

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

## **REQUEST FOR PROPOSAL (RFP)**

**E tender No. NMRC/Stn./CF&WWS/80/2019**

**Contract No.**

**Customer Facilitation and Watch & Ward Services at NMRC Stations,  
RSS & Depot.**

**JUNE 2019**

**Issued by:**

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

## **Disclaimer**

This Request for Proposal (RFP) Document (or “E-Tender” or “E-Bid”) for “Customer Facilitation and Watch & Ward Services at NMRC Stations, RSS& Depot” contains brief information about the scope of work and selection process for the Bidder (‘the Contractor’ or “the Tenderer” or “the Applicant”). The purpose of the Document is to provide the Bidders with information to assist the formulation of their Bidding Documents.

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

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

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

## Glossary

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

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

**Data Sheet**

1	Name of the Bid	RFP for Customer Facilitation and Watch & Ward Services at NMRC Stations, RSS & Depot
2	Approximate Cost of Work	INR 18.21 Crore (including GST)
3	Time-period of contract	4 (Four) years
4	Method of selection	Cost Based Selection (Lowest –L1)
5	Bid Processing Fee	INR 23,600/- (including GST) (Rupees Twenty Three Thousand Six Hundred) through RTGS/NEFT only payable in favour of Noida Metro Rail Corporation Limited
6	Ernest Money Deposit (EMD)	INR 18.21 Lakh /- (Eighteen Lakh Twenty One Thousand only)
7	Financial Bid to be submitted together with Technical Bid	Yes
8	Name of the Corporation's official for addressing queries and clarifications	GM (Technical) Noida Metro Rail Corporation, Block-III, 3rd Floor, Ganga Shopping Complex, Sector-29, Noida 201301 Email: <a href="mailto:nmrcnoida@gmail.com">nmrcnoida@gmail.com</a> Website: <a href="http://www.nmrcnoida.com">www.nmrcnoida.com</a> , <a href="http://etender.up.nic.in">http://etender.up.nic.in</a>
9	Bid Validity Period	180 days
10	Bid Language	English
11	Bid Currency	INR
12	<b>Schedule of Bidding Process</b>	
	Task	Key Dates
	Uploading of Bid	14/06/2019
	Pre-bid Meeting	28/06/2019, 1100 hrs (IST)
	Last date of receipt of Pre-bid queries	01/07/2019
	Last date of issuing amendment, if any	05/07/2019
	Last Date of Bid Submission	12/07/2019, 1100 hrs (IST)
	Date of Technical Bid Opening	12/07/2019, 1200 hrs (IST)
13	Consortium to be allowed	Yes
14	Account details	<b>For Bid Processing Fee &amp; EMD</b> State Bank of India (04077) – Sector 18, Noida Gautam Budh Nagar, Uttar Pradesh -201301 IFSC Code: SBIN0004077 <b>A/c No. 37707840592</b> <b>Noida Metro Rail Corporation Ltd.</b>

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

**“Customer Facilitation and watch & ward Services at NMRC Stations, RSS & Depot”**, and have valid registration certificate as on date of tender submission.

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

- a. Either they are not registered for **“Customer Facilitation and watch & ward Services at NMRC Stations, RSS & Depot”** category.
- b. Or they do not have valid registration as on the date of tender submission.

The tenderers seeking exemption from ‘tender security’, being MSEs, shall ensure their eligibility w.r.t above and submit registration certificate issued by the body under which they are registered which clearly mentions category of registration i.e. “Customer Facilitation and watch & ward Services” and Terminal Validity of registration.

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

No further clarification shall be sought on the above.

1. In case bidder is a JV/Consortium, then registration of bidder with the bodies mentioned above must be in the name of JV/Consortium.
2. In case the bidder who has been exempted Tender Cost/Tender Security being Micro & Small Enterprise, and;
  - (i) withdraws his Tender during the period of Tender validity; or
  - (ii) becomes the successful bidder, but fails to commence the work (for whatsoever reasons) as per terms & conditions of Tender; or
  - (iii) refuses or neglects to execute the contract; or
  - (iv) fails to furnish the required Performance Security within the specified time,

The bidder shall be debarred from participating in future tenders for a period of 1 year from the date of discharge of tender/date of cancellation of NOA/annulment of award of contract as the case may be. Thereafter, on expiry of period of debarment, the bidder may be permitted to participate in the procurement process only on submission of required Tender Cost/ Tender Security.

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

## Content

Disclaimer .....	2
Data Sheet.....	4
1. Section 1: General Information .....	8
1.1. Background.....	8
1.2. About Locations .....	8
1.3. Communication .....	9
2. Section 2: Terms of Reference .....	10
2.1. Scope of Customer Facilitation and watch & ward Services at NMRC Stations, RSS & Depot ....	10
2.2. Tenure.....	22
2.3. Personnel.....	22
2.4. Specifications.....	23
3. Section 3: Instructions to Bidders .....	24
3.1. General instructions .....	24
<b>3.2. Preparation and submission of Bids .....</b>	<b>26</b>
<b>3.3. Earnest Money Deposit .....</b>	<b>30</b>
<b>3.4. Opening and Evaluation of Bids .....</b>	<b>31</b>
<b>3.5. Award of Contract.....</b>	<b>32</b>
4. Section 4: Eligibility, Evaluation and Selection Process .....	34
4.1. Eligibility Criteria .....	34
4.2. Bid Criteria .....	36
4.3. Information of the Technical and Financial Proposal .....	37
4.5. Notice of Award and Execution of Contract Agreement .....	37
4.6. Performance Bank Guarantee / Security Deposit.....	38
4.7. Contract during Proposal Evaluation .....	39
4.8. Project Financial Terms .....	39
5. Section 5: General Conditions of Contract (GCC) .....	42
5.1. General Provisions .....	42
5.2. Commencement, Completion, Modification, Arbitration and Termination of Contract .....	42
5.3. Deployment.....	44
5.4. Contract Labour Appearance and Requirements .....	45
5.5. Obligations of the Contractor .....	45
5.6. Coordination with Other Contractors .....	46
5.7. Contractor's Obligations towards Tax Laws .....	46
5.8. Compliances .....	46
5.9. Obligations of Corporation .....	47
5.10. Good Faith .....	47
5.11. Penalties .....	47
5.12. Security Measures .....	48
5.13. Accidents .....	48
5.14. Fraud and Corrupt Practices.....	48
5.15. Settlement of Disputes.....	49
5.16. Determination or Rescission of Agreement .....	50
5.17. General Indemnity .....	50
5.18. Miscellaneous .....	50
6. Section 6: Special Conditions of Contract .....	54
<b>6.1. Special Conditions of Contract (SCC) .....</b>	<b>54</b>
7. Section 7: Specifications.....	58
7.1. Specifications for Customer Facilitation and Watch & Ward services.....	58
8. Section 8: Draft Contract Agreement.....	59
9. Section 9: Appendices .....	62
9.1. Appendix 1: Metro Alignment .....	62
9.2. Appendix 2: Minimum Manpower Requirement.....	64
9.3. Appendix 3 - Statutory Compliance to be ensured by Tenderer after Award of Works.....	66
9.4. Appendix 4: .....	67
9.5. APPENDIX- 5 .....	68
10.1 Form 1: Letter of Proposal Submission .....	69
10.2 Form 2: Firm Details .....	70
10.3 Form 3: Capability Statement .....	71

10.4	Form 4: Work Experience .....	73
10.5.	Form 5: Financial Capability Details .....	75
10.6.	Form 6: Bid Capacity Information .....	77
10.7.	Form 7: Memorandum .....	79
10.8.	Form 8: Undertaking .....	80
10.9.	Form 9: Power of Attorney.....	81
10.10.	Form 10: Statement of Legal Capacity .....	83
10.11.	Form 11: Power of Attorney for Lead Member of Consortium .....	84
10.12.	Form 12: Consortium Agreement / Memorandum of Understanding .....	86
10.13.	Form 13: Personnel Details .....	88
10.14.	Form 14: Saleable Form for Tender Document.....	89
10.15.	Form 15: Declaration of Refund of Earnest Money .....	90
10.16.	Form 16: Deployment of Personnel.....	91
10.18	Form 18: Bid Offer/ BOQ (Format) .....	94
	Form 19: Bid Details .....	98

## 1. Section 1: General Information

### 1.1. Background

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

### 1.2. About Locations

The metro corridor is 29.7 km long and is known as Noida Greater Noida Metro Rail Corridor. It comprises 21 metro stations starting from Noida Sector 71 in Noida and ends up at Depot Station in Greater Noida. The Customer Facilitation and Watch & Ward Services will be required for the following stations and locations. The map is in Appendix 1: Metro Alignment.

S.NO.	Name of the Station
1.	Noida Sector 51
2.	Noida Sector 50
3.	Noida Sector 76
4.	Noida Sector 101
5.	Noida Sector 81
6.	NSEZ Station
7.	Noida Sector 83
8.	Noida Sector 137
9.	Noida Sector 142
10.	Noida Sector 143
11.	Noida Sector 144
12.	Noida Sector 145
13.	Noida Sector 146
14.	Noida Sector 147
15.	Noida Sector 148
16.	Knowledge Park II



S.NO.	Name of the Station
17.	Pari Chowk
18.	ALPHA 1
19.	DELTA 1
20.	GNIDA Office
21.	Depot Station
22	RSS at NSEZ
23	RSS at 148
24	Depot
25	Staff quarters

### 1.3. Communication

All communications should be addressed to:  
GM (Technical)  
Noida Metro Rail Corporation (NMRC) Limited  
Block-III, 3rd Floor, Ganga Shopping Complex, Sector-29,  
Noida -201301  
District Gautam Budh Nagar, Uttar Pradesh  
Email: nmrcmanoj@gmail.com

## 2. Section 2: Terms of Reference

### 2.1. Scope of Customer Facilitation and watch & ward Services at NMRC Stations, RSS & Depot

#### 1.0 Objective

The objective of the contract is to provide Customer Facilitation and Watch & Ward Services at metro stations of Noida Metro Rail Corporation Ltd and associated locations for specified time period, and to fulfill all statutory requirements as stipulated in the Contract. In full recognition of this objective, and with full acceptance of the obligations, liabilities and risks which may be involved, the Contractor shall undertake the execution of the Services.

#### 2.0 Scope of Work

##### Part-A (Customer Facilitation Services)

Contractor shall be required to execute the Customer Facilitation Services with its own suitable uniformed and trained manpower with the specifications as determined by NMRC. The services may be required at the metro stations and other locations, as deemed fit, by NMRC. Brief of the required services, working requirement and area of deployment is detailed as under: -

- 2.1 The contractor shall provide Customer Facilitation Services to NMRC by deploying failsafe measures, providing early warning and mobilization troubleshooting elements thereby ensuring:
  - a) Protection of NMRC's property, personnel & passengers against harm/theft/damage.
  - b) Manning NMRC's Automatic Fare Collection (AFC) Gates for prevention of token loss and to guide/inform passengers regarding use of AFC Gates and penalties in case of violation.
  - c) Crowd management at Platforms, Lifts, Escalator, Circulating Area etc.
  - d) Guidance to commuters regarding NMRC system, behaviour & etiquettes.
  - e) Obtaining and recording different commuter services data.
  - f) Regulate access control at nominated places of deployment, prevent misuse of premises and facilities, prevent trespassing, unauthorized parking, unauthorized construction, prevent squatting in NMRC premises, vandalism and throwing of garbage in NMRC area, prevent littering and ensuring cleanliness`.
  - g) Undertake fire fighting operations with available equipment and resources.
  - h) Regulate parking of vehicles in parking lots and around designated areas of NMRC.
  - i) Any other job as assigned by NMRC.
- 2.2 The personnel will be required to ensure cleanliness in and around their workplace.
- 2.3 The period of contract shall be for a period of 48 months (04 Years) [may be extended up to a period of 06 months further after reviewing the performance of contractor].
- 2.4 The above services may be required in the stations of Noida Metro (as a whole or in part) Besides above, the services may be required at any other section / location as determined by NMRC Ltd. It may, however, be noted that actual utilization may vary, based on NMRC's requirement.
- 2.5 The man day (deployment) is for 9 hours shift including 01 hour break for Lunch, Tea and Rest. The requirement of Customer Facilitation Personnel and Supervisor shall be fixed by NMRC from time to time depending on the requirement / traffic pattern at different stations / locations of NMRC Ltd.
- 2.6 The contractor may be asked to provide additional trained and uniformed personnel at 1(one) day's advance notice.
- 2.7 The quantity of items shown in the Commercial Bid is approximate and liable to vary/change during the actual execution of the services. The contractor shall be bound to carry out and complete the stipulated services irrespective of variation in individual services, at the same rate as specified in the Commercial Bid, except compensating revision in rates on account of revision in Minimum Wages and revision on account of change in GST structure and other statutory items as mentioned in Commercial Bid. The variation can be implemented anywhere in the network of NMRC.

- 2.8 The scope of work under the contract may be reduced/curtailed based on NMRC's requirements as deemed fit. No claim or compensation will be entertained on this account.

### 3.0 General

The Customer Facilitation Personnel and Supervisor shall report to the Station Controller Room of the respective stations / Other Control / Reporting Office at least 15 minutes in advance of the commencement of the shift to complete required formalities.

The Customer Facilitation Personnel and Supervisor should be extremely courteous with very pleasant mannerism in dealing with the Commuters / General Public and they should project an image of utmost discipline.

The Customer Facilitation Personnel and Supervisor shall strictly follow the procedure as approved by NMRC for entering into the NMRC system and also accessing any part / portion of AFC System / Network. If any contractor staff is caught travelling without proper authority / valid ticket then they will be treated travelling without ticket & shall be penalized as per the provisions of The Metro Railways (Operation And Maintenance) Act, 2002.

The Customer Facilitation Personnel and Supervisor shall not accept any gratuity or reward in any shape or form from anybody.

All concerned personnel shall intimate / report any untoward incidents occurring in the station premises to the concerned authority immediately.

After completing the shift duty, all the personnel shall be required to submit duty report to the Station Controller/Controlling Office, if applicable, in the appropriate format as issued to them by NMRC.

Adequate supervision will be provided to ensure correct performance of the Customer Facilitation Services in accordance with the prevailing assignment & instructions agreed upon between the two parties. In order to exercise effective control & supervision over the staff of contractor deployed at stations the supervisory staff will monitor their areas of responsibility as per the due procedure issued by NMRC. One Supervisory shift shall be @ 50 shifts of Customer Facilitation Personnel; however, NMRC's discretion on deployment of Supervisors will be final. Supervisors should be provided with mobile telephone by contractor for maintaining efficient & regular communication with NMRC representatives.

### 4.0 Deployment

The man day (deployment) is for nine hours shift including one hour break for Lunch/Tea/Rest. However one hour rest will be permitted by on duty Station Controller/NMRC Authorized Personal based on Operational requirement in between the nine hours shift not exceeding five hrs continuous duties. Shifts may be staggered in such away to ensure Customer Facilitation Services will not be affected. Accordingly timing of Rest for individual will be decided by on duty Station Controller/NMRC Authorized Personal only subject to service exigency. Shift timing will be decided by NMRC as each metro station having independent schedule as per traffic pattern. The requirement of Customer Facilitation Personnel and Supervisor shall be fixed by NMRC from time to time depending on the requirement / traffic pattern at different stations / locations of NMRC.

### 5.0 Service requirement

The contractor shall provide Customer Facilitation Services to NMRC by deploying failsafe measures, providing early warning and mobilization troubleshooting elements thereby ensuring:

- a) Protection of NMRC's property, personnel & passengers against harm/theft/damage.
- b) Manning NMRC's Automatic Fare Collection (AFC) Gates for prevention of token loss and to guide/inform passengers regarding use of AFC Gates and penalties in case of violation.
- c) Crowd management at Platforms, Lifts, Escalator, Circulating Area etc.
- d) Guidance to commuters regarding NMRC system, behaviour & etiquettes.
- e) Obtaining and recording different commuter services data.
- f) Regulate access control at nominated places of deployment, prevent misuse of premises and facilities, prevent trespassing, unauthorized parking, unauthorized construction, prevent squatting in NMRC premises, vandalism and throwing of garbage in NMRC area, prevent littering and ensuring cleanliness`.
- g) Undertake fire fighting operations with available equipment and resources.
- h) Regulate parking of vehicles in parking lots and around designated areas of NMRC.
- i) Any other job as assigned by NMRC.

**6.0 Contract Labour Appearance and Requirements**

The personnel deployed for the Customer Facilitation Personnel should be qualified and trained in the relevant work and have the knowledge of safety procedures. The contractor shall submit Appendix-4, duly completed by each staff prior to their deployment on work site. The minimum qualification of Customer Facilitation Personnel should be required as mentioned below.

Sl. No.	Category	Minimum Qualification required
1	Supervisor	Graduation
2	Customer Facilitation Personnel	10 <sup>th</sup> pass

The Customer Facilitation Personnel and Supervisor shall acquaint themselves with the station systems at respective Noida Metro Stations / other installations.

The Character and Antecedents of all Customer Facilitation Personnel and Supervisors, before being deployed in NMRC system, shall be got verified from the local police authorities. This is one of the requirements in the Uttar Pradesh Private Security Agencies (Regulation) Rules, 2009. A copy of the CV (Resume) and Character and Antecedent Verification report shall be deposited by the contractor to NMRC.

Contractor shall deploy his personnel only after obtaining NMRC's approval duly submitting Curriculum Vitae (CV) of these personnel to NMRC in advance. Each CV shall be submitted duly verified by the contractor's authorized representative and shall contains the following information but not limited to:-

- a) Name in full
- b) Father's name
- c) Date of Birth
- d) Present Address
- e) Permanent Address
- f) Educational Qualification
- g) AADHAR Card Number
- h) Experience

For any change in contractor's personnel, NMRC shall be advised at least one week in advance and contractor shall be required to obtain NMRC's approval for all such changes along with their CVs.

The Customer Facilitation Personnel and Supervisor should wear / possess the prescribed uniform/accessories as specified in Section-17(2) of Uttar Pradesh Private Security Agencies (Regulation) Rules, 2009.

**7.0 Training**

NMRC may give basic training / familiarization of the NMRC system for the personnel of the contractor under the contract initially and this period will not be counted as shifts manned by contractor's personnel for the purpose of payment under the contract. This training shall be charged at the rate of Rs.150/- per person for a batch of minimum 20 persons. If batch size is more than 20, that will be charged on pro-rate basis. The payment of training fee shall be deposited in form of Bank Draft in favour of NMRC Ltd. under proper covering letter.

**8.0 Uniforms, Name badges & Photo identity cards:**

The contractor shall be required to provide the Uniform (design approved by NMRC), at its own cost to all the personnel deployed under the contract, and in addition High Visibility Vest shall be provided to the personnel who may be required to wear the same while performing duty at the Station Platforms. Proper record should be maintained by the contractor for supply of Uniform, free of cost, to its personnel with their acknowledgment and the same should be produced before NMRC for verification.

All Customer Facilitation Personnel and Supervisors shall dress in neat, clean and prescribed uniform with name badge properly displayed. All Customer Facilitation Personnel and Supervisors shall have company issued valid photo identity card. Necessary Personnel protective Equipment shall be provided by the contractor as per the requirement for implementation of ISO 14001 & OHSAS 18001.

**9.0 Security Requirements**

The Character and Antecedents of all the Customer Facilitation Personnel and Supervisors, before being deployed in NMRC system, shall be got verified from the local police authorities. A

copy of the CV (Resume) and Character and Antecedent Verification report shall be deposited by the contractor to NMRC.

Contractor shall note that the services have been charted out in Section-6 of The Uttar Pradesh Private Security Agencies (Regulation) Rules, 2009. All the Rules & Regulations, as in the Private Security Agencies (Regulation) Act, 2005 and the Uttar Pradesh Private Security Agencies (Regulation) Rules, 2009, shall be followed in-to by the Contractor.

Contractor shall submit the undertaking that police verification of each employee and staff is completed before allowing him/her to perform duty. However employee may be permitted to perform duty upto 15 days from the date of issue of authorization list till his/her police verification formalities are completed.

**10. Communication facility:**

Supervisor of each location shall be given a mobile/WLL telephone, which shall be used by shift-supervisors for communication with NMRC personal in case of any requirement.

**11.0 Facilities to be provided by the Employer**

The following facilities will be provided by the Employer: -

- i) One room at the designated location, to be utilized as control for day to day operational requirement, with sufficient lighting arrangement.
- ii) Communication facility i.e. Intercom to the personnel as per the NMRC's assessment.
- ii) Mess room is provided at station for Lunch/Tea/Rest.

**12.0 Obligation to the Contractor**

If any damages / loss / theft etc. occurs in the Station premise / area under supervision due to Customer Facilitation Personnel's negligence / failure during the course of duty or otherwise the same shall be the sole responsibility of the contractor and necessary compensation shall be paid by the contractor to NMRC as per the actual cost assessed by NMRC.

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

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

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

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

The contractor shall ensure that personnel deployed under the contract are not members of any union.

Register of shift schedule specifying allocation of duties to the personnel shall be maintained by the contractor. It should be ensured that no manpower has worked for more than one shift of 9 hours including 1 hour break on a day.

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

**13.0 Entry Permit Card for Customer Facilitation Personnel and Supervisor**

The contractor should submit application for Entry Permit card in the prescribe format clearly proving basic details affixing photograph and signature/Thumb impression of concerned staff. Contractor has to pay requisite fee for police verification and cost of card. After receiving police verification report from concerned address of the staff, the Chief Security Commissioner office of NMRC will issue Entry Permit card of individual staff. In the absence of valid entry permit card, the contractual staff shall not be permitted to enter into the station premises.

**14.0 Compliances**

In the event of default being made in the payment of any money in respect of wages of any person employed by the contractor for carrying out of this contract and if a claim therefore is filed in the office of the Labour Authorities and proof thereof is furnished to the satisfaction of the Labour Authorities, NMRC may, failing payment of the said money by the contractor, make payment of such claim on behalf of the contractor to the said Labour Authorities and any sums so paid shall be recoverable by NMRC from the contractor.

If any money shall, as a result of any instructions from the Labour Authorities or claim or application made under any of the Labour Laws, or Regulations, is directed to be paid by NMRC, such money shall be deemed to be payable by the contractor to NMRC within seven days after the same shall have been demanded from the contractor. NMRC shall be entitled to recover the amount from the contractor by deduction from money due to the contractor.

Salary / Payment to the contracted employees shall be made by 7<sup>th</sup> of every month by the contractor.

The Customer Facilitation Services Personnel's & Supervisors will be employee of the contractor and all Statutory / Other liabilities will be paid by the contractor such as ESI, PF, Bonus and expenditure on Uniform, etc.

As far as EPF & MP Act, 1952 is concerned, it shall be the duty of the contractor to deposit the PF subscription, deducted from the payment of the labour engaged and equal amount of contribution made (Employer's Share) with the PF authorities within 7 days of close of every month. Contractor shall give particulars of the employees engaged by him for NMRC works and is required to submit details to NMRC. In any eventuality if the contractor fails to remit employee / employer's contribution towards PF subscription etc. within the stipulated time, NMRC is entitled to recover the equal amount from any money due or accrue to the contractor under this or any other contract with NMRC and deposit the amount in the name of the contractor with RPFC, with an advice to RPFC, duly furnishing particulars of labour engaged for NMRC works.

During the currency of contract agreement, the contractor shall abide by all statutory laws with special reference of the following:

- (a) The contractor shall issue Employment Card to its workmen in Form-XIV within three days of employment. (CL(R&A) C Rules 76 Chapter - VII).
- (b) The contractor shall issue Service Certificate to its workmen on termination of employment in Form-XV. (CL(R&A) C Rules 77 Chapter - VII).

The contractor shall display Notices Showing the rates of wages, hours of work, wage period, date of payment, Name and address of the Inspectors having the jurisdiction and the date of payment of unpaid wages in English and in Hindi. CL(R&A) C Rules 81(1)(i). A copy of notice shall be sent to the Inspector and whenever any changes occur the same shall be communicated forthwith. [CL(R&A) fC Rules 81(2)].

The contractor shall maintain following statutory Registers (The Gazette of India, notification dated 21<sup>st</sup> February 2017, G.S.R.154 (E) :

- (a) Registers of persons employed in Form-A
- (b) Wage Register and Register of overtime (combined) in Form-B
- (c) Deduction Register for Damage or Loss, Fines and Advances in Form-C
- (d) Muster Roll Register in Form-D

The registers in the Forms specified in the Schedule to these rules shall be maintained either electronically or otherwise.

The contractor shall strictly follow the statutory labour laws appended below:-

- a. The contractor shall within fifteen days of the commencement or completion of each contract work under each contract submit a return to the Inspector in Form-VIA. CL(R&A)C Rules 25(2)(viii).
- b. The contractor shall end half yearly return in Form-XXIV (in duplicate) to the Dy. CLC office not later than 30 days from close of the half year. CL(R&A)C Rules 82(1).
- c. The contractor shall allow its worker a day of rest every week. (UP Government Minimum Wages Rules).
- d. The contractor shall pay wages to his workmen not below the rate of Minimum Wages as notified by UP Government approved rates, through Bank transfer.

- e. The contractor shall deposit PF contribution in respect to all its employees up to the wage ceiling limit of Rs.15,000/-. The PF shall be computed on Minimum Wages. Splitting of wages will not be allowed.
- f. The contractor shall be covered under ESI act 1948, comply its provisions and facilitate benefits under this act to its workmen.
- g. The contractors shall pay overtime at the rate of double the ordinary rate of wages, when a worker works for more than nine hours on any day or for more than forty-eight hours in any week. (UP Government Minimum Wages Rules).
- h. The contractor shall disburse wages at the presence of Authorized Representative of the Principal Employer (sec-72, CL(R&A) C Rules).
- i. The contractor shall issue wage slips to its workmen at least one day prior to the disbursement of wages. (CL(R&A)C Rules 78(b) Chapter VII) – as per Annexure-11 (standardized proforma).
- j. All payments of wages shall be made on a working day at the work premises and during the working time and on a date notified in advance and in case the work is completed before the expiry of the wage period, final payment shall be made within 48 hours of the last working day. CL(R&A)C Rules-67 Chapter-VI.

