

RFP for CAMC of 102 Lifts of Johnson make installed in NMRC at OCC Admin Building, Staff quarters and Stations of N- GN corridor



NOIDA METRO RAIL CORPORATION (NMRC) LIMITED

REQUEST FOR PROPOSAL (RFP)

**CAMC of 102 Lifts of Johnson make installed in NMRC at OCC Admin Building,
Staff quarters and Stations of N- GN corridor**

E- tender No.: NMRC/E&M/L&E/Lift CAMC/2025/429

Issued by:

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

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Disclaimer

This Request for Proposal (RFP) Document (or "E-Tender" or "E-Bid") for "***CAMC of 102 Lifts of Johnson make installed in NMRC at OCC Admin Building, Staff quarters and Stations of N- GN corridor***" contains brief information about the scope of work and selection process for the Bidder ("the Contractor" or "the Tenderer"). The purpose of the Document is to provide the Bidder with information to assist the formulation of their Bidding Documents.

While all efforts have been made to ensure the accuracy of information contained in this RFP Document, this Document does not purport to contain all the information required by the Bidder. The Bidder should conduct their own independent assessment, investigations and analysis and should check the reliability, accuracy and completeness of the information at their end and obtain independent advice from relevant sources as required before submission of their Bid/s. Noida Metro Rail Corporation Ltd. ("NMRC" or "the Corporation" or "the 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 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 bidder
- b) **Agreement** means the Contract Agreement to be executed between NMRC and the Selected Bidder
- c) **Applicable Laws** means all the laws including local, state, national or other laws, brought into force and effect by Govt. of India, State Governments, local bodies, statutory agencies and any other, 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 any entity which is a sole proprietorship firm, a partnership firm or a company, 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) **Earnest Money Deposit (EMD)** means the refundable amount to be submitted by the Bidder along with RFP documents to NMRC
- g) **NMRC** means Noida Metro Rail Corporation Limited (or "Corporation" or "Employer")
- h) **Party** means Contractor or Corporation (together they are called **Parties**)
- i) **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
- j) **Permits** shall mean and include all applicable statutory, environmental or regulatory Contracts, authorization, permits, consents, approvals, registrations and franchises from concerned authorities
- k) **Re. or Rs. or INR** means Indian Rupee
- l) **Revenue Operations Date (ROD)** means the date of operation of Metro
- m) **Selected Bidder** means the bidder who has been selected by NMRC, pursuant to the bidding process for award of Contract
- n) **CAMC** means Comprehensive annual maintenance contract

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.

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Data Sheet

Noida Metro Rail Corporation Limited invites Single e-tender from Original Equipment Manufacturer (OEM) i.e. **M/s Johnson Lifts Pvt. Limited** for the work **"CAMC of 102 Lifts of Johnson make installed in NMRC at OCC Admin Building, Staff quarters and Stations of N- GN corridor"**

1	Name of the Bid	Comprehensive annual maintenance contract (CAMC) of 102 Lifts of Johnson make installed in NMRC at OCC Admin Building, Staff quarters and Stations of N- GN corridor
2	Approximate Cost of Work	INR 9,80,97,252 (including GST)
3	Time-period of contract	Five (5) years
4	Method of selection	Single e-tender
5	Bid Processing Fee	INR 23,600/- (including GST) (Rupees Twenty Three Thousand and Six Hundred only) through RTGS/NEFT only payable in favour of Noida Metro Rail Corporation Limited
6	Earnest Money Deposit (EMD)	INR 9,80,973/ - (Rupees Nine Lakh Eighty Thousand Nine Hundred Seventy Three only)
7	System of Tendering	Single stage Single Packet/ Bid System (Technical bid and Financial bid) to be submitted together on e-tender portal.
8	Financial Bid to be submitted together with Technical Bid	Yes (Single Packet System)
9	Name of the Corporation's official for addressing queries and clarifications	Executive Director, NMRC Noida Metro Rail Corporation (NMRC) Limited Block-III, 3rd Floor, Ganga Shopping Complex, Sector-29, Noida -201301 District Gautam Buddha Nagar, Uttar Pradesh Email: nmrcjgmelectrical@gmail.com, nmrcnoida@gmail.com, Website:www.nmrcnoida.com, https://etender.up.nic.in
10	Bid Validity Period	180 days
11	Bid Language	English
12	Bid Currency	INR
13	Schedule of Bidding Process	
	Task	Key Dates
	Uploading of Bid	09.12.2025
	Pre-bid Meeting	12.12.2025
	Last date of submission of Queries	15.12.2025
	Last date of issuing amendment/clarifications, if any	24.12.2025
	Last Date of Bid Submission	30.12.2025 (15:00 hrs)
	Date of Bid Opening	30.12.2025 (15:30 hrs)
	Place of Bid Opening	Noida Metro Rail Corporation (NMRC) Limited, Block-III, 3rd Floor, Ganga Shopping Complex, Sector-29, Noida -201301
13	Consortium to be allowed	No

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14	Account details	For Bid Processing Fee & EMD State Bank of India (04077) – Sector 18, Noida Gautam Budh Nagar, Uttar Pradesh -201301 IFSC Code: SBIN0004077 A/c No. 37707840592 Noida Metro Rail Corporation Ltd.
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Section 1: General Information

1.1 Background

- a. Noida and Greater Noida are being developed as the satellite towns to New Delhi and more and more people from Delhi and other areas are shifting to these towns in search of fresh air, greenery and better infrastructure.
- 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 and maintain an efficient, safe, reliable, economical and affordable public transport system.
- c. An elevated metro line between Noida and Greater Noida is already in operation for 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.
- d. NMRC invites Single tender from Original Equipment Manufacturer (OEM) i.e. **M/s Johnson Lifts Pvt. Ltd. for the work "CAMC of 102 Lifts of Johnson make installed in NMRC at OCC Admin Building, Staff quarters and Stations of N- GN corridor"**
- e. In this regard, the Corporation now invites the Bidder to submit their proposals as per provisions of this Request for Proposal Document.
- f. The Successful Bidder shall provide the services as described in Section 2: Terms of Reference and Section 7: Employer's Requirement.

1.2 About Locations

The metro corridor is 29.7 km long and is known as Noida Greater Noida Metro Rail Corridor. It comprises 21 metro stations starting from Noida Sector 51 in Noida and ends up at Depot Station in Greater Noida.

1.3 Communication

All communications should be addressed to:

Executive Director, NMRC
Noida Metro Rail Corporation (NMRC) Limited
Block-III, 3rd Floor, Ganga Shopping Complex, Sector-29, Noida -201301
District Gautam Buddha Nagar, Uttar Pradesh
Email: nmrcjgmelectrical@gmail.com, nmrcnoida@gmail.com

Section 2: Terms of Reference

2.1 Objective

Execution of **CAMC of 102 Lifts of Johnson make installed in NMRC at OCC Admin Building, Staff quarters and Stations of N- GN corridor**, provided in tender with suitable uniformed trained manpower, consumables, spare parts, equipment & machinery etc. The Tenderer is to carry out their self-assessment in respect of their capacity in terms of manpower, maintenance, machine, spare parts and finance. The Bidder should be able to take up additional similar work at short notice. Similarly the scope of work may also be reduced on account of poor performance and contractor shall have no right for any claims due to reduction in scope of work.

2.2 General

The works shall be done in accordance with Employer's Requirements and the other requirements of the Contract.

The work shall be executed to the highest standards available using proven up-to-date good Engineering practices. Tenders are called from the electrical contractor having valid contractor license.

2.3 Scope of work

The contractor shall execute but not be limited to maintenance for specified period, system operations and maintenance support services, obtaining relevant safety certificates or licenses or any other documents required from statutory authorities and the compliance of "THE UTTAR PRADESH LIFTS AND ESCALATORS ACT, 2024 and THE UTTAR PRADESH LIFTS AND ESCALATORS RULES, 2024" for the regular operations of 102 lifts in Admin Building, staff quarters and at all 21 stations as mentioned in 'Technical Specifications & Employer's requirement' with suitable uniformed trained personnel, Consumables, spare parts, modern equipments, softwares & machinery etc.

All activities to be carried out as per the Schedule of work given in 'Bill of Quantity', as per 'Special conditions of contracts', 'Employer requirements' and other terms & conditions of tender documents.

Other miscellaneous items shall be as per instructions of engineer in charge.

It is to be noted:

- a. Handover of lifts: **"as-is, where-is" basis** means the contractor shall accepts the lifts in existing condition.
- b. The contractor shall plan & execute the work in such a way that the work proceeds smoothly to the satisfaction of engineer.
- c. The Contractor shall attend regular coordination meetings convened by the employer / engineer incharge for interface and adhere to the decisions taken in the meeting.
- d. Access will be provided to the staff appointed by the contractor for carrying out their works and bringing materials and equipments at site. However, the security of materials

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and equipments brought at the site will be the responsibility of the Contractor.

- e. The Contractor shall take all necessary precautions to ensure safety of the staff, adjoining structures, materials & equipments and the work in progress as per the directions of engineer- in-charge.
- f. Manpower (Electrician & Helper) shall be deployed as specified in the tender documents. They shall be adequately qualified & shall be authorized to carry out the Electrical Work. All the staff to be deployed after giving the safety training and police verification. Only authorized staff of contractor having proper identity card shall be permitted to enter in metro stations, Admin Building Depot and staff quarters for execution of work and maintenance of lifts.
- g. All incidental arrangements for safe transport of Material, machine, tools etc. shall be the responsibility of the contractor. All expenditure to be incurred in this connection shall be borne by contractor.
- g. Log book detailing work carried out by Contractor which mentioning date, details of work completed, complaints if any etc. will be maintained and signed both by NMRC and contractor officials.
- h. In case of discrepancy among Standard codes of Practice, Employer requirements/ Technical Specifications and provision in sub-clauses in this RFP, the order of precedence will be as below:
 - Provision in RFP/BOQ
 - Employer requirements /Technical Specifications
 - Standard Code of Practice

2.4 Tenure

This contract will be valid for five years or up to the extended period as decided mutually by the Contractor & Engineer incharge after approval of the Competent Authority.

Section 3: Instructions to Bidder

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, Corporation feedbacks, information, convening of and attendance at meetings, and in any other activities as are or may be necessary for producing high quality work as per the requirements.
- c. The Bidder shall carry out the services in compliance with the provisions of this Agreement. Any and all changes necessary to ensure that the Bidder's documents conform to the intent and purpose set out in the Agreement, shall be made at the Bidder's own expense. The Bidder represents that it is a professional and experienced company, and hereby agrees to bear full responsibility for the correctness and technical merit of the services performed.
- d. Bidder shall be evaluated on the basis of the Evaluation Criteria specified in this document. Bidder 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. Bidder is encouraged to inform themselves fully about the assignment and the local conditions before submitting the e-Bid by paying a visit to the Corporation and/or by sending written queries to NMRC before the last date for receiving queries/clarifications.
- g. NMRC shall not be liable for any omission, mistake or error on the part of the Bidder in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to e-Bid or the Selection Process, including any error or mistake therein or in any information or data given by NMRC.

3.1.1 Bid Document / Tender processing Fee

- a. The tenderer shall bear all costs associated with the preparation and submission of its 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 Bid process.
- b. The tenderers shall have to pay cost of bid document/ Tender processing fee of as mentioned in Data Sheet through RTGS/NEFT only payable in favour of Noida Metro Rail Corporation Limited in the A/c No. mentioned in Data Sheet. The copy of RTGS/NEFT receipt with transaction Id certified by the same bank must be enclosed along with the Bid. This cost of bid document/ Tender processing fee as mentioned in Data Sheet will be non-refundable.

3.1.2 Acknowledgement by Bidder

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

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- 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 there under;
- 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 to enable the Bidder 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.

3.1.4 Clarifications of e-Bid

- a. During evaluation of e-Bid, Noida Metro Rail Corporation Limited may, at its discretion, ask the Bidder for a clarification of his/her e-Bid. The request for clarification shall be in writing.
- b. Any queries or request for additional information concerning this RFP shall be submitted in writing as per specified performa (Form 8) by fax and e-mail to the ED/NMRC Noida Metro Rail Corporation Limited **only before the Last Date for receipt of Pre-Bid queries as mentioned in Data Sheet**. The envelopes/ communication shall clearly bear the following identification/ title: **"Queries/ Request for Additional Information CAMC of 102 Lifts of Johnson make installed in NMRC at OCC Admin Building, Staff quarters and Stations of N- GN corridor "**. The responses will be posted to all such queries on either e- procurement website or Noida Metro Rail Corporation Limited's website. Noida Metro Rail Corporation Limited 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 Noida Metro Rail Corporation Limited to respond to any question or to provide any clarification.
- c. A pre-bid meeting shall be called on the date and time mentioned in **Data Sheet** at Noida Metro Rail Corporation Limited Office at Block III, 3rd Floor, Ganga Shopping Complex, Sector-29, Noida 201301
- d. Any change corresponding to date, if any, shall be communicated to the Bidder vide Noida Metro Rail Corporation Limited/ e- Tendering website. All queries regarding pre-bid must reach Noida Metro Rail Corporation Limited on or before date mentioned in **Data Sheet**. Any query reached after date mentioned in **Data Sheet** shall not be entertained for reply.
- e. In case the Bidder seeks for any queries, he shall send letter or e-mail to the correspondence address given in Data Sheet.
- f. However, Noida Metro Rail Corporation Limited shall not entertain any correspondence from the Bidder during the period of e- Bid opening to selection of the successful Bidder. Any wrong practice shall be dealt under Fraud and Corrupt Practices.

- g. 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.
- h. 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.
- i. It is the sole responsibility of the bidder to regularly visit both the websites e-procurement website <http://etender.up.nic.in> and Noida Metro Rail Corporation Limited's website www.nmrcnoida.com for all the latest information/updates.

3.1.5 Amendment of e-Bid Document

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

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. **Technical evaluation** - Details of all documents needed for Technical evaluation

as mentioned in this RFP.

b. Financial e-Bid -

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 E-Bid form

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

3.2.4 E-Bid Currency

Prices shall be quoted in Indian Rupees only.

3.2.5 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 letter of 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. Bidder 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 Bidder 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.

3.2.6 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 Bidder previously subject to the deadline will thereafter be subject to the deadline as extended.

3.2.7 Submission of e-Bid

- a. The bid submission module of e-procurement website <http://etender.up.nic.in> enables the Bidder 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. Bidder 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 Bidder cannot submit their e- Bid. For delay in submission of e-Bid due to any reasons, the Bidder shall only be held responsible.

3.2.8 Instruction for Bidder

The Bidder has 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 Bidder to be the registered users of the e-procurement website <http://etender.up.nic.in>. The Bidder must obtain a user login Id and password by registering themselves with U.P. Electronics Corporation Ltd. Lucknow if they have not done so previously for registration.
- b. In addition to the normal registration, the Bidder has to register with his/her digital signature certificate (DSC) in the e-bidding system and subsequently he/she will be allowed to carry out his/her e-Bid submission activities. Registering the digital signature certificate (DSC) is a one- time activity. Before proceeding to register his/her DSC, the Bidder should first log on to the e- Biding 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 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 EMD offline payment details. After entering and saving 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 List of equipment and field gears 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 (EMD), Qualification details. Before uploading, the Bidder has to select the relevant digital signature certificate. He may be prompted to enter the digital signature certificate password, if necessary. For uploading, the Bidder should click "browse" button against each document label in technical and financial schedules/packets and then upload the relevant PDF/XLS files already prepared and stored in the Bidder's computer. The required documents for each document label of technical (fee details, qualification details, e-Bid form and List of equipment and field gears 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.

