quarterly payments shall be made on receipt of the bill complete and correct in all respect along with the supporting documents subject to deduction of statutory charges/ taxes/ duties/ levies etc.
- h. Bills, correct in all respect, shall be submitted in Engineer in-charge, in duplicate along with supporting documents, who will arrange the payment through department of NMRC.
- i. No advance of any type shall be paid.
- j. TDS on invoice will be deducted while processing bills as per Government guidelines.
- k. Supporting documents to be submitted by contractor along with bill. Copy of security audit also needs to be submitted with every bill.
- l. No overtime is considered to achieve high level safety standards. The tenderer should consider execution of work in shifts as specified in the tender or desired by engineer in-charge.
- m. The Agency must ensure the timely payment of salary, PF, ESI, etc. and prompt medical facility to the sick/injured and to all staff. The agency shall submit the separate challan of resources working at NMRC project along with the bills.

## 4.9 SCC (Special Condition of Contract)

S. No.	Description
1	<p><b>Contract Agreement</b> The Form of Contract Agreement shall be in the format given.</p>
2	<p><b>Functions of Engineer</b></p> <ul style="list-style-type: none"> <li>(i) Shall watch and inspect the Works, monitor and examine any material to be used and workmanship employed by the Contractor in connection with the Works;</li> <li>(ii) Shall carry out such duties and exercise such powers vested in the Engineer in accordance with the provisions of the Contract;</li> <li>(iii) Shall issue instructions which in his opinion are necessary for the execution of the Works; and</li> <li>(iv) May issue any other instruction which in his opinion is desirable in connection with the Works.</li> </ul> <p>In case The Engineer is employee of any agency hired by the Employer, the Engineer shall take the approval of the Employer for all technical and financial matters otherwise he shall be deemed to have taken the approval of the Employer.</p>
3	<p><b>PERFORMANCE SECURITY</b></p> <p>Contractor is required to submit PBG (Performance Bank Guarantee) i.e. 5% of Contract Value If the contract value increases by more than 25% of the original contract value, the Performance Security will be increased accordingly. However same PBG will hold good for any variation up to 25% of original contract.</p> <p>Performance Security is required to be submit by successful bidder within 30 days from the date of acceptance of Notice of Award. The extension of Time for submission of Performance Security beyond 30 days up to 60 days from the date of acceptance of Notice of Award may be given by the authority who is competent to sign the contract agreement. However, a penal interest of 15% per annum shall be charged for the entire period i.e. from the date of acceptance of NOA (Notice of Award) to the date of submission of Performance security.</p> <p>In case the Contractor fails to submit the requisite Performance Security within 60 Days from the date of acceptance of NOA, The contract shall be annulled duly forfeiting Tender security and other dues, if any payable against the contract. The failed contractor shall be debarred not only from participating in re-tender for that work but also in any tender of NMRC for a period of 1 year from the date of acceptance of NOA ( Notice of Award)</p>
4	<p><b>Coordination with other Contractors</b> The contractor for this package shall plan and execute work in coordination and in co-operation with other contractors working for adjacent/other packages</p>
5	<p><b>Sufficiency of Tender</b> The Tenderer shall be entirely responsible for sufficiency of rates quoted by him in his tender. The Contractor (Successful Tenderer) shall be paid for only at quoted/accepted rates for the items of works executed as per BOQ.</p>
6	<p><b>Access Route</b> All operations for the execution of the Works shall be carried out so as not to interfere unnecessarily with the convenience of the public or the access to public properties owned by the Employer or by any other person.</p>