The above list is not exhaustive but indicative only. The contractor must ensure all other applicable labour compliances also.

#### **15.0 Recall from NMRC system**

Habitual offenders on discrepancies in service shall be recalled from the NMRC. Further, NMRC shall have the right to recall any person in case of passenger complaints / indulgence in malpractices or as decided by NMRC's representative in case the person is not performing the job satisfactorily or otherwise. The contractor shall have to arrange suitable replacement in all such cases. In case staff is not working / performing to the entire satisfaction of NMRC the contractor may be asked to issue recorded warning with or without penalty/fine.

#### **Part-B (Watch & Ward Services)**

Contractor shall be required to execute the Watch & Ward Services with its own suitable uniformed and trained manpower with the specifications as determined by NMRC. The services may be required at the metro stations and other locations, as deemed fit, by NMRC. Brief of the required services, working requirement and area of deployment is detailed as under: -

- 2.1 The contractor shall provide Watch & Ward Services to NMRC by deploying failsafe measures, Providing early warning and mobilization troubleshooting elements thereby ensuring:
  - a) Protection of NMRC's property, personnel & passengers against harm / theft / damage.
  - b) Regulate access control at nominated places of deployment, prevent misuse of premises and facilities, prevent trespassing, unauthorized parking, unauthorized construction, prevent squatting in NMRC's premises, vandalism and throwing of garbage in NMRC's area, prevent littering and ensuring cleanliness.
  - c) Undertake fire fighting operations with available equipment and resources.
  - d) At ancillary buildings, installations, offices, circulating area of stations etc.
  - e) Night patrolling and surveillance of metro stations.
  - f) Any other job as assigned by NMRC
- 2.2 The personnel will be required to ensure cleanliness in and around their workplace.
- 2.3 The period of contract shall be for a period of 48 months (04 Years) [may be extended up to a period of 06 months further after reviewing the performance of contractor.

- 2.4 The above services may be required in the stations of Noida Metro (as a whole or in part) besides above, the services may be required at any other section / location as determined by NMRC Ltd. It may, however, be noted that actual utilization may vary, based on NMRC's requirement.
- 2.5 The man day (deployment) is for 9 hours shift including 01 hour break for Lunch, Tea and Rest. The requirement of Watch & Ward Personnel and Supervisor shall be fixed by NMRC from time to time depending on the requirement / traffic pattern at different stations / locations of NMRC Ltd.
- 2.6 The contractor may be asked to provide additional trained and uniformed personnel at 1(one) day's advance notice.
- 2.7 The quantity of items shown in the Commercial Bid is approximate and liable to vary/change during the actual execution of the services. The contractor shall be bound to carry out and complete the stipulated services irrespective of variation in individual services, at the same rate as specified in the Commercial Bid, except compensating revision in rates on account of revision in Minimum Wages and revision on account of change in GST structure and other statutory items as mentioned in Commercial Bid. The variation in the quantities under the contracts shall be limited to 10% of the total tendered quantities (9 hours shift including 01 hour break for Lunch, Tea and Rest as mentioned at A2.5 above). The variation can be implemented anywhere in the network of NMRC.
- 2.8 The scope of work under the contract may be reduced/curtailed based on NMRC's requirements as deemed fit. No claim or compensation will be entertained on this account.

### **3.0 General**

The Watch & Ward Personnel and Supervisor shall report to the Station Controller Room of the respective stations / Other Control / Reporting Office at least 15 minutes in advance of the commencement of the shift to complete required formalities.

The Watch & Ward Personnel and Supervisor should be extremely courteous with very pleasant mannerism in dealing with the Commuters / General Public and they should project an image of utmost discipline.

The Watch & Ward Personnel and Supervisor shall strictly follow the procedure as approved by NMRC for entering into the NMRC system and also accessing any part / portion of AFC System / Network. If any contractor staff is caught travelling without proper authority / valid ticket then they will be treated travelling without ticket & shall be penalized as per the provisions of The Metro Railways (Operation & Maintenance) Act, 2002.

The Watch & Ward personnel and Supervisor shall not accept any gratuity or reward in any shape or form from anybody.

All concerned personnel shall intimate / report any untoward incidents occurring in the station premises to the concerned authority immediately.

After completing the shift duty, all the personnel shall be required to submit duty report to the Station Controller/Controlling Office, if applicable, in the appropriate format as issued to them by NMRC.

Adequate supervision will be provided to ensure correct performance of the Watch & Ward Services in accordance with the prevailing assignment & instructions agreed upon between the two parties. In order to exercise effective control & supervision over the staff of contractor



deployed at stations the supervisory staff will monitor their areas of responsibility as per the due procedure issued by NMRC. One Supervisory shift shall be @ 50 shifts of Watch & Ward Personnel; however, NMRC's discretion on deployment of Supervisors will be final. Supervisors should be provided with mobile telephone by contractor for maintaining efficient & regular communication with NMRC representatives.

#### 4.0 Deployment

The man day (deployment) is for nine hours shift including one hour break for Lunch/Tea/Rest. However one hour rest will be permitted by on duty Station Controller/NMRC Authorized Personal based on Operational requirement in between the nine hours shift not exceeding five hrs continuous duties. Shifts may be staggered in such away to ensure Watch & Ward Services will not be affected. Accordingly timing of Rest for individual will be decided by on duty Station Controller/NMRC Authorized Personal only subject to service exigency. Shift timing will be decided by NMRC as each metro station having independent schedule as per traffic pattern. The requirement of Watch & Ward Personnel and Supervisor shall be fixed by NMRC from time to time depending on the requirement / traffic pattern at different stations / locations of NMRC.

#### 5.0 Service requirement

The contractor shall provide Watch & Ward Services to NMRC by deploying failsafe measures, Providing early warning and mobilization troubleshooting elements thereby ensuring:

- a) Protection of NMRC's property, personnel & passengers against harm / theft / damage.
- b) Regulate access control at nominated places of deployment, prevent misuse of premises and facilities, prevent trespassing, unauthorized parking, unauthorized construction, prevent squatting in NMRC's premises, vandalism and throwing of garbage in NMRC's area, prevent littering and ensuring cleanliness.
- c) Undertake fire fighting operations with available equipments and resources.
- d) At ancillary buildings, installations, offices, circulating area of stations etc.
- e) Night patrolling and surveillance of metro stations.
- f) Any other job as assigned by NMRC.

#### 6.0 Contract Labour Appearance and Requirements

The personnel deployed for the Watch & Ward Personnel should be qualified and trained in the relevant work and have the knowledge of safety procedures. The contractor shall submit Appendix-4, duly completed by each staff prior to their deployment on work site. The minimum qualification of Watch & Ward Personnel should be required as mentioned below.

Sl. No.	Category	Minimum Qualification required
1	Supervisor	Graduation
2	Watch & Ward Personnel	10 <sup>th</sup> pass
3	Armed Guard	10 <sup>th</sup> pass

Minimum height of the Watch & Ward Personnel shall be 160 cms for male and 150 cms for females. Training, other physical standards and other requirements shall be as in Uttar Pradesh Private Security Agencies (Regulation) Rules, 2009.

The Watch & Ward Personnel and Supervisor shall acquaint themselves with the station systems at respective Noida Metro Stations / other installations.

The Character and Antecedents of all Watch & Ward Personnel and Supervisors, before being deployed in NMRC system, shall be got verified from the local police authorities. This is one of the requirements in the Uttar Pradesh Private Security Agencies (Regulation) Rules, 2009. A copy of the CV (Resume) and Character and Antecedent Verification report shall be deposited by the contractor to NMRC.

Contractor shall deploy his personnel only after obtaining NMRC's approval duly submitting Curriculum Vitae (CV) of these personnel to NMRC in advance. Each CV shall be submitted duly verified by the contractor's authorized representative and shall contain the following information but not limited to:-

- a) Name in full
- b) Father's name
- c) Date of Birth
- d) Present Address
- e) Permanent Address
- f) Educational Qualification
- g) AADHAR Card Number
- h) Experience

For any change in contractor's personnel, NMRC shall be advised at least one week in advance and contractor shall be required to obtain NMRC's approval for all such changes along with their CVs.

The Watch & Ward Personnel and Supervisor should wear / possess the prescribed uniform/accessories as specified in Uttar Pradesh Private Security Agencies (Regulation) Rules, 2009.

The Watch & Ward Personnel and Supervisor deputed by the contractor shall conform to physical fitness standards as charted out in Uttar Pradesh Private Security Agencies (Regulation) Rules, 2009

## **7.0 Training**

The Watch & Ward Personnel and Supervisor deputed by the contractor should be adequately trained in related services. Contractor shall note that the services have been charted out in Uttar Pradesh Private Security Agencies (Regulation) Rules, 2009.

NMRC may give basic training / familiarization of the NMRC system for the personnel of the contractor under the contract initially and this period will not be counted as shifts manned by contractor's personnel for the purpose of payment under the contract. This training shall be charged at the rate of Rs.150/- per person for a batch of minimum 20 persons. If batch size is more than 20, that will be charged on pro-rate basis. The payment of training fee shall be deposited in form of Bank Draft in favour of NMRC Ltd. under proper covering letter.

## **8.0 Uniforms, Name badges & Photo identity cards:**

The contractor shall be required to provide the Uniform (design approved by NMRC), at its own cost to all the personnel deployed under the contract, and in addition High Visibility Vest shall be provided to the personnel who may be required to wear the same while performing duty at the Station Platforms. Proper record should be maintained by the contractor for supply of Uniform,

free of cost, to its personnel with their acknowledgment and the same should be produced before NMRC for verification.

All Watch & Ward Personnel and Supervisors shall dress in neat, clean and prescribed uniform with name badge properly displayed. All Watch & Ward Personnel and Supervisors shall have company issued valid photo identity card. Necessary Personnel protective Equipments shall be provided by the contractor as per the requirement for implementation of ISO 14001 & OHSAS 18001.

## **9.0 Security Requirements**

The Character and Antecedents of all the Watch & Ward Personnel and Supervisors, before being deployed in NMRC system, shall be got verified from the local police authorities. A copy of the CV (Resume) and Character and Antecedent Verification report shall be deposited by the contractor to NMRC.

Contractor shall note that the services have been charted out in Section-6 of The Uttar Pradesh Private Security Agencies (Regulation) Rules, 2009. All the Rules & Regulations, as in the Private Security Agencies (Regulation) Act, 2005 and the Uttar Pradesh Private Security Agencies (Regulation) Rules, 2009, shall be followed in-to by the Contractor.

Contractor shall submit the undertaking that police verification of each employee and staff is completed before allowing him/her to perform duty. However employee may be permitted to perform duty up to 15 days from the date of issue of authorization list till his/her police verification formalities are completed.

## **10. Communication facility:**

Supervisor of each location shall be given a mobile/WLL telephone, which shall be used by shift-supervisors for communication with NMRC personal in case of any requirement.

## **11.0 Facilities to be provided by the Employer**

The following facilities will be provided by the Employer: -

- i) One room at the designated location, to be utilized as control for day to day operational requirement, with sufficient lighting arrangement.
- ii) Communication facility i.e. Intercom to the personnel as per the NMRC's assessment.
- ii) Mess room is provided at station for Lunch/Tea/Rest.

## **12.0 Obligation to the Contractor**

If any damages / loss / theft etc. occurs in the Station premise / area under supervision due to Watch & Ward Personnel's negligence / failure during the course of duty or otherwise the same shall be the sole responsibility of the contractor and necessary compensation shall be paid by the contractor to NMRC as per the actual cost assessed by NMRC.

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

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

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

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

The contractor shall ensure that personnel deployed under the contract are not members of any union.

Register of shift schedule specifying allocation of duties to the personnel shall be maintained by the contractor. It should be ensured that no manpower has worked for more than one shift of 9 hours including 1 hour break on a day.

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

### **13.0 Entry Permit Card for Watch & Ward Personnel and Supervisor**

The contractor should submit application for Entry Permit card in the prescribe format clearly proving basic details affixing photograph and signature/Thumb impression of concerned staff. Contractor has to pay requisite fee for police verification and cost of card. After receiving police verification report from concerned address of the staff, the Chief Security Commissioner office of NMRC will issue Entry Permit card of individual staff. In the absence of valid entry permit card, the contractual staff shall not be permitted to enter into the station premises.

### **14.0 Compliances**

In the event of default being made in the payment of any money in respect of wages of any person employed by the contractor for carrying out of this contract and if a claim therefore is filed in the office of the Labour Authorities and proof thereof is furnished to the satisfaction of the Labour Authorities, NMRC may, failing payment of the said money by the contractor, make payment of such claim on behalf of the contractor to the said Labour Authorities and any sums so paid shall be recoverable by NMRC from the contractor.

If any money shall, as a result of any instructions from the Labour Authorities or claim or application made under any of the Labour Laws, or Regulations, is directed to be paid by NMRC, such money shall be deemed to be payable by the contractor to NMRC within seven days after the same shall have been demanded from the contractor. NMRC shall be entitled to recover the amount from the contractor by deduction from money due to the contractor.

Salary / Payment to the contracted employees shall be made by 7<sup>th</sup> of every month by the contractor.

The Watch & Ward Services Personnel's & Supervisors will be employee of the contractor and all Statutory / Other liabilities will be paid by the contractor such as ESI, PF, Bonus and expenditure on Uniform, etc.

As far as EPF & MP Act, 1952 is concerned, it shall be the duty of the contractor to deposit the PF subscription, deducted from the payment of the labour engaged and equal amount of contribution made (Employer's Share) with the PF authorities within 7 days of close of every month. Contractor shall give particulars of the employees engaged by him for NMRC works and is required to submit details to NMRC. In any eventuality if the contractor fails to remit employee / employer's contribution towards PF subscription etc. within the stipulated time, NMRC is entitled to recover the equal amount from any money due or accrue to the contractor under this or any

other contract with NMRC and deposit the amount in the name of the contractor with RPFC, with an advice to RPFC, duly furnishing particulars of labour engaged for NMRC works.

During the currency of contract agreement, the contractor shall abide by all statutory laws with special reference of the following:

- (a) The contractor shall issue Employment Card to its workmen in Form-XIV within three days of employment. (CL(R&A)C Rules 76 Chapter-VII).
- (b) The contractor shall issue Service Certificate to its workmen on termination of employment in Form-XV. (CL(R&A)C Rules 77 Chapter-VII).

The contractor shall display Notices Showing the rates of wages, hours of work, wage period, date of payment, Name and address of the Inspectors having the jurisdiction and the date of payment of unpaid wages in English and in Hindi. CL(R&A)C Rules 81(1)(i). A copy of notice shall be sent to the Inspector and whenever any changes occur the same shall be communicated forthwith. [CL(R&A)C Rules 81(2)].

The contractor shall maintain following statutory Registers (The Gazette of India, notification Dated 21<sup>st</sup> February 2017, G.S.R.154 (E) :

- (c) Registers of persons employed in Form-A
- (d) Wage Register and Register of overtime (combined) in Form-B
- (e) Deduction Register for Damage or Loss, Fines and Advances in Form-C
- (f) Muster Roll Register in Form-D

The registers in the Forms specified in the Schedule to these rules shall be maintained either electronically or otherwise.

The contractor shall strictly follow the statutory labour laws appended below:-

- g. The contractor shall within fifteen days of the commencement or completion of each contract work under each contract submit a return to the Inspector in Form-VIA. CL(R&A)C Rules 25(2)(viii).
- h. The contractor shall end half yearly return in Form-XXIV (in duplicate) to the Dy. CLC office not later than 30 days from close of the half year. CL(R&A)C Rules 82(1).
- i. The contractor shall allow its worker a day of rest every week. (UP Government Minimum Wages Rules).
- j. The contractor shall pay wages to his workmen not below the rate of Minimum Wages as notified by UP Government approved Rates, through Bank transfer.
- k. The contractor shall deposit PF contribution in respect to all its employees upto the wage ceiling limit of Rs.15,000/-. The PF shall be computed on Minimum Wages. Splitting of wages will not be allowed.
- l. The contractor shall be covered under ESI act 1948, comply its provisions and facilitate benefits under this act to its workmen.
- m. The contractors shall pay overtime at the rate of double the ordinary rate of wages, when a worker works for more than nine hours on any day or for more than forty-eight hours in any week. (UP Government Minimum Wages Rules).
- n. The contractor shall disburse wages at the presence of Authorized Representative of the Principal Employer (sec-72, CL(R&A)C Rules).
- o. The contractor shall issue wage slips to its workmen at least one day prior to the disbursement of wages. (CL(R&A)C Rules 78(b) Chapter VII) – as per Annexure-11 (standardized proforma).
- p. All payments of wages shall be made on a working day at the work premises and during the working time and on a date notified in advance and in case the work is completed before the expiry of the wage period, final payment shall be made within 48 hours of the last working day. CL(R&A)C Rules-67 Chapter-VI.

The above list is not exhaustive but indicative only. The contractor must ensure all other applicable labour compliances also.

## 15.0 Recall from NMRC system

Habitual offenders on discrepancies in service shall be recalled from the NMRC. Further, NMRC shall have the right to recall any person in case of passenger complaints / indulgence in malpractices or as decided by NMRC's representative in case the person is not performing the job satisfactorily or otherwise. The contractor shall have to arrange suitable replacement in all such cases. In case staff is not working / performing to the entire satisfaction of NMRC the contractor may be asked to issue recorded warning with or without penalty/fine.

## 2.2. Tenure

The tenure for Customer Facilitation and Watch & Ward Services at NMRC Stations Contract Agreement shall be for a period of 04 (Four) years, which shall be extendable by 6 months, after reviewing the performance of the Contractor and depending upon the requirement and administrative convenience of NMRC in mutual agreement with the Bidder.

## 2.3. Personnel

The personnel deployed for the Customer Facilitation and Watch & Ward Services at NMRC Stations operations should be qualified and trained in the relevant work and have the knowledge of safety procedures. The contractor shall submit to Employer requirement duly completed by each staff prior to their deployment on work site. The minimum qualification and experience of personnel should be as mentioned below.

### Deployment of Tentative. No. Personnel for the Customer Facilitation and Watch & Ward Personnel

S. No.	Description	Tentative No. of Personnel to be deployed for Aqua line per day	Minimum Qualification required	Minimum Experience required in Similar Works
1	Security guard (Male frisking)	42	10 <sup>th</sup> pass	
2	Security guard (Female Frisking)	84	10 <sup>th</sup> pass	
3	Security (X-Ray)	42	10 <sup>th</sup> pass	
4	Security Guard (Depot & Staff Quarters)	6	10 <sup>th</sup> pass	
5	Customer Facilitation Personnel	42	10 <sup>th</sup> pass	
6	Armed Guards	4	10 <sup>th</sup> pass	
7	RSS Guards	6	10 <sup>th</sup> pass	
8	Supervisor	7	Graduation	

- No Deviation in the Deployment of Tentative number of personnel for the Customer Facilitation Services and Watch & Ward shall be acceptable. If any Tenderer proposes deviation in the Tender, such Tender shall not be considered and shall be rejected.
- The Tentative numbers of personnel as mentioned above are required to be deployed on a daily basis as specified in this Tender.

- c. The Tentative number of personnel required to be deployed (i.e. .... Customer Facilitation Services and Watch & Ward personnel) have to be physically deployed on every day basis and therefore any personnel required to be deployed for taking care of Leave Reserve & Rest givers etc. have to be additionally provided by the contractor as per the Statutory norms or rules etc. as applicable.
- d. The CVs of the Customer Facilitation Services and Watch & Ward personnel are to be submitted at office of the nominated NMRC official staff and intimate the office of the Engineer.

## **2.4. Specifications**

The deployment of minimum number of personnel for the Customer Facilitation and Watch & Ward Services purpose for the package is mentioned in Appendix 3.

### 3. Section 3: Instructions to Bidders

#### 3.1. General instructions

- a. A tenderer shall submit only one bid in the same tendering process, either individually as a tenderer or as a partner of a J.V. A tenderer who submits or participates in, more than one bid will cause all of the proposals in which the tenderer has participated to be disqualified. No tenderer can be a sub-contractor while submitting a bid individually or as a partner of a JV in the same bidding process. A tenderer, if acting in the capacity of subcontractor in any bid, may participate in more than one bid, but only in that capacity.
- b. The Bidder shall initiate, and actively pursue and involve itself in all investigations and enquiries, Corporation feedbacks, information, convening of and attendance at meetings, and in any other activities as are or may be necessary for producing high quality work as per the requirements.
- c. The Bidder shall carry out the services in compliance with the provisions of this Agreement. Any and all changes necessary to ensure that the Bidder's documents conform to the intent and purpose set out in the Agreement, shall be made at the Bidder's own expense. The Bidder represents that it is a professional and experienced company, and hereby agrees to bear full responsibility for the correctness and technical merit of the services performed.
- d. Bidders shall be evaluated on the basis of the Evaluation Criteria specified in this document. Bidders shall be deemed to have understood and agreed that no explanation or justification for any aspect of the Selection Process will be given and that NMRC's decisions are without any right of appeal whatsoever.
- e. Any entity which has been barred by the Central/State Government in India or by any entity controlled by them, from participating in any project, and the bar subsists as on the date of Bid, would not be eligible to submit an e - Bid.
- f. Bidders are encouraged to inform themselves fully about the assignment and the local conditions before submitting the e-Bid by paying a visit to the Corporation and/or by sending written queries to NMRC before the last date for receiving queries/clarifications.
- g. NMRC shall not be liable for any omission, mistake or error on the part of the Bidder in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to e-Bid or the Selection Process, including any error or mistake therein or in any information or data given by NMRC.
- h. The currency for the purpose of the Proposal shall be the Indian Rupee (INR).
- i. Tenderers shall not have a conflict of interest. All Tenderers found to have a conflict of interest shall be disqualified. Tenderers shall be considered to have a conflict of interest with one or more parties in this bidding process, if:
  - i. A tenderer has been engaged by the Employer to provide consulting services for the preparation related to procurement or implementation of the project;
  - ii. A tenderer is any associates/affiliates (inclusive of parent firms) mentioned in subparagraph above; or
  - iii. A tenderer lends, or temporarily seconds its personnel to firms or organizations which are engaged in consulting services for the preparation related to procurement for an implementation of the project, if the personnel would be involved in any capacity on the same project.



### 3.1.1. Cost of Bid Document / e-Tender processing Fee

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

### 3.1.2. Acknowledgement by Bidder

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

- a. made a complete and careful examination of the e-Bid;
- b. received all relevant information requested from NMRC;
- c. acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the e-Bid or furnished by or on behalf of NMRC;
- d. satisfied itself about all matters, things and information, necessary and required for submitting an informed Application and performance of all of its obligations 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](http://www.nmrcnoida.com) to enable the Bidders to view, download the e-Bid document and submit e-Bids online up to the last date and time mentioned in e-Bidder notice/ e-Bid document. The Bidder's shall have to pay e-Bid document fee and EMD as mentioned in Data sheet through RTGS/ NEFT on addresses given in data sheet. The scanned copy of RTGS/ NEFT with transaction ID certified by the same bank must be enclosed along with the e-Bid. This e-Bid document fee will be non-refundable. Bid without Bid fee in the prescribe form will not be accepted.

### 3.1.4. Clarifications of e-Bid

- a. During evaluation of e-Bid, NMRC may, at its discretion, ask the Bidder for a clarification of his/her e-Bid. The request for clarification shall be in writing.
- b. Any queries or request for additional information concerning this RFP shall be submitted in writing or by fax and e-mail to the GM (Technical), NMRC **only before or during Pre-Bid Meeting** held at NMRC. The envelopes/ communication shall clearly bear the following identification/ title: **"Queries/ Request for Additional Information: RFP for Customer Facilitation and Watch & Ward Services at NMRC Stations, RSS & Depot"**. The responses will be posted to all such queries on the official Website [www.nmrcnoida.com](http://www.nmrcnoida.com). NMRC reserves the right not to respond to any questions or provide any clarifications, in its sole discretion, and nothing in this Clause shall be taken or read as compelling or requiring NMRC to respond to any question or to provide any clarification.

- c. A pre- submission meeting shall be called on the date mentioned in **Data Sheet** at NMRC Office. Any change corresponding to date, if any, shall be communicated to the Bidder vide NMRC/ e-Tendering website.
- d. In case the Bidder seeks for any queries, he shall send letter or e-mail to the correspondence address given in Data Sheet.
- e. However, NMRC shall not entertain any correspondence from the Bidders during the period of e-Bid opening to selection of the successful Bidder. Any wrong practice shall be dealt in accordance with the Section 5.14 of this e-Bid document under Fraud and Corrupt Practices.
- f. The Tenderer is advised to visit and examine the Site of Works and its surroundings and obtain for himself on his own responsibility all information that may be necessary for preparing the Tender and entering into a contract for the proposed work. The costs of visiting the Site shall be borne by the Tenderer. It shall be deemed that the Contractor has undertaken a visit to the Site of Works and is aware of the site conditions prior to the submission of the tender documents.
- g. The Tenderer and any of his personnel will be granted permission by the Employer to enter upon his premises and lands for the purpose of such inspection, but only upon the express condition that the Tenderer, and his personnel, will release and indemnify the Employer and his personnel from and against all liability in respect thereof and will be responsible for death or personal injury, loss of or damage to property and any other loss, damage, costs and expenses incurred as a result of the inspection.