3.2.9 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.

3.2.10 Withdrawal and re-submission of e-Bid

- a. At any point of time, a Bidder can withdraw his/her e-Bid submitted online before the bid submission end date and time. For withdrawing the Bidder should first log in using his/her login id and password and subsequently by his/her digital signature certificate on the e-procurement website <http://etender.up.nic.in>. The Bidder should then select "My bids" option in the bid submission menu. The page listing all the bids submitted by the Bidder will be displayed. Click "View" to see the details of the bid to be withdrawn. After selecting the "bid withdrawal" option the Bidder has to click "Yes" to the message "Do you want to withdraw this bid?" displayed in the bid information window for the selected bid. The Bidder also has to enter the bid withdrawing reasons and upload the letter giving the reasons for withdrawing before clicking the "Submit" button. The Bidder has to confirm again by pressing "OK" button before finally withdrawing his/her selected e-Bid.
- b. No e-Bid may be withdrawn in the interval between the deadline for submission of e-

Bids and the expiration of period of e- bid validity. Withdrawal of an e-Bid during this interval may result in the forfeiting of Bidder's e-Bid security.

- c. The Bidder can re-submit his/her e-Bid as when required till the e-Bid submission end date and time. The e-Bid submitted earlier will be replaced by the new one. The payment made by the Bidder earlier will be used for revised e-Bid and the new e-Bid submission summary generated after the successful submission of the revised e-Bid will be considered for evaluation purposes. For 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 the detail of the e-Bid to be resubmitted. 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 required 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.

3.2.11 NMRC's right to accept any e-Bid and to reject any or all e-Bids

- a. Notwithstanding anything contained in this e-Bid, NMRC reserves the right to accept or reject any Bid and to annul the Selection Process and reject all Bids, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.
- b. NMRC reserves the right to reject any Bid if:
 - At any time, a material misrepresentation is made or uncovered, or
 - The Bidder does not provide, within the time specified by NMRC, the supplemental information sought by NMRC for evaluation of the Bid.

3.2.12 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.

3.2.13 Correspondence with the Bidder

- a. Save and except as provided in this e-Bid, Noida Metro Rail Corporation Limited shall not entertain any correspondence with any Bidder or its Technical Partners in relation to acceptance or rejection of any e-Bid.
- b. No Bidder or its Technical Partners shall contact Noida Metro Rail Corporation Limited 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 Noida Metro Rail

Corporation Limited in the Bid evaluation, Bid comparison or contract award decisions, may result in the rejection of his Bid.

3.3 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 of 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. Bidder 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 after conclusion or discharge of the tender.
- e. No interest will be paid by the Purchaser 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 Corporation.

3.4 Opening and Evaluation of Bids

3.4.1 Opening of e-Bid by NMRC

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

3.4.3 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 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, not fulfilling these requirements shall be rejected.

3.4.4 Contacting NMRC

- a. No Bidder shall contact Noida Metro Rail Corporation Limited 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 Noida Metro Rail Corporation Limited, he/she can do so in writing.
- b. 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 bidder will be forfeited.
- c. Noida Metro Rail Corporation Limited during bid evaluation, if so required, may contact participating bidder for further clarifications on bid documents submitted.

3.4.5 Confidentiality

- a. Information relating to the examination, clarification, evaluation, and recommendation for the Bidder shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional advisor advising NMRC in relation to or matters arising out of, or concerning the Bidding Process. Any effort by a Bidder to exert undue or unfair influence in the process of examination, clarification, evaluation and comparison of Proposal shall result in outright rejection of the offer, made by the said Bidder.
- b. NMRC shall treat all information, submitted as part of Bid, in confidence and shall require all those who have access to such material to treat the same in confidence.

NMRC may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/ or NMRC or as may be required by law or in connection with any legal process.

3.5 Award of Contract

3.5.1 Award Criteria

- a. NMRC will award the contract as per evaluation criteria stated in the RFP Document.
- b. NMRC will award the contract to the successful Bidder whose bid has been determined to be responsive to all the conditions of the contract and meeting the eligibility requirement of the bidding document.

3.5.2 Notice of Award (NOA)

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

3.5.3 Signing of contract

Upon acceptance of the Notice of Award (NOA) by the bidder, a legally binding contract shall be deemed to have commenced between NMRC and the bidder. However, the bidder shall be required to execute a formal agreement along with all necessary documents as per RFP including the Performance Security with NMRC within 30 days from acceptance of NOA or such extended period as may be decided by the Corporation as per format provided in the RFP Document. The cost of Agreement and notarization charges shall be borne by the bidder. Without valid Performance Security, the contract shall not be executed.

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.

Section 4: Qualification, Evaluation and Selection Process

4.1 Eligibility Criteria

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

- a. Sole proprietorship, registered partnership firm, public limited company, private limited company or Consortium of any of the above can submit the Bid. The firms and the companies should be registered in India.
- b. The Bidder should have a minimum experience of having satisfactorily/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. 7.85 crore (Rupees seven crore eighty five lakhs only) or**
 - ii. **Two similar completed works each costing not less than the amount equal to Rs. 4.91 crore (Rupees four crore ninety one lakhs only) or**
 - iii. **Three similar completed works each costing not less than the amount equal to Rs. 3.93 Crore (Rupees three crore ninety three lakhs only)**

Similar work for this contract shall be "**Supply/ installation/ CAMC/ maintenance/ repair of Elevators**" in NMRC/ any other Metro Organization/ Central govt./ State govt./PSU's/ Private sector companies.

4.2 Selection of Bidder

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

4.3 Notice of Award and Execution of Contract Agreement

- a. NMRC will notify the Successful Bidder by a NOA that its bid has been accepted.
- b. The Selected Bidder shall, within 10 (ten) days of the receipt of the NOA, sign and return the duplicate copy of the NOA in acknowledgement thereof along with letter of acceptance of NOA. In the event, the duplicate copy of the NOA duly signed by the Selected Bidder and letter of acceptance of NOA is not received by the stipulated date, NMRC may, unless it consents to extension of time for submission thereof, appropriate the Bid Security of such Bidder as mutually agreed genuine pre-estimated loss and damage suffered by NMRC on account of failure of the Selected Bidder to acknowledge the NOA
- c. The Successful Bidder shall execute the Contract Agreement within 30 (thirty) days of the letter of acceptance of NOA or such extended period as may be decided by the Corporation.

- d. Failure of the Successful Bidder to comply with the requirement of acknowledgement of NOA shall constitute sufficient grounds for the annulment of the NOA, and forfeiture of the bid security. **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 unit price.**

4.4 Performance Bank Guarantee / Security Deposit

- a) To fulfill the requirement of performance bank guarantee during the implementation period, the Successful Bidder (herein referred to as the "Contractor") shall deposit **10% of the Contract Price** in form of DD or unconditional and irrevocable Bank Guarantee bond issued by a scheduled bank in favor of Noida Metro Rail Corporation Limited valid for 66 (60+6) months within 30 days from Notice of Award. EMD amount of successful bidder shall be adjusted in the performance bank guarantee, if applicable. For unsuccessful bidder, EMD shall be refunded without any interest. In case of extension of tenure, the performance bank guarantee shall also be extended accordingly. All government guidelines regarding PBG shall prevail. It shall also be ensured that the bank guarantee must be issued and encashable from the bank branch located in Delhi/ NCR only. The Extension of time for submission of Performance Security beyond 30 (Thirty) days up to 60 days from date of issue of LOA 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 issue of LOA to the date of submission of Performance Security.
- b) It is to note that if contract value increases by more than 25% of the original contract value, the performance bank guarantee shall be increased accordingly.
- c) A Contract agreement will have to be signed by the Contractor at his cost on proper stamp paper. Without performance guarantee by Contractor, Contract agreement shall not be signed.
- d) NMRC reserves the right for deduction of NMRC dues from Contractor's Performance Bank Guarantee/ Security Deposit (interest free) for – Any penalty imposed by NMRC for violation of any terms and conditions of agreement committed by the Contractor.
 - i. Any amount which NMRC becomes liable to the Government/Third party due to any default of the Contractor or any of his director/ employees/ representatives/ servant/ agent, etc.
 - ii. Any payment/ fine made under the order/judgment of any court/consumer forum or law enforcing Contractor or any person duly empowered in his behalf.
 - iii. Any outstanding payment/ claims of NMRC remained due after completion of relevant actions as per agreement.
 - iv. Any financial impact on NMRC due to non-performance of contractor.

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. In case of BG encashment, contract will stand terminated.

- e) PBG must be submitted in the format provided in **Form 11**. PBG must be in Favour of Noida Metro Rail Corporation Ltd. issued by bank of Delhi/NCR.

4.5 Contact during Proposal Evaluation

- Proposals shall be deemed to be under consideration immediately after they are opened and until such time Noida Metro Rail Corporation Limited makes official intimation of award/ rejection to the Bidder. While the Proposals are under consideration, Bidder and/ or their representatives or other interested parties are advised to refrain from contacting by any means, Noida Metro Rail Corporation Limited and/ or their employees/ representatives on matters related to the Proposals under consideration till the time Contract is awarded
- Any effort by a Bidder to influence Noida Metro Rail Corporation Limited in its decisions on e-Bid evaluation, e-Bid comparison or contract award may result in rejection of the Bidder's e-Bid.
- 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.
- If the Bidder wishes to bring additional information to the notice of Noida Metro Rail Corporation Limited, he/she can do so in writing. All correspondence/ enquiry should be submitted to the following in writing by fax/ post/courier:

**Executive Director,
Noida Metro Rail Corporation (NMRC) Limited
Block-III, 3rd Floor, Ganga Shopping Complex, Sector-29, Noida -201301
District Gautam Buddha Nagar, Uttar Pradesh Email:
nmrcjgmelectrical@gmail.com, nmrcnoida@gmail.com**

- No interpretation, revision, or other communication from Noida Metro Rail Corporation Limited regarding this solicitation is valid unless in writing and signed by the competent authority from Noida Metro Rail Corporation Limited.

4.6 Other Instruction

- a. Canvassing in connection with the tenders is strictly prohibited and the tenders, submitted by Bidder, who resort to canvassing, are liable to be rejected. EMD will be forfeited of those tenders who will be found non- serious and if it is felt by the tender committee that the Bidder submitted their tender only to influence the tendering process.
- b. On acceptance of the tender, the name of the accredited representative of the Contractor, who would be responsible for taking instructions from the NMRC or the official deputed by NMRC, shall be communicated to the NMRC or the official deputed by NMRC in writing.

4.7 Project Financial Terms

Payment Terms

- a. The payment will be made on Quarterly basis as per the accepted rates based on the actual work carried out as per the Schedule of work (Bill of Quantity) after satisfactory verification by the users from NMRC.
- b. The payment will be made only for the work actually carried out as per the schedule of work (Bill of Quantity) completed & handed over to the user.
- c. Income Tax is deductible at source while effecting payment of bills at the prescribed percentage as per the orders of the government.

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- d. GST, if claimed, will be reimbursed only if the GST registration number is mentioned in the invoice, GST is duly paid by the contractor and it's reflection on GST portal. In the absence of GST registration number and GST payment by contractor, GST will not be reimbursed.
- e. Quote PAN and GST on all correspondence, Bills, Vouchers and other documents otherwise TDS at higher of the prescribed rate will be deducted.
- f. All payments to the contractors will be made by e-Payment /Account Payee Cheques. Quarterly payment shall be made on receipt of the bill complete & correct in all respect along with the supporting documents subject to deduction of statutory charges/taxes/duties/levies etc.
- g. Bills, correct in all respect, shall be submitted to Engineer-In-Charge, in duplicate along with supporting documents, who will arrange payment through Departments, NMRC
- h. No advance of any type shall be paid.
- i. TDS on quarterly invoice of tenderer is deducted while processing quarterly bills as per Govt. Guidelines.
- j. Supporting documents to be submitted by contractor along with quarterly bill as detail given in SCC.
- k. No overtime is considered to achieve higher level of safety standards. The tenderer should consider execution of work in shifts as specified in the tender or desired by engineer incharge. The agency must ensure timely payment of salary, PF, ESI, etc. and prompt medical facility to sick/injured and to all staff.
- l. Performance parameters reports/certifications needs to be submitted with every bill duly verified by the department in line with clause 7.22 and 7.23 of the RFP.

Section 5: Special Conditions of Contract (SCC)

These conditions shall be part of the contract agreement.

SCC Clause	Reference to GCC Sub-Clause No.	Description
1.1	Sub-Clause 4.2.1	<p>PERFORMANCE SECURITY</p> <p>The successful tenderer shall furnish to the Employer a security in the form of a bank guarantee for an amount of 10% of the Contract value and bank guarantee will be released on year to year on the basis of successful completion of yearly work followed by issue of performance certificate by the Engineer-In-Charge. If the contractor fails to submit the Performance bank guarantee as specified time limit i.e. within 30 days of receipt of NOA, quarterly running bill payment will be released to contractor by deducting 10 % of the payment amount from quarterly running bill.</p> <p>In case the contract value exceeds beyond 25% of the original contract value, the contractor shall have to submit additional performance security.</p>
1.2	Sub-Clause 4.3	<p>REPRESENTATION ON WORKS</p> <p>Contractor representative, The instructions given by the Engineer-In-charge or Engineer-In-charge's representative to contractor shall be complied immediately. The contractor shall not replace any of the deployed staffs for the work without permission of Engineer-In-charge.</p> <p>The contractor either himself or his nominated representative duly authorized by the contractor shall be responsible to attend any exigency/emergency/attend meetings, to resolve all the issues related to satisfactory execution of the work.</p>
1.3	Sub-Clause 4.5	<p>SUB-CONTRACTOR</p> <p>Sub-contracting of whole work or any part of work shall not be permitted in the contract. If it will come to the notice of employer that the work or part of work has been subcontracted, the contract will be terminated and performance bank guarantee shall be forfeited and punitive action shall be initiated against the contractor.</p>
1.4	Sub-Clause 4.10	<p>SUFFICIENCY OF ACCEPTED CONTRACT AMOUNT</p> <p>The Contractor shall be deemed to have satisfied himself as to the correctness and sufficiency of the Contract Price. Unless otherwise stated in the Contract, the Contract Price shall cover all his obligations under the Contract and all things necessary for Execution and Completion of the Works with High Quality Level.</p> <p>The contractor shall be deemed to have satisfied himself as the sufficiency of contract prices for the payments to employees towards compliance of minimum wages, PF & ESI, etc.</p>