8	<p><b>Employer Supplied Machinery and Materials</b> The Employer will not provide any machinery or materials under the Contract.</p>
9	<p><b>Security of the Site</b> The Contractor shall take all measures necessary to ensure such security, including exercising control over all persons and vehicles which are employed or engaged on the Site or in connection with the Works or the other works comprising the Project and with the security arrangements applicable to any other site within the Project.</p> <p>The Contractor shall arrange the issue of passes for the admission of all persons and vehicles to the Site or to any part thereof and may refuse admission to or remove from the Site any person or vehicle failing to show an appropriate pass on demand to any duly authorized person.</p> <p>If required by the Engineer, the Contractor shall submit a list identifying all persons to whom passes have been issued together with two photographs of each person and all entities to which a pass has been issued in respect of any vehicle and shall satisfy the Engineer of the bonafides of any such person or entity.</p> <p>The Contractor shall not, without the written permission of the Engineer or otherwise in accordance with the Contract, allow access to the Site to any person unless the presence on Site of such person is necessary in connection with the execution of the Works or with the discharge of the duties of any relevant authority.</p> <p>For the purposes of this Clause only, "Site" shall include off-Site places of manufacture or storage and the Contractor's Work Areas and shall include, areas provided to the Contractor by others.</p>
10	<p><b>Submission of Documents</b> The Contractor shall submit drawings and documents, as required by the Contract, to the Engineer in accordance with any submittal schedule agreed with the Engineer. This submittal shall be made sufficiently before the Works are to be carried out to give the Engineer and the Employer reasonable time to examine the drawings or other documents, to prepare comments and for any changes to be accommodated by the Contractor.</p> <p>Where the consent of the Engineer is required, the Engineer shall notify the Contractor in writing of his decision either within such period as may expressly be stipulated in the Contract or otherwise within a reasonable time.</p> <p>The Operation and Maintenance Manuals and drawings submitted by the Contractor shall, if required, be updated by him during the Defects Liability Period and re-submitted for review by the Employer's Representative.</p>
11	<p><b>Labour Laws and NMRC Labour Welfare Fund</b></p> <p>Contractor shall, if required by the Employer, deliver to the Engineer or to his office; a return in detail, in such form and at such intervals as the Employer may prescribe, showing the number of Labour employed in different categories by the Contractor for the entire work.</p> <p>The contractor must ensure compliance of all the applicable Labour laws including obtaining Labour license etc. The Contractor shall be primarily responsible for all compliances and legal statutory payment under applicable Labour laws</p>
12	<p><b>Health and Safety</b> Contractors are required to have tie-up with well-equipped reputed hospitals having facilities of MRI, CT Scan, Ultrasound, Blood Bank, specialist Doctors like neurosurgeon, orthopedic as mandatory requirement and fire station located in the neighborhood for attending to the casualties promptly and emergency vehicle kept on standby duty during the working hours for the purpose.</p>

13	<p><b>CAMC</b> The CAMC (Comprehensive Annual Maintenance Contract) shall be 36 months from the date of issue of the acceptance/ Taking over Certificate for the whole of the works.</p>
14	<p><b>Contract Price(Inclusion/Exclusion)</b></p> <p><b>14.1 Duties, Taxes Octroi, Royalty etc.</b> The contract price, subject to any adjustment thereto in accordance with contract conditions shall be inclusive of all taxes Act(s),duties, levies, royalty ,service Tax etc.or any tax in replacement of such taxes like GST.</p> <p><b>Change in Taxes Duty</b> “Change in Taxes /Duties/Levies” means the occurrence or coming into force of the following ,at any time after the date of submission of tender</p> <ol style="list-style-type: none"> <li>a. Any new tax which is imposed after the due date of submission of tender.</li> <li>b. Change in the rate of any existing tax.</li> </ol> <p><b>14.2</b> The contract Price shall not be adjusted due to any of the above two conditions and its impact shall be considered covered in the price indices of various components and thus compensated in price variation clause. Also, the contract price shall not be adjusted on account of fluctuations in the rates of exchange between the foreign currencies of the contract and Indian rupees from the last date of submission of tender. In case where price variation is not allowed under clause 15 of SCC, the contract price shall not be adjusted due to any of the above two conditions and its cost shall be deemed included in the quoted contract price.</p>
15	<p><b>Price Variation</b> This is a fixed price contract and no Price Variation is admissible in this contract.</p>
16	<p><b>Payment</b> For the purpose of On-account payment, the contractor shall submit detailed activities carried out as per BOQ. Abstract sheets along with recorded bill for the item actually executed for checking and payment. Payment during project execution will be effected as per key dates defined in Annexure-A of tender document. Payment of CAMC will be on quarterly basis</p>
17	<p><b>Insurance</b></p> <p><b>17.1</b>All of the contractor’s employees drawing monthly wages up to Rs.21,000/- or as applicable as per the enhanced limit, shall have to be covered under ESI. The Contractor shall take insurance policy as specified in the Employee’s Compensation Act 1923 only for those employees who are not covered by ESI.</p> <p><b>17.2</b> The contractor shall insure against liability to third parties in the joint name of the Employer and the contractor for any loss, damage, death or injury which may occur to any physical property (except things insured otherwise) or any person (except person insured by employer, staff of other contractor working in the premises), which may arise out of the performance of the contract. The insurance shall be at least for the amount of ₹ 15, 00000/- for each incident.</p> <p><b>17.3</b> Insurance cover for Contractor’s All Risk shall be full value of Contract price.</p>