#### 3.1.5. Amendment of e-Bid Document

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

### 3.2. Preparation and submission of Bids

#### 3.2.1. Language of e-Bid

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

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

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

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

- i. **Fee details** - Details of Bid processing fee and prescribed EMD
- ii. **Eligibility details** - Includes copies of required documents in PDF format justifying that the Bidder is qualified to perform the contract if his/her bid is accepted and the Bidder

has financial & technical capability necessary to perform the contract and meets the criteria outlined in the Qualification requirement and technical specification and fulfill all the conditions of the contract.

- iii. **Technical evaluation** - Details of all documents needed for Technical evaluation as mentioned in this RFP

**b. Financial e-Bid -**

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

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

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

**3.2.4. E-Bid form**

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

**3.2.5. E-Bid Currency**

Prices shall be quoted in Indian Rupees only.

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

- a. The Bidder shall prepare one electronic copy of the technical e-Bid and financial e-Bid separately.
- b. The e-Bid document shall be digitally signed, at the time of uploading, by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. The later authorization shall be indicated by a scanned copy of written power-of attorney accompanying the e-Bid. All the pages/documents of the e-Bid that are to be uploaded shall be digitally signed by the person authorized to sign the e-Bid.
- c. Bidders should provide all the information as per the RFP and in the specified formats. NMRC reserves the rights to reject any proposal that is not in the specified formats.
- d. In case the Bidders intends to provide additional information for which specified space in the given format is not sufficient, it can be furnished in duly stamped and signed PDFs.

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

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

**3.2.8. Submission of e-Bid**

- a. The bid submission module of e-procurement website <http://etender.up.nic.in> enables the Bidders to submit the e-Bid online in response to this e-Bid published by NMRC.

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

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

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

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

- c. The Bidder can search for active Bids through "search active tenders" link, select a Bid in which he/she is interested in and then move it to 'My Tenders' folder using the options available in the e-Bid submission menu. After selecting and the Bid, for which the Bidder intends to e-Bid, from "My tenders" folder, the Bidder can place his/her e-Bid by clicking "pay offline" option available at the end of the view Bid details form. Before this, the Bidder should download the e-Bid document and price schedule/bill of quantity (BOQ) and study them carefully. The Bidder should keep all the documents ready as per the requirements of e-Bid document in the PDF format except the price schedule /bill of quantity (BOQ) which should be in the XLS format (excel sheet).
- d. After clicking the 'pay offline' option, the Bidder will be redirected to terms and conditions page. The Bidder should read the terms & conditions before proceeding to fill in the Bid fee and EMD offline payment details. After entering and saving the Bid fee and EMD details form so that "bid document preparation and submission" window appears to upload the documents as per technical (fee details, qualification details, e-Bid form and technical specification details) and financial (e-Bid form and price schedule/BOQ) schedules/packets given in the Bid details. The details of the RTGS/NEFT should tally with the details available in the scanned copy and the date entered during e-Bid submission time otherwise the e-Bid submitted will not be accepted.
- e. Next the Bidder should upload the technical e-Bid documents for fee details (e-Bid fee and EMD), Qualification details. Before uploading, the Bidder has to select the relevant digital signature certificate. He may be prompted to enter the digital signature certificate password, if necessary. For uploading, the Bidder should click "browse" button against each document label in technical and financial schedules/packets and then upload the relevant PDF/XLS files already prepared

and stored in the Bidder's computer. The required documents for each document label of technical ( fee details, qualification details, e-Bid form and technical specification details) and financial ( e-Bid form and price schedule/BOQ) schedules/packets can be clubbed together to make single different files for each label.

- f. The Bidder should click "Encrypt" next for successfully encrypting and uploading of required documents. during the above process, the e-Bid document are digitally signed using the DSC of the Bidder and then the documents are encrypted/locked electronically with the DSC's of the bid openers to ensure that the e-Bid documents are protected, stored and opened by concerned bid openers only.
- g. After successful submission of e-Bid document, a page giving the summary of e-Bid submission will be displayed confirming end of e-Bid submission process. The Bidder can take a printout of the bid summary using the "print" option available in the window as an acknowledgement for future reference.
- h. NMRC reserves the right to cancel any or all e-Bids without assigning any reason.

#### **3.2.9. 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 the e-Bid.
- c. Once the e-Bid submission date and time is over, the Bidder cannot submit his/her e-Bid. Bidder has to start the bid submission well in advance so that the submission process passes off smoothly. The Bidder will only be held responsible if his/her e-Bid is not submitted in time due to any of his/her problems/faults, for whatsoever reason, during e-Bid submission process.

#### **3.2.10. Withdrawal and resubmission of e-Bid**

- a. At any point of time, a Bidder can withdraw his/her e-Bid submitted online before the bid submission end date and time. For withdrawing the Bidder should first log in using his/her login id and password and subsequently by his/her digital signature certificate on the e-procurement website <http://etender.up.nic.in>. The Bidder should then select "My bids" option in the bid submission menu. The page listing all the bids submitted by the Bidder will be displayed. Click "View" to see the details of the bid to be withdrawn. After selecting the "bid withdrawal" option the Bidder has to click "Yes" to the message "Do you want to withdraw this bid?" displayed in the bid information window for the selected bid. The Bidder also has to enter the bid withdrawing reasons and upload the letter giving the reasons for withdrawing before clicking the "Submit" button. The Bidder has to confirm again by pressing "OK" button before finally withdrawing his/her selected e-Bid.
- b. No e-Bid may be withdrawn in the interval between the deadline for submission of e-Bids and the expiration of period of e- bid validity. Withdrawal of an e-Bid during this interval may result in the forfeiting of Bidder's e-Bid security.
- c. The Bidder can re-submit his/her e-Bid as when required till the e-Bid submission end date and time. The e-Bid submitted earlier will be replaced by the new one. The payment made by the Bidder earlier will be used for revised e-Bid and the new e-Bid submission summary generated after the successful submission of the revised e-Bid will considered for evaluation purposes. For resubmission, the Bidder should first log in using his/her login Id and password and subsequently by his/her digital signature certificate on the e-procurement website <http://etender.up.nic.in>. The Bidder should then select "My bids" option in the bid submission menu. The page listing all the bids submitted by the Bidder will be displayed. Click "View" to see the detail of the e-Bid to be

resubmitted. After selecting the "bid resubmission" option, click "Encrypt & upload" to upload the revised e-Bids documents.

- d. The Bidder can submit their revised e-Bids as many times as possible by uploading their e-Bid documents within the scheduled date & time for submission of e-Bids.
- e. No e-Bid can be resubmitted subsequently after the deadline for submission of e-Bids.

**3.2.11. 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 e-Bid.
- c. Such misrepresentation/ improper response may lead to the disqualification of the Bidder. If such disqualification /rejection occurs after the e-Bid have been opened and the highest ranking Bidder gets disqualified / rejected, then the NMRC reserves the right to consider the next best Bidder, or take any other measure as may be deemed fit in the sole discretion of NMRC, including annulment of the Selection Process.

**3.2.12. 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, NMRC shall not entertain any correspondence with any Bidder or its Technical Partners in relation to acceptance or rejection of any e-Bid.
- b. Subject to Clause 3.4.5 no Bidders or its Technical Partners shall contact NMRC on any matter relating to his e-Bid from the time of Bid opening to the time contract is awarded.
- c. Any effort by the Bidder or by its Technical Partners to influence NMRC in the Bid evaluation, Bid comparison or contract award decisions, may result in the rejection of his Bid.

**3.3. Earnest Money Deposit**

**3.3.1. Earnest money deposit (EMD)**

- a. The tenderer shall furnish, as part of its e-Bid, an e-Bid security/ EMD as stated in Data Sheet in form of RTGS/NEFT only in favour Noida Metro Rail Corporation Limited in the A/c No. mentioned in **Data Sheet**. The scanned copy of RTGS/NEFT receipt of Security/ EMD with transaction Id certified by the same bank must be enclosed along with the e-Bid. Tender without Earnest Money in the prescribed form, will not be accepted.
- b. Bidders submitting bids for more than one package shall be required to submit EMD for each package as mentioned in **Data Sheet** for which bid is submitted.
- c. Any e-Bid not secured in accordance with above shall be treated as non-responsive and rejected by NMRC.
- d. Unsuccessful Bidder's EMD will be returned within 45 days after conclusion or discharge of the tender.

- 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.
- h. In case of joint venture/consortia, Bank Guarantee/FDR for tender security shall be in the name of joint venture/consortia and not in name of individual members.

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

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

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

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

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

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

- a. Financial Bids determined to be responsive will be checked by NMRC for any arithmetic errors. Where there is a discrepancy between the rate quoted in the Financial Bid, in figures and in words, the amount in words will prevail over the amounts in figures, to the extent of such discrepancy.

- 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 in accordance with Clause 3.3.1g.

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

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

#### **3.4.5. Contacting NMRC**

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

#### **3.4.6. Confidentiality**

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

### **3.5. Award of Contract**

#### **3.5.1. Award Criteria**

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



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

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

**3.5.3. Signing of contract**

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

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

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

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

### 4.1. Eligibility Criteria

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

- a. Sole proprietorship, registered partnership firm, public limited company, private limited company or Consortium of any of the above can submit the Bidder. The firms and the companies should be registered in India.
- b. The Bidder should have a minimum experience of having satisfactorily 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. 3.64 crore (Three crore Sixty Four Lakh Rupees only) or
  - ii. Two similar completed works each costing not less than the amount equal to Rs. 2.27 crores (Two crore Twenty seven Lakh Rupees only) or
  - iii. Three similar completed works each costing not less than the amount equal to Rs. 1.82 crore (One Crore Eighty Two Lakh Rupees only)
- c. Agencies having **The Private Security Agencies (Regulation) Act (PSARA), 2005** Certification or Agencies applied for the same are only eligible for participation of tendering process.

**Definition of Similar Works - Works involving Customer Facilitation and watch & ward Services in Railways/Metros/Airports/Bus Depots/Office Premises/Shopping Malls/ Hospitals/ Hotels/ Institutes utilizing similar manpower.**

*In case of JV/ Consortium- Full value of the work, if done by the same joint venture shall be considered. However, if the qualifying work(s) were done by them in Consortium having different constituents, then the value of work as per their percentage participation in such Consortium shall be considered. This is to be substantiated with documentary evidence.*

- d. The Bidder should have minimum Average Annual Turnover from similar work of Rs. 3.64 crore (Three crore Sixty Four Lakh) only in the last 3 (three) Financial Years (2015-2016, 2016-17, 2017-18) preceding the Bid Due Date.

*In case of JV/ Consortium - The averages annual turnover of JV will be based on percentage participation of each member.*

*Example: Let member 1 has percentage participation = M and Member 2 has percentage = N, Let the averages annual turnover of member 1 is A and that of member 2 is B, then average annual turnover of JV will be =  $(AM+BN)/100$*

- e. The Bidder should have minimum Net worth of Rs 91.07 lakh (Ninety One lakh Seven Thousand Rupees only) in last audited Financial Year.

*In case of JV/ Consortium- Net worth will be based on the percentage participation of each Member.*

*Example: Let Member 1 has percentage participation = M and Member 2 has = N. Let the Net worth of Member 1 is A and that of Member 2 is B, then the Net worth of JV will be =  $(AM+BN)/100$ .*

- f. The Bidder should have Positive Profit before Tax in at least 2 (two) years, out of the last 3 (three) Financial Years (2015-2016, 2016-17, 2017-18)

*In Case of JV/ Consortium: The profitability of only lead member shall be evaluated.*

- g. The Bidder should be registered with Labour Department for supply of manpower.  
*In case of JV/ Consortium: All Members should be registered with Labour Department for supply of manpower.*
- h. The Bidder must have at least 300 personnel and it should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts in India.  
*In case of JV/ Consortium: All Members must be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts in India.*
- i. The Bidder must have either the Registered Office or the functional Branch Office located in Delhi NCR.  
*In case of JV/ Consortium: Any one Member must have either the Registered Office or the functional Branch Office located in Delhi NCR.*
- j. The Bidder should be registered with the Goods and Services Tax Authorities.  
*In case of JV/ Consortium: All Members should be registered with the Goods and Services Tax Authorities*
- k. The Bidder should not have been blacklisted/ banned/ declared ineligible for corrupt and fraudulent practices by the Government of India/ any State Government/ Government Agency and Supreme court and contracts have been terminated/ foreclosed by any company / department due to non- fulfillment of Contractual obligation in last 5 (five) financial years.  
*In case of JV/ Consortium: All Members should provide the Undertaking*

In case of a Bid by a Consortium of firms, following shall be abided by (failing which shall result in the disqualification of the Bidder)-

- i. The Lead Member of the Consortium shall maintain a minimum percentage share of 51% of the aggregate shareholding of the Consortium during full tenure of Agreement.
- ii. Any change in percentage stake of Consortium members without prior written approval of NMRC shall be treated as Material Breach of Contract and Contractor's Event of Default entitling NMRC to encash Security Deposit/Performance Security and /or to terminate the Agreement after 30 days notice.
- iii. Minimum percentage stake of any member in Consortium during contract period shall not be less than 15%.
- iv. Partners having less than 26% participation shall be considered as non-substantial partner and shall not be considered for evaluation which means that their eligibility shall not be considered for evaluation of Consortium.
- v. All members of such entity shall be jointly and severally liable for the due performance of Agreement.

**The Bidder shall also furnish the following documentary proof (for all members in case of JV/ Consortium, as per eligibility criteria):**

- a. For above criteria 4.1a
  - i. Registration certificate of the firm/ Partnership deed/ certificate of incorporation, etc.
  - ii. Articles of Association and Memorandum of Association (if applicable)
- b. For above criteria 4.1b
  - i. Form 4: Work Experience with documentary evidence
- c. For above criteria 4.1d,e,f
  - i. Form 5: Financial Capability Details

- ii. A copy of the Audited balance sheets and Profit and Loss Statements for the last 3 (three) financial years  
In case the Financial Statements for the latest financial year are not audited and therefore the Bidder cannot make it available, the Bidder shall give an undertaking to this effect and the statutory auditor/charted accountant shall certify the same. In such a case, the Bidder shall provide the Audited Financial Statements for 2 (two) years preceding the year for which the Audited Financial Statement is not being provided. Also, pertaining to latest financial year, the bidder shall submit an affidavit certifying that "The Annual Accounts have not been audited so far. We are submitting the CA certified provisional accounts, which shall be substantiated by the Audited Accounts, when prepared."
- iii. Self attested copy of PAN, ITR
- d. For above criteria 4.1g
  - i. Self-attested copy of certificate of Labour Department for supply of manpower
- e. For above criteria 4.1h
  - i. Self-attested copy of ESI and EPF registration certificate
  - ii. 10.13. Form 13: Personnel Details  
(Self-attested copy of EPF registration number with Challan copy of the EPF submitted for at least 300 personnel; Self-attested copy of ESI registration number with Challan copy of the ESI submitted for at least 300 personnel)
- f. For above criteria 4.1i
  - i. Proof of Registered Office or the functional Branch Office located in Delhi NCR
- g. For above criteria 4.1j
  - i. Copy of GST registration certificate
- h. For above criteria 4.1k
  - i. 10.8. Form 8: Undertaking

#### 4.2. Bid Criteria

The Bidders will be qualified only if their available bid capacity is more than the approximate cost of work as per RFP (Refer 10.6. Form 6: Bid Capacity Information). Available bid capacity will be calculated based on the following formula:

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

Where,

A = Maximum of the value of works executed in any one year during the last five financial years (updated to the last day of the previous month of tender submission price level assuming 5% inflation for Indian Rupees every year and 2% for foreign currency portions per year).

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

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

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

Example for calculation of bid capacity in case of JV / Group

Suppose there are 'P' and 'Q' members of the JV / group with their participation in the JV/ group as 70% and 30% respectively and available bid capacity of these members as per above formula individually works out 'X' and 'Y' respectively, then Bid Capacity of JV / group shall be as under:

Bid Capacity of the JV / group =  $0.7X + 0.3Y$ .

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

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

- a. The financial proposal of only technically qualified Bidders shall be opened for evaluation.
- b. The Bidder satisfying the criteria under Clause 4.1 shall be considered as qualified.
- c. The financial proposal of only qualified Bidders shall be opened for evaluation.
- d. The Bidder with the lowest quoted price for the entire term of 04 years in the financial quote (L1 bidder) shall be selected for the award of contract.

#### **4.4. Selection of Bidder**

NMRC shall award the Contract for Customer Facilitation and Watch & Ward Services at NMRC Stations at NMRC Stations to the Lowest Tenderer (L1 bidder), whose tender has been determined to be substantially responsive and compliant to the requirements contained in the Tender Documents.

- a. In case, two or more technically qualified bidders quote the same rate in the Commercial Bid, and become Lowest (i.e. L-1), then the tender would be awarded to the bidder who has the highest / higher Average Annual Turnover from 'Similar Works' (as per Minimum Eligibility Criteria defined in Section 4 under "Definition of Similar Work") during the last 3 years ending on the last day of the month preceding the month in which the tender has been floated. Experience certificate / work completion certificate on client's letter head is mandatory to ascertain the nature, period and value of work which shall be required to be uploaded by the bidder by the last date of tender submission.
- b. Prior to the expiry of the period of bid validity, NMRC will notify the successful bidder in writing, either through Notice of Award (NOA), that his bid has been accepted.
- c. The NOA would be sent in duplicate to the successful bidder, who will return one copy to NMRC duly acknowledged, signed and stamped by the authorized signatory of the bidder, as an unconditional acceptance of the NOA, within 10 (ten) days from the date of issue of NOA.
- d. No correspondence will be entertained by NMRC from the unsuccessful bidders.

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

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

- d. Failure of the Successful Bidder to comply with the requirement of acknowledgement of NOA shall constitute sufficient grounds for the annulment of the NOA, and forfeiture of the bid security.
- e. **The Purchaser reserves the right to increase or decrease the quantity up to 25% of the quantity offered by the successful tenderer. The bidder is bound to accept the increase or decrease in the tendered quantity up to 25% under this clause without any change in unit price.**
- f. In case the variation in individual items or the group of items as stipulated above, is more than 25% on plus side, the rate for the varied quantity beyond 25% shall be negotiated between the NMRC and the Contractor and mutually agreed rates arrived at before actual execution of the extra quantity. In case the contractor executes the extra quantity without written approval of the NMRC with specific instructions to execute pending the finalization of rates, the payment shall be made at contract rate only. In the event of disagreement, the Engineer shall fix such rates of price as are, in his opinion appropriate and shall notify the Contractor accordingly, with a copy to the Employer. Until such time as rates or prices are agreed or fixed, the Engineer shall determine provisional rates or prices to enable on account payments to the Contractor. Alternatively, in the event of disagreement, the Contractor shall have no claim to execute extra quantities/new items and the Engineer shall be free to get such additional quantities beyond 25% new items executed through any other agency. However, if the Engineer or the Employer so directs the Contractor shall be bound to carry out any such additional quantities beyond the limits stated above original quantities and or new items and the disagreement or the difference regarding rates to be paid for the same shall be settled in the manner laid down under the conditions for the settlement of dispute.

#### **4.6. Performance Bank Guarantee / Security Deposit**

- a. To fulfill the requirement of performance bank guarantee during the implementation period, the Successful Bidder (herein referred to as the "Contractor") shall deposit **5%** of the Contract Price in form of FDR/ DD or unconditional and irrevocable Bank Guarantee bond issued by a scheduled bank in favor of NMRC valid for 5 years within 30 days from Notice of Award. EMD amount of successful bidder shall be adjusted in the performance bank guarantee, if applicable. For unsuccessful bidder, EMD shall be refunded without any interest. In case of extension of tenure by 6 months, the performance bank guarantee shall be extended by 6 months as well.
- b. In case of joint venture/consortium, the Performance Security is to be submitted in the name of the JV / Consortium. However, splitting of the performance security (while ensuring the security is in the name of JV / Consortium) and its submission by different members of the JV / Consortium for an amount proportionate to their scope of work is also acceptable.
- c. 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.
- d. 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.
- e. 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.

- f. Once the amount under above Clause is debited, the Contractor shall replenish the Security Deposit/ Performance Bank Guarantee to the extent the amount is debited within 15 days period, failing which, it shall be treated as Contractor Event of Default and will entitle NMRC to deal with the matter as per the provisions of RFP and Contract Agreement.

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

- a. Proposals shall be deemed to be under consideration immediately after they are opened and until such time NMRC makes official intimation of award/ rejection to the Bidders. While the Proposals are under consideration, Bidders and/ or their representatives or other interested parties are advised to refrain from contacting by any means, NMRC and/ or their employees/ representatives on matters related to the Proposals under consideration till the time Contract is awarded
- b. Any effort by a Bidder to influence NMRC in its decisions on e-Bid evaluation, e-Bid comparison or contract award may result in rejection of the Bidder's e-Bid.
- c. In the event of any information furnished by the agency is found false or fabricated the minimum punishment shall be debarred/ blacklisting and the legal proceeding may also be initiated.
- d. If the Bidder wishes to bring additional information to the notice of NMRC, he/she can do so in writing. All correspondence/ enquiry should be submitted to the following in writing by fax/ post/courier:

GM (Technical)  
Noida Metro Rail Corporation (NMRC) Limited  
Block-III, 3rd Floor, Ganga Shopping Complex, Sector-29,  
Noida -201301  
District Gautam Budh Nagar, Uttar Pradesh  
Email: nmrcmanoj@gmail.com

- e. No interpretation, revision, or other communication from NMRC regarding this solicitation is valid unless in writing and signed by the competent authority from NMRC.

#### **4.8. Project Financial Terms**

##### **4.8.1.Tenure of Agreement**

The tenure for Customer Facilitation and watch & ward Services Contract Agreement shall be for a period of 04 (Four) years from the Commencement Date which has been agreed by the parties.

##### **4.8.2.Schedule of Payment**

- a. The payment will be made on a monthly basis as per the accepted rates based on the activities carried out as in the Schedule of work defined in Annexure of tender document.
- b. 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 Quantities.
- c. Joint Payment Procedure – Payment shall be made monthly. Attendance of the staff (verifiable record) is maintained at stations on daily basis. Preferably online disbursement of wages of staff/ workers to be done and complied statement to be submitted to NMRC for verification. These records shall be submitted by 25th of each month to enable NMRC to release 75% of due payment for the current month payment may be released by 5th of the next month so that wages shall be paid by 7th of next month by the agency. The detail bills complying all the statutory provisions shall be submitted by 15th of the next month so that balance 25% payment of preceding month shall be released.

- d. No overtime is considered to achieve higher level of safety standards. The tenderer should consider execution of work in shifts as per Employer's Requirement. The agency must ensure timely payment of Salary, PF, ESI etc. and prompt medical facility to sick/injured and to all staff.
- a. The payment of monthly bills will be released only after receipt of documentary evidence towards
  - i. Payments of agreed wages to the personnel deployed in NMRC through Bank Account
  - ii. Details of EPF and ESI amount deposited for the previous month along with copies of challan and list of workers/ employees for which such EPF, ESI contribution amount has been deposited. (It is to be noted that Separate Provident Fund Code No./ ECR to be created for personnel deployed at NMRC ). Copy of bill period month's contract specific EPF Challan, ECR and ESI Challan.
  - iii. Copy of bill period month's contract specific GST Challan /confirmation
  - iv. Necessary undertakings /annexure(s).
  - v. Any other document demanded by NMRC.
- b. A requisite portion of the bill or whole of the bill amount shall be held up till such proofs are not furnished, at the discretion of the NMRC
- c. The payment shall be done after deducting direct/indirect tax and labour cess etc. as applicable.
- d. No amount of interest will be payable by NMRC, in case of delay or on any other count.
- e. Necessary certificate of deduction of Income Tax at source shall be issued and furnished to the Contractor.
- f. Any type of statutory taxes applicable on services under this tender (either in force at present or made applicable in future by a competent order/notification) will be borne by the Contractor and the Corporation would make no extra payment on this account.
- g. No advance payment will be made to the Contractor.

#### **4.8.3.Payment Terms**

The Contractor shall preferably be made the payment of the Contract fee and other dues to NMRC by E-Mode i.e. RTGS/NEFT for credit of the designated account of the Contractor.

- a. Payment for manpower shall be made by NMRC in (INR) Indian Rupees against the documents as mentioned in Clause above.
- b. The Rates, Per 9 Hours Shift with 1 hour of break Per Day, accepted by NMRC shall remain fixed/firm through-out the contract period without any variation/escalation, except on account of revision in Minimum Wages as notified by UP Government approved Rates, and will be applicable uniformly for all working days including Weekdays, Weekends, Gazette Holidays, National Holidays, Festivals etc.
- c. For the purpose of On-account payment, the Contractor shall submit detailed duty hours shifts actually carried out at stations/other locations as per NMRC prescribed format for checking and payment, as required. Payment will be effected based on unit rates as approved in the Bill of Quantities.
- d. The contractor shall be required to make a written request, on their company's letter head, for release of 75% of the billing amount corresponding to the services rendered as communicated by concerned office of NMRC. The contractor shall be required to submit the same to concerned office of NMRC within two working days from the date of intimation by concerned office of NMRC about the shifts manned by the contractor. No other document is required to be submitted by the contractor with this request.



- e. In case the contractor fails to submit the completed bill of a particular billing period for which 75% running account payments has been made then running account payment for the subsequent month's services rendered will be reduced to 50%only.
- f. The payment shall be made on a monthly basis for numbers of days /Shifts worked in a month. Payment shall be made only as per attendance recorded in registers in all circumstances. At the end of the month, the contractor shall submit necessary documents & Bill in the standard format for payment.
- g. If the contractor fails to submit the completed bills of a particular month even after lapse of 2 subsequent months then necessary action for termination of the contract shall be initiated.