1.5	Sub- Clause 4.15	<p>EQUIPMENTS, MACHINERY AND PLANTS</p> <p>Contractor may note that <u>no tools, spare parts, machinery, plant and equipment shall be supplied by the employer.</u> The contractor has to arrange all tools, equipment machinery, spare parts, etc. and their transportation as required for the work under the contract.</p> <p>The plant, machinery and equipments brought for the execution of work, unless otherwise specified, shall be under ownership of contractor. Contractor shall not remove above plant, machinery and equipments without permission of Engineer-in-charge.</p> <p>The Engineer-in-charge shall not, at any time, be liable for the loss or damage to any of the contractor's Plant, Machinery, Temporary Works or materials.</p>
1.6	Sub- Clause 4.16	<p>SAFETY</p> <p>A) SAFETY REQUIREMENTS</p> <p>The Metro Train Stations and Depot are having High Voltage Over Head Electric Lines, High Voltage Equipments, the movement of Trains in the depot, etc which can cause major injury, electrocution, death to the personnel and thus requirements for safety observance are very high.</p> <p>The contractor shall be responsible for ensuring the fitness and safety of all persons employed at work. In this regard, the contractor and deputed staff must ensure the observance of safety requirements. It shall be the sole responsibility of the contractor to adopt all the safety measures and deploy personnel who are adequately trained in safety.</p> <p>The contractor is responsible to ensure that necessary and adequate personal protective equipments are all the times available for the service to personnel working. Contractor shall ensure to provide the Hi-Visibility/ Reflecting Jackets to all on site staff.</p> <p>It shall be the contractor's sole responsibility to make aware all his deployed staffs about the safety rules and procedure including Dos' and Don'ts' of working in the vicinity of 25 KV overhead Equipment.</p> <p>B) SAFETY PRECAUTIONS</p> <p>Safety Precautions After the date of Notice to Proceed, the Contractor shall submit a detailed and comprehensive contract specific Site Safety Plan .based on the Employer's Safety, Health and Environmental Manual (SHE Manual). The Contractor is required to make himself aware of all the requirements of the Employer's Safety, Health and Environmental Manual in this regard and comply with them. The Site Safety Plan shall include detailed policies, procedures and regulations which, when implemented, will ensure Compliance with Sub-Clauses 4.16 and 6.7 of General Conditions of Contract.</p> <p>The Contractor shall, from time to time and as necessary or required by the Engineer incharge produce supplements to the site Safety Plan such that it is at all times a detailed, comprehensive and contemporaneous statement by the Contractor of his site safety and Industrial health obligations, responsibilities policies and procedures (under the laws of India) or as stated In the Contract or elsewhere relating to work on Site.</p> <p>If at any time the Site Safety Plan is, in the opinion of the Engineer, Insufficient or requires revision or modification to ensure the security of the Works and the safety of all workmen upon, and visitors to the Site, the Engineer incharge may instruct the Contractor to revise the Site Safety Plan. The contractor shall, within 14 days, submit the revised plan to the Engineer</p>

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		<p>incharge for review. Any omission, Inconsistency or error in the Site Safety Plan or the Engineer incharge concurrence or the rejection of the Site Safety Plan and or supplements thereto shall be without prejudice to the Contractor's obligations with respect to site safety and industrial health and shall not excuse any failure by the contractor to adopt proper and recognised safety practices throughout the execution of the Works.</p> <p>The Contractor shall adhere to the Site Safety Plan and shall ensure that all sub contractors of all tiers have a Copy of the Site Safety Plan and comply with its provisions. The Contractor shall notify the Engineer incharge Immediately of any occurrence or incident that results in death or serious Injury as defined In the Indian Penal Code. Such Initial notification may be verbal and confirmed in writing thereafter and shall be followed by a comprehensive written report within 24 hours of the occurrence/Incident. The Contractor shall duly complete standard forms as required by the Engineer incharge and Statutory Authorities.</p> <p>The Contractor shall provide and maintain all necessary temporary, fire protection and fire fighting facilities on the Site during the construction of the Works in accordance with the statutory regulations and as required by the Engineer. The Contractor shall ensure that all gases, fuels and other dangerous materials and goods are stored and handled in a safe manner and in accordance with the statutory regulations and as required by the Engineer. The obligations and requirements for safety and industrial health under this Contract are entirely without prejudice to, and do not derogate from, the Contractor's statutory obligations, with respect to safety and industrial health.</p> <p>A minimum penalty of Rs. 10000/- shall be Imposed along with the cost of non-provision of services as per SHE manual for each instance'</p> <p>C) ACCIDENTS</p> <p>If any accident occurs due to execution of work or due to negligence on the part of the contractor's personnel it shall be the full responsibility of the Contractor. If any damage occurs to the structures/ material & equipment as well as rolling stock, the cost of damage will be recovered from the contractor's bill.</p> <p>The firm must maintain a "Zero Accident Record". In case of any major accident/fatality a penalty of not exceeding 20% of total contract value will be levied. This penalty on major accident/fatality is same as specified under the clause no 7.23 of Employer's Requirement.</p> <p>D) TRAINING ON SAFETY</p> <p>NMRC will provide one day training on safety to contractor staff at site. Contractor shall obtain their assurance in the format prescribed by Engineer Incharge. Contractor shall submit the proof of this training and having obtained the assurance of all staff to Engineer Incharge. Without above training and having obtained proper proof of assurance, no staff will be deputed for work in NMRC.</p>
1.7	Sub- Clause 4.17	<p>PROTECTION OF THE ENVIRONMENT</p> <p>The contractor shall use the environment friendly material. The disposal of garbage shall be in environment friendly manner with proper segregation of biodegradable and non biodegradable waste.</p>

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1.8	Sub- Clause 4.18	<p>ELECTRICITY AND WATER</p> <p>The Employer shall make arrangements for Water supply and Electricity necessary for the Works.</p> <p>The contractor shall make his own arrangements to tap the Electricity from the nominated sockets / points. The contractor shall tap the Electricity as per IE Rules & IE Act (Latest) duly following all safety precautions. The contractor shall submit full scheme for the requirement of Electricity & water. If scheme mentions Electricity requirement which is beyond the capacity of the Employer, in that case the contractor shall make his own arrangements / alternative arrangements.</p> <p>The Contractor should make his own arrangements to draw the water from the available water point to the working place in such a manner without affecting the premises.</p> <p>The Contractor should make his own arrangements for Electricity and Water if the Employer fails to provide Electricity and Water supply due to technical or any other reasons beyond the control of the Employer.</p>
1.9	Sub- Clause 4.27	<p>SECURITY OF THE SITE</p> <p>The police verification shall be made available by the contractor for each and every staff of contractor within one month of receipt of NOA. Without police verification and proper I-card, no staff shall be permitted to enter the premises.</p> <p>Security arrangements for the work shall be in accordance with general requirements and the Contractor shall confirm to such requirements and shall be held responsible for the action or inaction on the part of his staff, employees.</p> <p>Contractor's employees and representatives shall wear Identification Badges (cards), uniforms, helmets, safety shoes/gum boots, Hi-visibility / Reflecting Jackets and other safety / protection wear as directed by Engineer-In-charge and to be provided by the Contractor. Badges shall identify the Contractor and show the employee's name and number and shall be worn at all times while at site.</p> <p>All vehicles used by the Contractor shall be clearly marked with the Contractor's name or identification mark.</p>
1.10	Sub- Clause 4.28	<p>CONTRACTOR'S OPERATIONS ON SITE</p> <p>All of the contractor's staff shall follow the rules and regulations, procedures in the depot premises. The contractor shall make aware all of his staff for the same.</p>

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2.1	Sub- Clause 6.2	<p>RATES OF WAGES AND PAYMENT OF WAGES</p> <p>The wages considered in the tender are as Per Delhi schedule of rates (E&M) 2025 which comply minimum wages as applicable at that time.</p> <p>The contractor shall pay the staff and labour as per the mentioned reference order. However if the new circular is received from the concerned authorities for revision of minimum wages during the currency or before finalization of the contract, the contractor shall be bound to implement the same immediately. Any variation in the rate of minimum wages/taxes will be dealt as per clause no 5.1, 5.2 & 5.3 of SCC.</p> <p>In case of revision (increase or decrease) either in minimum wages and/or ceiling of Wage/Salary limit for payment of EPF & ESI etc, and/or in the percentage value of contribution towards EPF & ESI etc by government (state/union) then the Same will be compensated by NMRC as per clause 5.3 of SCC and contractor is bound to pay revised statutory charges/wages etc to workmen into without any deduction whatsoever. Any default in payment of wages less than statutory wages etc will be treated as fraudulent practice and action shall be taken against contractor for such fraudulent act in terms of contract/Indian Contract Act/Other applicable Law. The Contractor will ensure to open bank accounts for each worker employed by him and all the payments to workers will be released through bank accounts.</p> <p>In case to meet out any exigency/ emergency the payment to staff shall be made in cash in the presence of Engineer-In-Charge or his nominated representative. Non-compliance of Labour Law will attract penalty as per Provision clause no.7.23 of Employer's Requirement.</p>
2.2	Sub- Clause 6.4 & 4.1	<p>LABOUR LAW & OBLIGATION OF CONTRACTOR</p> <p>In dealing with labour and employees, the Contractor shall comply fully with all laws and statutory regulations pertaining to engagement, payment and upkeep of the labour in India. Some of the obligation of contractor is as below for the guidance of contractor to follow:</p> <ul style="list-style-type: none"> i Display notices showing rates of wages, hours of work, wage period, date of payment, Name, Address & contact no. of the inspectors/labour officer having the jurisdiction and date of payment of unpaid wages shall be displayed in English and in Hindi. A copy of notice shall be sent to the inspector and wherever any changes occur the same shall be communicated forthwith. ii License for employing contract labour. iii Contractor has to pay Minimum Rates of wages in respect of that category of worker during the entire period of contract applicable time

		<p>to time by 7th of every month. The minimum rates of wages which is notified by Government. Any change in rate shall be considered and the payment shall be made accordingly.</p> <p>iv Compliance of Minimum wages Act by Payment of wages to all staff through Bank Payment. Cash payment to new staff up to 2 month only may be allowed, and it will be made only in the presence of nominated representative of employer. Submit proof of minimum wages payment (Bank statement) on monthly basis to the employer. For initial 2 months of contract period relaxation of bank payment may be given on the above clause to full fill the obligation of opening of bank accounts of new contract labour, but after this initial period, wage payment to maximum staff must be through bank account only.</p> <p>v Fix periods in respect of which such wages shall be payment. However Wages payment period should not exceed one month.</p> <p>vi Wages to be paid without deduction of any kind except those specified in labour law</p> <p>vii Compliance of provisions & facilitate benefit under ESI act 1948 or Workmen compensation Act to the workmen.</p> <p>viii Deposit PF contribution in respect of all its employees up to wage ceiling limit. The PF shall be computed on minimum wages. Splitting of minimum wages will not be allowed. Submit separate ECR along with challan for ESI and PF submission for this contract on monthly basis to the employer before release of payment. Wages shown in ECR sheet should match with wages payment sheet.</p> <p>ix Provide First Aid facilities to contract workers at work sites,</p> <p>x Issue employment card to contract workers in new Form- XII. Submit certificate of compliance for this rule to the employer.</p> <p>xi Issue service certificate in new Form-VIII. Submit certificate of compliance for this rule to the employer.</p> <p>xii Maintain registers under various labour laws rules 2017 i.e. employee Register (Form-A), Wage Register (Form-B), Register of Loan/ Recoveries (Form- C), Attendance Register (Form-D) etc.</p> <p>xiii Submit a return to inspector in new Form -VII within fifteen days of the commencement or completion of each contract work under each contract.</p> <p>xiv File Unified Annual Return online in Form- XIV on the Shram Suvidha Portal on or before the 1st day of February following the end of the year to which it relates.</p> <p>xv Regular internal health check up of contract workers and maintaining health register in prescribed Form under BOCW Act and submit report.</p> <p>xvi To ensure treatment in case of accident/injuries suffered in performance of work including wages and compensation under WC Act.</p> <p>xvii Send Accident report to Regional Labour Commissioner (RLC). other labour laws in force and he shall be liable for compliance of all laws amended time to time.</p>
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2.3	Sub- Clause 6.9	<p>PROVISION OF EFFICIENT AND COMPETENT STAFF</p> <p>The personnel deployed for the electrical work should be qualified, trained, efficient, competent and quality conscious in the relevant work.</p> <p>Contractor shall submit the documentary evidence of formal training imparted to staff prior to deputing staff for work.</p>
2.4	Sub- Clause 6.10	<p>PRESERVATION OF PEACE AND ORDERLY CONDUCT</p> <p>The contractor shall be fully responsible to ensure the discipline, and orderly conduct among the staff deployed for work. Smoking & Consumption of Tobacco in any form is not allowed. The carrying and consumption of intoxicating liquor, drugs or other substances that may affect the proper performance is strictly prohibited in the depots. The Engineer-In-charge may require the Contractor to remove (or cause to be removed) any person employed on the Site or Works, including the Contractor's Representative who in the opinion of the Engineer-Incharge, persists in any misconduct, is incompetent or negligent in the performance of his duties, fails to conform with any provisions of the Contract or persists in any conduct which is prejudicial to safety, health, or the protection of the environment. Any claim or dispute arises due to removal of such person shall have to be dealt only by the contractor and employer shall not be the party to such action in any case.</p>
2.5	Sub- Clause 6.11	<p>LABOUR TO BE CONTRACTOR'S EMPLOYEE</p> <p>Labour deployed shall only be the contractor's employee. Deployment of labour hired through sub-contractor is not permitted. If any case of hiring of labour through sub-contractor comes to the notice of employer, then it shall be considered as the sub contracting of contract and action shall be initiated accordingly which may even lead to termination of contract.</p>
3 & 3.1	Sub- Clause 7.1	<p>WORK EXECUTION AND QUALITY CONTROL MANNER OF EXECUTION</p> <p>The contractor shall comply the schedules, procedures, methodology, work instruction given in technical specification and scope of work. The contractor shall use only the specified material and machines.</p> <p>If the contractor needs to change the any operation method then he has to take prior approval of the engineer Incharge.</p>
3.2	Sub- Clause 7.4	<p>INSPECTION</p> <p>The contractor monitor the qualities of the work executed and fill up the check sheets and submit to the Engineer Incharge's representatives. The Engineer Incharge's representatives shall inspect and cross check the work for the quality and verify the work accordingly.</p> <p>The Engineer Incharge's representative shall also inspect and check for the compliance of contractor for the availability of proper and specified material, consumable, machinery, tools etc. The Engineer Incharge representative shall also inspect and check compliance of contractor for the availability of sufficient</p>
4 & 4.1	Clause 8 & Sub Clause 8.2	<p>TIME MANAGEMENT</p> <p>COMPLETION PERIOD</p> <p>NOA will be given for five years. However, performance of contractor will be evaluated (as per clause no 12 of SCC) for continuation of the contract for one year at a time.</p>