<b>18</b>	<p><b>Notices and Instructions</b></p> <p>The Contractor shall furnish to the Employer/Engineer the postal address of his office at Noida /Greater Noida. Any notice or instructions to be given to the Contractor under the terms of the contract shall be deemed to have been served on him if it has been delivered to his authorized agent or representative at site or if it has been sent by registered post to the office, or to the address of the firm last furnished by the Contractor.</p> <p>The Contractor shall establish an office in the Noida /Greater Noida in consultation with the in charge for planning, co-ordination and monitoring the progress of the Work and intimate the same in writing to in charge. In addition, the Contractor may set up field offices at convenient and approved locations for co-ordination and for monitoring the progress of fieldwork at his own cost.</p>
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## **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 panel 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 GautamBudh 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**

#### **5.2.1 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.

#### **5.2.2 Commencement of Services**

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

#### **5.2.3 Expiration of Contract**

Unless terminated earlier pursuant to Clause 5.2.6 hereof, these general conditions shall expire at the end of such time period as given in the time schedule in RFP Document.

#### **5.2.4 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.

#### **5.2.5 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.
- (v) Conditions like Pandemic/Lockdown (e.g. in COVID-19) will be treated as Force Majeure. During the period of Non-performance in these conditions, contractor will not be billed and Extension of Time will be given for such period.

#### 5.2.6 Termination of Contract

If the Contractor fails to carry out any of his obligations, or if the Contractor is not executing the Works in Accordance with the Contract, the Engineer may give notice to the Contractor requiring him to make good. Such failure and remedy the same within such time as the Employer / Engineer may deem to be reasonable.

The Employer shall be entitled to terminate the Contract if the Contractor or any one of its constituents,

- a. Fails to comply with a notice under this clause.
- b. abandons or repudiates the Contract
- c. without reasonable excuse acceptable to the Engineer, fails to commence the Works in accordance with The Contract
- d. Sub-contracts the whole of the Works or assigns the Contract without approval of the Employer
- e. becomes bankrupt or insolvent or goes into liquidation except voluntary liquidation for the purpose of Amalgamation or reconstruction
- f. persistently disregards instructions of the Engineer or contravenes any provisions of the Contract, or
- g. fails to adhere to the agreed programme of work by margin of 10% of the stipulated period or 21 days, whichever is earlier, or fails to complete the Works or parts of the Works within the stipulated or extended period of completion, or is unlikely to complete the whole Work or part thereof within time because of poor record of progress; or
- h. fails to remove materials from the Site, or pull down and replace Work, after receiving notice from the Engineer to the effect that the said materials or Works have been condemned or rejected, or
- i. fails to take steps to employ competent and/or additional staff and labour, or
- j. fails to afford the Engineer or his Representative proper facilities for inspecting the Works or any part thereof, or
- k. indulges in corrupt or fraudulent practices as explained in Clause 5.9
- l. Violation/breach of the any terms and conditions of the agreement.

In any one of these events or circumstances, the Employer may upon giving 14 days' notice to the Contractor, Terminate the Contract and expel the Contractor from the Site. However, in case of sub-paragraph (e) or (k), the Employer may by notice of 7 days to the Contractor, terminate the Contract immediately.

If the Agency fails to provide the services within the period fixed for such services in the contract or as extended or at any time repudiates the contract before the expiry of such period, the employer may terminate the contract without prejudice to his other rights. The total amount of liquidated damages, however, shall not exceed the **limit of liquidated damages i.e.10 % of total Contract value**, after which contract will be deemed as cancelled & PBG will be uncashed by the Employer.



The Employer's decision to terminate the contract shall not prejudice any other rights of the employer under the contract.

On Termination of contract due to Contractor's default, the performance Security shall be forfeited by encashing the Bank Guarantee and the balance work shall be got done independently without risk and cost of the failed contractor. The failed contractor shall be debarred from participating in the tender for executing the balance work.

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

Upon termination of this Agreement shall not release contractor 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 Employer 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 Employer and provided also the Agency shall be liable to pay to the Employer 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/Defect Liability Period**

- 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. Warranty of replaced equipment should be of at least 90 days.
- c. 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 Employer may proceed to get the work done at the Agency's risk and expenses, but without prejudice to any other rights which the Employer may have against the Agency in respect of such defects.
- d. 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**

The Employer 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

- a. The Agency/Bidder shall undertake the work with due care and diligence in accordance with the Contract.
- b. 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

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 employer

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:

The employer 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. Conciliation**

In the event of any dispute, difference of opinion or dispute or claim arising out of or relating to this License Agreement or breach, termination, shall firstly be attempted to be settled by conciliator appointed/nominated by NMRC on receipt of such requests from either party. The conciliator shall make the settlement agreement. The settlement agreement shall be final and binding on the parties. The settlement agreement shall have the same status and effect of an Arbitration Award.