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

These conditions shall be part of the contract agreement.

### **5.1. General Provisions**

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

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

#### **5.1.2. Notices**

- a. Any notice, request or consent required or permitted to be given or made pursuant to these general conditions shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the party to whom the communication is addressed, or when sent to such party at the mentioned address.
- b. A party may change its address for notice hereunder by giving the other party notice in writing of such change to the mentioned address.
- c. The Contractor shall forthwith notify the Employer of any change in constitution of the firm.

#### **5.1.3. Authorized Representatives**

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

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

- a. The Contractor and their personnel shall pay such direct and indirect taxes (except GST), duties, fees, and other impositions levied under the Government of India Act, the amount of which is deemed to have been included in the Contract Price.
- b. The contractor shall maintain details of SGST/UTGST & CGST paid and submit the following for reimbursement of GST: I. Tax Invoice; GSTR-1 return filled with the respective authority or the form of return as amended by the Central/State Government time to time & copy of challans in regard to deposit of GST; Certificate of the Chartered Accountant in regard to turnover of the contractor relating to NMRC project and deposit of due taxes with respective tax authorities; Relevant abstract of filed GSTR-1 return showing the details of relevant tax invoice submitted by the contractor.
- c. 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 submit copies of acknowledgements evidencing filing of returns every year and shall keep the Employer fully indemnified against liability of tax, interest, penalty etc, of the Contractor's in respect thereof, which may arise.

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

#### **5.2.1. Effectiveness of Contract**

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

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

The Firm shall begin carrying out the Services from the Commencement Date or any such date as specified by the Corporation.

#### 5.2.3. Expiration of Contract

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

#### 5.2.4. Modifications or Variations

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

#### 5.2.5. Force Majeure

- a. Definition: For the purpose of these standard terms, "Force Majeure" means an event which is beyond the reasonable control of a Party and which makes a Party's performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.
- b. No Breach of Contract: The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.
- c. Extension of Time: Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.
- d. Payments: If the Works shall suffer loss or damage due to such Force Majeure, the Contractor shall be entitled to have included, in an Interim Payment Certificate, the Cost of work executed in accordance with the Contract.

#### 5.2.6. Termination of Contract

##### a. By the Corporation (NMRC)

The Corporation may terminate this Contract in case of the occurrence of any of the events of default as specified in paragraphs i through x except vii and viii of this Clause.

- i. If the Contractor fails to commence the work within 15 days from date of signing of contract or any other time timeframe as communicated by NMRC in written.
- ii. If the Contractor does not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the Corporation may have subsequently approved in writing.
- iii. If any information provided by the Contractor in the Bid submission is found to be false later on.
- iv. If the Contractor is not complying with applicable labour laws for the workers/staff deployed on the project.
- v. If the Contractor becomes insolvent or bankrupt.
- vi. If the Contractor, in the judgment of the NMRC has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- vii. If, as the result of Force Majeure, the Contractor are unable to perform a material portion of the Services for a period of not less than thirty (30) days.

- viii. If the Corporation, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.
- ix. If the Contractor fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause 5.15.2 hereof.
- x. The Contractor suspends or abandons the operations of the Project without prior consent of NMRC, provided that the Contractor shall be deemed not to have suspended/abandoned operation if such suspension/abandonment was (i) as a result of Force Majeure Event and is only for the period such Force Majeure is continuing, or (ii) or on account of breach by NMRC of its obligations under this agreement.

**Consequences in case of Termination in Event of Default by Contractor**

Without prejudice to any other right or remedy which NMRC may have in respect thereof under this Agreement, upon occurrence of an Event of Default, NMRC shall be entitled to terminate this Agreement by issuing a Termination Notice to the Contractor, provided that before issuing the Termination Notice, NMRC shall by a notice in writing inform the Contractor of its intention to issue the Termination Notice (the "Preliminary Notice"). In case the underlying breach/default is not cured within a period of 60 (sixty) days from the date of the Preliminary Notice (Cure period), NMRC shall be entitled to terminate this Agreement by issuing the Termination Notice. Provided further that:

- i. If the default is not cured within 30 (thirty) days of the Preliminary Notice, NMRC shall be entitled to encash the Performance Bank Guarantee with a notice to the Contractor (Encashment Notice)
  - ii. If the default is not cured within 30 (thirty) days of Encashment Notice and a fresh Performance Bank Guarantee is not furnished within the same period, NMRC shall be entitled to issue the Termination Notice.
- b. By the Contractor

The Contractor may terminate the Contract, by not less than thirty (30) days' written notice to the Corporation, such notice to be given after the occurrence of any of the events specified in paragraphs i through iii of this Clause:

- i. If the Corporation fails to pay any money due to the Contractor pursuant to the Contract and not subject to dispute pursuant to Clause hereof within forty-five (45) days after receiving written notice from the Contractor that such payment is overdue.
- ii. If, as the result of Force Majeure, the Contractor is unable to perform a material portion of the Services for a period of not less than thirty (30) days.
- iii. If the Corporation fails to comply with any final decision reached as a result of arbitration pursuant to Clause 5.15.2 hereof.

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

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

**5.3. Deployment**

The man day (deployment) is for nine hours shift which includes 1 hour break. Timings of the shift are changeable and shall be fixed by NMRC from time to time depending upon the requirement / traffic pattern at different stations / locations of NMRC.

#### 5.4. Contract Labour Appearance and Requirements

- a. The Customer Facilitation and watch & ward personnel shall dress in neat, clean and prescribed uniform with proper name badge prominently displayed.
- b. The Customer Facilitation and watch & ward personnel shall acquaint themselves with the station systems at respective Noida Metro Stations / other installations.
- c. The Character and Antecedents of all the Customer Facilitation and watch & ward Personnel and Supervisors before being deployed in NMRC system, shall be got verified from the local police authorities. A copy of the CV (Resume) and Character and Antecedent Verification report shall be deposited by the Contractor to NMRC before the commencement of the services.

#### 5.5. Obligations of the Contractor

- a. **Conflict of Interests:** The Contractor shall hold the Corporation's interests paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.
- b. **Prohibition of Conflicting Activities:** The Contractor shall not engage, and shall cause their Personnel as well as their Sub-Firms and their Personnel not to engage, either directly or indirectly, in any business or professional activities which would conflict with the activities assigned to them under this Contract.
- c. **Confidentiality:** Except with the prior written consent of the Corporation, the Contractor and the Personnel shall not at any time communicate to any person or entity any information, maps, images, reports, etc. acquired in the course of the Services, nor shall the Contractor and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services. This clause shall survive even after expiry of this contract.
- d. **Accounting, Inspection and Auditing:** The Contractor shall keep accurate and systematic accounts and records in respect of the Services hereunder, in accordance with internationally accepted accounting principles and in such form and detail as will clearly identify all relevant time changes and costs, and the basis thereof.
- e. If any damages / loss / theft etc. occurs in the Station premise / area under supervision due to personnel's negligence / failure during the course of duty or otherwise the same shall be the sole responsibility of the Contractor and necessary compensation shall be paid by the Contractor to NMRC as per the actual cost assessed by NMRC.
- f. The Contractor shall abide by and comply with all the relevant laws and statutory requirements covered under various laws such as Minimum Wages Act-1948, Employees State Insurance Act-1948, Employees Provident Fund & Miscellaneous Provisions Act-1952, Contract Labour (Regulation and Abolition) Act-1970 and various other acts as applicable from time to time with regard to the labour / personnel engaged by the Contractor under the contract.
- g. The contractor should have a valid license from concerned labour authorities, under the Contract Labour (Regulation and Abolition) Act-1970, during the entire currency of the contract.
- h. The contractor should have a valid registration with Employees Provident Fund, Employees State Insurance and GST.
- i. The Contractor shall give Basic Training / Familiarization of NMRC's System / Working to his personnel before deploying the same in the NMRC system. However, it may be noted that this period will not be counted as shifts manned by Contractor's personnel for the purpose of payment under the contract.
- j. The Contractor shall indemnify and hold NMRC harmless from and against all claims, damages, losses and expenses arising out of, or resulting from the works/services under the contract provided by the Contractor.

- k. The Contractor shall have his own Establishment / Set-up / Machinery / Mechanism / Training Institute with related Training Aids (or should have tie up with a professional Training Agency), required Vehicles, Execution & Supervision team etc. at his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract.
- l. Contractor shall ensure that its personnel shall not at any time, without the consent of NMRC, in writing, divulge or make known any trust, accounts, matter or transaction undertaken or handled by NMRC and shall not disclose to any person information to the affairs of NMRC.
- m. Contractor shall deploy his personnel only after obtaining NMRC's approval duly submitting Curriculum Vitae (CV) of these personnel to NMRC in advance. For any change in Contractor's personnel, NMRC shall be advised at least one week in advance and Contractor shall be required to obtain NMRC's approval for all such changes along with their CVs.
- n. All necessary reports, records, registers and other information, under the Contract and all other Statutory Laws, shall be deposited by the Contractor on demand by NMRC.
- o. The Contractor will maintain all record of property & equipment of NMRC handed over to him for use or under his control. Any damage or loss caused by Contractor's persons to the property & equipment of NMRC Ltd. in whatever form may be recovered from the Contractor. Contractor shall not be held responsible for the damages/sabotage caused to the property of NMRC due to the trade union / riots / mobs / armed dacoit activities or any other event of force majeure.
- p. The Contractor shall ensure that personnel deployed under the contract are not members of any union.
- q. Attendance register of manpower deployed for the execution of services shall be maintained by the Contractor.
- r. Register of shift schedule specifying allocation of duties to the personnel shall be maintained by the Contractor.

## **5.6. Coordination with Other Contractors**

The Contractor shall plan and execute the contractual work in coordination & in co-operation with other Contractors working for similar/other contracts.

## **5.7. Contractor's Obligations towards Tax Laws**

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

## **5.8. Compliances**

- a. In the event of default being made in the payment of any money in respect of wages of any person employed by the Contractor for carrying out of this contract and if a claim therefore is filed in the office of the Labour Authorities and proof thereof is furnished to the satisfaction of the Labour Authorities, NMRC may, failing payment of the said money by the Contractor, make payment of such claim on behalf of the Contractor to the said Labour Authorities and any sums so paid shall be recoverable by NMRC from the Contractor.
- b. If any money shall, as a result of any instructions from the Labour Authorities or claim or application made under any of the Labour Laws, or Regulations, is directed to be paid by NMRC, such money shall be deemed to be payable by the Contractor to NMRC within seven days after the same shall have been demanded from the Contractor. NMRC shall be entitled to recover the amount from the Contractor by deduction from money due to the Contractor.

- c. Salary / Payment to the contracted employees shall be made by 7th of every month by the Contractor.
- d. The Team Leader/Supervisor/Customer Facilitation and watch & ward staff will be employee of the Contractor and all Statutory / other liabilities will be paid by the Contractor such as ESI, PF and expenditure on Uniform, etc.
- e. As far as EPF & MP Act, 1952 is concerned, it shall be the duty of the Contractor to deposit the PF subscription, deducted from the payment of the labour engaged and equal amount of contribution made (Employer's Share) with the PF authorities within 7 days of close of every month. Contractor shall give particulars of the employees engaged by him for NMRC works and is required to submit details to NMRC. In any eventuality if the Contractor fails to remit employee / employer's contribution towards PF subscription etc. within the stipulated time, NMRC is entitled to recover the equal amount from any money due or accrue to the Contractor under this or any other contract with NMRC and deposit the amount in the name of the Contractor with RPFC with an advice to RPFC, duly furnishing particulars of labour engaged for NMRC works.
- f. During the currency of contract agreement, the Contractor shall abide by all statutory laws.
- g. The Contractor shall, if required by the Employer, deliver to the Engineer or to his office; a return in detail, in such form and at such intervals as the Employer may prescribe, showing the number of labour employed in different categories by the Contractor or his subcontractors on the Site. In case of death of staff, the agency is required to deposit Rs. 1,00,000/in NMRC Labour welfare fund to enable NMRC to release Rs2,00,000/for heir apparent as immediate relief to his dependent. Subsequently agency should facilitate compensation on priority. Violation of these basic provisions shall attract a penalty of 5% of average annual contract value and repeated violations shall lead to termination of contract.

## **5.9. Obligations of Corporation**

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

### **5.9.1. Assistance and Exemptions**

The Corporation shall use its best efforts to ensure that it shall provide the Contractor such assistance as reasonably required for delivering the services.

### **5.9.2. Facilities**

The following facilities will be provided by NMRC-

- a. One room at the designated location, to be utilized as control for day to day operational requirement, with sufficient lighting arrangement.
- b. Communication facility i.e. Intercom and wireless sets to the personnel as per the NMRC's assessment

## **5.10. Good Faith**

The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.

## **5.11. Penalties**

- a. For poor quality of Customer Facilitation and watch & ward work i.e. staff not in uniform spot fine for Rs 500/-, can be imposed. In addition to this short deployment of manpower, a spot fine of Rs 5000/- shall be imposed. The penalty may be reviewed by the authority/ official higher than the

official who levied penalty on written request by the Customer Facilitation and watch & ward agency. Such request should be made within 15 days of the levy of penalty.

- b. This penalty shall not relieve the contractor from his obligation to execute the works or from any other of his obligations and liabilities under the contract.
- c. The Contractor shall co-ordinate his programs to the extent feasible with the programs of other contractors to be engaged at the site or in the vicinity of the site, as furnished by the Engineer so that the works can be carryout as per the overall programmed.
- d. Contractor shall maintain the attendance Register for morning, evening night and general shift staff. If the short deployment of staff is noticed deduction shall be as per daily wages for short deployment plus suitable penalty of Rs.1000/- for each short deployment.
- e. Suitable penalty for theft, loss, missing of sanitary and water supply installation/ equipment, fittings shall be imposed by NMRC. However total penalty should not exceed 10% of contract value.
- f. Other penalties shall be as per the provisions laid in the tender document

#### **5.12. Security Measures**

- a. 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. If any employee of contractor is caught stealing NMRC property, a fine of Rs. 50,000/- shall be imposed on the contractor plus recovery of cost of material in addition to the police action against the Customer Facilitation and watch & ward staff. Decision of NMRC shall be final.
- b. Contractor's employees and representatives shall wear identification Badges (cards), uniforms, helmets, gum boots & other safety/protection wear as directed by 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.
- c. All vehicles used by the Contractor shall be clearly marked with the Contractor's name and identification mark.

#### **5.13. Accidents**

It shall be the entire responsibility of the Contractor to adopt all the safety measures & deploy manpower that is adequately trained in safety. If any accident occurs within the station area due to negligence on the part of the Contractor's personnel or otherwise, it shall be the full responsibility of the Contractor only.

#### **5.14. Fraud and Corrupt Practices**

- a. The Bidders and their respective officers, employees, agents and advisers shall observe highest standard of ethics during Bidding Process and subsequent to issue of NOA and during subsistence of Contract Agreement. Notwithstanding anything to the contrary contained herein, or in the NOA or the Contract Agreement, NMRC may reject a Bid, withdraw the NOA, or terminate the Contract Agreement, as the case may be, without being liable in any manner whatsoever to the Bidder or Contractor, as the case may be, if it determines that the Bidder or Contractor, as the case may be, has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process. In such an event, NMRC shall be entitled to forfeit & appropriate Bid Security or Security Deposit (interest free)/ Performance Bank Guarantee, as the case may be, as Damages, without prejudice to any other right or remedy available to NMRC under Bidding Documents and/ or Contract Agreement, or otherwise.
- b. Without prejudice to the rights of NMRC under Clause 5.14 hereinabove and the rights and remedies which NMRC may have under the NOA or the Contract Agreement, or otherwise if a Bidder or Contractor, as the case may be, is found by NMRC to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive



practice, undesirable practice or restrictive practice during the Bidding Process, or after the issue of the NOA or the execution of the Contract Agreement, such Bidder or Contractor shall not be eligible to participate in any tender or RFP issued by NMRC during a period of **3 (three)** years from the date such Bidder is found by NMRC to have engaged, directly or indirectly, in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

- c. For the purposes of this Clause, the following terms shall have the meaning herein after respectively assigned to them:
  - i. “corrupt practice” means the offering, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the selection process or in contract execution;
  - ii. “fraudulent practice” means a misrepresentation or omission of facts in order to influence a selection process or the execution of a contract;
  - iii. “collusive practices” means a scheme or arrangement between the Contractor, with or without the knowledge of the authority, designed to establish prices at artificial, non-competitive levels;
  - iv. “coercive practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract
- d. Measures to be taken:
  - i. The Corporation shall have right to cancel the engagement of the Contractor, if found to be indulged in corrupt, fraudulent, collusive or coercive practices either during the selection process or during the execution of the contract.

## **5.15. Settlement of Disputes**

### **5.15.1. Amicable Settlement**

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

### **5.15.2. Arbitration**

In the event of any dispute and/ or difference whatsoever arising under this contract or in connection therewith, including any question relating to the meaning, scope and interpretation of this Contract or it's clause or any alleged breach thereof, the same shall be attempted to be settled by mutual discussions and consultations between the parties hereof. In the event of any such dispute, any/ or difference is not settled in aforesaid manner, then the dispute(s) shall be referred for arbitration.

Matters to be arbitrated upon shall be referred to a sole Arbitrator if the total value of the claim is up to Rs.50 lakh and to a panel of three Arbitrators if total value of claims is more than Rs.50 lakh. NMRC shall provide a panel of three Arbitrators for the claims up to Rs.50 Lakh and a panel of five Arbitrators for claims of more than Rs.50 Lakh which may also include NMRC officers. The Contractor shall have to choose the sole Arbitrator from the panel of three and / or one Arbitrator from the panel of five in case three Arbitrators are to be appointed. NMRC shall also choose one Arbitrator from this panel of five and the two so chosen will choose the third Arbitrator from the panel only as the presiding arbitrator. The Arbitrator(s) shall be appointed within a period of 30 days from date of receipt of written notice / demand of appointment of Arbitrator from either party. Neither party shall be limited in the proceedings before such arbitrator(s) to the evidence or arguments put before the Engineer for the purpose of obtaining his decision. No decision given by the Engineer in accordance with the foregoing provisions shall disqualify him from being call as a witness and giving evidence before the arbitrator(s) on any matter whatsoever, relevant to dispute or difference referred to the arbitrators. The arbitration proceedings shall be held in Noida only. The language of the proceedings, that of documents and communication shall be English.

### **5.15.3. Jurisdiction**

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

#### **5.16. Determination or Rescission of Agreement**

NMRC without any prejudice to its right against the Contractor in respect of any delay by notice in writing absolutely determines the contract in any of the following cases:

- a. If the Contractor being a firm/company shall pass a resolution or the court shall make any order that the firm/ company shall be wound up or if a receiver or a manager on behalf of the creditor shall be appointed or if circumstances shall arise which entitle the court or creditor to appoint a receiver or a manager or which entitled the court to make up a winding order.
- b. If the Contractor is in breach of any of terms of Agreement
- c. When the Contractor has made himself liable for action under any of the cases aforesaid the Corporation shall have powers :
  - i. To determine or rescind the Agreement
  - ii. To engage another Contractor to carry out the balance work debiting the Contractor the excess amount if any so spent

#### **5.17. General Indemnity**

The Contractor shall indemnify and hold harmless NMRC, from and against all actions, suits, proceedings, claims, damages, losses, expenses and demands of every nature and description, by reasons of any act or omissions of the Contractor, his representative or his employees in the execution of the Services. These indemnification obligations shall include but not be limited to claims, damages, losses, damage proceedings, charges and expenses which are attributable but not limited to:

- a. sickness, or disease, or death of, or injury to any person; and
- b. loss of, or damage to, or destruction of any property including consequential loss of use;

#### **5.18. Miscellaneous**

- a. Insurance and Waiver of Liability- The Contractor will bear the cost, throughout the term of the Contract, for a comprehensive general liability insurance covering injury to or death of any person(s) while working in NMRC premises, including death or injury caused by the sole negligence of the Contractor or the Contractor's failure to perform its obligations under the agreement. The Contractor shall submit to NMRC, suitable evidence that the foregoing policy or policies are in effect. In the event of the default i.e. avoiding the insurance cover, the Contractor agrees and undertakes to indemnify and hold NMRC harmless against any liability, losses, damages, claims, expenses suffered by NMRC because of such default by the Contractor.
- b. The Contractor shall comply with all the provisions of Labour Laws & regulation in force including but not limited to the Contract Labour (Regulation & Abolition) Act-1976 including any subsequent amendment thereof and the rules made there under. Contractor will indemnify NMRC Administration for any loss and damages suffered due to violation of its provision.
- c. The Contractor shall comply with the laws of land. NMRC will not be held liable for any change/modification in the laws that adversely affect this Agreement. Contractor shall have no right / claim in this regard, whatsoever the reason may be.
- d. The Contractor hereby indemnifies NMRC against any loss, damage or liabilities arising as a result of any act of omission or commission on part of Contractor or on part of its personnel or in respect of non-observance of any statutory requirements or legal dues of any nature.
- e. The Contractor hereby agrees that NMRC shall have no responsibility as regards Contractor employees and the employees shall be the employees of Contractor only and shall not be

construed under any circumstances as employees of NMRC. Contractor hereby indemnifies NMRC against the claims made by Contractor's employees against NMRC.

- f. The Contractor hereby undertakes to discharge all statutory obligations and liabilities in connection with employment of its personnel in the said premises. Contractor hereby indemnifies NMRC against any liability arising in connection with the employment of its personnel in the said premises by Contractor. Contractor hereby undertakes to carry out police verification of its employees and submit the copy of same to NMRC in accordance with NMRC's policies regulations prevalent at that time.
- g. That no tenancy/sub-tenancy is being created by NMRC in favor of Contractor under or in pursuance of this Agreement and it is distinctly & clearly understood, agreed & declared by and between the parties hereto that -
  - i. That the Contractor shall not have or claim any interest in the said premises as a tenant/sub-tenant or otherwise
  - ii. That no right as a tenant/sub-tenant or otherwise is purported or intended to be created or transferred by NMRC in favor of Contractor in or in respect of the said premises, except to carry out their activities over the granted space under this Contract Agreement; and
  - iii. That the rights, which Contractor shall have in relation to the said premises, are only those set out in this Agreement.
- h. The relationship between NMRC and Contractor under and/or in pursuance of this Agreement is as between Principal and Principal. Consequently, neither party shall be entitled to represent the other and/or make any commitment on behalf of and /or with traders or any other party. Furthermore, no relationship in the nature of Partnership or Association of persons is hereby being created or intended to be created between NMRC on the one hand and Contractor on the other hand in connection with and/or relating to business to be operated by Contractor at the said premises
- i. Contractor shall bear all salaries, wages, bonuses, payroll taxes or accruals including gratuity, superannuating, pension and provident fund contributions, contributions to worker's compensations funds and employees state insurance and other taxes and charges and all fringe and employee benefits including statutory contributions in respect of such personnel employed/deployed by the Contractor and these personnel shall at no point of time be construed to be employees of NMRC and the Contractor shall be solely responsible for compliance with all labour laws which shall include all liabilities of the Provident Fund Act, ESI Act, Workmen's compensation Act, Minimum Wages Act and other Labour Welfare Act in respect of its personnel. The Contractor shall indemnify NMRC from any claims that may arise in connection with above.
- j. Employees conduct - The Contractor shall ensure that all persons employed behave in an orderly and disciplined manner and that the said employees are prohibited from carrying on any unlawful, unfair activities or demonstrations. The Contractor shall, within 45 days of handing over of the stations, submit the details/Bio data of personnel, it intends to employ/deploy for carrying out the work of equipment installation. The personnel deployed shall be decent, courteous and without any adverse or criminal background. In this connection, Contractor shall be required to furnish declaration to NMRC with respect to all his personnel deployed. Further, within 45 days of issue of LOA, Contractor shall submit police verification report in respect of all its personnel (to be deployed for the work of media installation) to NMRC. All the Contractor's personnel shall be required to possess ID card while working in NMRC's premises as per prevailing procedure. Access inside the stations in paid areas shall be through smart cards as per prevailing applicable charges, in addition to the valid ID cards.
- k. The Customer Facilitation and watch & ward Services are provided by the Contractor at the Metro Stations on exclusivity basis. NMRC shall not engage in future any third party for these services in the Metro Stations during the currency of Contract period.