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4.2	Sub Clause 8.7	SUSPENSION OF WORK <p>The work is of essential service required for the passenger. The suspension of work by the contractor or contractor's staff even for a single day may lead to heavy penalties on the contractor up to termination of contract and forfeiture of bank guarantee.</p>
5	Clause 10	DEFECT LIABILITY PERIOD <p>Standard warranty of the item shall be applicable as granted by the manufacturer. However the contractor shall be responsible for all workmanship up to six months from the date of completion of the work.</p>
6.1	Sub Clause 11.1	THE CONTRACT PRICE <p>a) The contract price, subject to any adjustment thereto in accordance with contract conditions shall be inclusive of all taxes like GST, duties, levies, royalties Service Tax etc. or any tax in replacement of such taxes.</p> <p>b) The contract price shall not be adjusted to take into account any change in taxes, duties, levies or introduction of any new taxes, duty or levy till the completion date including the date of extended period of contract.</p> <p>Contractor will show the breakup of taxes in the invoices as quoted in BOQ while claiming payment as per tender conditions. He will have to maintain all records related to payment of taxes at his end for verification any time during the contract. The Contractor 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 all types of taxes, duties, levies etc</p>

6.2	Sub Clause 11.1.1 & Sub Clause 11.1.4	<p>DUTIES, TAXES, ROYALTY ETC AND CHANGE IN TAXES/DUTIES</p> <p>A. The rates quoted by the tenderer for all materials, required to be purchased for the satisfactory performance of this contract, shall be deemed to be inclusive of all duties, taxes, octroi, GST, royalties rentals etc.</p> <p>The contract shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. He shall submit copies of acknowledgement evidencing filing of tax returns every year and shall keep Employer fully indemnified against liability of taxes, duties, interest, penalty etc., of the Contractor's in respect thereof, which may arise.</p> <p>B. Change in Taxes Duty</p> <p>a. "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/quotation.</p> <p>i Any new tax which is imposed on composite work contracts applicable on Metro Project.</p> <p>ii Change in the rate of GST on Composite work contract applicable on Metro Project as per GST act.</p> <p>b. The Contract Price shall be adjusted due to any of the above two conditions. Adjustment in contract price will be applicable up to the stipulated date of completion of work including extended period in case it is specifically mentioned that extension is granted with adjustment for changes as stated above.</p> <p>c. If the extension of contract period is on account of contractor's fault, no compensation shall be made towards upwards revision towards "change in Taxes/Duty (taking place during the said extended contract period)" as mentioned at Sl. No. (a) (i)&(ii) above. Any benefit on account of downward revision towards "change in Taxes/Duty" as mentioned at Sl. No. (a) (i)&(ii) above, during the original contract period or extended contract period shall be on employer's account.</p> <p>d. Any other changes (except on account of clause (a) (i)&(ii) above) in existing taxes/new taxes on supply of materials/services/works etc. will not be considered and its impact shall be considered covered in the price variation clause 5.3 of SCC provided in the contract and in contract where price variation clause is not provided, the impact on any other change (except on account of clause (a) (i)&(ii) above) in existing taxes/new taxes on supply of materials/services/works etc. will be deemed to be included in the quoted contract price.</p> <p>e. 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.</p>
6.3	Sub Clause 11.1.3	<p>PRICE VARIATION</p> <p>Price variation is not applicable.</p>
6.4	Sub Clause 11.2	<p>ADVANCE</p> <p>No advance shall be paid.</p>
6.5	Sub Clause 11.6	<p>ON ACCOUNT PAYMENT APPLICATION FOR INTERIM PAYMENT CERTIFICATES</p> <p>Payment shall be made on Quarterly basis upon submission of Bills with requisite documents/details as mentioned in clause no. 10 of SCC by contractor separately and bill will be verified by nominated Engineer Incharge. The value of all work done in accordance with the Contract, and the amount which is finally due, and For the purpose of On-account payment, the contractor shall submit detailed activities carried out as per BOQ recorded in Measurement sheets, 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</p>

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		<p>Quantities.</p> <p>The contractor shall submit the check sheets, Service Sheets etc duly signed by the Engineer-In-charge's representative for work done.</p> <p>If any activities are not carried out as per the schedule of work, the proportionate amount will be deducted from the bill. If the work carried out through other agency under the intimation to contractor and the charges incurred on it will be deducted from the contractor's bill. In addition the applicable penalty will be levied as per Special Condition of Contract.</p>
6.6	Sub Clause 11.15	<p>TAX DEDUCTION AT SOURCE</p> <p>Tax deduction at source from each on-account progress bill shall be made by employer as per the provisions of the statutes/acts of statutory bodies/local authorities etc.</p>
7	Sub Clause 12.6	<p>PAYMENT IN APPLICABLE CURRENCIES</p> <p>Payment shall be done in INR only.</p>
8.1	Sub Clause 14.1	<p>INDEMNITY</p> <p>Contractor shall submit the indemnity bond such that the contractor's staff shall not claim any type of payment, employment etc. with employer. After completion of contract the contractor shall withdraw all of his staff from the site without any claim.</p>
8.2	Sub Clause 14.2	<p>USE AND CARE OF SITE</p> <p>The Contractor shall not demolish, remove or alter structures or other facilities on the site without prior approval of the Engineer-In-charge. All surface and sub-soil drains shall be maintained in a clean, sound and satisfactory state of performance.</p>
9.1	Sub Clause 15.3	<p>THIRD PARTY INSURANCE</p> <p>The Contractor shall insure against liability to third parties in the joint names of the Employer, the Contractor for any loss, damage, death or bodily injury which may occur to any physical property (except things insured otherwise) or to any person (except persons insured by the employer, staff of other contractors working in the premises, contractor staff under Sub-Clause 8.2), which may arise out of the performance of the Contract. The insurance shall be at least for the amount Rs. 7.5 Lakhs for each incident with number of incident unlimited.</p>
9.2	Sub Clause 15.4	<p>INSURANCE (IN PLACE OF GCC CLAUSE 15) INSURANCE FOR WORKERS</p> <p>All of the contractor staff shall have to be covered under ESI. The contractor shall take insurance policy as specified in the workmen's compensation act for the contractor's staffs those are not covered by the ESI.</p>
10	Additional	<p>GENERAL CONDITIONS OF CONTRACT</p> <p>a. This contract will be governed by NMRC's General Conditions of Contract and Special Conditions of Contract. The later will have priority over the earlier one in case of any ambiguity in any of the clause.</p> <p>b. All conditions mentioned in the General Conditions of Contract (GCC) will be applicable in addition to above.</p>
11.1	Additional	<p>SUBMISSION BY CONTRACTOR ALONG WITH QUARTERLY BILL</p> <p>a. Labour Law Registers: Maintain registers under various labour laws rules 2017 i.e. employee Register (Form-A), Wage Register (Form-B), Register of Loan/ Recoveries (Form- C), Attendance Register (Form-D) etc. And show all these registers to Engineer Incharge.</p> <p>b. Proof of Compliance of provision of EPF: EPF should be ensured on all workers, for this separate Electronic-Challan-Cum-Receipt (ECR) for this contract shall be furnished by contractor along with challan.</p>

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		<p>c. Proof of Compliance of provision of ESI & Workmen compensation act etc.: ESI should be ensured on all workers, for this Electronic-Challan- Cum-Receipt (ECR) shall be furnished by contractor along with challan for this contract. Copy of the ESI card of all workers will be submitted within time specified</p> <p>d. Proof of Compliance of Minimum wages act: Compliance of minimum wages is of prime importance, for this muster roll to be maintained as per actual available manpower on each day. Accordingly wage register to be maintained after considering the latest minimum wages of each category of staff. The wages of every person employed against the contract shall be paid before expiry of the 7th (Seventh) day of the wage period. For this muster roll, wage register & proof of payment of wages shall be submitted along with each quarterly bill.</p> <p>e. Proof of Compliance of provision of insurance policies as per SCC clause 8.1 & 8.2.</p> <p>f. Certificates by contractor for compliance of labour laws on desired format</p> <p>g. Monthly Summary of work done.</p> <p>h. Month wise work/activities verified by building authority.</p> <p>i. Material consumption detail.</p> <p>j. GST declaration on desired format of NMRC.</p> <p>k. Other documents as desired by NMRC time to time.</p> <p>Note: All the above documents to be submitted on the formats as desired by NMRC. Formats may be changed any time on the discretion of NMRC to suit the requirement.</p>
11.2	Additional	<p>MATERIALS</p> <p>The contractor shall use the materials, consumables as specified in the technical specification, scope of work and Employer's Requirements. The Contractor has to arrange all materials, consumables required for the work. Supply of material by the contractor will be checked and verified by the NMRC representative for quality and quantity. The total quantity used during the month will also be verified by the NMRC representative. The contractor shall be responsible for the custody of the material to be used during operations.</p>
11.3	Additional	<p>UNIFORMS</p> <p>All deputed supervisors, staff and representative of contractor shall wear neat and smart Uniform (Shirt, Pant, shoes) with Firm's logo. The Uniform shall be distributed by the contractor twice a year to each employee. The personnel without uniform shall not be permitted in the premises and penalties shall be imposed on the contractor.</p>
11.4	Additional	<p>SITE OFFICE AND STORE</p> <p>The contractor shall be provided space for making site office and for storage of contractor's material. However, suitable furnishing of the space as required will be the responsibility of tenderer. If the space provided by the employer is insufficient, It shall be the responsibility of the Contractor to arrange at his own expense the required office or store room. The office and store room such provided/constructed shall only be used for site requirement not for any other purpose.</p> <p>The contractor shall provide free access to the Engineer Incharge and the Engineer Incharge's Representative who will have right of inspection including that of instructing the Contractor to remove a particular material from the stores and not to use the same on the Works.</p>

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11.5	Additional	PHOTO IDENTITY CARDS A photo I card signed by contractor and authorized signatory of NMRC shall be provided to all deputed staff and contractor representatives.
11.6	Additional	ENTRY EXIT PASS The Engineer-In-charge shall provide the photo entry exit pass to the staff deputed after submittal of antecedent check, police verification, contractor's photo identity card and indemnity bond by the contractor. Centralised cell of NMRC shall provide the photo entry/exit pass to the outsourced/contractor staff deputed for contract work in NMRC premises. Hence Contractors are requested to submit the C & A verification form of all staff engaged in NMRC immediately after issue of the 'NOA', to the office of NMRC. Verification and for the purpose of issue of entry exit pass from NMRC before start of work.
11.7	Additional	COMMUNICATION FACILITIES TO STAFF The contractor shall provide the mobile phone communication facilities to supervisor and staff deputed at site, The mobile number shall be provided to Engineer-In-charge.
11.8	Additional	WORK TIMINGS The tentative shift timings are as follows: - <ol style="list-style-type: none"> 1) General shift : 09.30 hrs to 17.30 hrs 2) Morning Shift : 06.00 hrs. to 14.00 hrs. 3) Evening Shift : 14.00 hrs. to 22.00 hrs. 4) Night Shift : 22.00 hrs. to 06.00 hrs. However based on actual need, contractor may need to work in one or more shifts and payments shall be made accordingly. The shift timings may be different for different buildings/ Premises. Similarly different buildings may work in one or more shifts.
12	Additional	EVALUATION SYSTEM FOR PERFORMANCE OF CONTRACTOR AS PER CHECKSHEET GIVEN:

CHECK SHEET FOR EVALUATION OF PERFORMANCE OF CONTRACTOR: MONTH/ YEAR

S.N.	Parameters	Conditions	Max. Marks	Penalty clause(Marks awarded to Contract or)	Maximum Obtained
1.	Payment of minimum wage	Payment should be given on or before 7th day of every month through bank account for the compliance of minimum wages act.	10	Note: 1 mark to be deducted for delay of each day	
2.	ESI & EPF facility	Details submission of ESI & EPF (Employer & Employee) contribution of each Employee	10	Note: 1 mark to be deducted for each 10% Non compliance of ESI & EPF facility.	
3.	Usage of proper material	Use of the proper material and Quantity	10	Note: 1 mark to be deducted for each non compliance	
4.	Quality of work	Effective and Qualitative work.	10	Note: 1 mark to be Deducted for each instance of non-compliance.	
5.	Response of Official correspondence	Time bound Response of official correspondence at all occasions (Within 7 working days)	10	Note: 1 mark to be deducted for delay of each working day	
6.	Provide first aid facilities to staff	First Aid Box to be provided and maintained at site.	10	Note: 1 mark to be deducted for any shortage during each inspection.	
7.	Submission of quarterly bill duly enclosing all documents as per contract	By 10th day of subsequent month	10	Note: 1 mark to be deducted for delay of each day	

Overall performance shall be judged on the marks obtained by contractor

Note:

- A. **Minimum 05 marks have to be obtained in all above activities in every month(Except at Sr.No. 03 & 04)**
- B. **Minimum 06 marks have to be obtained in each month for Sr.No. 03 & 04.**

S.N.	Marks Obtained	Overall Performance clause
1	Upto 50 % - On three consecutive Months	Poor – Engineer incharge to issue warning letter to the contractor at the end of first month for improvement. If, no improvement for next two months then Engineer incharge shall issue " contract termination notice " and prepare for new contract.

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2	Above 50% and up to 80% -On three consecutive Months	Good - Engineer incharge to issue warning to contractor to improve. Three successive warnings will be considered as poor performance of contractor and action as per overall performance clause (Sr.No. 1) shall be taken.
3	Above 80% - On 80% of contract period	Very Good - Contractor is recommended to continue to work for next one year.

NOTE: Above checks will be done on yearly basis.