### **5.10.3. Arbitration:**

All disputes related to this agreement contract or claims arising out of or relating to this agreement or breach, termination or the invalidity thereof or any issue whether arising during the progress of services or after the completion or abandonment thereof or any matter directly or indirectly connected with this agreement shall be attempted to be settled by mutual discussion and consultation with parties here of in event of any such disputes or any disputes or claims are not settled in aforesaid manner, then the disputes claim shall be referred for arbitration.

The matter referred to arbitrators appointed by Managing director, NMRC on receipt of such request from either party. Matters to be arbitrated upon shall be referred to a sole arbitrator, if the total value of the claim is up to Rs.50 Lakhs and to a panel of 3 arbitrators for the claims of more than Rs.50 Lakhs. NMRC shall provide a panel of 3 arbitrators for the claim up to 50 Lakhs and a panel of 5 arbitrators for the claim of more than 50 Lakh which may also include NMRC officers. License shall have to choose the sole arbitrator from the panel of 3 and / or one arbitrator from the panel of 5 in case 3 arbitrators are to be appointed. NMRC shall also choose one arbitrator from this panel of 5 and 2 so chosen will choose the 3<sup>rd</sup> arbitrator from the panel only. Who shall act as a presiding arbitrator the arbitrators shall be appointed within a period of 30 days from the date of receipt of written notice/demand of appointment of the arbitrator from either party.

The decision of sole arbitrator / panel of arbitrators shall be binding on all the parties. The cost of arbitration shall be borne by respective parties equally. The venue of such arbitration shall be Noida, UP. The parties agree to comply with the awards resulting from arbitration and waive their rights to any form of appeal insofar as such waiver can validly be made.

### **5.10.4. Rules Governing Arbitration Proceedings:**

The arbitration proceedings shall be governed by Indian arbitration and conciliation act 1996, as amended from time to time including provisions in force at the time the references made.

### **5.10.5. Jurisdiction of Courts:**

The Court at Gautam Budh Nagar, U.P. shall have the exclusive jurisdiction to try all dispute between the party arising out of this agreement.

**5.10.6.** The Contractor shall indemnify and hold harmless NMRC/Employer, from and against all actions, suits, proceedings, claims, damages, losses, expenses and demands of every nature and description, by reason of any act or omissions of the contractor, his representatives or his employees in the execution of the contracted services.

## 6. Section 6: Draft Contract Agreement

THIS AGREEMENT made on the.....day of.....2024 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 Noida Metro Rail Corporation (hereinafter called as the "Employer"), 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 employer 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 employer 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, Scope of work, Particular Specifications
  - c. Section 3: Instructions to Bidders
  - d. Section 4: Eligibility, Evaluation and Selection Process, Special Condition of Contract
  - e. Section 5: General Conditions of Contract (GCC) of NMRC
  - f. Section 6: Draft contract agreement
  - g. Section 7: Forms
- (iv) Amendments/Corrigendum/Addendum issued by NMRC, if any.
- (v) Notice of Award (.....) issued by NMRC
- (vi) Letter of acceptance of NOA(.....) given by(.....) to NMRC.
- (vii) Any other admitted correspondence documents between NMRC and the Bidder.

**3. Duration of Contract**

The Employer intends to appoint a Contractor to NMRC for a period of 42 Months (06 Months **Implementation, Migration and Management of HRMS, Email Services & Website for NMRC thereafter**, 36 Months CAMC).

**4. Price Schedule**

NMRC shall consider the following Total Contract Price, as quoted by the Contractor as part of financial bid.

5. The courts at District GautamBudh Nagar, Uttar Pradesh shall have the exclusive jurisdiction to try all disputes arising out of this agreement between the parties.

6. In consideration of the payments to be made by the Employer to the Contractor as specified in this Agreement, the Contractor hereby covenants with the Employer 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."

7. The Employer 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 Employer  
Signature of the authorized official

**Name of the official**

**Name of the official**

Stamp/Seal of the Contractor      Stamp/Seal of the Employer

In the presence of:

In the presence of:

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

Sign of Witness1 \_\_\_\_\_

Name \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

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

Name\_\_\_\_\_

Address\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Sign of Witness2\_\_\_\_\_

Name\_\_\_\_\_

Address\_\_\_\_\_

\_\_\_\_\_

## Section 7: Forms of Tender

### 7.1 Form 1: Letter of Proposal Submission

[Location, Date]

To

Dy. General Manager/AFC-Tele  
Noida Metro Rail Corporation (NMRC) Limited  
Block-III, 3rd Floor, Ganga Shopping Complex,  
Sector-29, Noida -201301  
District GautamBudh Nagar, Uttar Pradesh

**Sub: “Engagement of System Integrator for Implementation, Migration and Management of HRMS, Email Services & Website for NMRC”**

Dear Sir,

We, the undersigned, offer to “**Engagement of System Integrator for Implementation, Migration and Management of HRMS, Email Services & Website for NMRC**” in 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 accept all the terms and conditions of this RFP document unconditionally.