- I. That the Contractor shall appoint a Supervisor whose scope of services with respect to this Contract agreement shall also include following:
  - i. Employ and engage as their own employees, trained, skilled and qualified staff and endeavor to maintain and provide services to full satisfaction and to pay their wages and salaries regularly and promptly.
  - ii. Ensure that fire detection and suppression measures were installed inside his premises are kept in good working condition at all times. The Contractor will at any case keep firefighting equipment as per NMRC requirements as indicated by the Fire officer / Authorized representative of NMRC inside his premises in good working condition at all times and also train and keep trained all his employees in the use of these equipment. The Contractor will be solely responsible for any loss of life or property due to nonfunctional of fire safety facilities in emergencies. The fire officer / authorized personnel, of the Corporation will have unfettered access to the said premises, for inspection / checking of fire detection and suppression measures etc. The instructions issued by the Corporation's fire officer shall be obeyed and complied with fully without any demur. Any costs associated with carrying out the instructions of the fire officer/ authorized personnel of the Corporation will be borne solely by the Contractor.
  - iii. Ensure that all electrical wiring, power outlets and gadgets are used and maintained properly, for guarding against short circuits / fires and observing all notified statutory provisions and standards.
- m. That the Contractor shall be responsible to obtain any or all permission and/or clearances from any/all authorities, governmental or otherwise and NMRC shall not be liable or responsible for any of the act or omissions committed on the part of the Contractor.
- n. In case of restricted availability of power supply / breakdown, the station power requirements would get first priority and this may result in restriction / rostering of power supply to the Contractor in such situations. In such situations or any supply disruptions due to strikes of employees, breakdowns of machinery and plant, lockout, failures of incoming supply of NMRC or such causes where the supply of NMRC is affected by a cause or causes over which NMRC has no control, NMRC shall not be liable for any claims for loss, damage or compensation whatsoever, arising out of failure of supply due to any of the afore mentioned causes.
- o. The Contractor voluntarily and unequivocally agrees to provide unfettered and unconditional access to the premises for security checks by security officers of the Corporation and also agrees to comply with all directives as may be given from time to time by the security officers of the Corporation.
- p. Misuse - The Contractor shall use the granted space under the agreement only for those services provided therein and shall not use the same for any other purposes. In case, the Contractor carries on any business or uses the said premises for any other purposes the Contract shall deemed to have been misused and NMRC (Corporation) shall immediately terminate the said agreement. All liabilities for misused charges and misuser proceedings, if so initiated shall be that of the Contractor only. The Contractor will indemnify and keep indemnified NMRC for any losses on this account.
- q. Compliance with the Law - The premises and the appurtenances thereto (except those installed by NMRC) conform to every applicable requirement of law or duly constituted authority or the requirements of the carriers of all insurance on or relating to the Contract premises. The Contractor at its sole risk and expense, at all times during the term thereof promptly comply with all such requirements. The Contractor shall comply with all applicable statutes, ordinances, rules and regulations of central, state governments, municipal bodies, and all applicable rules and also regulations of the Fire department. The Contractor shall also comply with all rules and regulations under the Metro Railways (Operations and Maintenance) Act 2002 and also to instructions issued from time to time from the MD, NMRC or any official of NMRC. Non-compliance with rules/ regulations/ notices and laws may be treated as breach of contract and may lead to termination

of contract and forfeiture of interest free security deposit and other payments. Contractor shall comply with and abide by the judgments passed from time to time by Hon'ble Supreme Court / High Court or any other judicial / quasi-judicial body / authority. The same shall be the responsibility of Contractor.

## 6. Section 6: Special Conditions of Contract

### 6.1. Special Conditions of Contract (SCC)

SCC Clause No.	Reference to GCC sub-clause	Description
1	Sub-Clause 1.4	<b>CONTRACT AGREEMENT</b> The Form of Contract Agreement shall be in the Schedule 1 to these Special Conditions of Contract
2	Sub Clause 4.2	<b>PERFORMANCE SECURITY</b> If the contract value increases by more than 25% of the original contract value, the Performance Security will be increased accordingly.
3	Sub-Clause 4.4	<b>COORDINATION WITH OTHER CONTRACTORS</b> The contractor shall plan and execute the contractual work in coordination & in co-operation with other contractors working for similar/other contracts.
4	Sub-Clause 4.10	<b>SUFFICIENCY OF TENDER</b> The Tenderer shall be entirely responsible for sufficiency of rates quoted by him in his tender. The Contractor (Successful Tenderer) shall be paid for only at quoted/accepted rates for the items of works executed as per BOQ.
5	<b>Sub-Clause 4.27</b>	<b>SECURITY OF THE SITE</b> 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. A fine of Rs.50000/- shall be imposed on the contractor plus recovery of cost of material in addition to the police action against the Watch & Watch Services Personnel if any employee of contractor is caught stealing NMRC property. Decision of NMRC shall be final.
6	<b>Sub-Clause 6.4</b>	<b>Labour Laws and NMRC Labour Welfare Fund</b> 6.1 The Contractor shall, if required by the Employer, deliver to the Engineer or to his office; a return in detail, in such form and at such intervals as the Employer may prescribe, showing the number of labour employed in different categories by the Contractor for the entire work. The contractor must ensure compliance of all the labour laws including obtaining labour licence and registration of workers with BOCW Board. 6.2 In case of death of staff, the agency is required to deposit Rs.1,00,000/- in NMRC Labour welfare fund to enable NMRC to release Rs.2,00,000/- for heir apparent as immediate relief to his dependent. Subsequently agency should facilitate compensation on priority. Violation of these basic provisions shall attract a penalty of 5% of contract value and repeated violations shall lead to termination of contract.
7	<b>Sub-Clause 6.6</b>	<b>HOUSING FACILITIES</b> The Contractor shall have to make his own arrangements for housing facilities for his staff.
8	<b>Sub-Clause 11.0</b>	<b>Contract Price &amp; Payment</b>
	<b>Sub-Clause 11.1.1</b>	<b>Duties, Taxes Octroi, Royalty etc.</b> The contract price, subject to any adjustment thereto in accordance with contract conditions shall be inclusive of duties, levies, royalties etc. except GST which will be paid extra as applicable.

9	<b>Sub- Clause 11.1.3</b>	<b>PRICE VARIATION</b>  Any escalation either in the minimum wages due to revision of wages, revision in VDA and/or ceiling of Wage/Salary limit for payment of EPF, ESI & Bonus etc, and/or in the percentage value of contribution towards EPF, ESI & Bonus etc notified through government order/circulars etc by government (state/union) then the contractor will be reimbursed revised statutory charges/wages etc by NMRC after the date of submission of tender.
10	<b>Sub- Clause 11.2</b>	<b>ADVANCES</b>  No advances shall be paid to the Contractor.
11	<b>Sub- Clause 11.6</b>	<b>PAYMENT</b> 11.1 For the purpose of On-account payment, the contractor shall submit detailed duty hrs shifts actually carried out at stations/other locations as per NMRC prescribed format for checking and payment. Payment will be effected based on unit rates as approved in the Bill of Quantities. 11.2 The contractor shall be required to make a written request, on their company's Letter head, for release of 75% of the billing amount corresponding to the services rendered as communicated by CMC. The contractor shall be required to submit the same to CMC within two working days from the date of intimation by CMC about the shifts manned by the contractor. No other document is required to be submitted by the contractor with this request. 11.3 In case the contractor fails to submit the completed bill of a particular billing period for which 75% running account payments has been made then running account payment for the subsequent month's services rendered will be reduced to 50% only. 11.4 The payment shall be made on a monthly basis for numbers of days /Shifts worked in a month. Payment shall be made only as per attendance recorded in registers in all circumstances. At the end of the month, the contractor shall submit necessary documents & Bill in the standard format for payment. 11.5 If the contractor fails to submit the completed bills of a particular month even after lapse of 2 subsequent months then necessary action for termination of the contract shall be initiated. 11.6 Bonus shall be payable to all eligible employees as per the Payment of Bonus Act. Under the Bonus Act, an employer is required to pay minimum bonus payment @8.33% of Rs.7,000/- or the minimum wages for the scheduled employment, as fixed by the appropriate Government, whichever is higher. The Bonus is to be paid within 8 months of the close of the accounting year. This shall be reimbursed to agency on submission of Form-D (Performa enclosed with Employer's Requirement) and proof of service of staff including proof of proper payment of bonus, regular EPF contribution and ESI etc.
12	<b>Sub- Clause 11.15</b>	<b>TAX DEDUCTIONS AT SOURCE</b>  Tax deduction at source from each on-account progress bill shall be made by the employer as per the provisions of the statutes/acts of statutory bodies/local authorities etc.
13	<b>Sub- Clause 14.2</b>	<b>CONTRACTORS CARE OF THE WORKS</b>  It shall be the entire responsibility of the contractor to adopt all the safety measures & deploy manpower that is adequately trained in safety. If any accident occurs within the station area due to negligence on the part of the contractor's personnel or otherwise, it shall be the full responsibility of the contractor. <b>The Contractor shall indemnify the Employer and submit Indemnity Bond as per Appendix-5 within seven days of issue of LOA.</b>
14	<b>Sub- Clause 15.0</b>	<b>INSURANCE</b>  15.1 All of the contractor's employees drawing monthly wages up to Rs.21,000/- shall have to be covered under ESI. The Contractor shall take insurance policy as

		<p>specified in the Employee's Compensation Act only for those employees who are not covered by ESI.</p> <p>15.2 The contractor shall insure against liability to third parties in the joint name of the Employer and the contractor for any loss, damage, death or injury which may occur to any physical property (except things insured otherwise) or any person (except person insured by employer), staff of other contractor working in the premises, contractor staff under sub clause 14.3 of GCC) which may arise out of the performance of the contract. The insurance shall be at least for the amount of Rs.750000/- for each incident. (CAR policy is not required )</p>																	
15	<b>Sub-Clause 13.2.1</b>	<p><b>Termination of the contract</b></p> <p>During the course of contract, if in the opinion of NMRC, breach of contract or any negligence on the part of contractor's personnel has taken place, which the contractor fails to remedy within three days of having received written notice of the failure, NMRC shall be entitled to terminate the contract duly issuing 7 days notice to the contractor in writing. In such case the Contractor's Performance guarantee shall stand forfeited in NMRC's favour.</p> <p>During the course of contract, if any contractor personnel is found indulging in any corrupt practices causing any loss of Revenue to NMRC or any money loss to Passenger, NMRC shall be entitled to terminate the contract duly forfeiting the contractor's Performance Guarantee.</p> <p>During the course of contract, if the contractor fails to perform works / services as mentioned in the Scope of Work, duly following all the statutory requirements, to the entire satisfaction of NMRC then NMRC shall be entitled to part terminate the contract / limit the Scope of Work under the contract duly issuing 7 days notice to the contractor in writing.</p>																	
16	<b>Sub-Clause 18.1</b>	<p><b>NOTICES AND INSTRUCTIONS</b></p> <p>The Contractor shall furnish to the Employer/Engineer the postal address of his office at Delhi / New Delhi/NCR. Any notice or instructions to be given to the Contractor under the terms of the contract shall be deemed to have been served on him if it has been delivered to his authorized agent or representative at site or if it has been sent by registered post to the office, or to the address of the firm last furnished by the Contractor.</p> <p>The Contractor shall establish an office in the National Capital Territory of Delhi in consultation with the in charge for planning, co-ordination and monitoring the progress of the Work and intimate the same in writing to in charge. In addition, the Contractor may set up field offices at convenient and approved locations for co-ordination and for monitoring the progress of fieldwork at his own cost.</p>																	
17		<p><b>PENALTY</b></p> <p>Penalty for deficiency in services shall be imposed &amp; recovered from the Contractor. Details of deficiencies are given as under:</p> <table> <tr> <th>S.N</th><th>Offence</th><th>Penalty (with or without warning) each case</th></tr> <tr> <td>1.</td><td>Poor dress code</td><td rowspan="3">Up to Rs.500/-</td></tr> <tr> <td>2.</td><td>Carrying Mobile phone on duty/Listening music on Mobile/Other Devices</td></tr> <tr> <td>3.</td><td>Improper cleanliness at / near deputed place</td></tr> <tr> <td>4.</td><td>Absent, Late reporting, Leaving place of duty before schedule Time or without informing on duty SC</td><td rowspan="3">Up to Rs.500/-</td></tr> <tr> <td>5.</td><td>Misbehaviour and Poor Customer Support</td></tr> <tr> <td>6.</td><td>Public Complaint on any account</td></tr> </table>	S.N	Offence	Penalty (with or without warning) each case	1.	Poor dress code	Up to Rs.500/-	2.	Carrying Mobile phone on duty/Listening music on Mobile/Other Devices	3.	Improper cleanliness at / near deputed place	4.	Absent, Late reporting, Leaving place of duty before schedule Time or without informing on duty SC	Up to Rs.500/-	5.	Misbehaviour and Poor Customer Support	6.	Public Complaint on any account
S.N	Offence	Penalty (with or without warning) each case																	
1.	Poor dress code	Up to Rs.500/-																	
2.	Carrying Mobile phone on duty/Listening music on Mobile/Other Devices																		
3.	Improper cleanliness at / near deputed place																		
4.	Absent, Late reporting, Leaving place of duty before schedule Time or without informing on duty SC	Up to Rs.500/-																	
5.	Misbehaviour and Poor Customer Support																		
6.	Public Complaint on any account																		



		7.	Breach of Instructions	
		8.	Possession of live tokens.	
		9.	Manpower for Watch & Ward deployed below prescribed height.	Rs. 1000/- per personnel
		10.	Violation of Terms and Conditions of Contract	To be decided by competent authority.
		11.	Delay in payment of dues to any workmen (per day per workman)	Rs.100/- Per Day Per Workman
		12.	Making payment in the absence of Principal Employer's representative (for each violated date) – for Cash payments only	Rs.10,000/-
		13.	Non-compliance(s) of any other provision of labour laws, pointed out by Employer or their representative (for each non-compliance informed in writing, under the contract)	Rs.5,000/-
		The above mentioned penalty shall be imposed on contractor & same shall be deducted from contractor's monthly bill and nowhere may it be constituted that it has been imposed on individual Ticket Vending Services Personnel Supervisor.		

## **7. Section 7: Specifications**

### **7.1. Specifications for Customer Facilitation and Watch & Ward services.**

IS (Indian Standards) Codes, Private Security Agencies (Regulation) Act, 2005 and Uttar Pradesh Private Security Agencies (Regulation) Rules, 2009 Specifications are applicable in this contract.

## 8. Section 8: Draft Contract Agreement

THIS AGREEMENT made on the .....day of ..... 2018 at Noida, District Gautam Budh 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 Budh Nagar, Uttar Pradesh, India** represented by.....of the company, by virtue of his designation and authorization by **Shri ....., Managing Director, NMRC** (hereinafter called as the "Corporation"), which expression shall unless excluded by or repugnant to the context or meaning thereof be deemed to include its successors and permitted assigns) of the one part,

**AND**

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

The Corporation and the Contractor agree as follows:

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

### Reference:

- (i) Tender No. .... Dated .....
- (ii) Bid Documents duly accepted and submitted by ..... dated .....
- (iii) The Bidding Documents which include all the Sections specified below:
  - a. Section 1: General Information
  - b. Section 2: Terms of Reference
  - c. Section 3: Instructions to Bidders
  - d. Section 4: Eligibility, Evaluation and Selection Process
  - e. Section 5: General Conditions of Contract (GCC)
  - f. Section 6: Special Conditions of Contract
  - g. Section 7: Technical Specifications
  - h. Section 8: Draft Contract Agreement
  - i. Section 9: Appendices
  - j. Section 10: Forms
  - k. Amendment/ Modification, if any
- (iv) Notice of Award (.....) issued by NMRC
- (v) Letter of Acceptance of NOA (.....) given by ..... to NMRC
- (vi) Any other admitted correspondence documents between NMRC and the Bidder.

**3. Duration of Contract**

The Corporation intends to appoint a Contractor to NMRC for a period of 4 (four) years, which may be extended for a further period of 6 (six) months after reviewing the performance of the Contractor and depending upon the requirement and administrative convenience of NMRC in mutual agreement with the Bidder.

**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 Budh 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 bidders along with his Technical Bid or Financial bid, which is different from the Tender Document, Corrigendum, Addendum uploaded by NMRC on the E-Tender Portal (<http://etender.up.nic.in>) and any other correspondence in this regard, shall not be treated as a part of the contract Agreement & shall not be binding upon NMRC in anyway whatsoever at any stage of work during execution or thereafter."
7. The Corporation hereby covenants to pay the Contractor in consideration of the execution and completion of the Works/Services, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract and NOA.

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

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

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

**Name of the official**

**Name of the official**

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

In the presence of:

In the presence of:

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

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

Name \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

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

Name\_\_\_\_\_

Name\_\_\_\_\_

Address\_\_\_\_\_

Address\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## 9. Section 9: Appendices

### 9.1. Appendix 1: Metro Alignment



Fig: The Upcoming Metro Line

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

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

## 9.2. Appendix 2: Minimum Manpower Requirement

The deployment of minimum number of personnel per day for the customer facilitation and watch & ward purpose for the package mentioned below.

S. No.	Stations	Security Guard (Male Frisking) (A,B)	Security Guard (Female Frisking) (A,B)	Security (X-Ray) (A,B)	Security Guard (Depot + Staff Quarters) (A,B,C)	Customer Facilitation Personnel (A,B)	Armed Guards (C)	RSS Guards (2 Nos.) (A,B,C)	Supervisor (Gen)
1	Noida Sector 51	2	4	2	-	2	-	-	-
2	Noida Sector 50	2	4	2	-	2	-	-	-
3	Noida Sector 76	2	4	2	-	2	-	-	-
4	Noida Sector 101	2	4	2	-	2	-	-	-
5	Noida Sector 81	2	4	2	-	2	-	-	-
6	NSEZ Station	2	4	2	-	2	-	-	-
7	Noida Sector 83	2	4	2	-	2	-	-	-
8	Noida Sector 137	2	4	2	-	2	-	-	-
9	Noida Sector 142	2	4	2	-	2	-	-	-
10	Noida Sector 143	2	4	2	-	2	-	-	-
11	Noida Sector 144	2	4	2	-	2	-	-	-
12	Noida Sector 145	2	4	2	-	2	-	-	-
13	Noida Sector 146	2	4	2	-	2	-	-	-
14	Noida Sector 147	2	4	2	-	2	-	-	-
15	Noida Sector 148	2	4	2	-	2	-	-	-
16	Knowledge Park II	2	4	2	-	2	-	-	-
17	Pari Chowk	2	4	2	-	2	-	-	-
18	ALPHA 1	2	4	2	-	2	-	-	-
19	DELTA 1	2	4	2	-	2	-	-	-
20	GNIDA Office	2	4	2	-	2	-	-	-



21	Depot Station	2	4	2	-	2	-	-	-
22	RSS at NSEZ	-	-	-	-		-	3	-
23	RSS at 148	-	-	-	-		-	3	-
24	Depot & Staff quarters	-	-	-	6		-	-	-
	<b>Total</b>	<b>42</b>	<b>84</b>	<b>42</b>	<b>6</b>	<b>42</b>	<b>4</b>	<b>6</b>	<b>7</b>

\*A – Morning Shift, B- Evening Shift, C-Night Shift

The deployment of minimum number of personnel per day for the customer facilitation and watch & ward purpose for the package mentioned below.

### 9.3. Appendix 3 - Statutory Compliance to be ensured by Tenderer after Award of Works

Sl. No.	Items	Compliance of Contractor (To be filled by tenderer)	
		Yes	No
1	License for employing contract labour		
2	Compliance of minimum wages Act by payment of wage on 7th of every month through Bank or in the presence of nominated representative of employer (NMRC Supervisor/manager)		
3 (a)	Compliance of provision of ESI & EPF Act		
3 (b)	Ensure treatment in ESI hospital in case of accident/injuries suffered in performance of work and compensation under ESI Act.		
4	Send Accident report to Regional Labour Commissioner (RLC) & ESI authorities.		
5	Observance of working hours, weekly rest and overtime payments as per minimum wages of the State.		

Note - A Non- filling or 'No' by Tenderer will lead to non-eligibility for Tenderer in further tendering process.

#### 9.4. Appendix 4:

##### INDEMNITY

(To be filled by Contractor staff individually prior to their deployment on site)

I hereby agree and undertake that I have understood all the safety rules and procedures and I will abide by all safety rules and procedures. I declare that I will be responsible for any safety violations/accident etc. NMRC will not be responsible in case of any accident/incident and will not compensate financially or otherwise. I shall not raise any claim against NMRC.

.....

Name of Indemnifier

.....

Signature of Indemnifier

.....

NAME OF CONTRACTOR

.....

SIGNATURE OF CONTRACTOR

## 9.5. APPENDIX- 5

### INDEMNITY

(To be filled and submitted by Contractor within seven days of issue of LOA)

I on behalf of M/s .....hereby agree and undertake that I have understood all the safety rules and procedures and all staff working on behalf of M/s .....will abide by all safety rules and procedures. I declare that I M/s .....will be responsible for any safety violation/accident etc. NMRC will not be responsible in case of any accident and will not compensate financially or otherwise. I M/s.....declare that all the claim raised by staff deputed by me, shall be borne by me only. All the prescribed uniforms and PPE shall be provided free of cost to staff deployed by me. No claim shall be raised with NMRC in this regard.

I hereby declare that I am solely responsible on behalf of M/s..... for giving such declaration.

.....

Name of Indemnifier

.....

Signature of Indemnifier

Stamp/seal of the Indemnifier/Contractor

## Section 10: Forms

### 10.1 Form 1: Letter of Proposal Submission

[Location, Date]

To

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

**Subject:** Customer Facilitation and Watch & Ward Services at NMRC Stations, RSS& Depot

Dear Sir,

We, the undersigned, offer to provide the Customer Facilitation and Watch & Ward Services at Noida Metro Rail Corporation Ltd. Stations, RSS & Depot in accordance with your RFP Document dated [ Insert Date] and our Proposal. We are hereby submitting our Technical and Financial Proposal. We confirm that we have read the RFP Document in totality and abide by the terms and conditions stated in the document.

We acknowledge that we have

- Studied and analyzed and satisfied ourselves about all the requirement of the tender including but not limited to market and market conditions
- Carefully assessed the commerciality of Project and that we will be fully responsible for all its assessment in this regard.
- Seen / visited / assessed the potential locations of the Metro Stations and fully understand and comprehend the technical, financial, commercial and investment requirements.

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

We have filled the complete information correctly in Form 19: Bid Details

#### Authorized signatory

**Name:**

**Date:**

**Name of the Bidder with seal**

**10.2 Form 2: Firm Details**

1.	<b>Title and name of the Project:</b> Customer Facilitation and Watch & Ward Services at NMRC Stations, RSS & Depot															
2.	State the structure of the Bidder's organization (Bidders to complete/delete as appropriate) Sole Bidder/Consortium															
3.	For Bidders who are individual companies or firms, state the following: Name of Company or firm: ..... Legal status: (e.g. incorporated private company, proprietorship, etc.) ..... Registered address: ..... Year of incorporation..... Principal place of business: ..... Contact person: ..... Contact person's title: ..... Address, telephone, facsimile number and e-mail ID of contact person: ..... ..... .....															
4.	In case of a consortium, state the following: <table border="1" data-bbox="261 913 1275 1229"> <thead> <tr> <th>Names of members (Lead member first):</th><th>Legal Status</th><th>Registered address and principal place or business</th><th>Percentage participation (equity)</th><th>Contact Details (Name, Mobile No., Email Address)</th></tr> </thead> <tbody> <tr> <td>a.</td><td></td><td></td><td></td><td></td></tr> <tr> <td>b.</td><td></td><td></td><td></td><td></td></tr> </tbody> </table> <p>Note:</p> <p>Authorized contact person (from lead member):</p> <p>Contact person's title:</p> <p>Address, telephone, facsimile and e-mail ID of contact person:</p>	Names of members (Lead member first):	Legal Status	Registered address and principal place or business	Percentage participation (equity)	Contact Details (Name, Mobile No., Email Address)	a.					b.				
Names of members (Lead member first):	Legal Status	Registered address and principal place or business	Percentage participation (equity)	Contact Details (Name, Mobile No., Email Address)												
a.																
b.																

### 10.3 Form 3: Capability Statement

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

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

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

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

<b><u>S.No.</u></b>	<b><u>ELIGIBILITY CRITERIA</u></b>	<b>(To be filled by the Bidder)</b>
1	Sole proprietorship, registered partnership firm, public limited company, private limited company or Consortium of any of the above can submit the Bidder. The firms and the companies should be registered in India.	
2	<p>The Bidder should have a minimum experience of having satisfactorily completed similar works period ending last day of month previous to the one in which the bids are invited should be either of the following:</p> <ul style="list-style-type: none"> <li>i. One similar completed work costing not less than the amount equal to Rs. 3.64 crore (Three crore Sixty Four Lakh Rupees only) or</li> <li>ii. Two similar completed works each costing not less than the amount equal to Rs. 2.27 crores (Two crore Twenty Seven Lakh Rupees only) or</li> <li>iii. Three similar completed works each costing not less than the amount equal to Rs. 1.82 crore (One crore Eighty Two Lakh Rupees only)</li> </ul>	7 years

S.No.	ELIGIBILITY CRITERIA		(To be filled by the Bidder)
3	The Bidder should have minimum Average Annual Turnover from similar work of 3.64 crore (Three crore Sixty Four Lakh Rupees) only in the last 3 (three) Financial Years (2015-2016, 2016-17, 2017-18) preceding the Bid Due Date.	FY 2017-18	
FY 2016-17			
FY 2015-16			
Total			
4	The Bidder should have minimum Net Worth of Rs 91.07 Lakh (Ninety One Lakh Seven Thousand Rupees only) in last audited Financial Year.	FY	
5	The Bidder should have Positive Profit before Tax in at least 2 (two) years, out of the last 3 (three) Financial Years (2015-2016, 2016-17, 2017-18)	FY 2017-18	
FY 2016-17			
FY 2015-16			
Total			
6	The Bidder should be registered with Labour Department for supply of manpower.		
7	The Bidder must have at least 300 personnel and it should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts in India.		
8	The Bidder must have either the Registered Office or the functional Branch Office located in Delhi NCR.		
9	The Bidder should be registered with the Goods and Services Tax Authorities.		
10	The Bidder should not have been blacklisted/ banned/ declared ineligible for corrupt and fraudulent practices by the Government of India/ any State Government/ Government Agency and Supreme court and contracts have been terminated/ foreclosed by any company / department due to non- fulfilment of Contractual obligation in last 5 (five) financial years.		



## 10.4 Form 4: Work Experience

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

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

### Authorized signatory

**Name:**

**Date:**

**Name of the Bidder with seal**

### NOTE:

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

6. If the above work(s) comprise(s) other works also, then client's certificate clearly indicating the amount of work done in respect of the "similar work" shall be furnished by the tenderer in support of work experience along-with their tender submissions.