Section 6: Technical Specifications

TECHNICAL SPECIFICATION OF 79 LIFTS installed in N-GN line

S. No.	Name of Station	Lift No	Capacity (In KG)	Location	No. Of Landings	Rise (in metres)	3 Ø Synchronous Motor rating (in KW)	Normal / Through
1	Sector - 51	4	1000	G To C	2	7.65	9.4	Normal
2		3	1000	G To C	2	7.38	9.4	Through
3		2	1000	C To P	2	6.27	9.4	Normal
4		1	1000	C To P	2	6.27	9.4	Normal
5	Sector - 50	4	1000	G To C	2	8.1	9.4	Normal
6		3	1000	G To C	2	8.1	9.4	Normal
7		2	1000	C To P	2	6.27	9.4	Normal
8		1	1000	C To P	2	6.27	9.4	Normal
9	Sector - 76	4	1000	G To C	2	8.1	9.4	Normal
10		3	1000	G To C	2	8.1	9.4	Normal
11		2	1000	C To P	2	6.27	9.4	Normal
12		1	1000	C To P	2	6.27	9.4	Normal
13	Sector - 101	2	1000	G To P	3	11.09	9.4	Normal
14		1	1000	FOB To P	2	5.09	9.4	Normal
15	Sector - 81	2	1000	G To P	3	10.99	9.4	Normal
16		1	1000	FOB To P	2	4.99	9.4	Normal
17	NSEZ	4	1000	G To C	2	7.65	9.4	Normal
18		3	1000	G To C	2	8.1	9.4	Normal
19		2	1000	C To P	2	6.27	9.4	Normal
20		1	1000	C To P	2	6.27	9.4	Normal
21		5	1000	G To FOB	2	6.6	9.4	Normal
22	Sector - 83	3	1000	LG to UG	2	4.965	9.4	Normal
23		2	1000	UG To P	3	9.035	9.4	Normal
24		1	1000	FOB To P	2	4.99	9.4	Normal
25	Sector - 137	3	1000	G To C	2	5.32	9.4	Normal
26		2	1000	C To P	2	6.27	9.4	Normal
27		1	1000	C To P	2	6.27	9.4	Normal
28	Sector - 142	4	1000	G To C	2	7.89	9.4	Normal
29		3	1000	G To C	2	7.65	9.4	Normal
30		2	1000	C To P	2	6.27	9.4	Normal
31		1	1000	C To P	2	6.27	9.4	Normal
32	Sector - 143	4	1000	G To C	2	7.65	9.4	Normal
33		3	1000	G To C	2	7.53	9.4	Normal
34		2	1000	C To P	2	6.27	9.4	Normal
35		1	1000	C To P	2	6.27	9.4	Normal
36	Sector - 144	4	1000	G To C	2	7.65	9.4	Normal
37		3	1000	G To C	2	7.65	9.4	Normal
38		2	1000	C To P	2	6.27	9.4	Normal

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39		1	1000	C To P	2	6.27	9.4	Normal
40	Sector - 145	4	1000	G To C	2	8.1	9.4	Normal
41		3	1000	G To C	2	8.1	9.4	Normal
42		2	1000	C To P	2	6.27	9.4	Normal
43		1	1000	C To P	2	6.27	9.4	Normal
44	Sector - 146	4	1000	G To C	2	8.1	9.4	Normal
45		3	1000	G To C	2	8.1	9.4	Normal
46		2	1000	C To P	2	6.27	9.4	Normal
47		1	1000	C To P	2	6.27	9.4	Normal
48	Sector - 147	4	1000	G To C	2	8.1	9.4	Normal
49		3	1000	G To C	2	8.1	9.4	Normal
50		2	1000	C To P	2	6.27	9.4	Normal
51		1	1000	C To P	2	6.27	9.4	Normal
52	Sector - 148	4	1000	G To C	2	8.1	9.4	Normal
53		3	1000	G To C	2	8.1	9.4	Normal
54		2	1000	C To P	2	6.27	9.4	Normal
55		1	1000	C To P	2	6.27	9.4	Normal
56	Knowledge Park	4	1000	G To C	2	8.1	9.4	Normal
57		3	1000	G To C	2	7.65	9.4	Normal
58		2	1000	C To P	2	6.27	9.4	Normal
59		1	1000	C To P	2	6.27	9.4	Normal
60	Pari Chowk	4	1000	G To C	2	8.1	9.4	Normal
61		3	1000	G To C	2	8.17	9.4	Through
62		2	1000	C To P	2	6.27	9.4	Normal
63		1	1000	C To P	2	6.27	9.4	Normal
64	Alpha I	4	1000	G To C	2	7.65	9.4	Normal
65		3	1000	G To C	2	7.67	9.4	Normal
66		2	1000	C To P	2	6.27	9.4	Normal
67		1	1000	C To P	2	6.27	9.4	Normal
68	Delta I	4	1000	G To C	2	7.65	9.4	Normal
69		3	1000	G To C	2	7.65	9.4	Normal
70		2	1000	C To P	2	6.27	9.4	Normal
71		1	1000	C To P	2	6.27	9.4	Normal
72	Gr. Noida Development Authority GNIDA	4	1000	G To C	2	8.1	9.4	Normal
73		3	1000	G To C	2	7.65	9.4	Normal
74		2	1000	C To P	2	6.27	9.4	Normal
75		1	1000	C To P	2	6.27	9.4	Normal
76	Depot Station	4	1000	G To C	2	7.11	9.4	Normal
77		3	1000	G To C	2	6.81	9.4	Normal
78		2	1000	C To P	2	6.27	9.4	Normal
79		1	1000	C To P	2	6.27	9.4	Normal

TECHNICAL SPECIFICATION OF 03 LIFTS installed in OCC Building

S. No.	Name of Station	Lift No.	Capacity (In KG)	Location	No. Of Landings	Rise (in metres)	Motor rating (in KW)	Normal/ Through
1	Operation Control Center (OCC)	L-01	1000	G+3	4	14.4	9.4	Normal
2		L-02	1000	G+3	4	14.4	9.4	Normal
3		L-03	2000	G+3	4	14.4	15	Through

TECHNICAL SPECIFICATION OF 20 LIFTS installed in Staff Quarters

S. NO	LOCATION	TOWER	CAPACITY	Capacity (In KG)	NO. OF LANDINGS	Lift no.	Motor rating (in KW)	Normal/ Bed type
1	NOIDA METRO STAFF QUARTERS	F	13P	884	6	1	10.7	Normal
2			15P	1020	6	2	13.2	Bed Type
3		E	13P	884	6	1	10.7	Normal
4			15P	1020	6	2	13.2	Bed Type
5		D	13P	884	6	1	10.7	Normal
6			15P	1020	6	2	13.2	Bed Type
7		C	13P	884	6	1	10.7	Normal
8			15P	1020	6	2	13.2	Bed Type
9		B	13P	884	6	1	10.7	Normal
10			15P	1020	6	2	13.2	Bed Type
11		A	13P	884	6	1	10.7	Normal
12			15P	1020	6	2	13.2	Bed Type
13		K	13P	884	7	1	10.7	Normal
14			15P	1020	7	2	13.2	Bed Type
15		J	13P	884	7	1	10.7	Normal
16			15P	1020	7	2	13.2	Bed Type
17		I	13P	884	7	1	10.7	Normal
18			15P	1020	7	2	13.2	Bed Type
19		H	13P	884	7	1	10.7	Normal
20			15P	1020	7	2	13.2	Bed Type

Recommended Spare Parts for CAMC:-

S.No	Part Description
1	Lift announcement UNIT
2	Door Belt
3	Brake release wire
4	Door contact switch
5	Brake Unit
6	E-MOTIVE DISPLAY Board
7	Door Guide Shoe
8	V3F drive with Regeneration unit
9	Automatic Rescue Device Unit
10	Door module card
11	EMERGENCY KEY
12	Door Motor
13	Car shoe liner
14	EPABX
15	LCECAN
16	LCE CCB Board
17	LCECOB
18	LCECPU
19	LCE FCB Board
20	LCE OPT BOARD
21	LCE EEC Board 10
22	LCE-230(ADO/ACL CARD)
23	LCE-CIB,PCB Board
24	Light curtain (COL 3D)
25	Mono stable switch (for leveling and door zone)
26	Bistable switch (declaration switch)
27	INSPECTION BOX (maintenance station)
28	TRACK ROLLER
29	Rope for synchronisation - Car
30	Rope for synchronisation - Landing door
31	Landing call button set
32	All type of buttons inside car
33	Stop Switch
34	Synchronisation roller for car door A-1
35	Synchronisation roller for car door A-2
36	Synchronisation roller for Landing door A-1
37	Synchronisation roller for Landing door A-2
38	Wheel for tachometer
39	Tachometer / Encoder
40	Surge Separator
41	ELCB
42	MCB (4 pole)
43	AMD2 Coupler
44	Rope for closing weight Assy

RFP for CAMC of 102 Lifts of Johnson make installed in NMRC at OCC Admin Building, Staff quarters and Stations of N- GN corridor

45	Anti Lift Roller
46	Battery Sealed Lead acid 12V/12 Ah (EBD)
47	Battery Sealed Lead acid 12V/7Ah (CCB)
48	BLOCKING DEVICE SWITCH
49	Brake opening device
50	CAR DIVERTER WHEEL ASSY.
51	CAR DOOR HEADER
52	Control Current Transformer
53	CWT SAFETY GEAR
54	CWT. DIVERTER WHEEL ASSY
55	Door Belt Pulley
56	DOOR CONTACT BULLET (beak)
57	Door set complete (car & landing door) SS Door
58	End Buffer
59	Fan and stop PCB Assy
60	Car fan
61	Final Limit Switch
62	Full lock latch unit I lock roller unit
63	Guide shoe for CWT
64	GUIDE SHOE ASSY. (NMRC)
65	Hands free unit (used in SCR)
66	Handset Phone (Used in MAP)
67	Intercom PCB Used in COP
68	KDS 300 HLG ASSY.- BOTTOM
69	KDS 300 HLG ASSY.- TOP
70	LIMIT SWITCH
71	LOP 230 FUSE 250V 1A
72	LOP 230 Fuse 250V 2A
73	LOP230 BOARD
74	LOPCB Board
75	LWD device
76	Main steel rope
77	Main Motor
78	OIL CUP
79	OSG
80	OSG Rope
81	PFRR card
82	Photo cell
83	Resister box assy.
84	Safety gear jaw
85	Safety gear Switch
86	Shaft door header(Landing top track)
87	Tension weight switch
88	Traveling cable
89	Upper. Isolation Rubber Pad
90	Water sensor in pit

Recommended Consumable Spares:-

S.No	Description
1	Cotton waste
2	Guide lube oil
3	Cotton spray
4	3 M Polish
5	Thinner
6	Grease
7	Rubber Washers
8	Allen Key Screws
9	Indication Lamps
	Anti Rodent spray
10	Any other item required

Terms and Condition:

S. No.	Description
1	Tenders are called from the electrical contractor complying with eligibility criteria of work experience.
2	Material shall be ISI marked and out of make as specified in the list of preferred makes for which decision NMRC shall be final and binding.
3	Quoted rates shall be valid for 180 days from the date of submission of price bid for process of tender document & issue NOA from NMRC.
4	Time period of completion shall be 5 years from the date of award of contract. The work shall be carried out as per direction of NMRC for the items as and when required during contract period of five years.
5	<p>If any electrical work required by NMRC during the currency of contract and item is not available in the contract the same shall be executed as per direction of NMRC and the payment shall be made in the contract as an extra item and the rates shall be work out in priority as below and the same shall be acceptable and binding to contractor. However the amount of extra items shall not be exceeded 25% of the total contract value.</p> <ul style="list-style-type: none"> a. AS per CPWD DSR 2025 if the item is available in CPWD 2025 and rates to be revised as per upcoming UPPWD DSR notification regarding the same.. b. AS per UPPWD DSR 2024 if the item is available in UPPWD DSR 2024 and rates to be revised as per upcoming UPPWD DSR notification regarding the same. c. AS per current market rates analysis approved by NMRC.
6	The work shall be carried out as per actual requirement of NMRC on day to day basis, during the contract period. Payment shall be made as per actual work done.

Section 7: Employer's Requirements:-

7.1 General: -

The Objective of this tender is the "CAMC of 102 Lifts of Johnson make installed in NMRC at OCC Admin Building, Staff quarters and Stations of N- GN corridor".

7.2 Detailed scope of Work:

This work involves comprehensive Annual Maintenance Contract of 102 lifts of Johnson make installed in NMRC at OCC Admin Building, staff quarters and at all 21 stations of N-GN corridor for 5 Years is customized in nature which includes all necessary labour, tools (pump to extract water, vacuum cleaner, blower, lift related tool etc.) and tackles, consumables (cleaning cloths, cleaning agent, lubrication oil etc.) and all spares (including Electrical circuit board, mechanical, software etc.) Maintenance work shall include attendance to all service calls, work described in approved Maintenance Schedule, and the followings:

- 7.2.1** All defects shall be remedied either when observed on the weekly service call or on an attendance to a service call. Service shall include all work necessary to maintain the entire elevator system in good working order at all times.
- 7.2.2** The Contractor shall maintain adequate quantity of consumable and contingent spare parts as per recommended spare parts list at site in order to minimize the shut down time due to repairs and maintenance. All parts rendered defective, including replacement of indicator lamps and programmable circuit board, shall be replaced by the Contractor. The list of these consumable & contingent spares (CAMC spares), tools and mandatory spares are enlisted in 'Technical Specifications'. Any additional spares, tools and test equipment if required, the same shall be indicated by the Firm In their Technical Offer. The employer may revise the list of spares in proportion to the elevators quantity proposed by contractor at the time of submission of the Preventive Maintenance Schedule (PM) & Corrective Maintenance (CM) procedure. The Mandatory Critical spares as per the approved list will be handed over by the Contractor to the employer at the time of taking over of equipment/section in proportionate quantity and CAMC Spares in proportionate quantity shall be maintained by contractor at contractor's own store at a location approved by employer during CAMC Period.
- 7.2.3** The Contractor shall dispatch competent personnel to rectify stoppages at any time during the day or night when being called on by the Employer within 30 Minute. Repairs shall be carried out on a 24 hours per day, 7 days per week basis until the faulty unit/elevator is put back in service.
- 7.2.4** The Contractor shall provide quarterly and half-yearly reports on the condition of the equipment in an agreed format. Such reports shall include event logs and performance data collected from the associated indicative panel stored on CD/DVD or other agreed medium, over the reporting period. Such data shall enable offline individual and fleet statistical analysis to be performed on a Personal Computer.
- 7.2.5** Reports on routine visits are not required except where necessary to draw attention to defects of a minor nature, which could not be rectified during the routine visit. Records of each routine visit and call-out visit, together with details of the work done or action taken, shall be entered on a log book which shall be provided by the Contractor and retained in the location as decided by the "Engineer".
- 7.2.6** Contractor shall perform a loading test activity on annual basis for each elevator to re-confirm that the function of the system is being met and shall undertake corrective adjustment if necessary. This test may be incorporated into the yearly equipment

survey maintenance works.

7.2.7 Annual Independent Third Party Safety Check for each elevator and corrective adjustment (if necessary) shall be done by the Contractor. The report format shall be approved by Employer.

7.2.8 An Office will be provided by the Employer as the emergency service report center. The Premise will be located at on the stations as determined by the Employer.

7.2.9 The Contractor shall be responsible for locating and transporting staff such that the Contractor meets its obligations.

7.2.10 The contractor shall take necessary measures for prevention of Trapping/ Breakdown/ Malfunction due to external causes like rodent entry/ water logging in Lift car/ Lift pit/ Map etc. and maintain standard IP rating of each component of Lifts

7.2.11 Handover of lifts: **"as-is, where-is" basis** means the contractor shall accepts the lifts in existing condition.

7.3 Testing and Re-commissioning of System and Equipment:

In the event of a failure requiring modifications to the System, the Contractor shall undertake any testing and re-commissioning required. Any such modification shall be submitted for review by the "Engineer incharge".

7.4 Temporary Alterations to Restore Service:

The Contractor shall undertake any temporary modifications necessary to maintain service. Any such modification shall be submitted for review by the "Engineer incharge".

7.5 Communications:

The Contractor shall ensure that adequate communication facilities are provided to its staff during the CAMC.

7.6 Maintenance Requirements for attention to Scheduled Maintenances (i.e. Monthly/Quarterly/Half-yearly / Yearly Schedules) and breakdowns/ failures:

The Maintenance service shall include all Preventive/Scheduled & Corrective Maintenance. In this context, the Contractor shall submit a PM Schedule and CM procedure for Approval, 1 month before the commencement of the CAMC.

During the 5 years CAMC period, the contractor shall carry out all type of preventive and breakdown maintenance. The preventive maintenance would be done during non-traffic hours whereas breakdown maintenance would be done whenever breakdown occurs. The contractor should post his supervisor and maintenance staff at key places (4-5 Places in the NMRC metro network) on the stations as determined by the Employer. The acceptable response & attention time also needs to be mentioned for minor & major breakdowns.

During non-operation time, sections of line will be closed for maintenance work. The minimum time for possession periods is 6 hours. Ideally, this time shall be the free time available for maintenance.

The Contractor shall produce a maintenance regime for the equipment that shall comprise two constituent parts, corrective and routine/preventative maintenance.