**Authorized  
signatory**

**Name and Title:**

**Date:**

**Name of the Bidder with seal**

**7.2 Form 2: Firm Details**

1.	<p><b>Title and name of the Work:</b>  <b>“Engagement of System Integrator for Implementation, Migration and Management of HRMS, Email Services &amp; Website for NMRC”</b></p>
2.	<p>State the structure of the Bidder's organization (Bidders to complete/delete as appropriate)                  Sole Bidder</p>
3.	<p>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                  .....                  .....                  .....</p>
4	<p>GST Registration Number (Attach Documentary Proof)</p>
5	<p>PAN (Attach Documentary Proof)</p>
6	<p>Employees Provident Fund No. ( attachdocumentary proof)</p>
7	<p>Employees state insurance Act in India No. (attach documentary proof)</p>



### 7.3 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>S.No.</b>	<b><u>ELIGIBILITY CRITERIA</u></b>		<b>(To be filled by the Bidder)</b>
1	Sole proprietorship, registered partnership firm (including LLP), public limited company or private limited company can submit the Bid. The firms and the companies should be registered in India. (Yes/No)		
2	<p>The Bidder should have a minimum experience of having satisfactorily and successfully 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 Rs.1.14Crore(RsOne Crore Fourteen Lakh Only)</p> <p style="text-align: center;"><b>OR</b></p> <p>ii. Two similar completed works each costing not less than the amount equal to Rs.71.23 Lakh (RsSeventy One Lakh Twenty Three Thousand only)</p> <p style="text-align: center;"><b>OR</b></p> <p>iii. Three similar completed works each costing not less than the amount equal to Rs. 56.98 Lakh (RsFifty Six Lakh Ninety Eight Thousand Only)</p>	7 years	

<b>S.No.</b>	<b>ELIGIBILITY CRITERIA</b>	<b>(To be filled by the Bidder)</b>	
3	The Bidder should have minimum Average Annual Turnover of Rs. 1.14 Crore (Rs One Crore Fourteen Lakh Only) in the last audited 5 (Five) Financial Years (2019-20,2020-21,2021-22, 2022-23,2023-24) preceding the Bid Due Date.	FY 2023-24	
		FY 2022-23	
		FY 2021-22	
		FY 2020-21	
		FY 2019-20	
		Total	
4	The Bidder's Net worth should be greater than Rs. 28.40 Lakh (Rupees Twenty Eight Lakh Forty Thousand Only) in the last audited F.Y.	FY 2023-24	
5	The Bidder should have Positive Profit before Tax in at least 2 (two) years, out of the last 5 (Five) Financial Years(2019-20,2020-21,2021-22, 2022-23,2023-24)	FY 2023-24	
		FY 2022-23	
		FY 2021-22	
		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 court of law and contracts have been terminated/ foreclosed by any company/department due to non-fulfillment of Contractual obligation in last 5 (five) financial years preceding the bid due date.		
8	The bidder's minimum Working capital/Net cash flow (Current asset minus current liabilities should be greater than Rs. 20.29 Lakh (Rupees Twenty Lakh Twenty Nine Thousand Only) in the last audited F.Y.		

### 7.4 Form 4: Work Experience

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

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

**Authorized signatory**

**Name:**

**Date:**

**Name of the Bidder with seal**

**NOTE:**

1. 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 Similar work as defined in section 4.1 of this RFP under definition of similar work.
2. 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.**
3. 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.
4. 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.

### 7.5 Form 5: Financial Capability Details

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

#### A. Average Annual Turnover

S.No.	Financial year	Name of the Bidder	Turnover
1.	2023-24		
2.	2022-23		
3.	2021-22		
4.	2020-21		
5.	2019-20		
	Average Annual Turnover		

#### B. Profit Before Tax

S.No.	Financial Year	Name of Bidder	Profitability
1.	2023-24		
2.	2022-23		
3.	2021-22		
4	2020-21		
5	2019-20		

#### C. Working Capital

S.No.	Financial year	Name of the Bidder	Working Capital
1.	2023-24		
2.	2022-23		
3.	2021-22		
4.	2020-21		
5.	2019-20		

S.No.	Financial year	Name of the Bidder	Net Worth
1	2023-24		
2.	2022-23		
3.	2021-22		
4.	2020-21		
5.	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, 2020-21, 2021-22, 2022-23 and 2023-24 is correct.