### 10.5. Form 5: Financial Capability Details

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

S. No.	Financial year	Name of the Bidder	Turnover from Similar Work
1.	2017-18		
2.	2016-17		
3.	2015-16		
	Average Annual Turnover		

S. No.	Financial year	Name of the Bidder	Net Worth
1.			

S. No.	Financial year	Name of the Bidder	Profitability
1.	2017-18		
2.	2016-17		
3.	2015-16		

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

Based on Audited Accounts and other relevant documents of \_\_\_\_\_ (Name of Bidder), we M/s \_\_\_\_\_, Chartered Accountants/ Statutory Auditors, certify that the above information pertaining to FY 2015-16, 2016-17 and FY 2017-18 is correct.

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

### **Undertaking**

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

### **Authorised Signatory**

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

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

#### **NOTE:**

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

## 10.6. Form 6: Bid Capacity Information

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

S. No.	Financial year	Total Value of Works done as per audited financial statements
1.	FY 2017-18	
2.	FY 2016-17	
3.	FY 2015-16	
4.	FY 2014-15	
5.	FY 2013-14	

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

A = Rs. ....

N = .....years

B = Rs. ....

Assessed available bid capacity =  $2 \times A \times N - B$

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

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

Name of Chartered Accountants / Company Auditor

Signature and Seal of Chartered Accountants/ Company Auditor

Membership Number of Chartered Accountants/ Company Auditor

**Authorised Signatory**

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

**NOTE:**

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

## **10.7. Form 7: Memorandum**

### **Name of Work: Customer Facilitation and Watch & Ward Services at NMRC Stations, RSS& Depot**

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

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

---

Signature of the bidder with seal

Dated:

Witness:

Address:

Occupation

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

## 10.8. Form 8: Undertaking

### Name of Work: Customer Facilitation and Watch & Ward Services at NMRC Stations, RSS & Depot

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

- a. Have not been banned /declared ineligible for corrupt and fraudulent practices by any government/government-undertaking/ semi-government/ govt. controlled institutions, any court of law having jurisdiction in India for the past 5 (five) years.
- b. Do not have any pending litigation & non-performing contracts during last 5 (five) years. Further, has not been barred by any government/government-undertaking/ semi-government/ govt. controlled institutions
- c. Have not abandoned any work in last 5 (five) years.
- d. Have not delayed in similar work completion during orders executed in last 5 (five) years.
- e. Do not ever been terminated due to poor performance.
- f. Have not suffered Bankruptcy/ insolvency in last 5 (five) years.
- g. Have not been blacklisted/ debarred by any organization.
- h. Neither penalised 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 "Customer Facilitation and watch & ward Service" of value more than 10% of NIT cost of work, during 5 (five) years.
- i. Have not been put on defaulter's list of EPF/ESI/GST/ Labour Deptt. etc during the last 5 (five) years.
- j. Have not been be involved in any illegal activity and/or has not been charge sheeted for any criminal act during the last 5 (five) years.
- k. Have not submitted any misleading information in the Bid.
- l. Are financially sound to perform the work.

#### Authorized signatory

Name:

Date:

Name of the Bidder with seal



## 10.9. Form 9: 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 **“Customer Facilitation and Watch & Ward Services at NMRC Stations, RSS& Depot”** 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

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).

### 10.10. Form 10: Statement of Legal Capacity

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

Ref. Date:

To

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

Dear Sir,

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

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

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

Thanking you,

Yours faithfully,

(Signature, name and designation of the authorized signatory)

For and on behalf of.....

*\*Please strike out whichever is not applicable*

### 10.11. Form 11: Power of Attorney for Lead Member of Consortium

Whereas the GM (Technical), Noida Metro Rail Corporation Limited (NMRC) has invited applications from interested parties for the **Customer Facilitation and Watch & Ward Services at NMRC Stations, RSS& Depot** (the "Project").

Whereas, .....and ..... (collectively the "Consortium") being Members of the Consortium are interested in bidding for the Project in accordance with the terms and conditions of the Request for Proposal (RFP) and other connected documents in respect of the Project, and

Whereas, it is necessary for the Members of the Consortium to designate one of them as the Lead Member with all necessary power and authority to do for and on behalf of the Consortium, all acts, deeds and things as may be necessary in connection with the Consortium's bid for the Project and its execution.

*NOW THEREFORE KNOW ALL MEN BY THESE PRESENTS*

We,.....having our registered office at .....M/s. .... having our registered office at .....M/s. ....having our registered office at .....and .....having our registered office at .....(hereinafter collectively referred to as the "Principals") do hereby irrevocably designate, nominate, constitute, appoint and authorise M/S ..... having its registered office at.....being one of the Members of the Consortium, as the Lead Member and true and lawful attorney of the Consortium (hereinafter referred to as the "Attorney"). We hereby irrevocably authorise the Attorney (with power to sub-delegate) to conduct all business for and on behalf of the Consortium and any one of us during the bidding process and, in the event the Consortium is awarded the concession/contract, during the execution of the Project and in this regard, to do on our behalf and on behalf of the Consortium, all or any of such acts, deeds or things as are necessary or required or incidental to the pre-qualification of the Consortium and submission of its bid for the Project, including but not limited to signing and submission of all applications, bids and other documents and writings, participate in bidders and other conferences, respond to queries, submit information/ documents, sign and execute contracts and undertakings consequent to acceptance of the bid of the Consortium and generally to represent the Consortium in all its dealings with the NMRC, and/ or any other Government Agency or any person, in all matters in connection with or relating to or arising out of the Consortium's bid for the Project and/ or upon award thereof till the Concession Agreement is entered into with the NMRC. AND hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us/ Consortium.

*IN WITNESS WHEREOF WE THE PRINCIPALS ABOVE NAMED HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS ..... DAY OF .....2018*

*For .....*

*(Signature)*

.....

*(Name & Title)*

*For .....*

*(Signature)*

.....

*(Name & Title)*

For .....

(Signature)

.....

(Name & Title)

Witnesses:

1.

2.

.....

(Executants)

(To be executed by all the Members of the Consortium)

Notes:

- *The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.*
- *Also, wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a board or shareholders' resolution/ power of attorney in favor of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder..*
- *For a Power of Attorney executed and issued overseas, the document will also have to be legalized by the Indian Embassy and notarized in the jurisdiction where the Power of Attorney is being issued. However, the Power of Attorney provided by Bidders from countries that have signed the Hague Legislation Convention 1961 are not required to be legalized by the Indian Embassy if it carries a conforming Apostille certificate*

## 10.12. Form 12: Consortium Agreement / Memorandum of Understanding

(To be executed on Stamp paper of appropriate value)

This Consortium Agreement/Memorandum of Agreement is executed at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_, 2018.

BETWEEN

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

AND

Mr. \_\_\_\_\_ R/o \_\_\_\_\_ OR M/s \_\_\_\_\_, a Company incorporated under the Companies Act, 2013 and having its Registered Office at \_\_\_\_\_ and acting through its \_\_\_\_\_, duly authorized by a resolution of the Board of Directors dated \_\_\_\_\_ (hereinafter referred to as the ('Participant member') which expression unless excluded by or repugnant to the subject or context be deemed to mean and include its successors in interest, legal representatives, administrators, nominees and assigns) of the OTHER/SECOND PART

AND

Mr. \_\_\_\_\_ R/o \_\_\_\_\_ OR M/s \_\_\_\_\_, a Company incorporated under the Companies Act, 2013 and having its Registered Office at \_\_\_\_\_ and acting through its \_\_\_\_\_, duly authorized by a resolution of the Board of Directors dated \_\_\_\_\_ (hereinafter referred to as the ('Participant member') which expression unless excluded by or repugnant to the subject or context be deemed to mean and include its successors in interest, legal representatives, administrators, nominees and assigns) of the third PART]

Whereas Noida Metro Rail Corporation Limited (hereinafter referred to as 'NMRC') has invited Bids for the Licensing of \_\_\_\_\_ in terms of the RFP documents issued for the said purpose and the eligibility conditions required that the Bidders bidding for the same should meet the conditions stipulated by NMRC for participating in the bid by the Consortium for which the Bid has been floated by NMRC.

AND WHEREAS in terms of the bid documents all the parties jointly satisfy the eligibility criteria laid down for a bidder for participating in the bid process by forming a Consortium between themselves.

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

NOW THIS CONSORTIUM AGREEMENT/MEMORANDUM OF AGREEMENT HEREBY WITNESSES:

1. That in the premises contained herein the Lead Member and the Participant Member having decided to pool their technical know-how, working experiences and financial resources, have formed themselves into a Consortium to participate in the Bid process for Licensing of \_\_\_\_\_ in terms of the Bid invited by Noida Metro Rail Corporation Ltd., (NMRC).

2. That all the members of the Consortium have represented and assured each other that they shall abide by and be bound by the terms and conditions stipulated by NMRC for awarding the Bid to the Consortium so that the Consortium may take up the aforesaid license, in case the Consortium turns out to be the successful bidder in the bid being invited by NMRC for the said purpose.
3. That all the members of the Consortium have satisfied themselves that by pooling their technical know-how and technical and financial resources, the Consortium fulfils the eligibility criteria stipulated for a bidder, to participate in the bid for the said Bid process for \_\_\_\_\_.
4. That the Consortium have agreed to nominate any one of \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_ as the common representative who shall be authorized to represent the Consortium for all intents and purposes for dealing with the Government and for submitting the bid as well as doing all other acts and things necessary for submission of bid documents such as Bid Application Form etc., Mandatory Information, Financial Bid. etc. and such other documents as may be necessary for this purpose.
5. That the shareholding of the members of the Consortium for this specified purpose shall be as follows:
  - I. The Lead Member shall have \_\_\_\_\_per cent (\_\_\_\_%) of shareholding with reference to the Consortium for this specified agreement.
  - II. The Participant Member shall have \_\_\_\_\_ (\_\_\_\_%) of shareholding with reference to the Consortium for this specified agreement.

That in case to meet the requirements of bid documents or any other stipulations of NMRC, it becomes necessary to execute and record any other documents amongst the members of the Consortium, they undertake to do the needful and to participate in the same for the purpose of the said project.

That it is clarified by and between the members of the Consortium that execution to this Consortium Agreement/Memorandum of Agreement by the members of the Consortium does not constitute any type of partnership for the purposes of provisions of the Indian Partnership Act and that the members of the Consortium shall otherwise be free to carry on their independent business or commercial activities for their own respective benefits under their own respective names and styles. This Consortium Agreement is limited in its operation to the specified project.

That the Members of the Consortium undertake to specify their respective roles and responsibilities for the purposes of implementation of this Consortium Agreement and the said project if awarded to the Consortium in the Memorandum to meet the requirements and stipulations of NMRC.

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

1.(\_\_\_\_\_) 2.(\_\_\_\_\_) 3.(\_\_\_\_\_)
Authorized Signatory Authorized Signatory Authorized Signatory
(\_\_\_\_\_) (\_\_\_\_\_) (\_\_\_\_\_)
For (Name of company) For (Name of company) For (Name of company)

Enclosure: Board resolution of each of the Consortium Members authorizing:
(i) Execution of the Consortium Agreement, and
(ii) Appointing the authorized signatory for such purpose

### 10.13. Form 13: Personnel Details

**Name of Work: Customer Facilitation and Watch & Ward Services at NMRC Stations, RSS& Depot**

Month/Year	Personnel and Grade	Number of Personnel	Proof (ESI/PPF challans)

**Authorized signatory**

**Name:**

**Date:**

**Name of the Bidder with seal**



**10.14. Form 14: Saleable Form for Tender Document**

Job No. ....

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

DETAILS OF ERNEST MONEY ATTACHED

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

BIDDER

### 10.15. Form 15: Declaration of Refund of Earnest Money

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

1	Bidder Name	<div></div>
2	Bidder Address	<div></div>
3	Bank Name	<div></div>
4	Bank Branch	<div></div>
5	A/c No	<div></div>
6	IFSC Code	<div></div>
7	PAN No.	<div></div>
8	Tin/TAN No.	<div></div>
9	GST No.	<div></div>
10	Phone No.	<div></div>
11	Mobile No.	<div></div>
12	Email-Id	<div></div>
13	Type of Account	<div></div>
14	Party Unique Id	<div></div>

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

**Date:**

**Signature with Stamp/Seal**

### 10.16. Form 16: Deployment of Personnel

(To be filled in by the Contractor for each Station)

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

Sl. No.	Category	Min No of Personnel	Min No of Personnel proposed to be deployed (Per Day)	Educational qualification	Relevant Years of Customer Facilitation and Watch & Ward Services
1	Security Guards (Watch & Ward personnel without arms)	180			
2	Armed Guard (Watch & Ward personnel with arms)	4			
4	Customer Facilitation Services personnel	42			
5	Supervisor (Customer Facilitation Services)	7			

**NOTE: -**

1. No Deviation in the Deployment of minimum number of personnel for Customer Facilitation and watch & ward Services at NMRC Stations shall be acceptable. If any Tenderer proposes deviation in the Tender, such Tender shall not be considered and shall be rejected.
2. The minimum number of personnel as mentioned above is required to be deployed on a daily basis in various shifts of the day as specified in this Tender.
3. The minimum number of personnel required to be deployed (i.e. .... Customer Facilitation and Watch & Ward Services Personnel ) have to be physically deployed on every day basis and therefore any personnel required to be deployed for taking care of Leave Reserve & Rest givers etc. have to be additionally provided by the contractor as per the Statutory norms or rules etc. as applicable.
4. The CVs of the Team Leaders and Supervisors are to be submitted along at office of the station Manager/Station controller and intimate the office of NMRC.
5. The personnel should be smartly dressed in neat and clean uniforms having the firm's logo. The uniforms and Personal Protective Equipment (eg. Shoes, helmet, gloves etc.) should be provided free of cost by the Tenderer/contractors.

6. Team Leader and Supervisors should be well trained in Customer Facilitation and watch & ward Services practices through reputed training institutes. A certificate/documentary proof to this effect shall be submitted before the start of work.

**10.17. Form 17: Proforma for Clarifications / Amendments on the RFP**

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

**Authorized signatory**

**Name:**

**Date:**

**Name of the Bidder with seal**

**10.18 Form 18: Bid Offer/ BOQ (Format)**

To

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

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

**Sub: Customer Facilitation and watch & ward Services at NMRC Stations, RSS & Depot**

Dear Sir,

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

I/we hereby quote the following Total price for services in rupees for providing Customer Facilitation and watch & ward Services at NMRC Stations for a period of 4 years, payable by NMRC.

## Price Schedule for Customer Facilitation and Watch &amp; Ward Services at NMRC Stations, RSS &amp; Depot

<b>PRICE SCHEDULE</b> <b>(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only )</b>								
NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER	NUMBER	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	Units	Estimated Amount (Per Month including 18 % GST)	Estimated Amount for 4 years (including 18% GST)	Quoted RATE (Inclusive GST Per Month) In <b>Figures</b> To be entered by the <b>Bidder</b> Rs. P	Total Quoted Amount (including GST) by Bidder for 48 months (In Figures)	TOTAL AMOUNT In Words
1	2	4	5	6	7	13	54	55
1	Supply of Manpower (Security Guards, Armed Guards, Supervisor & CFA) as per the Tender Document	48	Month	37,94,779	18,21,49,388			
Total in Figures								
Quoted Rate in Words								

Description of Sl. No. 1.01 is as follows:

S/ N	Description of item	Manpowe r Quantity (Per Day)	Unit of measurement (Month)	Quantity (Number of months in 4 years)	Category	Rate (Per Month per person including PF @13.15% and ESI @4.75%)	Amount (Per Month including PF and ESI)
	A	B	C	D	E	F	G = F*B
1	Security Guards	180	Month	48	Semi Skilled	13102.44	2358439.20
2	Armed Guards	4	Month	48	Skilled	14003.08	56012.32
3	Supervisor	7	Month	48	Skilled	14003.08	98021.56
4	CFA	42	Month	48	Semi Skilled	13102.44	550302.48
	Total of Labour Charge per month						3062775.56
5	Miscellaneous Charges: Providing Uniform and other mandatory / customary facilities to all workmen (item no 1, 2,3 & 4 above) as per applicable instructions / Prevalent laws like rest room etc. per month (to be paid along with pay etc. on certification by engineer/executive for having provided the said facilities) including overhead of contractor (@ 5% of payment due for item no 1,2,3 & 4)						153138.78
Amount of 01 Month (subject to minimum wages modification as per change in law for item no 1, 2, 3 & 4) In Figures							Rs. 3215914.34
Amount of 01 Month including 18% GST							Rs. 3794779
Amount for 4 years including GST (3794778.91*48)							Rs. 182149388



Note:

1. **The tenderer shall mention Quoted Rate (Per Month) In Figures. If a tenderer quotes 'below/ at Par' than the estimated rate i.e. offers rebate/concession/ discount for SI No. 1.01 - Supply of Manpower as per the Tender Document, then his Financial Bid shall be treated as non-responsive and will not be considered and EMD will be forfeited.**
2. The Amount Arrived at from Quoted Rate, Per Month along with Miscellaneous Charges in the Commercial Bid, would be treated as complete in all respect. It will be deemed to include all incidental charges, supervision, transport, contractor's profit and establishment/overheads, all risks & insurance liabilities, compliance of labour laws and other obligations set out or implied in the contract.
3. **The total 04 year payment due to contractor shall be inclusive of all taxes, Tender Requirements, Statutory Contributions, etc.**
4. 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 contractor will be reimbursed revised statutory charges/wages etc (i.e. SI No. 1.01 of BOQ will be suitably modified). All payments that are statutory are paid with the provision that they are transferred to workmen in to without any deduction whatsoever. Any default in payment of wages less than statutory wages etc. and claim of such wages etc. from NMRC 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.
5. For supply of the manpower minimum wages of UP Government approved rates has been adopted vide circular no 1069-95/Enforcement-(MW)/15 dated 24.05.2019.
6. There shall be an enhancement @ 5% per annum on provision of charges for equipment, and consumables, shall be payable on accepted rate of BOQ for these activities/ items.
7. The payment against the PF and ESI contributions made by the Contractor for Customer Facilitation and watch & ward staff/Supervisors/Team leader shall be reimbursed to the Contractor only after submission of proof that it has been credited to their PF/ESI accounts.
8. The GST will be reimbursed based on the invoice of GST paid to the concerned authority by the contractor.
9. The rates and prices tendered in the priced bill of quantities are for complete work and complete in all respects. It will be deemed to include all plant, labour, supervision, materials, including all leads, lifts, ascents, descants, crossing of Rly. tracks and any other obstructions etc. unloading, loading, handling, re-handling, taxes (except GST), royalty and compensation etc. all temporary works, erection, maintenance, contractor's profit and establishment/ over heads, together with all general risks, insurance liabilities and obligations set out or implied in the contract.
10. We have completely read and understood the Bid Document. The Financial Tender submitted is unconditional and fulfils all the requirements of the Tender Document.
11. Our Financial Proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the Proposal. We understand you are not bound to accept any Proposal you receive.

---

Signature and Name of the Authorized Person

---

NAME OF THE BIDDER AND SEAL

**Form 19: Bid Details**

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

S.No.	Particulars	Attached Yes / No / Not Applicable	Page no. (Mandatory)
1	Bid Processing Fees		
2	Earnest Money Deposit		
3	10.1. Form 1: Letter of Proposal Submission		
4	10.2. Form 2: Firm Details		
5	10.3. Form 3: Capability Statement		
6	10.4. Form 4: Work Experience		
7	10.5. Form 5: Financial Capability Details		
8	10.6. Form 6: Bid Capacity Information		
9	10.7. Form 7: Memorandum		
10	10.8. Form 8: Undertaking		
11	10.9. Form 9: Power of Attorney		
12	10.10. Form 10: Statement of Legal Capacity		
13	10.11. Form 11: Power of Attorney for Lead Member of Consortium		
14	10.12. Form 12: Consortium Agreement / Memorandum of Understanding		
15	10.13. Form 13: Personnel Details		
16	10.14. Form 14: Saleable Form for Tender Document		
17	10.15. Form 15: Declaration of Refund of Earnest Money		
18	10.16. Form 16: Deployment of Personnel		
19	10.17. Form 17: Proforma for Clarifications / Amendments on the RFP		
20	10.18. Form 18: Bid Offer/ BOQ (Format)		
21	10.19. Form 19: Bid Details		
22	Registration certificate of the firm/ Partnership deed/ certificate of incorporation, etc.		
23	Articles of Association and Memorandum of Association (if applicable)		
24	Form 5: Financial Capability Details  A copy of the Audited balance sheets and Profit and Loss Statements for the last 3 (three) financial years		
25	Self attested copy of PAN, ITR		
26	Self-attested copy of certificate of Labour Department for supply of manpower		
27	Self-attested copy of ESI and EPF registration certificate		
28	Proof of Registered Office or the functional Branch Office located in Delhi NCR		

S.No.	Particulars	Attached Yes / No / Not Applicable	Page no. (Mandatory)
29	Any other document asked by the Purchaser if submitted, specify the documents Or Any other document which the Tenderer considers relevant		



# **NOIDA METRO RAIL CORPORATION LTD.**

*(A joint venture of Govt. of India and Govt. of U.P.)*

## **CONDITIONS OF CONTRACT ON SAFETY, HEALTH AND ENVIRONMENT MANAGEMENT (July 2018)**

**NOIDA METRO RAIL CORPORATION LTD.**

**Block – III, 3<sup>rd</sup> Floor, Ganga Shopping Complex,**

**Sector-29, Noida – 201 301,**

**District Gautam Budh Nagar, Uttar Pradesh, India**

## Content

<b>Part – I: Safety Health &amp; Environment Management .....</b>	<b>3</b>
1. General .....	3
2. 'SHE' Targets and Goals .....	3
3. Compliance .....	4
4. ID Card and first day at work; SHE orientation training.....	4
5. Safety and Health Training .....	4
6. Safety and Health Inspection .....	4
7. Safety Communication .....	4
8. Accident reporting and investigation .....	5
9. Emergency preparedness plan .....	6
<b>Part – II: Safety.....</b>	<b>7</b>
10. Housekeeping .....	7
11. Working at Height.....	8
12. Slipping, Tripping, Cutting and Falling Hazards.....	9
13. Work place machinery .....	9
14. Machine and General Area Guarding.....	10
15. Manual lifting and carrying of excessive weight.....	10
16. Work place Electricity .....	10
17. Work on or near live conductors .....	10
18. Hand Tools and Power Tools.....	10
19. Fire prevention, protection and fighting system .....	11
20. Corrosive substances .....	11
21. Work Permit system .....	11
22. Work to adjacent track.....	11
23. Personal Protective Equipments (PPEs).....	11
<b>Part – III: Occupational Health and Welfare .....</b>	<b>12</b>
24. Physical fitness of workmen.....	12
25. Medical Facilities .....	12
26. Welfare measures for workers .....	12
<b>Part – IV: Penalty and Awards.....</b>	<b>13</b>
27. Charges to be recovered from contractor for unsafe act or condition.....	13
28. Stoppage of unsafe activity by contractor.....	13
29. Awards.....	13
<b>Part – V: Environment Management .....</b>	<b>14</b>
30. Indian statutory requirements .....	14
31. Procurement of materials.....	14
32. Waste Management .....	14
33. Collection .....	15
34. Segregation.....	15
35. Storage and disposal Mechanism .....	15
<b>Appendix– 1: Topics for First Day at Work SHE Orientation Training of Workmen.....</b>	<b>16</b>
36. Hazard Identification Procedure.....	16
37. Personal Protective Equipment.....	16
38. Health .....	16
39. Duties of the contractor .....	16
40. Employee's Duties.....	16
<b>Appendix – 2: ID Card Format .....</b>	<b>17</b>
<b>Appendix – 3: Safety and Health Posters .....</b>	<b>18</b>
<b>Appendix – 4: Sample Accident Occurrence Form .....</b>	<b>19</b>

## **Part – I: Safety Health & Environment Management**

### **1. General**

#### **1.1. Scope**

This document defines the principal requirements of the Employer on Safety, Health & Environment associated with the contracts to be practiced in Housekeeping works of O&M wing.

#### **1.2. Definition / languages**

In this document:

- a. The use of 'shall' indicates a mandatory requirement.
- b. The use of 'should' indicates a guideline that is strongly recommended.
- c. The use of 'may' indicates a guideline that is to be considered.
- d. 'S & H' means Safety and Health.
- e. Employer means Noida Metro Rail Corporation Ltd., (NMRC).
- f. BOCWA means Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996
- g. BOCWR means Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Central Rules, 1998
- h. DG means Director General of Ministry of Labour, Govt. of India
- i. CIIBC means Chief Inspector of Inspection of Building and Other construction

#### **1.3. Application of this document**

This document applies to all aspects of the contractor's scope of work, including all aspects conducted by sub-contractors and all other agencies. There shall be no activity associated to the contract, which is exempted from the purview of this document.

#### **1.4. Purpose of this document**

The objective of these guidelines is to ensure that adequate precautions are taken to avoid accidents, occupational illness and harmful effects on the environment during housekeeping work.

### **2. 'SHE' Targets and Goals**

The SHE targets, goals and aim for the Works are to achieve:

- a. Zero total recordable injuries.
- b. Zero reportable environmental incidents
- c. All personnel inducted in accordance with the approved contractor SHE plan.
- d. Total compliance of conducting inspections and audits as per approved SHE plan
- e. 100% incident recording and reporting
- f. 100% adherence of usage of appropriate PPEs at work.
- g. Executing housekeeping work with least disturbance to the environment, adjoining road users and traffic

### **3. Compliance**

#### **3.1. NMRC's Safety and Health Policy and Management Systems**

The Housekeeping works shall be undertaken in accordance with NMRC's Safety and Health Policy and Management Systems as amended from time to time provided in Safety and Health Manual.