Corrective maintenance shall be available 24 hours per day, able to respond to all foreseeable circumstances. The maintenance regime shall cover all parts and equipments of the elevator system. The Contractor shall take into account the requirements of the operations and maintenance when determining and proposing its maintenance regime.

In addition to the obligations under the conditions of Contract, the Contractor shall provide maintenance services (like technically competent personnel, all material/spares including all consumables, undertaking all requisite repair/overhaul/reconditioning/replacement, requisite tools & Plants, equipment's, transportation, etc) for attending maintenance schedules and breakdowns/failures throughout the period of the contract.

All defects shall be attended by the contractor by undertaking all required repair/overhaul/re-conditioning / replacement of any component(s)/sub-component(s), whether observed in maintenance schedules or during attending to the call for break down/failure. The maintenance services shall include all work necessary to maintain the entire elevator system in good working order at all times.

7.7 Submission of Fitness Report after Scheduled Maintenance:

The contractor shall declare the fitness report of the Elevator on the Schedules Maintenance checklist before putting elevator into passenger service.

7.8 Storage of Equipment and Materials during the Maintenance Period:

During the Maintenance Period the Contractor shall ensure that no equipment is stored along the trackside. The Employer will provide defined storage locations for the support of the different levels of Maintenance. The Contractor shall satisfy itself and the "engineer" that the storage locations for equipment and materials will meet the performance requirements of the Employer.

7.9 Monthly Progress Report:

1. The Contractor shall prepare Monthly Progress Reports covering all aspects of the execution of the Works and Failures. Such Monthly Progress Reports shall be in writing and shall be delivered to the Employer's Representative by the 5th day of the month following the month of the Monthly Progress Report. The Monthly Progress Report shall take account of work performed up to and including the last day of the month to which the Monthly Progress Report relates.
2. The Monthly Progress Report shall contain evidence that documents and supports the progress of the Works to the satisfaction of the Employer's Representative.
3. The reports, documents and data provided shall be an accurate representation of the current status of the Works and of the work to be accomplished and shall provide the Employer's Representative with a sound basis for identifying problems and deviations from planned work and for making decisions.
4. The contractor shall attend a meeting with Engineer Incharge every month to elaborate the measures which the contractor proposes to take in order to improve the quality of work, efficiency, progress of the action items, progress of work, and compliance of safety audit report etc. with release of MOM. The Contractor shall also submit to the Engineer Incharge such other reports as may reasonably be required by him or any relevant authority or public body.

7.10 Scope and Hours of Coverage:

The regime and structure of corrective maintenance shall be robust in design. The Contractor shall provide full 24 hour On-Call coverage and shall be such that Initial response and rectification of failure are in accordance with the following:

- assistance for first line corrective maintenance within 30 minutes, upon request of first line maintainer;
- Within 24 hour from notification for second line maintenance where spare parts replacement is involved; and
- within 2 weeks Including transportation time for third line maintenance where replacement or repair of component from factory is involved.

Any extension to this time shall be agreed with the Engineer incharge and a replacement provided.

All elements of First Line preventative maintenance shall be carried out and completed during non-traffic hours without interrupting train services. Similarly, all elements of second line & third line maintenance also need to be completed during non- traffic hours.

7.11 Failure Investigations:

The contractor shall conduct Root Cause Analysis of each Trapping cases and provide Root Cause Analysis Report (RCA) after overall assessment. Meanwhile, the contractor shall provide preliminary report of trapping cases within 4 Hours and RCA within 3 days after its occurrence. In case of failure to submit the Root Cause Analysis (RCA) within the stipulated time, a third-party audit shall be conducted, and the expenses incurred shall be borne by the Contractor.

The Contractor shall conduct failure investigations. Disputes between the Contractor and other Contractors will be resolved by the "Engineer incharge ". The Contractor shall make available to the Employer all test and failure data as required.

7.12 Submission of Fitness Report after Elevator Failure/Mantrap:

The contractor shall declare the fitness report of the Elevator on the Breakdown Report/Trapping Report before putting elevator into passenger service.

7.13 Software Support

1. During the contract, the contractor shall render all support and undertake appropriate remedial action for satisfactory performance of existing software installed in the elevators or any of its component(s)/sub-component(s).
If it is essential to upgrade/replace the existing software, then the same shall be undertaken by the contractor after obtaining requisite approval by NMRC. Nothing shall be paid extra to the contractor, and costs (if any) to the contractor are deemed to have been included in CAMC payments due to the contractor.
2. The Contractor shall submit to the "Engineer incharge" for review, the software support plan at least 90 days before commencement of software Installation. Employer will have the right, for multiple use of the Software. Employer at his discretion may download the software on multiple PCs as per the requirement. For this purpose no specific password, key number should be required from the contractor/software firm. Contractor shall submit all new versions to the "Engineer" for review at least 2 weeks prior to their Installation. The new versions of software shall not degrade the operation of the System.

3. Within 14 days of the Installation of any software Into the Permanent Works by the contractor, the Contractor shall submit to the "engineer" for retention by the Employer two backup copies of the software, which shall include any specified development tools required for maintenance of the software, Including, but not limited to, editors, compilers and linkers.
4. The Contractor shall inform the "Engineer incharge" immediately when a fault is discovered within delivered software or documentation. On receipt of a request from the "Engineer" for Identification or further diagnosis of a failure or fault, the Contractor shall provide appropriate resources. The Contractor shall provide written details as to the nature of the proposed correction to the "Engineer incharge".
5. The Contractor shall provide training for Employer's staff to enable the Employer to make proper use of any new versions.
6. The Contractor shall ensure that all new versions are fully tested and validated on the simulation and development system prior to Installation. The Contractor shall ensure that all new versions are fully tested and commissioned once Installed on the Site. The Contractor shall deliver to the Employer any new version, together with the updated Operation and Maintenance Manuals. The Employer shall not be obliged to use any new version and that shall not relieve the Contractor of any of its obligations. Any effect upon the performance or operation of System that may be caused by a new version shall be brought to the Employer's attention.

7.14 Submission of Monthly Summary of Failure Report along with Analysis:

The following stipulations for reporting of failure and their analysis exist:

"A report in duplicate shall be sent to the employers immediately following every call out, indicating the time of call out visit, cause, remedial action taken with time that the service was restored. The monthly summary of failure report along with the analysis giving details of nature of fault, remedial action taken etc in the approved format shall be provided.

On above similar lines, monthly summary of failure report along with analysis giving details of nature of faults, remedial action taken etc. in the approved format shall be submitted by the contractor to NMRC for all the 102 no. elevators, and in order to facilitate the generation of an authentic monthly failure report, a provision for recording the details of failures has been made in the Performa of various scheduled maintenances and breakdown maintenance specified in Annexure 1, 2, 3, 4.

In light of above, the contractor will be required to submit a monthly report on failure rate of various components/ sub-components.

A copy of the Performa for failure & Components replacement report is specified in Annexure1 of Employer's Requirement.

7.15 Spares:

Contractor should ensure the availability & genuinity of all spares & consumables [component (s) / system (s) / sub-component (s) / sub-system (s) / consumable (s) of all types] to be used in elevator during contract period. Spare parts should be labeled & tested by contractor.

The contractor shall maintain adequate quantity of all consumables and contingent spares in readiness in their position to minimize the downtime (out-of-service period) of the elevator in scheduled & breakdown maintenance.

Any consumable item or spare part if required but not included in the above recommended spare part or consumable list by the tenderer, will be deemed to have been included and shall be supplied as per the provisions of this contract without any extra financial Implication to the Employer. Contractor will be required to supply the requisite quantity of spares, as required irrespective of the quantities to keep all the equipments in healthy working condition.

The Contractor shall ensure that spare parts are replaced with those of the same make and specification without any deviation. In case any change is unavoidable, prior approval of the Employer shall be mandatory.

The Contractor shall ensure that in the event of any failure or trapping case requiring replacement of spare parts, the same shall preferably be replaced with new parts. **Furthermore, during the last year of the CAMC period, it shall be mandatory to replace all required spare parts with new ones only.**

7.16 Obsolescence of Technology:

In case of obsolescence of technology of any sub-component/sub-system or any component/system, the same shall be made good with proven design by contractor without affecting the quality of service with no financial implications to NMRC, other than the CAMC payments due to the contractor after fulfillment of contractual obligations. The contractor shall submit detailed proposal/design to NMRC for approval for using the new sub-component / sub-system or component / system in place of an obsolete sub-component/sub-system or component / system.

7.17 Competency of Personnel:

The Contractor shall depute sufficient trained and competent personnel for maintenance purpose. Such persons shall have their generic competence established and must demonstrate their specific competence and knowledge in the particular systems, environment and procedures.

The Contractor shall provide evidence of specific competence and knowledge, which shall include:

- Assessment and certified training in particular applications and operations;
- Recording of competence and work in the license holder's logbook; and
- Receiving or in receipt of sufficient and current exposure to the area of work that the holder is licensed for Routine spot checks on licensing may be carried out from time to time by the "Engineer" qualified personnel on the proficiency of the Contractor staff.

The Contractor shall be responsible for deploying personnel which meet the above contractual obligations.

The competency and knowledge of personnel shall be supervised by NMRC. If personnel deployed by the contractor are found unsuitable or incompetent, then NMRC shall recommend for their exit from this contract, and such advice of NMRC shall be binding on the contractor.

7.18 Fulfillment of safety & statutory provisions by the contractor:

The Contractor shall carry out any periodic testing & examination of the elevator or any of its component(s)/sub-component(s) for fulfillment of any safety/statutory provisions as may be required by any enactment in force relating thereto or of any enactment, regulations or by-laws of any local or other duly constituted authority which may be applicable to such tests and to provide such copies of the test certificates, duly signed by the competent authority, as may be required. A master schedule of such planned tests shall be submitted to the Employer at least two months before commencement of work.

7.19 Discrepancies between Installation and Design Records:

Should the Contractor discover inconsistencies between the maintenance schedule prescribed in this contract, then the Contractor shall communicate to the NMRC within 02 weeks for getting a requisite correction done with due approval of NMRC.

7.20 Elevator License/ any other documents required from statutory authorities:

The contractor shall be fully responsible for obtaining & ensuring timely renewal of relevant safety certificate (s) or license(s) or any other documents required from statutory authorities for operation & maintenance of lifts. Nothing extra shall be payable by Employer.

The Operation & Maintenance of equipment shall be governed under "THE UTTAR PRADESH LIFTS AND ESCALATORS ACT, 2024" and "THE UTTAR PRADESH LIFTS AND ESCALATORS RULES, 2024" and the contractor shall comply accordingly, during the 5 years of Comprehensive Annual Maintenance Contract. Nothing extra shall be payable by Employer.

The contractor shall be responsible to comply all type of statutory obligation in future which may come during contract period.

7.21 Termination

Termination for Default

The Bid sanctioning authority of NMRC may, without prejudice to any other remedy for breach of contract, by a written notice of default of at least 30 days sent to the supplier/Contractor, terminate the contract in whole or in part:

- 1) If the supplier/Contractor fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by NMRC; or
- 2) If the supplier/ Contractor fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof, or
- 3) If the supplier/ Contractor, In the judgment of the Purchaser, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract
- 4) If the supplier/Contractor commits breach of any condition of the contract.

If NMRC terminates the contract in whole or in part, amount of Performance Security Deposit may be forfeited.

Note: In addition to the conditions specified above, the provision of NMRC's General Conditions of Contract (GCC) are also applicable.

Any unsatisfactory performance on part of contractor will be considered under Termination clause and contractor can be terminated by "Engineer in charge" on unsatisfactory performance. Performance will be judged on annual basis.

7.22 Performance Parameters:

The Following parameters for 102 nos. of Lifts whose tender is being invited for "CAMC of 102 Lifts of Johnson make installed in NMRC at OCC Admin Building, Staff quarters and Stations of N- GN corridor" shall be applicable for the assessment of performance of the Contractor.

Performance parameter i.e. Availability, Reliability and Maintainability shall be as under:

**Availability: More Than 99.60%,
Reliability: The Elevator shall achieve a MTBMA of more than 7 days,
Maintainability: Less Than 4 Hours**

For the purpose of calculating performance parameters, month means the calendar month.

A Performa has been specified in Annexure-4 of this chapter which depicts the calculation of Reliability, Availability & Maintainability for each of the elevator and for the entire system comprising of 102 no. elevators as a whole. The Contractor would be required to submit the above-mentioned Performa i.e. Annexure-9 every month so as to determine the Performance Parameters for the whole system comprising of 102 no. elevators.

(A) Reliability -

The Reliability measure for the Elevators shall be the Mean Time between Maintenance Action (MTBMA). This covers both preventive as well as corrective maintenance.

The Elevators shall achieve a MTBMA not less than 7 days.

Reliability = $\frac{\text{Total No. of days between corrective/preventive Maintenance}}{\text{Total No. of calls}}$

Reliability: ≥ 7 days

(B) Availability-

The Elevator shall achieve minimum availability of 99.60%. For the purpose of Availability calculation, the contractor shall assume the service operating hours are Revenue hours (i.e. 16 hours per day) (6:00 hrs to 22:00 hrs). For 365 days a year for the design life.

Availability = $\frac{\text{Total Operating Hours} - \text{Downtime}}{\text{Total Operating Hours}}$

Availability: $\geq 99.60\%$

Note:- For the calculation of availability per case per lift, failure to maintain a minimum of six (6) hours of normal operation of the lift through corrective maintenance shall lead to the calculation of downtime from the initial point of time of failure.

(C) Maintainability-

The Maintainability shall measure by fault rectification time which should not exceed 4 hours since its reporting to contractor call center or his representative by OCC/NMRC

Maintainability = $\frac{\text{Total Downtime}}{\text{Total No. of Calls}}$

Maintainability: ≤ 4 hrs

(d) Failure-

Elevator not available for more than One hour for passenger service shall be registered as a failure, provided:

- (1) Failure is attributable to Design defect
- (2) Equipment failure / replacement
- (3) Manufacturing defect.
- (4) Maintenance lapse (during CAMC by the contractor)

(5) "Mantrap" resulted because of any of the above defect.

7.23 Penalties:

- a. **The reliability of equipment should be of level that it does not result in trappings of Lift User in the Elevator due to equipment failure. Any claim/ Damage /Compensation claimed by the affected passenger/ elevator user on account of equipment failure shall be recovered from the firm. In addition, NMRC shall impose a penalty @ Rs 15,000/- (Rs Fifteen Thousand Only) per case. The penalty shall applicable during CAMC period.**
- b. **If elevator is kept out of service for more than 24 hrs due to non-availability of Spares, due to failure or due to lack of proper attention. NMRC shall impose a penalty of Rs. 15,000/-(Rs Fifteen Thousand Only) per day for each such case. The penalty shall applicable during CAMC period.**
- c. For non-fulfillment of contractual obligations against this contract regarding performance parameters, below mentioned penalties shall be levied upon the contractor and the same shall be deducted from the CAMC payments due to the contractor.