**Signature and Seal of**

**Chartered Accountants/Statutory Auditors** (with membership No.& UDIN)

**Authorized Signatory**

**(Name & Designation of Authorized Signatory)**

**Undertaking**

I/We \_\_\_\_\_ (M/s \_\_\_\_\_) declare that the Annual Accounts for FY 2022-23 have not been audited so far. We are submitting the CA certified provisional accounts, which shall be substantiated by the Audited Accounts, when prepared.

**Authorized Signatory**

**(Name & Designation of Authorized 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/chartered accountant shall certify the same. In such a case, the Bidder shall provide the Audited Financial Statements for 4 (Four) 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.

## 7.6 Form 6: Memorandum

**Name of Work: "Engagement of System Integrator for Implementation, Migration and Management of HRMS, Email Services & Website for NMRC"**

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/Whereby declare that I/Weshall 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:

Address:

Occupation

**7.7 Form 7: Bid Capacity Information**

Name and Brief particulars of contract (Clearly indicate the part of the Work assigned to The applicant(s))	Name of client with telephone number and fax number	Contract Value In Rupees Equivalent (Give only the value of work assigned to the applicant (s))	Value of balance work yet to be done in Rupee equivalent as on last day of the previous month of tender submission	Date of completion as per Contract Agreement	Expected Completion Date	Delay if any, with reason	Value of work to be done during next 48 months with effect from the first day of the month of tender submission
<b>Total</b>							

S.No.	Financial year	Total Value of Works done as per audited financial statement
1.	FY 2019-20	
2.	FY 2020-21	
3.	FY 2021-22	
4.	FY 2022-23	
5.	FY 2023-24	

Bid Capacity (Bidder shall calculate, mention his bid capacity and enclose the supporting calculation)

A = Rs. ....

N=..... years

B = Rs. ....

Assessed available bid capacity =  $2*A*N - B$

**Certificate of the Chartered Accountants / Company Auditor**

We, M/s \_\_\_\_\_, Chartered Accountants/ Company Auditors, certify that the above information is correct.

Name of Chartered Accountants / Company Auditor

Signature and Seal of Chartered Accountants/ Company Auditor Membership

Number of Chartered Accountants/ Company Auditor & UDIN No

**Authorised Signatory**

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

**NOTE:**

1. The financial data in above prescribed format shall be certified by Chartered Accountant/ Company Auditor in original under his signature & stamp along with audited financial statements.
2. Value of existing commitments for on-going works during period of 48 months w.e.f. from the first day of the month of tender submission has to be uploaded by the tenderer in Form. These data shall be certified by the Chartered Accountant with his stamp and signature in original with membership number.



## 7.8 Form8:Undertaking

### **Name of Work“ Engagement of System Integrator for Implementation, Migration and Management of HRMS, Email Services & Website for NMRC”**

I confirm that we (Tenderer), \_

- a. Have not been banned in NMRC and any other Metro Organization (100% owned by Govt.)/ Ministry of Housing & Urban Affairs / Order of Ministry of Commerce, applicable for all Ministries must not have banned business with the tenderer (including any member in case of JV/consortium) as on the date of tender submission.
- b. Do not have any pending litigation & non-performing contracts during last 5 (five) years. Further, has not been barred by any other Metro Organization (100% owned by Govt.)/ Ministry of Housing & Urban Affairs / Order of Ministry of Commerce, applicable for all Ministries as on the date of tender submission.
- 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 as on the date of tender submission.
- 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 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 as on date of tender submission.
- 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
- l. Are financially sound to perform the work.

**Authorized**

**signatory**

**Name:**

**Date:**

**Name of the Bidder with seal**

**7.9 Form9: 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

**“Engagement of System Integrator for Implementation, Migration and Management of HRMS, Email Services & Website for NMRC”**

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 employer 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 employer 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 executants)  
(Name, designation and address of the executants)  
.....