#### **3.2. Indian statutory requirements**

Contractor shall develop thorough understanding about Building and Other construction Workers (Regulation of Employment and Conditions of Service) Act 1996, Central Rules 1998, Building and Other construction workers Welfare Cess Act, 1996 and Central Rules, 1998 and Uttar Pradesh Building Workers' Welfare Board Rules, not only to satisfy the Inspectors' perspective but the use of legislation as the strong tool for effective SHE management at work place work places. Contractor is strongly advised to practice the principle of voluntary compliance.

#### **4. ID Card and first day at work; SHE orientation training**

Identity card to each housekeeping staff shall be issued by the Chief Security Commissioner office of NMRC on payment of requisite fee for police verification and cost of card. The contractor should submit application for this in the prescribed format clearly providing basic details affixing photographs and finger prints of the concerned staff. In the absence of valid identity card, the housekeeping staff shall not be permitted to enter into the station premises.

The Contractor shall ensure that all personnel working at the housekeeping work places receive an induction Safety and Health training explaining the nature of the work, the hazards that may be encountered during the work place work and the particular hazards attached to their own function within the operation.

#### **5. Safety and Health Training**

Team leader, Manager and supervisors employed for cleaning and housekeeping works should be trained and certified by BICS (British Institute of Cleaning Science, Gurgaon) or Forbes Pro Academy of Eureka Forbes. They shall in turn train their other Housekeeping Personnel under them. Certificate of training of Team Leader, Manager and Supervisor should be produced before start of work.

On-the spot practical skill development training on height safety shall also be conducted to all foremen/ workmen who were associated to the concerned jobs.

#### **6. Safety and Health Inspection**

The contractor shall prepare required inspection checklist for all activity operations and equipment. Checklists will be prepared based on the Indian standards, rules and regulations and Employer's requirements.

All records will be properly kept and filed for record purpose.

#### **7. Safety Communication**

The contractor shall take every effort to communicate the Safety and Occupational health management measures through posters campaigns /billboards /banners /glow signs being displayed around the housekeeping work places as part of the effort to raise safety awareness amongst the work force. Posters should be in Hindi, English and other suitable language as deemed appropriate.

## **8. Accident reporting and investigation**

- 8.1. Reporting to Employer**
- All accidents and dangerous occurrences shall immediately be informed verbally to the employer. Reports of all accidents (fatal / injury) and dangerous occurrences shall also be sent within 24 hours as per format provided.
- No accident/ dangerous occurrence is exempted from reporting to the employer. Any wilful delay in verbal and written reporting to the Employer shall be penalised.
- 8.2. Reporting to Govt. organisations**
- In addition to the above verbal and written reporting to the Employer, a notice of any accident to a worker at the building or work place that causes loss of life; or disables a worker from working for a period of 48 hours or more immediately following the accident;
- shall forthwith be sent by telephone, fax, email or similar other means including special messenger within 24 hours in case of fatal accidents and not later than 72 hours in case of other accidents to:
- Regional Labour Commissioner (central), wherein the contractor has registered the firm/work
  - the board with which the worker involved was registered as a beneficiary;
  - Director General and
  - the next of kin or other relative of the worker involved in the accident;
- 8.3. Notice of Accident**
- Further, notice of accident shall be sent in respect of an accident which causes loss of life; or disables the injured worker from work for more 10 days to
- the officer-in-charge of the nearest police station;
  - the District Magistrate or, if the District Magistrate by order so desires, to
  - the Sub-Divisional Magistrate
- 8.4. Notice of death**
- Where any accident causing disablement that subsequently results in death, notice in writing of such death, shall be sent to the authorities mentioned above as soon as possible within 24 hrs and maximum 72 hours of such death.
- 8.5. Reporting of dangerous occurrences**
- All cases of dangerous occurrences shall be reported to the Inspector having jurisdiction, whether or not any disablement or death caused to the worker. The same shall also be immediately reported to the employer.
- 8.6. Accident investigation**
- Investigations should be conducted in an open and positive atmosphere that encourages the witnesses to talk freely. The primary objective is to ascertain the facts with a view to prevent future and possibly more serious occurrences.
- 8.7. Employers' independent**
- In case of fatal / dangerous occurrence the Employer shall also conduct independent investigation. Contractor and his staff shall extend



**incident  
investigation**

necessary co-operation and testify about the accident.

## **9. Emergency preparedness plan**

- 9.1.** The Contractor shall prepare an Emergency Response Plan for all work places. Arrangements shall be made for emergency medical treatment and evacuation of the victim in the event of an accident or dangerous incident occurring, the chain of command and the responsible persons of the contractor with their telephone numbers and addresses for quick communication shall be adequately publicized and conspicuously displayed in the workplace.
- 9.2.** Contractors shall require to tie-up with the hospitals located in the neighbourhood for attending to the casualties promptly.
- 9.3.** Contractor shall participate in on-work-place emergency mock drill for all his housekeeping staff along with Mock drill being conducted by NMRC.

## **Part – II: Safety**

### **10. Housekeeping**

- a. Contractor shall understand and accept that improper housekeeping is the primary hazard in any work place and ensure that a high degree of housekeeping is always maintained.
- b. General Housekeeping shall be carried out by the contractor and ensured at all times at Work place, Stores and Offices.
- c. All stairways, passageways and gangways shall be maintained without any blockages or obstructions. All emergency exits passageways, exits fire doors, break glass alarm points, firefighting equipment, first aid stations, and other emergency stations shall be kept clean, unobstructed and in good working order.
- d. Water logging on work places shall not be allowed.
- e. Proper and safe stacking of material needs to be ensured.
- f. All wooden scrap and other combustible packing materials shall be removed from work place to identified location(s).

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

##### **Do's**

- i. In case of fire / anything unusual on electric traction equipment or wires, inform the station controller/Manager.
- ii. Extinguish fire by special extinguishers (carbon tetrachloride or carbon dioxide type, if available).
- iii. Ensure no water jet to be directed at the fire under any circumstances.
- iv. Before taking up the work on a line running parallel to 25 KV AC lines, the line shall be earthed on both sides. Ensure that the distance between the two earths used for protection does not exceed 1km.
- v. Keep clear of the track and avoid contact with the rails when electric train within 250m.
- vi. Special care should be taken to carry long pipes, poles or ladders so that it should not come in contact with or within 2 meters of live OHE.
- vii. Cleaning work other than that of surface (i.e. of beam, pillars etc.) should be done during block period only.
- viii. Whenever washing or cleaning using water jets is done, take appropriate power block.
- ix. Cases of electric shock arising out of contact with 25 KV A.C traction equipment shall be reported immediately to TPC.

##### **Don'ts**

- i. Do not approach within 2 meters of any traction wires or live EHV equipment.
- ii. Do not work on or near traction wires or any live equipment unless they are made dead, earthed and shut down notices/ permit to work obtained.
- iii. Do not enter any switching station or remote control centre unless specially permitted.
- iv. Do not touch a person in contact with live traction wires. Remove body only after power supply is switched off & earthed.
- v. Do not touch any traction wire hanging from the mast or fallen on the ground and do not allow anyone else to touch it.
- vi. Cleaning work with conducting materials like Aluminum/ Steel rods

should be avoided at all times when power block is not availed.

- vii. Do not lift or raise your tools towards traction wires.
- viii. Do not damage the plinth continuity, connection to BEC, OPC and handrail continuity.
- ix. Do not use steel tape or metallic tape or tape with woven metal reinforcement in electrified area.
- x. Do not forget to give artificial respiration to the victim as per the prescribed procedure laid down at shock treatment charts.
- xi. Metallic telescopic rods are prohibited for use in the NMRC station.
- xii. Do not throw garbage in haste. Dispose it properly at designated place.

## **11. Working at Height**

The contractor shall ensure that work at height is

- a. properly planned for any emergencies and rescue
- b. appropriately supervised; and
- c. carried out in a manner, which is reasonably practicable safe.

### **11.1. Falling objects**

- a. The contractor shall, where necessary to prevent injury to any person, take suitable and sufficient steps to prevent, so far as is reasonably practicable, the fall of any material or object.
- b. Every contractor shall take suitable and sufficient steps to prevent any person being struck by any falling material or object which is liable to cause personal injury.
- c. The contractor shall ensure that no material or object is thrown or tipped from height in circumstances where it is liable to cause injury to any person.
- d. Every contractor shall ensure that, every workplace where chances of fall of material or other risk exist, shall be properly barricaded or provided with suitable safety net as fall catch arrestors etc.

### **11.2. Danger areas**

Every contractor shall ensure that

- a. where a workplace contains an area in which, owing to the nature of the work, there is a risk of any person at work
  - i. falling a distance; or
  - ii. being struck by a falling object

which is liable to cause personal injury, the workplace be so far as is reasonably practicable, equipped with devices preventing unauthorised persons from entering such area; and such area is clearly indicated

### **11.3. Inspection of work equipment**

The contractor shall ensure that, all work equipment used at work place and exposed to conditions causing deterioration shall be inspected regularly and recorded.

### **11.4. Requirements for all Working Platforms**

Every contractor shall ensure that whenever necessary proper, safe and adequate to the working requirement, working platforms is provided.

### **11.5. Requirements for fall protection**

Every contractor shall ensure that fall protection measures are provided for safe means of access as well as safe working

**11.6. Requirements  
for Ladders**

Every contractor shall ensure that a ladder is used for work at height only if a risk assessment has demonstrated that the use of more suitable work equipment is not justified because of the low risk.

- a. Only metal ladders shall be allowed. Bamboo ladders are prohibited
- b. Any surface upon which a ladder rests shall be stable, firm, of sufficient strength and of suitable composition safely to support the ladder so that its rungs or steps remain horizontal, and any loading intended to be placed on it.
- c. A ladder shall be so positioned as to ensure its stability during use.
- d. A portable ladder shall be prevented from slipping during use by –
  - e. a. securing the stiles at or near their upper or lower ends;
  - f. b. an effective anti-slip or other effective stability device; or
  - g. c. any other arrangement of equivalent effectiveness
- h. A ladder used for access shall be long enough to protrude sufficiently above the place of landing to which it provides access unless other measures have been taken to ensure a firm handhold.
- i. No interlocking or extension ladder shall be used unless its sections are prevented from moving relative to each other while in use.
- j. A mobile ladder shall be prevented from moving before it is stepped on.
- k. Where a ladder or run of ladders raises a vertical distance of 9 metres or more above its base, there shall, where reasonably practicable, be provided at suitable intervals sufficient safe landing areas or rest platforms.
- l. Every ladder shall be used in such a way that
  - i. a secure handhold and secure support are always available to the user; and
  - ii. the user can maintain a safe handhold when carrying a load unless, in the case of a step ladder, the maintenance of a handhold is not practicable when a load is carried, and a risk assessment has demonstrated that the use of a stepladder is justified because of
  - iii. the low risk; and
  - iv. the short duration of use.

**12. Slipping,  
Tripping,  
Cutting and  
Falling  
Hazards**

- a. All places should be free from dust, debris or similar materials. Sharp projections or any protruding nails or similar objects shall be suitably guarded or shall even be avoided to make the place safe to work.
- b. Open side or opening where worker, equipment, vehicle or lifting appliance may fall at a building or outside shall be guarded suitably except in places of free access by reasons of nature of work.
- c. Suitable safety net shall be provided at places of material / man falling is possible in accordance with national standards.

**13. Work place  
machinery**

Every work place equipment shall be in sound mechanical working condition and certified by either competent person under Factories Act or manufacturers' warranty in case of brand new equipments or authorized persons / firms approved by Employer before induction to any work place.

**14. Machine and General Area Guarding**

The contractor shall ensure at the work place all dangerous and moving parts of housekeeping machines are securely fenced or legged. The fencing of dangerous part of machinery is not removed while such machinery is in motion or in use.

**15. Manual lifting and carrying of excessive weight**

The contractor shall ensure at his work place no housekeeping staff lifts by hand or carries overhead or over his back or shoulders any material, article, tool or appliances exceeding in weight as said below, unless aided by another housekeeping staff or device.

Person	Maximum weight in kg
Adult man	55
Adult woman	30

**16. Work place Electricity**

- a. Every contractor shall ensure safe usage practices of power supply as well as safe electrical equipments fitted with protection devices.
- b. Cables shall be selected after full consideration of the condition to which they shall be exposed and the duties for which they are required.
- c. The contractor shall ensure plugs, socket-outlets, and couplers available in the work place as per IS/applicable standard.
- d. Every joint and connection in a system shall be mechanically and electrically suitable for use to prevent danger. Proper cable connectors as per standards shall only be used to connect cables.
- e. No loose connections or tapped joints shall be allowed anywhere in the work place, office area, stores and other areas.

**17. Work on or near live conductors**

- a. For working near OHE & other Electrical installation, the rules/measures provided in the Safety Circular – 2 of O&M wing shall be followed.
- b. No person shall be engaged in any work activity on or so near any live conductor (other than one suitably covered with insulating material so as to prevent danger) that danger may arise unless-
  - a. Suitable precautions (including where necessary the provision of suitable protective equipment) are taken to prevent injury.

**17.1. Inspection and Maintenance**

All electrical equipment should be permanently numbered and a record kept of the date of issue, date of last inspection and recommended inspection period.

**18. Hand Tools and Power Tools**

- a. The contractor is wholly responsible for the safe condition of Housekeeping plant and equipment used by his employees and that of his sub-contractors.
- b. Use of short / damaged hand tools shall be avoided and the contractor shall ensure all his hand tools used at his work place are safe to work with or stored and shall also train his employees (including his sub-contractors) for proper use thereby.
- c. All hand tools and power tools shall be duly inspected before use for safe operation.
- d. The contractor shall ensure that power tools (electric) are properly grounded or / and double insulated.

**19. Fire prevention, protection and fighting system**

- a. The contractor shall ensure that storage area is provided with fire extinguishing equipment sufficient to extinguish any small fire at work place.
- b. Recharging of fire extinguishers and their proper maintenance should be ensured and as a minimum should meet Indian National Standards.
- c. Combustible scrap and other work place debris should be disposed off on a regular basis.

**20. Corrosive substances**

Corrosive substances including alkalis and acids shall be stored and used by a person dealing with such substances at a building / work place in a manner that it does not endanger the worker and suitable PPE shall be provided by the contractor to the worker during such handling and work. In case of spillage of such substances on worker, the contractor shall take immediate remedial measures.

**21. Work Permit system**

The Contractor's site staff shall abide by Work Permit system of NMRC, used to control certain types of work that are potentially hazardous.

A permit is needed when work place work can only be carried out if normal safeguards are dropped or when new hazards are introduced by the work. Examples of high-risk activities include but are not limited to:

- a. Entry into confined spaces
- b. Work in close proximity to overhead power lines and telecommunication cables.
- c. Work with electrical equipment and operations closer to live power line.
- d. Working on track & operation rooms.

A Work Permit authorisation form shall be completed with the maximum duration period not exceeding one shift.

A copy of each Permit to Work shall be displayed, during its validity, in a conspicuous location in close proximity to the actual works location to which it applies.

**22. Work to adjacent track**

Whenever work is to be conducted in close proximity to the live track then the following measures shall need to be addressed:

- a. The rules/measures provided in the Safety Circular – 2 of O&M manual shall be followed.
- b. No persons are allowed to work onto the track unless specific authority has been given by NMRC. Adequate protection in accordance with the O&M requirements shall be followed.
- c. All persons shall wear high visibility clothing at all times.
- d. Any induction training requirements of the Track shall be strictly observed.

**23. Personal Protective Equipment (PPEs)**

The contractor shall provide required PPEs to workmen to protect against safety and / or health hazards. Primarily PPEs are required for the following protection:

- a. A. Height Work
  - i. Safety Helmet

- ii. Full body Safety harness
- b. B. Electrical Operation Room
  - i. Shoes with insulated sole/Rubber Gum boots
  - ii. Electrically insulated Gloves
- c. C. Chemical Handling
  - i. Eye protection i.e. Safety goggles
  - ii. Chemical Gloves for hand protection

## **Part – III: Occupational Health and Welfare**

### **24. Physical fitness of workmen**

The contractor shall ensure that his employees/workmen subject themselves to such medical examination as required under the law or under the contract provision and keep a record of the same.

The contractor shall not permit any employee/workmen to enter the work area under the influence of alcohol or any drugs.

### **25. Medical Facilities**

#### **25.1. Medical Examination**

As per BOCW relevant rules, the contractor shall arrange a medical examination of all his employees including his sub-contractor employees employed before employing, after illness or injury, if it appears that the illness or injury might have affected his fitness.

#### **25.2. Ambulance van**

The contractor shall ensure that an arrangement is made with a nearby hospital for providing such ambulance van for transportation of serious cases of accident or sickness of workers to hospital promptly.

#### **25.3. First-aid boxes**

The contractor shall ensure at a work place one First-aid box provided and maintained for providing First-aid to the workers. Every First-aid box is distinctly marked “First aid” and is equipped with the articles specified in BOCWR.

### **26. Welfare measures for workers**

#### **26.1. Toilets and Urinals**

Generally, facilities are available at Metro Station, Depots & other work places and maintained by agencies engaged by NMRC. Contractors workers may utilised these facilities on payment basis.

#### **26.2. Drinking water**

As per relevant section of BOCWA the contractor shall make in every work place, effective arrangements to provide sufficient supply of wholesome drinking water with minimum quantity of 5 litres per workman per day. Quality of the drinking water shall conform to the requirements of national standards on Public Health.

## **Part – IV: Penalty and Awards**

### **27. Charges to be recovered from contractor for unsafe act or condition**

NMRC has built an image of safety conscious organisation meticulously over a long period of operation. Any reportable accident (fatality / injury) results in loss of life and/or property damage. These accidents not only result in loss of life but also damage the reputation of NMRC. Most of the accidents are avoidable and caused preliminary due to contractors' negligence. Hence NMRC shall recover the cost of damages from the contractors for every reportable incident (fatality / injury).

In addition, sometimes our activities are exposed to public scrutiny as the work is executed on public places. Any unsafe act / unsafe condition observed by public further damage our reputation. Without limiting to the unsafe acts and or conditions, the Employer shall have the right to deduct charges for any other unsafe act and or condition depending upon the gravity of the situation on a case-to-case basis.

### **28. Stoppage of unsafe activity by contractor**

- a. The Employer shall have the right to stop the work at his sole discretion, if in his opinion the work is being carried out in such a way that it may cause accidents and endanger the safety of the persons and / or property, and / or equipment at specific work place.
- b. The contractor shall not proceed with the work until he has complied with each direction to the satisfaction of Employer.
- c. The Contractor shall not be entitled for any damages / compensation for stoppage of work, due to safety reasons.

### **29. Awards**

The following categories will be considered for awards as per the scheme in practice of Employer

- a. Zero fatality contracts.
- b. 100% adherence to voluntary reporting of all accidents throughout the currency of contract.
- c. Safest Contractor of the year.



## **Part – V: Environment Management**

### **30. Indian statutory requirements**

The Housekeeping works shall be undertaken in accordance with all applicable legislation and Indian statutory requirements listed below but not limiting to:

- a. Environment Protection Act, 1986 and Rules 1986
- b. Air (Prevention and control of Pollution) Act, 1981
- c. Water (Prevention and Control of Pollution) Act, 1974
- d. The Noise Pollution (Regulation & Control) Rules, 2000
- e. Notification on Control of Noise from Diesel Generator (DG) sets, 2002
- f. Solid Waste Management Rules, 2016
- g. Hazardous and Other Wastes (Management and Trans boundary Movement) Rules, 2016
- h. e-waste (Management) Rules, 2016
- i. Batteries (Management & Handling) Rules, 2001 and amendment 2010
- j. Plastic Waste Management Rules, 2016
- k. Bio-Medical Waste Management Rules, 2016

### **31. Procurement of materials**

Cleaning products shall be bio-based, non-toxic, fragrance free, have a pH between 4 and 9, and have low levels of volatile organic compounds (VOCs). Products may not contain: carcinogens, mutagens, teratogens, ozone-depleting compounds, greenhouse gasses, dyes, petroleum distillates, endocrine modifiers, alkyl phenyl ethoxylates, dibutyl phthalate, heavy metals, more than 0.5% phosphorous, chlorinated solvents, or contribute to petrochemical smog or poor indoor air quality.

In addition, concentrated products are used and properly diluted to reduce impacts to human health and the environment.

Re-usable/washable rags and mops should be used, which are effective and do not shed fibers.

Products used should degrade rapidly, should not harm human health, should not pollute the air or water supply, and should present an economically sound cost of usage.

### **32. Waste Management**

Collection, handling, segregation, transportation and disposal of waste may cause environmental degradation and nuisance. To prevent it, waste has to be handled and disposed properly. As such, collection, handling, segregation, transportation and disposal of all waste shall be strictly managed by the contractor.

Training of staff should be undertaken by the contractor in order to increase awareness of waste management issues.

Information regarding waste segregation shall be posted at appropriate locations around the office.

The contractor shall ensure regular maintenance and cleaning of the waste storage areas.

No lubricants and hazardous waste shall be allowed to discharge into water courses. Burning of any type of waste and illegal dumping of waste is strictly prohibited.

### **33. Collection**

The contractor shall provide sufficient number of bins to collect the waste items. Hazardous waste, used batteries, bio-medical waste, recyclable paper waste, biodegradable and general refuse shall be collected in separate bins to ensure 100% segregation at source itself.

The collection bins shall be as per applicable legal requirement. All waste collections bins shall be of appropriate size with a closed lid. Each bin shall be clearly labelled both with colour code system and labelled in Hindi and English.

Bio-medical waste shall be collected on daily basis.

### **34. Segregation**

The contractor shall collect general refuse on daily basis and shall be segregated into bio-degradable and recyclable. These wastes should be disposed on daily basis through local municipal agency.

### **35. Storage and disposal Mechanism**

The contractor shall take all necessary permits or fulfil all necessary legal requirements for storage of all waste items.

Hazardous waste and batteries shall be stored on an impermeable surface with containment bunding to retain leaks, spills and ruptures.