Monthly Availability of all the Elevators not meeting the minimum stipulated Availability of 99.60% as specified in para 7.22 (B) of Section 7:

If the contractor fails to comply with the above contractual obligations, then for an initial shortfall of up to 1% (or part thereof) from the stipulated minimum availability of 99.60% in any Quarter period, a penalty equivalent to 1% of the total CAMC payment for that Quarter period shall be imposed. For every subsequent 1% shortfall beyond this, the penalty shall be 2% of the total CAMC payment for that Quarter period. The total penalty so calculated shall be deducted from the forthcoming quarterly CAMC payment due to the contractor.

The calculations of various performance parameters (including Availability) will be done as stipulated in Annexure 4 of Section 7 of this contract.

For the calculations of Performance parameters, the failures/breakdown in accordance with clause 7.22(d) of Employer's Requirement shall be considered i.e. Elevator not available for more than one hour for passenger service shall be registered as a failure. Further, failures of more than 24 hours will not be considered as a separate penalty provision is already available under clause 7.23(b).

Summary of major penalty clauses			
Sr. No.	Incident type		Penalty provisions
1	Trapping cases		15000 rs./case
2	>24 hrs failures		15000 Rs./day
3	Availability	99.60% to 98.60% (initial 1% drop or part thereof)	1% of CAMC payment for that Quarter
		98.60% to 97.60% (subsequent 1% drop or part thereof) and so on	2% of CAMC payment for that Quarter

In addition to the above, additional penalties for accident, staff without uniform, less manpower etc may be imposed separately in case of any violations as under:-

RFP for CAMC of 102 Lifts of Johnson make installed in NMRC at OCC Admin Building, Staff quarters and Stations of N- GN corridor

- I. The firm must maintain a "Zero Accident Record". In case of any major accident /fatality a penalty up to 20% of the bill for the month in which the incidence taken place shall be imposed.
- II. If site staff is found absent or short, a deduction at the rate of equivalent to latest daily minimum wage plus Rs. 1000/- per employee per day will be charged. The rate of wages shall be as per minimum wages rate as applicable to each category of staff.
- III. If during inspection, the workers are not found in uniform, a penalty of Rs.500 per employee per day may be imposed.
- IV. If during inspection, the workers are not found in proper PPE (Personnel protective equipment) during working, a penalty up to Rs.2000/- per employee per day may be imposed.
- V. In case of non-availability of materials as prescribed in the contract for prescribed usage, penalty up to Rs. 2000/- per day will be imposed.
- VI. In case of any damage to NMRC property done by any of the worker of the contractor, the actual amount will be recovered or the contractor has to repair/replace such damage at his own cost.
- VII. Any Non-compliance of the provisions of labour laws by the contractor any time during the course of execution of the contract, will lead to termination of the contract.

The penalties as prescribed above shall not relieve the contractor from his obligation to execute the works or from any other of his obligations and liabilities under the contract.

Annexure-1

Break Down Report (BDR)

Sr.No.	Station:	Lift ID:
1	Date & time of failure	
2	(2.1) Arrival date & time at site	
	(2.2) Rectification Date & Time	
	(2.3) Total Break Down Time	
3	(3.1) Last date of maintenance	
	(3.2) Type of maintenance	MONTHLY/QUATERLY/HALFYEARLY/YEARLY
	(3.3) Date & reason of previous breakdown	
4	Fault noticed during breakdown	
5	Reason of breakdown	
6	Rectification Details	
7	(7.1) Repair / Adjustment (Brief details)	
	(7.2) Name of spare parts replaced (ifany) (Type/Make/Sr.no.)	
It is certified that work has been done in my Presence/ Knowledge		
Contractor Representative		NMRC Representative
Name		Name
Employment No.		Employment No.
Signature		Signature
Equipment is certified to fit for use of passenger service after rectification of above mentioned failure (Yes/No):		
Signature with employment number of Contractor Representative regarding fitness of equipment:		

Annexure-2

Monthly statement of all failures

Sr. No .	Station	ID	Date & Time of failure	Date & Time of rectification	Down Time	Brief Description of failure with rectification	Cause of failure	Item Replaced	Remarks
A	B	C	D	E	F	G	H	I	J
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									

Annexure-3							
Monthly statement for monitoring failure rate of failed component							
Sr. No.	Name of failed component	Total failures	Population per Equipment	Total Equipment involving this item	Total population of this item	Failure rate ((C/F)*100)	Cause & Analysis of failure in brief
A	B	C	D	E	F=D*E	G	H
1							
2							
3							

Annexure-4	
Reliability, Maintainability & Availability Calculation Sheet	
Item	Equipment No.
	Month
Total operating Hours (T.O.)	
Total Down time in Hours (D.T.)	
Total working Time (T.O- D.T.)	
Total Calls	
Availability	
Reliability (MTBMA)	
Maintainability (MTTR)	

RESOURCES PROPOSED FOR THE CAMC CONTRACT–PERSONNEL

MINIMUM ORGANISATION STRUCTURE REQUIRED

The figures indicated below are the minimum number of Personnel required to attend the failures and maintenance work (CAMC work) which are to be deployed as per the minimum level of qualification/experience of site staff is given as follows:

N-GN Line (Sec 51-Depot Station)

Personnel required to attend the failure/Breakdown work				
S. No.	Designation of Project Personnel	Minimum qualification	Minimum Requirement	Relevant Years of Experience
1	Maintenance Manager	Degree in Electrical/ Mechanical Engineering or equivalent	1	5
2	Supervisor	Diploma in Electrical/ Mechanical Engineering or equivalent	1	5
3	Technician	ITI (Electrician)	6	2

Personnel required to attend the Preventive Maintenance work				
S. No.	Designation of Project Personnel	Minimum qualification	Minimum Requirement	Relevant Years of Experience
1	Supervisor	Diploma in Electrical/ Mechanical Engineering or equivalent	1	5
2	Technician	ITI (Electrician)	4 (for monthly, quarterly maintenance) / 8 (for half yearly, yearly maintenance)	2

NOTE:-

- i. The contractor shall deploy resources as per the above-mentioned minimum requirement and also confirm to deploy manpower over and above the minimum numbers indicated above, if the work requires so.
- ii. The performance of deployed personnel will be evaluated periodically by Employer during the contract period. In case the performance of any of the project personnel is not satisfactory, the Contractor shall replace them with good personnel immediately as per directions of the Engineer.
- iii. The aforementioned staff shall be deputed exclusively for carrying out the work of **"CAMC of 102 Lifts of Johnson make installed in NMRC at OCC Admin Building, Staff quarters and Stations of N- GN corridor"** and shall not be deputed to any other site.
- iv. C.V. of deployed personnel shall be approved by Employer.

Staff Quarter and OCC

Personnel required to attend the failure/Breakdown work				
S. No.	Designation of Project Personnel	Minimum qualification	Minimum Requirement	Relevant Years of Experience
1	Supervisor	Diploma in Electrical/ Mechanical Engineering or equivalent	1	5
2	Technician	ITI (Electrician)	3	2

Personnel required to attend the Preventive Maintenance work				
S. No.	Designation of Project Personnel	Minimum qualification	Minimum Requirement	Relevant Years of Experience
1	Technician	ITI (Electrician)	2 (for monthly, quarterly maintenance) / 4 (for half yearly, yearly maintenance)	2

NOTE:-

- i. The contractor shall deploy resources as per the above-mentioned minimum requirement and also confirm to deploy manpower over and above the minimum numbers indicated above, if the work requires so.
- ii. The performance of project personnel deployed will be evaluated periodically by Employer during the contract period. In case the performance of any of the project personnel is not satisfactory, the Contractor shall replace them with good personnel immediately as per directions of the Engineer.
- iii. The aforementioned staff shall be deputed exclusively for carrying out the work of **"CAMC of 102 Lifts of Johnson make installed in NMRC at OCC Admin Building, Staff quarters and Stations of N- GN corridor"** and shall not be deputed to any other site.
- iv. C.V. of deployed personnel shall be approved by Employer.

Section 8: Draft Contract Agreement

THIS AGREEMENT made on the.....day of.....2025 at Noida, District Gautam Buddh Nagar, 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 Buddh Nagar, Uttar Pradesh, India** represented by of the company, by virtue of his designation and authorization by **Sh., NMRC** (hereinafter called as the "Corporation"), which expression shall unless excluded by or repugnant to the context or meaning thereof be deemed to include its successors and permitted assigns) of the one part,

AND

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

The Corporation and the Contractor agree as follows:

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

Reference:

- (i) Tender No. Dated.....
- (ii) Bid Documents duly accepted and submitted by dated.....
- (iii) The Bidding Documents which include all the Sections specified below:
 - a. Section 1: General Information
 - b. Section 2: Terms of Reference
 - c. Section 3: Instructions to Bidder
 - d. Section 4: Evaluation and Selection Process
 - e. Section 5: Conditions of Contract
 - f. Section 6: List of equipment and field gears
 - g. Section 7: Draft contract agreement
 - h. Section 8: Forms
- (iv) Notice of Award (.....) issued by NMRC

- (v) Letter of Acceptance of NOA (.....) given by.....to NMRC
- (vi) Any other admitted correspondence documents between NMRC and the Bidder.

3. Duration of Contract

The Corporation intends to appoint a Contractor to NMRC for a period of 60 Months.

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 Gautam Buddh 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 Corporation to the Contractor as specified in this Agreement, the Contractor hereby covenants with the Corporation to execute the Works/ Services and to remedy defects therein in conformity in all respects with the provisions of the Contract and Notice of Award issued. "Any conditions, deviation, assumption, exclusion, suggestion of alternative clauses, request of amendments in conditions & specifications of work submitted by bidder 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 Corporation hereby covenants to pay the Contractor in consideration of the execution and completion of the Works/Services, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract and NOA.

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

For and on behalf of the Contractor

Signature of the authorized official

Name of the official

Stamp/Seal of the Contractor

In the presence of:

Sign of Witness 1_____

Name_____

For and on behalf of the Corporation

Signature of the authorized official

Name of the official

Stamp/Seal of the Corporation

In the presence of:

Sign of Witness 1 _____

Name_____

RFP for CAMC of 102 Lifts of Johnson make installed in NMRC at OCC Admin Building, Staff quarters and Stations of N- GN corridor

Address_____

Address_____

Sign of Witness 2_____

Sign of Witness2_____

Name_____

Name_____

Address_____

Address_____

Section 9: Appendix

Appendix 1: Metro Alignment

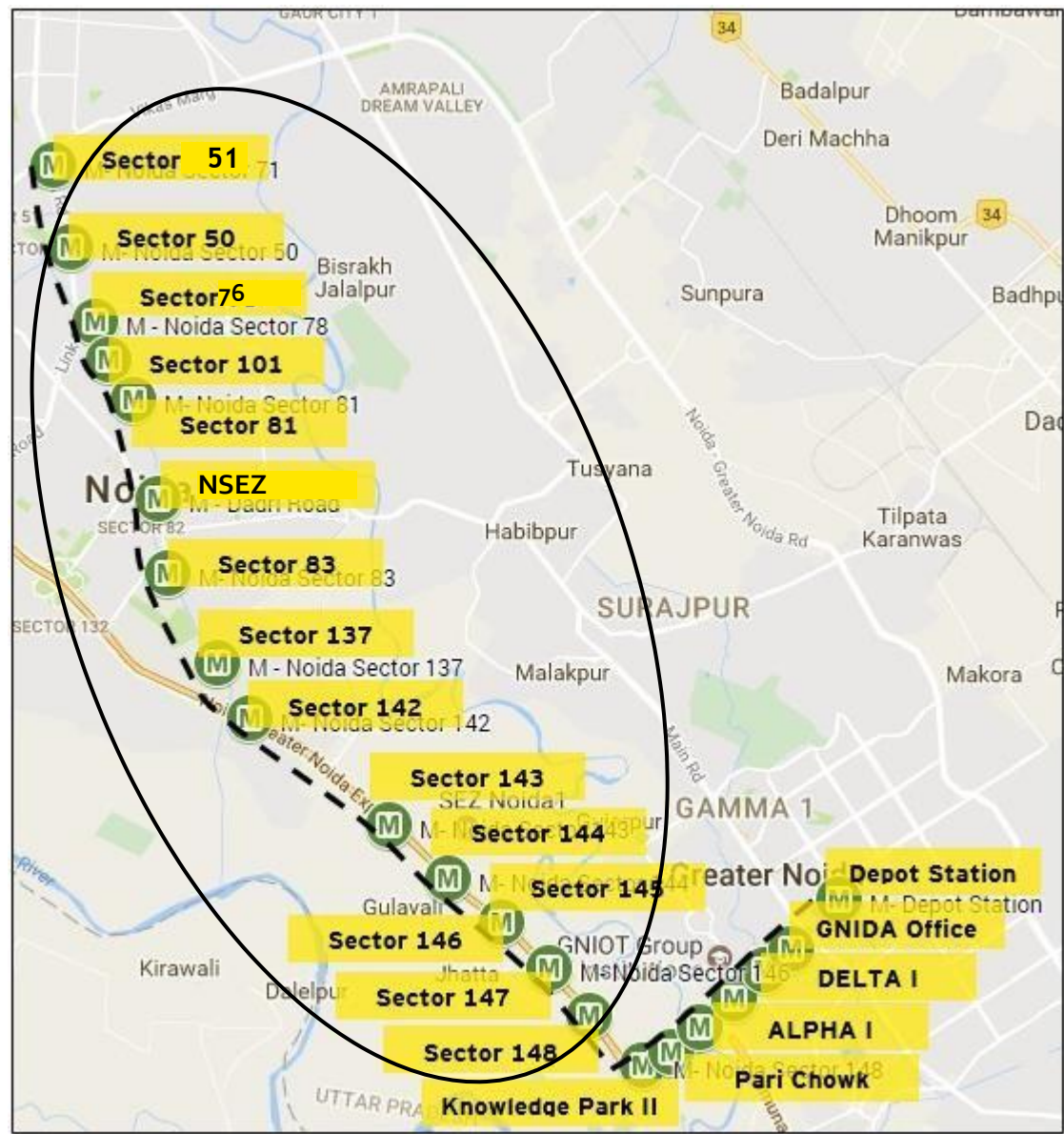


Fig: N-GN Metro Line

Please Note: The map shown above is indicative (not to scale)

RFP for CAMC of 102 Lifts of Johnson make installed in NMRC at OCC Admin Building, Staff quarters and Stations of N- GN corridor

S.NO.	Name of the Station
1.	Sector 51 Station
2.	Sector 50 Station
3.	Sector 76 Station
4.	Sector 101 Station
5.	Sector 81 Station
6.	NSEZ Station
7.	Sector 83 Station
8.	Sector 137 Station
9.	Sector 142 Station
10.	Sector 143 Station
11.	Sector 144 Station
12.	Sector 145 Station
13.	Sector 146 Station
14.	Sector 147 Station
15.	Sector 148 Station
16.	Knowledge Park II Station
17.	Pari Chowk Station
18.	ALPHA I Station
19.	DELTA I Station
20.	GNIDA Office Station
21.	Depot Station

Appendix 2: Quality Assurance

The Contractor shall implement a Project Quality Management Plan in accordance with ISO9001 "Quality System - Model for Quality Assurance in Design/Development, Production, Installation and Servicing" to ensure that all materials, workmanship, plant and equipment supplied and work done under the contract meets the requirements of the contract. This plan shall apply to all activities related to the quality of items, including designing, purchasing, inspecting, handling, assembling, testing, storing, and shipping of materials and equipment and different elements of maintenance work and installations of system components.