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 executants (s) and the same should be under common seal of the executants 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 executants (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 executants (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 executants (s)

**7.10 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.

DETAILS OF EARNEST MONEY ATTACHED

The required amount of Earnest money has been deposited in \_\_\_\_\_ Bank A/cNo. \_\_\_\_\_ 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

### 7.11 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**

1	<b>Bidder Name</b>	<input type="text"/>
2	<b>Bidder Address</b>	<input type="text"/>
3	<b>Bank Name</b>	<input type="text"/>
4	<b>Bank Branch</b>	<input type="text"/>
5	<b>A/c No</b>	<input type="text"/>
6	<b>IFSC Code</b>	<input type="text"/>
7	<b>PAN No.</b>	<input type="text"/>
8	<b>Tin/TAN No.</b>	<input type="text"/>
9	<b>GST No.</b>	<input type="text"/>
10	<b>Phone No.</b>	<input type="text"/>
11	<b>Mobile No.</b>	<input type="text"/>
12	<b>Email-Id</b>	<input type="text"/>
13	<b>Type of Account</b>	<input type="text"/>

FOR OFFICE USE ONLY

14	<b>Party Unique Id</b>	<input type="text"/>
----	------------------------	----------------------

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

**Date:**

**Signature with Stamp/Seal**

**7.12 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**

### 7.13 Form 13: Bid Offer/ BOQ(Format)

To

Dy. General Manager/AFC-Tele  
Noida Metro Rail Corporation (NMRC) Limited  
Block-III, 3rd Floor, Ganga Shopping Complex,  
Sector-29, Noida -201301  
District GautamBudh 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: “Engagement of System Integrator for Implementation, Migration and Management of HRMS, Email Services & Website for NMRC”**

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 work/services in INR (Indian Currency) for “Engagement of System Integrator for Implementation, Migration and Management of HRMS, Email Services & Website for NMRC”

**Price Schedule for “Engagement of System Integrator for Implementation, Migration and Management of HRMS, Email Services & Website for NMRC”**

#### Schedule A: (Project Phase)

Sl. No.	Item Description	Qty	Unit	Unit Rate ( In INR)	GST %	Total Amount Excluding GST (In INR)	Total Amount Including GST ( in INR )
1	Supply of Hardware servers, racks, UPS,other peripherals	1	Lump sum				
2	Migration of HRMS, E-mail Services, NMRC Website Services.	1	Lump sum				
3	Software Development & Licenses	1	Lump sum				
4	Integration of HRMS, Website, Email services on a unified platform and successfully Go Live	1	Lump sum				

**Schedule B: CAMC (Comprehensive Maintenance Contract)**

Sl. No.	Item Description	Qty	Unit	Unit Rate ( In INR)	GST %	Total Amount Excluding GST (In INR)	Total Amount Including GST ( in INR )
1	CAMC 1st year (2 Front End Man power + 3 backend man power)	12	Month				
2	CAMC 2 <sup>nd</sup> Year (2 Front End Man power + 3 backend man power)	12	Month				
3	CAMC 3 <sup>rd</sup> Year (2 Front End Man power + 3 backend man power)	12	Month				

**Total Quoted Rates in Figures for Schedule (A + B) Including GST:**

**Total Quoted Rates in Words for Schedule (A + B) Including GST**

**\*The bidder is required to fill only empty cells.**

\*The quoted rates shall be for NMRC destination at Noida Metro.

\* Contract will be awarded for 6 Months for project execution and after successful completion system will be under CAMC for next 3 years after success full completion of Work.

Note:

- 1. The Bidders shall mention Quoted Rate In Figures for NMRC destination at Noida Metro**
- The Amount Arrived at from Quoted Rate, per item along with all 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 thecontract.
- 3. The total payment due to contractor shall be inclusive 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, labour, supervision, materials, including all leads, lifts, ascents, descants, crossing of Rly. tracks and any other obstructions etc. unloading, loading, handling, re-handling, taxes, 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 fulfills 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 your receive.

8. We agree that-

- a. NMRC shall have right to cancel the tender at any point of time without any reason.
- b. NMRC reserves the right to terminate/cancel the agreement (contract) at a notice of 30 days.
- c. During Tenure/Notice Period we will continue to perform all of our obligations/duties within the scope of this contract.

In case of failure to adhere to above, NMRC shall reserve the right to encash the PBG.