The Quality Plan to be prepared by the Contractor and submitted to the Engineer incharge shall follow the requirements of ISO 9000 and address each element therein.

Registration of the Contractor's organisation, or subcontractors or sub-consultants is not required for this Project but the Project Quality Management Plan as submitted shall meet the intent of the ISO 9000 requirement in that there is a comprehensive and documented approach to achieving the project quality requirements.

Quality Assurance Management Plan

The Project Quality Management Plan (PQMP) shall as a minimum address the quality system elements as required by ISO 9001, generally noting the applicability to the Contractor's Works Programme for the Project. Procedures or Quality Plans to be prepared by others (Suppliers, Subcontractors, and Sub-consultants) and their incorporation in the overall PQMP shall be identified.

The Contractor shall provide and maintain a Quality Assurance Plan (QA) to regulate methods, procedures, and processes to ensure compliance with the Contract requirements. The QA Plan, including QA written procedures, shall be submitted to the Engineer incharge for his review.

Adequate records shall be maintained in a readily retrievable manner to provide documented evidence of quality monitoring and accountability. These records shall be available to Employer at all times during the term of the Contract and for a five year period thereafter.

The Plan shall identify:

- a. Design Process: that control, check and verify the accuracy, completeness and integration of the design shall be performed by certified personnel and in accordance with documented procedure that have the written consent of the Engineer.
- b. Special Processes: that control or verify quality shall be performed by certified personnel and in accordance with documented procedures that have the written consent of the Engineer;
- c. Inspection and Test: Inspection and testing instructions shall provide for reporting nonconformance's or questionable conditions to the Engineer; Inspection shall occur at appropriate points in the installation sequence to ensure compliance with drawings, test specifications, process specifications, and quality standards. The Engineer shall designate, if necessary, inspection hold points into installation or inspection planning procedures;
- d. Receiving Inspection: These procedures shall be used to preclude the use of nonconforming materials and to ensure that only correct and accepted items are used and installed;
- e. Identification and Inspection Status: a system for identifying the progressive inspection status of equipment, materials, components, subassemblies, and assemblies as to their acceptance, rejection, or non-inspection shall be maintained;

RFP for CAMC of 102 Lifts of Johnson make installed in NMRC at OCC Admin Building, Staff quarters and Stations of N- GN corridor

Identification and Control of Items: an item identification and traceability control shall be provided;

Handling, Storage, and Delivery: provide for adequate work, surveillance and inspection instructions.

The Plan shall ensure that conditions adverse to quality such as failures, malfunctions, deficiencies, deviations, and defects in materials and equipment shall be promptly identified and corrected.

The Plan shall provide for establishing, and maintaining an effective and positive system for controlling non-conforming material including procedures for the identification, segregation, and disposal of all non-conforming material. Dispositions for the use or repair of nonconforming materials shall require the Engineers consent.

Plan Implementation and Verification

The Plan shall clearly define the QA Organisation. Management responsibility for the QA shall be set forth on the Contractor's policy and organisation chart. The Plan shall define the requirements for QA personnel, their skills and training. Records of personnel certifications shall be maintained and monitored by the QA personnel. These records shall be made available to the Engineer incharge for review, upon request.

The QA operations shall be subject to the Engineers, Employer or Employer's authorised representative's verification at any time, including: surveillance of the operations to determine that practices, methods and procedures of the plan are being properly applied; inspection to measure quality of items to be offered for acceptance; and audits to ensure compliance with the Contract documents.

The contractor's Quality Audit Schedule shall be submitted to the Engineer incharge for consent every three months or more frequently as required.

The results of Quality Audits shall be summarized in the Contractor's monthly reports.

The Contractor shall provide all necessary access, assistance and facilities to enable the Engineer incharge to carry out on-site and off-site surveillance of Quality Assurance Audits to verify that the quality system which has the consent of the Engineer incharge is being implemented fully and properly.

Section 10: Forms

10.1 Form 1: Letter of Proposal Submission

[Location, Date]

To

ED/NMRC,

Noida Metro Rail Corporation Limited,

Block III, 3rd Floor, Ganga Shopping Complex,

Sector-29, Noida 201301

Subject: CAMC of 102 Lifts of Johnson make installed in NMRC at OCC Admin Building, Staff quarters and Stations of N- GN corridor

Dear Sir,

We, the undersigned, offer "**CAMC of 102 Lifts of Johnson make installed in NMRC at OCC Admin Building, Staff quarters and Stations of N- GN corridor**" in accordance with your RFP Document dated [.....] 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, 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 tender document unconditionally.

We have filled the complete information correctly in **Form 12**: Check List

Authorized Signatory Name:

Date:

Name of the Bidder with seal

10.2 Form 2: Firm Details

1.	<p>Title and name of the Project:</p> <p>CAMC of 102 Lifts of Johnson make installed in NMRC at OCC Admin Building, Staff quarters and Stations of N- GN corridor</p>
2.	<p>State the structure of the Bidder's organization (Bidder to complete/delete as appropriate)</p> <p>Sole Bidder</p>
3.	<p>Name of Company or firm:</p> <p>Legal status: (e.g. incorporated private company, proprietorship, etc.)</p> <p>.....</p> <p>Registered address:</p> <p>Year of</p> <p>incorporation.....</p> <p>Principal place of business:</p> <p>..... Contact person:</p> <p>..... Contact</p> <p>person's title:</p> <p>Address, telephone, facsimile number and e-mail of contact person:</p> <p>.....</p> <p>.....</p> <p>.....</p>
4.	GST Registration Number (Attach Documentary Proof)
5.	PAN (Attach Documentary Proof)
6.	Employees Provident Fund No. (attach documentary proof)
7.	Employees state insurance Act in India No. (Attach documentary proof)

10.3 Form 3: Bid Validity

Name of Work: CAMC of 102 Lifts of Johnson make installed in NMRC at OCC Admin Building, Staff quarters and Stations of N- GN corridor.

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

I/We hereby declare that I/We shall treat the quotation documents, drawings and other records connected with the works as secret/ confidential documents and shall not communicate information derived there from to any person.

Signature of the bidder with seal Dated:

Witness:

Address:

Occupation

10.4 Form 4: Undertaking

Name of Work: CAMC of 102 Lifts of Johnson make installed in NMRC at OCC Admin Building, Staff quarters and Stations of N- GN corridor

I confirm that we (Tenderer), _____

- a. Have not been banned/blacklisted/debarred 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 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 ever been terminated due to poor performance.
- e. Have not suffered Bankruptcy/ insolvency in last 5 (five) years.
- f. 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 work of value more than 10% of NIT cost of work, during 5 (five) years.
- g. I/We hereby confirm and declare that my/our firm/company M/s.....has not been put on defaulter list by EPF/ESI/GST/Labour Deptt. etc. as on the date of tender submission.
- h. I/We hereby confirm and declare that my/our firm/company M/s.....is /are not Involved in any illegal activity and/or has not been charge sheeted for any criminal act during last five years (from the last day of the previous months of tender submission).
- i. Have not submitted any misleading information in the Bid.
- j. Are financially sound to perform the work.

Authorized signatory Name:

Date:

Name of the Bidder with seal

10.5 Form 5: 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 **"CAMC of 102 Lifts of Johnson make installed in NMRC at OCC Admin Building, Staff quarters and Stations of N- GN corridor"** in response to the RFP Document dated_____issued by Noida Metro Rail Corporation ("NMRC" or "the Corporation"), including signing and submission of the Bid and all other documents related to the Bid, including but not limited to undertakings, letters, certificates, acceptances, clarifications, guarantees or any other document which the Corporation may require us to submit. The aforesaid Attorney is further authorized for making representations to the NMRC or any other authority, and providing information / responses to the NMRC, representing us in all matters before the NMRC, and generally dealing with the Corporation in all matters in connection with our Bid till the completion of the bidding process as per the terms of the RFP Document and further till the Contract is entered into with the NMRC and thereafter till the expiry of the Contract.

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

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

Signed by the within named

..... [Insert the name of the executant company] through the hand of
Mr.

duly authorized by the Board to issue such Power of Attorney Dated
this day of

Accepted

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

Attested

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

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

RFP for CAMC of 102 Lifts of Johnson make installed in NMRC at OCC Admin Building, Staff quarters and Stations of N- GN corridor

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

WITNESS

1. (Signature)

Name

Designation.....

2. (Signature)

Name

Designation.....

Notes:

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

10.6 Form 6: Saleable Form for Tender Document

Job

No.

The required fee of tender form has been deposited in _____ Bank A/c No. _____ through 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/c No. _____ through 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

10.7 Form 7: Declaration of Refund of Earnest Money

Noida Metro Rail Corporation (NMRC) Limited Block-III, 3 rd Floor, Ganga Shopping Complex, Sector-29, Noida -201301, District Gautam Buddh Nagar, Uttar Pradesh, India	
1 Bidder Name	
2 Bidder Address	
3 Bank Name	
4 Bank Branch	
5 A/c No	
6 IFSC Code	
7 PAN No.	
8 Tin/TAN No.	
9 GST No.	
10 Phone No.	
11 Mobile No.	
12 Email-Id	
13 Type of Account	
14 Party Unique Id	

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

*Cancelled cheque is attached.

Date:

Signature with Stamp/Seal

10.8 Form 8: Performa for Clarifications / Amendments on the RFP

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

Authorized signatory Name:

Date:

Name of the Bidder with seal

10.9 Form 9: Bid Offer/ BOQ (Format)

To

ED/Nmrc,

Noida Metro Rail Corporation (NMRC) Limited

Block-III, 3rd Floor, Ganga Shopping Complex, Sector-29, Noida -201301

District Gautam Buddh Nagar, Uttar Pradesh

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

Sub: CAMC of 102 Lifts of Johnson make installed in NMRC at OCC Admin Building, Staff quarters and Stations of N- GN corridor

Dear Sir,

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

I/we hereby quote the following Total price for services in rupees for **CAMC of 102 Lifts of Johnson make installed in NMRC at OCC Admin Building, Staff quarters and Stations of N- GN corridor**, payable by NMRC.

BOQ

Tender Inviting Authority- Noida Metro Rail Corporation (NMRC) Ltd.

Name of Work- CAMC of 102 Lifts of Johnson make installed in NMRC at OCC

Admin Building, Staff quarters and Stations of N- GN corridor

Contract No- : NMRC/E&M/L&E/Lift CAMC/2025/429

Bidder Name:-

Price Schedule

(This BOQ Template must not be modified/replaced by the Bidder and same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidder are allowed to enter the bidder name and values only)

BOQ

CAMC Contract of Lifts

S. No.	Description	Quantity (A)	Price for	Unit Base price	GST (%)	Total Unit price (Including GST) (B)	Total amount (A*B)
1	CAMC of 102 Johnson make Lifts installed at Metro stations, Depot OCC Building and Staff Quarters of N-GN corridor for 5 years (Spares and consumables Included)	102	1st year				
2			2nd year				
3			3rd year				
4			4th year				
5			5th year				
Total Amount inclusive of all taxes (*)							

Total amount in words Rupees _____

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Please Note:

1. It will be deemed to include all Taxes including GST, Duties, Octroi, Royalty etc., cost of all tools, plants, labour, supervision, materials, transport, contractor's profit and establishment/ overheads, together all general risks, insurance liabilities, compliance of labour laws and obligations set out or implied in the contracts.
2. The quantity of work may vary as per site requirement during contract period.
3. The payment will be made on actual basis for the work executed.
4. The Contractor may raise their 'On Account' payments on quarterly basis as per the status of work on the last day of the respective month.
5. The Financial Bid submitted is unconditional and fulfills all the requirements of the TOR Document.
6. We have completely read and understood the Bid Document. The Financial Tender submitted is unconditional and fulfills all the requirements of the Tender Document.
7. Our Financial Proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the Proposal. We understand you are not bound to accept any Proposal you receive.
8. We agree that-
 - Noida Metro Rail Corporation Limited shall have right to cancel the tender at any point of time without any reason.
 - Noida Metro Rail Corporation Limited reserves the right to terminate/cancel the agreement (contract) at a notice of 60 days.
 - 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, Noida Metro Rail Corporation Limited shall reserve the right to encash the PBG.

Signature and Name of the Authorized Person

NAME OF THE BIDDER AND SEAL

10.10 Form 10: OEM Authorization Form

To

ED/NMRC,

Noida Metro Rail Corporation (NMRC) Limited

Block-III, 3rd Floor, Ganga Shopping Complex, Sector-29, Noida -201301

District Gautam Buddh Nagar, Uttar Pradesh

TO WHOMSOEVER IT MAY CONCERN

This is to confirm that we _____ (OEM name)are OEM of _____(Brand and category name). We are selling through our authorized channel partners in India for AMC works. We are providing required technical support, consumable & spare parts. We also facilitate imperative training time to time. We hereby authorize _____(Bidder)to register as "Authorized Channel Partner" for _____ brand(OEM brand)for our different range of products. _____(Bidder) will perform all the tasks related to Signalling System AMC work in NMRC in consultation with us. It is requested that _____(Bidder) may be treated as OEM authorized bidder for Tender No-.

(Signature of Authorized Signatory)

(Signature of Authorized Signatory)

For _____(OEM)

For _____ (OEM authorised bidder)

Name:-

Name:-

Designation:-

Designation:-

E-mail:

E-mail:

Tel (Landline):-

Tel (Landline):-

Full Address:

Full Address:

Date:-

Date:-

Seal of Organization:-

Seal of Organization:-

10.11 Form 11: Format to Submit Performance Bank Guarantee (PBG)

FORM OF PERFORMANCE SECURITY (GUARANTEE) BY BANK

1. This deed of Guarantee made this..... day of.....(month & year) between Bank of..... (herein after 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 AMC.
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 herein before contained shall not be affected by any change in the Constitution of the Bank or of the Contractor.

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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" herein before 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 where of 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.

Signature

Name

Address

Witness 2.

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, acceptable to Employer.

10.12 Form 12: Check List

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

S. No.	Particulars	Attached Yes / No / Not Applicable	Page no. (Mandatory)
1.	Bid Processing Fees (with documentary proof)		
2.	Earnest Money Deposit (with documentary proof)		
3.	Form 1: Letter of Proposal Submission		
4.	Form 2: Firm Details		
5.	Form 3 : Bid Validity		
6.	Form 4: Undertaking		
7.	Form 5: Power of Attorney		
8.	Form 6: Saleable form for Tender Document		
9.	Form 7:Declaration of Refund of Earnest Money		
10.	Form 8: Performa for Clarifications /Amendments on the RFP		
11.	Form 9: Bid offer/BOQ Format		
12.	Form 10: OEM Authorization Form		
13.	Form 11: Format to Submit Performance Bank Guarantee (PBG)		
14.	Form 12: Check List		
15.	Registration certificate of the firm/ Partnership deed/ certificate of incorporation, etc.		
16.	Self attested copy of PAN, GST certificate		
17.	Any other document asked by the Employer if		

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	documents Or Any other document which the Tenderer considers relevant		
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