**Signature and Name of the Authorized Person**

**NAME OF THE BIDDER AND SEAL**

## 7.14 Form 14: Performa of performance security/Bank Guarantee by Bank

### **FORM OF PERFORMANCE SECURITY (GUARANTEE) BY BANK**

1. This deed of Guarantee made this..... Day of..... (Month & year) between Bank of..... (Hereinafter called the “Bank”) of the one part, and Noida Metro Rail Corporation Limited (hereinafter called “the Employer”) of the other part.
2. Whereas Noida Metro Rail Corporation limited has awarded the contract for .....(name of work)(hereinafter called “the contract”) to M/s.....(Name of the Contractor)....hereinafter called “the Contractor”.
3. AND WHEREAS the Contractor is bound by the said Contract to submit to the Employer a Performance Security for a total amount of ₹..... (Amount in figures and words).
4. Now we the Undersigned..... (Name of the Bank) being fully authorized to sign and to incur obligations for and on behalf of and in the name of..... (Full name of Bank), hereby declare that the said Bank will guarantee the Employer the full amount of ₹.....(Amount in figures and Words) as stated above.
5. After the Contractor has signed the aforementioned Contract with the Employer, the Bank is engaged to pay the Employer, any amount up to and inclusive of the aforementioned full amount upon written order from the Employer to indemnify the Employer for any liability of damage resulting from any defects or shortcomings of the Contractor or the debts he may have incurred to any parties involved in the Works under the Contract mentioned above, whether these defects or shortcomings or debts are actual or estimated or expected. The Bank will deliver the money required by the Employer immediately/same day on demand without delay without reference to the Contractor and without the necessity of a previous notice or of judicial or administrative procedures and without it being necessary to prove to the Bank the liability or damages resulting from any defects or shortcomings or debts of the Contractor. The Bank shall pay to the Employer any money so demanded notwithstanding any dispute/disputes raised by the Contractor in any suit or proceedings pending before any Court, Tribunal or Arbitrator/s/ Arbitral Tribunal relating thereto and the liability under this guarantee shall be absolute and unequivocal.
6. This Guarantee is valid till ..... (The initial period for which this Guarantee will be valid must be for at least 6-months (six months) longer than the anticipated expiry date of contract period as stated in Clause 4.2 of the “General Conditions of Contract”).
7. At any time during the period in which this Guarantee is still valid, if the Employer agrees to grant a time extension to the Contractor or if the Contractor fails to complete the Works within the time of completion as stated in the Contract, or fails to discharge himself of the liability or damages or debts as stated under Para 5, above, it is understood that the Bank will extend this Guarantee under the same conditions for the required time on demand by the Employer and at the cost of the Contractor.
8. The Bank agrees that no changes, addition, modifications to the terms of the contract Agreement or to any documents, which have been or may be made between the Employer and the Contractor, will in no way release us from the liability under this Guarantee; and the Bank, hereby, waives any requirement for notice of any such change, addition or modification to the Bank.
9. The Guarantee hereinbefore contained shall not be affected by any change in the Constitution of the Bank or of the Contractor.
10. The neglect or forbearance of the Employer in enforcement of payment of any moneys, the payment whereof is intended to be hereby secured or the giving of time by the Employer for the payment hereof shall in no way relieve the bank of their liability under this deed.

11. The expressions “the Employer”, “the Bank” and “the Contractor” hereinbefore used shall include their respective successors and assigns.
12. Notwithstanding anything contained herein:
  - (a) Our liability under this Bank Guarantee shall not exceed Rs.....(Rs. ....)
  - (b) This Bank Guarantee shall be valid up to .....
  - (c) We are liable to pay the Guarantee amount or part thereof under this Bank Guarantee only & only if you serve upon us a written claim or demand on or before.....

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

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

**Signature of authorized Bank official**

Name: .....  
Designation: .....  
I.D. No. : .....  
Stamp/Seal of the Bank: .....

Signed, sealed and delivered for and on behalf of the Bank by the above named \_\_\_\_\_

In the presence of:

Witness 1.

Witness 2.

Signature .....  
Name .....  
Address .....

Signature .....  
Name .....  
Address .....

**Notes:**

- The stamp papers of appropriate value shall be purchased in the name of the Bank, who issues the ‘Bank Guarantee’.
- The ‘Bank Guarantee’ shall be from the Scheduled Commercial Bank based in India and issued from the Bank of Delhi-NCR , acceptable to Employer.

## 7.15 Form 15: Bid Details

The following list is intended to help the bidders in submitting offer which are complete. An incomplete offer is liable to be rejected. Bidders 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 A copy of the Audited balance sheets and Profit and Loss Statements for the last 5 (five) financial years		
8	Form 6: Memorandum		
9	Form7: BID Capacity Information		
10	Form8: Undertaking		
11	Form9: Power of Attorney		
12	Form 10: Saleable form for Tender Document		
13	Form 11: Declaration of Refund of Earnest Money		
14	Form 12: Performa for Clarifications /Amendments on the RFP		
15	Form 13: Bid offer/BOQ Format		
16	Form 14: Performance Bank Guarantee		
17	Registration certificate of the firm/ Partnership deed/ certificate of incorporation, etc.		
18	Self-attested copy of PAN,ITR, GST		
19	Any other document asked by the employer if submitted, specify the documents Or Any other document which the Tenderer considers relevant		