Storage period and disposal mechanism for different waste stream is tabulated below:

S. No.	Waste Stream	Maximum storage period at site	Disposal Mechanism
1.	General Refuse	48 hours	Through Municipal agency
2.	Recyclable paper waste	3 months	Through paper recycling agency appointed by the Employer
3.	Bio-Medical Waste	48 hours	Authorised agency appointed by the employer
4.	Used Batteries	As per law	Authorised agency appointed by the employer
5.	Hazardous Waste	As per law	Authorised agency appointed by the employer
6.	e-Waste	As per law	Authorised agency appointed by the employer

## **Appendix– 1: Topics for First Day at Work SHE Orientation Training of Workmen**

- |  |   |
|--|---|
| <b>36. Hazard Identification Procedure</b> | Hazards on work place: <ul style="list-style-type: none"><li>a. Electricity</li><li>b. Machinery</li><li>c. Handling materials</li><li>d. Work place housekeeping</li><li>e. Work at Height</li><li>f. Fire</li></ul>                         |
| <b>37. Personal Protective Equipment</b>   | <ul style="list-style-type: none"><li>a. What is available?</li><li>b. How to obtain it?</li><li>c. Correct use and care.</li></ul>   |
| <b>38. Health</b>                          | <ul style="list-style-type: none"><li>a. Work place welfare facilities</li><li>b. Potential health hazards</li><li>c. First Aid/CPR</li></ul>   |
| <b>39. Duties of the contractor</b>        | <ul style="list-style-type: none"><li>a. Brief outline of the responsibilities of the Contractor by law</li><li>b. Details of Contractor's accident prevention policy</li><li>c. Building and other construction worker Welfare Law</li></ul> |
| <b>40. Employee's Duties</b>               | <ul style="list-style-type: none"><li>d. Brief outline of responsibilities of employee under law</li><li>e. Explanation of how new employees fit into the Contractor's plan for accident prevention. (induction and orientation).</li></ul>   |

## Appendix – 2: ID Card Format

Dimensions (85 mm x 55 mm)

Front Side of ID Card

<b>Noida – Greater Noida Metro Corridor Project</b>				
<b>Company logo</b>			<b>Name</b>	
			<b>Address</b>	
	<b>Photo</b>		<b>Designation</b>	
	<b>Signature:</b>		<b>Blood group</b>	
		<b>Valid up to</b>		

Reverse Side of ID Card

<b>Noida – Greater Noida Metro Corridor Project</b>	
<b>Employee Address</b>	
<p>This card is the property of “xx” (Main/Sub/labour Contractor) and must be returned on demand and on transfer/cancellation of employment. A charge will be levied for replacement of the card due to loss or theft. If found please return to the address given below.</p>	
<b>Main Contractor Address</b>	

### **Appendix – 3: Safety and Health Posters**

Every contractor shall prepare a SHE Communication Plan as a part of work place specific SHE Plan and shall include the following minimum requirement of Posters / Signages / Video as applicable. In case readymade posters are available in any of the category from safety related organisations, they may procure the same and display it. In case the same is not available then the contractors shall make necessary arrangements to get the posters designed and printed on their own. The List of Posters:

- a. Mandatory PPE Usage
- b. Working at Height
- c. Work place Electricity
- d. First Aid

## Appendix – 4: Sample Accident Occurrence Form

<b>NMRCL</b>	<b>Safety Form Reference</b>		<b>Form no:</b>	<b>SAF - 01</b>	
<b>Accident/ Dangerous Occurrence Form</b>			<b>Accident no:</b>		
<b>Name of the Contractor</b>			<b>Contract no:</b>		
<b>Instructions:</b> <ol style="list-style-type: none"> <li>1. A copy of this form shall be completed for every Accident or Dangerous Occurrence</li> <li>2. It must be signed by a senior work place management representative</li> <li>3. A copy shall be sent to the Employers Representative within 24 hours of the Accident</li> </ol>					
<b>Part A – Details of Injured Person</b>					
Name		DOB		Gender	
Address					
Job title		Employer			
<b>Part B – Details of the Accident</b>					
Date		Time		Location	
Describe the task the injured person was doing at the time of the accident:					
Describe in detail how the accident happened: (Attach any sketch, picture, map etc. if required)					
Plant and Machinery involved:	Yes/No	If yes, describe			
Witnesses (if any)					
<b>Part C – Details of the injury</b>					
Injury description					
Injury Category:	Response to injury			Home	
Fatal		First Aid			
Major		Doctor			
Minor		Hospital			
<b>Part D - Certification</b>					
I have checked the above information and can confirm that it is a true record of the accident					
Signed		In-charge name		Date	



# **NOIDA METRO RAIL CORPORATION LTD.**

*(A joint venture of Govt. of India and Govt. of U.P.)*

## **GENERAL CONDITIONS OF CONTRACT (July 2018)**

**NOIDA METRO RAIL CORPORATION LTD.**

**Block – III, 3<sup>rd</sup> Floor, Ganga Shopping Complex,**

**Sector-29, Noida – 201 301,**

**District Gautam Budh Nagar, Uttar Pradesh, India**

## **Content**

1.	Definitions and interpretations .....	7
1.1.	Definitions .....	7
1.2.	Interpretation .....	13
1.3.	Law and Language .....	14
1.4.	Contract Agreement.....	14
1.5.	Priority of Documents .....	14
1.6.	Care of Supply of Construction and/or Manufacture Documents.....	14
1.7.	Communications.....	15
1.8.	Employer's Use of Contractor's Documents .....	15
1.9.	Contractor's Use of Employer's Documents .....	15
1.10.	Compliance with Statutes, Regulations and Laws .....	15
1.11.	Joint and Several Liability .....	16
2.	The Employer.....	17
2.1.	General Obligations .....	17
2.2.	Access to and Possession of the Site.....	17
2.3.	Permits, Licences or Approvals.....	17
2.4.	Assignment by Employer .....	17
3.	The Engineer.....	18
3.1.	Appointment of Engineer .....	18
3.2.	Duties and Authorities of Engineer.....	18
3.3.	Engineer's Authority to Delegate.....	18
3.4.	Engineer's Instructions.....	19
3.5.	Engineer to Attempt Agreement.....	19
4.	The Contractor .....	20
4.1.	General Obligations .....	20
4.2.	Performance security .....	21
4.3.	Representation on Works .....	23
4.4.	Facilities for and co-ordination with Others.....	23
4.5.	Sub-contractors .....	25
4.6.	Assignment of Contractor's and Sub-contractor's Obligations.....	27
4.7.	Compensation for Breach .....	27
4.8.	Setting Out .....	27
4.9.	Site Data .....	28
4.10.	Sufficiency of accepted Contract Amount.....	28
4.11.	Access Route .....	28
4.12.	Rights of way and Facilities.....	29
4.13.	Programmes.....	29
4.14.	Progress Reports.....	30
4.15.	Contractor's Equipment .....	30
4.16.	Safety of Works .....	30



## **General Conditions of Contract**

4.17.	Protection of the Environment.....	31
4.18.	Electricity Water and Gas .....	31
4.19.	Tools, Plants And Equipment Supplied By The Employer.....	31
4.20.	Employer's Materials & Excavated Materials .....	32
4.21.	Sheds, Stores, Yards .....	32
4.22.	Temporary Works .....	32
4.23.	Unforeseeable Physical Conditions.....	32
4.24.	Access for Engineer.....	33
4.25.	Access Road and Way Leaves .....	33
4.26.	Contractor to keep Site Clear.....	33
4.27.	Security of the Site .....	34
4.28.	Contractor's Operations on Site .....	34
4.29.	Discoveries.....	34
4.30.	Publicity.....	34
4.31.	Disclosure Of Relationship.....	34
4.32.	Use Of Explosives .....	35
4.33.	Corrupt or fraudulent practices.....	35
5.	Design.....	36
5.1.	General Obligations .....	36
5.2.	Contractor's warranty of design.....	36
5.3.	Construction and/or Manufacture Documents.....	37
5.4.	Technical Standards and Regulations .....	38
5.5.	Samples .....	39
5.6.	As-Built Drawings and Documents.....	39
5.7.	Operation and Maintenance Manuals.....	39
5.8.	Intellectual Property Rights and Royalties .....	40
6.	Staff and Labour.....	42
6.1.	Engagement of Staff and Labour .....	42
6.2.	Rates of Wages and Conditions of Labour .....	42
6.3.	Persons in the service/ retired of Employer/ Engineer .....	42
6.4.	Labour Laws.....	43
6.5.	Working Hours.....	43
6.6.	Facilities for Staff and Labour .....	44
6.7.	Health and Safety .....	44
6.8.	Contractor's Superintendence.....	44
6.9.	Provision Of Efficient And Competent Staff .....	44
6.10.	Preservation of Peace and orderly conduct .....	45
6.11.	Labour to be Contractor's Employee .....	45
6.12.	Report Of Accidents To Labour.....	45
6.13.	Claim` on account of violation of Labour laws.....	46
7.	Quality Control .....	47
7.1.	Manner of Execution.....	47

## **General Conditions of Contract**

7.2.	Source of material .....	47
7.3.	Delivery to Site .....	47
7.4.	Inspection.....	47
7.5.	Testing .....	47
7.6.	Rejection .....	48
7.7.	Liability after Inspection and Testing .....	49
7.8.	Ownership of Plant and Materials .....	49
7.9.	Cost of Employer's Attendance Including Travel .....	49
7.10.	Covering up of Works .....	49
7.11.	Tests after Completion.....	50
7.12.	Integrated testing and system commissioning .....	51
8.	Time Management .....	53
8.1.	Commencement of Works .....	53
8.2.	Time for Completion .....	53
8.3.	Delay.....	53
8.4.	Extension of Time for Completion .....	53
8.5.	Liquidated Damages for Delay.....	55
8.6.	Rate of Progress.....	56
8.7.	Suspension of Work.....	56
8.8.	Consequences of Suspension .....	56
8.9.	Resumption of Work .....	57
9.	Employer's Taking Over .....	58
9.1.	Taking Over Certificate .....	58
9.2.	Taking over of Parts of the Works .....	58
10.	Defects Liability .....	59
10.1.	Completion of Outstanding Work and Remedying Defects .....	59
10.2.	Cost of Remedying Defects .....	59
10.3.	Extension of Contract Period .....	59
10.4.	Failure to Remedy Defects.....	60
10.5.	Removal of Defective Work.....	60
10.6.	Further Tests.....	60
10.7.	Right of Access.....	60
10.8.	Contractor to Search.....	61
10.9.	Performance Certificate .....	61
10.10.	Unfulfilled Obligations .....	61
10.11.	Emergency defect rectification .....	61
11.	Contract Price and Payment.....	62
11.1.	The Contract Price.....	62
11.2.	Advances .....	63
11.3.	Provisional Payment Against Material at Site .....	65
11.4.	Application for Interim Payment Certificates .....	65
11.5.	Issue of Interim Payment Certificates.....	66

## **General Conditions of Contract**

11.6.	Payment- Interim and Final .....	67
11.7.	Statement at Completion .....	68
11.8.	Application for Final Payment Certificate .....	68
11.9.	Discharge .....	68
11.10.	Issue of Final Payment Certificate .....	69
11.11.	Cessation of Employer's Liability .....	69
11.12.	Calculation of Payments in Foreign Currency .....	69
11.13.	Round off.....	69
11.14.	Payment By Cheque and E-Payment .....	69
11.15.	Tax Deduction at Source.....	69
11.16.	Production of Vouchers.....	70
11.17.	Withholding And Lien For Sums Claimed .....	70
11.18.	Signature On Receipts For Payments .....	70
11.19.	Post Payment Audit .....	71
11.20.	Recovery of money due to the Employer .....	71
12.	Variations .....	72
12.1.	Right to Vary.....	72
12.2.	Contractor's Variations.....	72
12.3.	Employer's Variations .....	73
12.4.	Variation Procedure .....	74
12.5.	Variation in the Bill of Quantities .....	74
12.6.	Payment in Applicable Currencies.....	75
13.	Termination of the Contract .....	76
13.1.	Notice to Contractor.....	76
13.2.	Termination Of Contract Due To Contractor's Default.....	76
13.3.	Default of Employer .....	78
14.	Risk and Responsibility .....	81
14.1.	Indemnity.....	81
14.2.	Contractor's Care of the Works .....	81
14.3.	Employer's Risks .....	82
14.4.	Consequences of Employer's .....	82
14.5.	Contractor's Risks .....	83
14.6.	Limitation of Liability .....	83
15.	Insurance .....	84
15.1.	Professional Indemnity Insurance .....	84
15.2.	Insurance for Works and Contractor's Equipment.....	84
15.3.	Insurance against injury to Persons and Damage to Property.....	84
15.4.	Insurance for Workers .....	85
15.5.	General Requirements for Insurances.....	85
16.	Force Majeure .....	87
16.1.	Definition of Force Majeure.....	87
16.2.	Effect of Force Majeure Event.....	87

## **General Conditions of Contract**

16.3.	Contractor's Responsibility.....	87
16.4.	Employer's Responsibility .....	87
16.5.	Payment to Contractor .....	87
16.6.	Resumption of Work .....	87
16.7.	Optional Termination, Payment and Release .....	88
16.8.	Release from Performance Under the Law.....	88
17.	Claims, Disputes, Conciliation And Arbitration.....	89
17.1.	Procedure for Claims .....	89
17.2.	Payment for Claims .....	89
17.3.	No legal action till Dispute Settlement Procedure is exhausted .....	89
17.4.	Notice of Dispute .....	89
17.5.	Two Stages for Dispute Resolution .....	90
17.6.	Conciliation.....	90
17.7.	Conciliation Procedure.....	90
17.8.	Termination of Conciliation Proceedings .....	91
17.9.	Arbitration.....	91
17.10.	Interest on Arbitration Award.....	92
17.11.	Cost of Arbitration .....	92
17.12.	Jurisdiction of Courts .....	92
17.13.	Suspension of Work on Account of Arbitration.....	92
18.	Service of Notices .....	94
18.1.	Notice to Contractor.....	94
18.2.	Notice to Employer and Engineer.....	94
18.3.	Change of Address.....	94

## **1. Definitions and interpretations**

### **1.1. Definitions**

In the contract (as defined below) the words and expressions defined below shall have the meanings assigned to them, except where the context requires otherwise. Words indicating persons or parties include corporations and other legal entities except where the context requires otherwise.

#### **1.1.1. Documents**

- 1.1.1.1. **“Appendix to Form of Tender”** means the completed pages in title Appendix, which are appended to and form part of the Tender.
- 1.1.1.2. **“Bill of Quantity”** means a document containing various items of payment and contains schedule of Payment also.
- 1.1.1.3. **“Construction and/or Manufacture Documents”** means all drawings, calculations, computer software (programs), samples, patterns, models, operation and maintenance manuals, and other manuals and information of a similar nature, to be submitted by the Contractor.
- 1.1.1.4. **“Contract”** means the Contract Agreement, the Notice of Award, the letter of tender, General Conditions of Contract, Special Conditions of Contract, the Employer's Requirements, the Tender, the Notice Inviting Tender, Instructions to Tenderers, the Contractor's Proposal, the Schedules, and such further documents which are listed in the Notice of Award or Contract Agreement (if completed).
- 1.1.1.5. **“Contract Agreement”** means the contract agreement referred to in Sub-Clause 1.4. It shall also include all subsequent modifications/ amendments to the Contract as a result of the communications or negotiation proceedings between the parties.
- 1.1.1.6. **“Contractor's Proposal”** means the proposal submitted by the Contractor with the Tender, as modified and accepted by the Employer and included in the Contract. Such documents may include the Contractor's preliminary design.
- 1.1.1.7. **“Contractor's Document”** means the calculations, computer programme and other software, drawings, manuals and other documents of a technical nature (if any) supplied by the Contractor under the Contract.
- 1.1.1.8. **“Design Data”** means all specifications, plans, drawings, details, graphs, sketches, models, levels, setting-out dimensions, calculations duly checked by the Contractor and other documents relating to the design of the Works prepared or to be prepared by or on behalf of the Contractor.

- 1.1.1.9. **“Drawings”** means the Employer's Drawings and the Drawings submitted by the Contractor and any modification of such drawings as any, from time to time, be furnished or for which the Engineer has issued a Notice of No Objection.
- 1.1.1.10. **“Employer's Requirements”** means the description of the scope, standard, design criteria, specifications, drawings, programme of work, indigenisation programme (where applicable) as included in the Contract, and any alterations and modifications thereto in accordance with the Contract.
- 1.1.1.11. **“Interim Payment Schedule”** means the schedule included for each Cost Centre in the Pricing Document and accepted by the Employer to be used for interim payments in relation to achievement of milestones under that Cost Centre, as the same may be revised from time to time in accordance with Clause 11.
- 1.1.1.12. **“Notice of Award”** means the written notice issued by NMRC to the Selected Bidder(s) intimating the acceptance of Selected Bidder's Proposal for the award of Contract
- 1.1.1.13. **“Notice to Proceed”** means the notice issued by the Employer to the Contractor communicating the date on which the Works are to be commenced.
- 1.1.1.14. **“Letter of Tender”** means the document entitled letter of tender, which was completed by the Contractor and includes the signed offer to the Employer for the Works.
- 1.1.1.15. **“Safety, Health and Environmental (SHE) Manual”** means the Employer's manual containing the requirements and conditions to be met during the execution of the Works by the Contractor.
- 1.1.1.16. **“Schedules”** means the information and data submitted with the Tender, as included in the Contract.
- 1.1.1.17. **“Tender”** means the Contractor's priced offer to the Employer for the designing where ever applicable, execution, manufacture, and completion of the whole of Works, testing and commissioning (including Integrated Testing and Commissioning where ever applicable) and remedying of any defects therein, as accepted by the Letter of Acceptance.
- 1.1.1.18. **“Schedule of Milestones”** means the schedule included in each Cost Centre in the Pricing Document, describing the Milestones and stipulating dates by which the Milestones are to be achieved under that Cost Centre in order to maintain interim payments by the Employer to the Contractor in accordance with the Interim Payment Schedule for that Cost Centre, as the same may be revised from time to time in accordance with the Contract.

## **General Conditions of Contract**

- 1.1.1.19. **“Schedule of Payment”** means the schedule included in the Bill of Quantity for payment in various stages on part of the works.
- 1.1.1.20. **“Special Conditions of Contract”** means any special conditions of contract issued by the Employer prior to submission of the Tender or negotiated and agreed in writing by the Employer and the Contractor prior to and conditional upon acceptance of the Tender.
- 1.1.1.21. **“Works Programme”** means the programme showing the sequence, method and timing of investigations, design, issue of No Objection Notices, execution, manufacture, delivery to site, erection, installation, testing, commissioning of the Works (including Integrated Testing and Commissioning), indigenisation (where applicable) and related activities in the form and content prescribed by the Employer's Requirements, or any amended or varied version thereof, as submitted by the Contractor and for which the Engineer has issued a Notice of No Objection.

### **1.1.2. Persons**

- 1.1.2.1. **“Party”** means the Employer or the Contractor as the context requires
- 1.1.2.2. **“Tenderer or Bidder”** means the person submitting a bid/Tender.
- 1.1.2.3. **“Contractor”** means the person whose Tender has been accepted by the Employer and the legal successors in title to such person, but not (except with the consent of the Employer) any assignee of such person.
- 1.1.2.4. **“Contractor's Representative”** shall mean a person named by the Contractor in the Contract or appointed from time to time by the Contractor under **Sub-clause 4.3** to act on behalf of Contractor.
- 1.1.2.5. **“Designated Contractors”** means any of the following whose activities or the works they are engaged to carry out, affect or are affected by the Works, in any way or at any time:
  - a. Contractors, design consultants and utility authorities engaged on the Project from time to time by the Employer;
  - b. Sub-contractors of any tier of the contractors above; provided that the definition shall exclude the Contractor and his sub-contractors of any tier in relation to the Works.
- 1.1.2.6. **“Other Contractor”** means a person employed by or having Contract directly or indirectly with the Employer otherwise than through the Contractor.

## **General Conditions of Contract**

- 1.1.2.7. **“Designer”** means the Contractor, or part of the group forming the contractor, person, firm or company or group of companies, or any replacement, carrying out the Design of Works or part thereof.
- 1.1.2.8. **“Employer”** means NOIDA METRO RAIL CORPORATION LIMITED (NMRC), its legal successors and assignees.
- 1.1.2.9. **“Engineer”** means any person nominated or appointed from time to time by the Employer to act as the Engineer for the purposes of the Contract and notified as such in writing to the Contractor.
- 1.1.2.10. **“Engineer’s Representative”** means any Assistant of the Engineer appointed from time to time by the Engineer under **Sub-clause 3.3**.
- 1.1.2.11. **“Sub-contractor”** means any person named in the Contract as a sub-contractor, manufacturer or supplier for a part of the Works or any person to whom a part of the Works has been sub-contracted with the consent of the Employer and the legal successors in title to such person, but not any assignee of such person.

### **1.1.3. Dates, Times and Periods**

- 1.1.3.1. **“Commencement Date”** means the date on which the Contractor shall commence the Works on the written instructions of the Employer contained in the Notice to Proceed.
- 1.1.3.2. **“Contract Period”** means the period from the Commencement Date to the end of Defects Liability Period including Integrated Testing and Commissioning and as certified by the Engineer under Clause 7.11 (or as extended under Sub-Clause 10.3).
- 1.1.3.3. **“Day”** means a calendar day, **“Week”** means 7 calendar days, and **“Month”** means a calendar month and **“Year”** means 365 days.
- 1.1.3.4. **“Effective Date”** means the date on which the Contract comes into force and effect
- 1.1.3.5. **“Gazetted Holiday”** means every holiday which is observed by Noida Metro Rail Corporation Limited as a gazetted holiday as well as a weekly holiday.
- 1.1.3.6. **“General Holiday”** means Sunday.
- 1.1.3.7. **“Key Date”** means a date identified as such in the Contract.
- 1.1.3.8. **“Milestone”** means the completion of a part of the Works or the occurrence of an event identified as such in the Schedule of Milestones.



## **General Conditions of Contract**

- 1.1.3.9. **“Milestone Date”** means the date prescribed in the Schedule of Milestone by which a Milestone is to be achieved if Interim Payments for the Cost Centre in which the Milestone is included are not to be suspended.
- 1.1.3.10. **“Stage”** means level of progress of the works identified as such and more particularly described in the Employer’s Requirements for which a Key Date for the achievement thereof is stipulated in the Contract.
- 1.1.3.11. **“Time for Completion”** means the time for completing the Works or a section or a part thereof (as the case may be), and passing the Tests on Completion, including Integrated Testing and Commissioning, as stated in the contract, calculated from the Commencement Date.

### **1.1.4. Tests and Completion**

- 1.1.4.1. **“Factory Tests”** means the tests required to be carried out in the factory premises on components, equipment, subsystem, system, etc. during and/or after manufacture in the factory.
- 1.1.4.2. **“Integrated Testing”** in the contracts where applicable means the programme of tests performed by the Contractor at the direction of the Engineer following satisfactory completion of Contractor’s tests on his equipment, sub-systems or system to verify and confirm the compatibility and compliant performance of his equipment/ sub-system/ system with the equipment/ sub-system/ system provided by others.
- 1.1.4.3. **“Milestone Certificate”** means the certificate to be issued by the Engineer in relation to the achievement or otherwise of Milestones.
- 1.1.4.4. **“Performance Certificate”** means the certificate issued by the Engineer under Sub-Clause 10.9.
- 1.1.4.5. **“Taking Over Certificate”** means a certificate issued under Clause 9.1.
- 1.1.4.6. **“Tests on Completion”** means the tests specified in the Contract and designated as such, including Integrated Testing where applicable and any other such tests as may be agreed by the Engineer and the Contractor, or instructed as a Variation, which are to be carried out before the Works, or any Section are taken over by the Employer.

### **1.1.5. Money and Payments**

- 1.1.5.1. **“Contract Price”** means the sum stated in the Notice of Award as payable to the Contractor, subject to such additions thereto or deductions therefrom as may be made under the provisions of the Contract.
- 1.1.5.2. **“Cost”** means all expenditure properly incurred (or to be incurred) by the Contractor, whether on or off the Site.

- 1.1.5.3. **“Cost Centre Amount”** means the amount apportioned to a Cost Centre as set out in the Pricing Document, as the same may be revised from time to time in accordance with the Contract.
- 1.1.5.4. **“Final Payment Certificate”** means the payment certificate issued by the Engineer under Sub-Clause 11.9.
- 1.1.5.5. **“Final Statement”** means the agreed statement defined in Sub-Clause 11.10.
- 1.1.5.6. **“Foreign Currency”** means a freely convertible international trading currency in which part of the Contract Price is payable, but not the Local Currency.
- 1.1.5.7. **“Interim Payment Certificate”** means any payment certificate issued by the Engineer under Sub-Clause 11.5, other than the Final Payment Certificate.
- 1.1.5.8. **“Local Currency”** means Indian Rupees.

1.1.6. Other  
Definitions

- 1.1.6.1. **“Approval or Approved”** means Approval in writing including subsequent written confirmation of previous verbal approval.
- 1.1.6.2. **“Contractor’s Equipment”** means all machinery, apparatus, appliances, other things of whatsoever nature required for purpose of the Contract, including without limitation, Contractor’s Plant and Equipment, or Materials to or from the Site, but does not include Plant, or Materials intended to form or forming part of the Permanent Works.
- 1.1.6.3. **“Cost Centre”** means a group of activities and/ or items of work identified as such in the Pricing Document.
- 1.1.6.4. **“Materials”** means things of all kinds (other than Plant) to be provided and incorporated in the Permanent Works by the Contractor, including the supply-only items (if any), which are to be supplied by the Contractor as specified in the Contract.
- 1.1.6.5. **“Plant”** means the machinery, equipment, and apparatus and the likes, intended to form or forming part of the Permanent Works, including the supply-only items (if any), which are to be supplied by the Contractor as specified in the Contract.
- 1.1.6.6. **“Section”** means a part of the Works specifically designated in the Appendix to Form of Tender as a Section (if any).

## General Conditions of Contract

- 1.1.6.7. **“Site”** means the places provided by the Employer where the Works are to be executed and to which Plant, Rolling Stock and Materials are to be delivered, and any other place as may be specifically designated in the Contract as forming part of the Site. Site includes Depot, where Rolling Stock will be delivered, tested and commissioned as provided in the Contract.
- 1.1.6.8. **“Scheduled Bank”** means a bank included in the second schedule to the Reserve Bank of India Act, 1934, or modifications thereto.
- 1.1.6.9. **“Specification”** means the Specification referred to in the contract and any modification thereof or addition thereto, as may from time to time be furnished or approved in writing by the Engineer.
- 1.1.6.10. **“Test”** means such Tests as are prescribed in the Specifications or by the Engineer or Engineer’s Representative, whether performed by the Contractor or by the Engineer or his Representative or any agency acting under the direction of the Engineer.
- 1.1.6.11. **“Variation”** means any alteration and/ or modification to the Employer’s Requirements, which is instructed by the Engineer or approved as a variation by the Engineer, in accordance with Clause 12.
- 1.1.6.12. **“Works”** means the work, both permanent and temporary, or services to be carried out, designed, manufactured, fabricated, delivered to Site, erected, installed, completed, tested, commissioned, (including Integrated Testing and Commissioning) and remedying of any defects, and/ or supplied in accordance with the Contract and include Plant, Rolling Stock and Materials and their accessories.
- 1.1.6.13. **“Permanent Works”** means the permanent works to be designed and executed in accordance with the Contract.
- 1.1.6.14. **“Temporary Works”** means all temporary works of every kind (other than Contractor’s Equipment) required for the execution and completion of the Works, and the remedying of any defects.
- 1.1.6.15. **“Project”** means Noida – Greater Noida Metro Corridor project

## 1.2. Interpretation

In the Contract except where the context requires otherwise

- 1.2.1.1. a. words indicating one gender include all genders;
- b. words indicating the singular also include the plural and words indicating the plural also include the singular and
- c. “written” or “in writing” means hand-written, type written, printed or electronically made and resulting in a permanent record.

The marginal words and other headings shall not be taken into consideration in the interpretation of these condition.

Terms and expressions not herein defined" shall have the meanings assigned to them in the "Indian General Clauses Act, 1897" or the Indian Contract Act or the Indian Sale of Goods Act or any other applicable Indian Law, as the case may be.

**1.3. Law and Language**

The contract shall be governed by the Acts and Laws of India, the rules, regulations and bye-laws of the concerned public bodies and authorities. Language of the Contract shall be English.

**1.4. Contract Agreement**

The Employer and the Contractor shall execute a Contract Agreement, with such modifications as may be necessary to record the Contract. The costs of stamp duties and similar charges imposed by law shall be borne by the Contractor.

**1.5. Priority of Documents**

The documents forming the Contract are to be taken as mutually explanatory of one another. If there is an ambiguity or discrepancy in the documents, the Engineer shall issue any necessary clarification or instruction to the Contractor, and the priority of the documents shall be as follows:

- a. The Contract Agreement
- b. The Notice of Award
- c. Pre and Post bid proceeds
- d. Form of Tender
- e. BOQ/Payment schedule
- f. NIT
- g. ITT
- h. The Outline Design Specifications (Design Criteria) and Outline Construction Specifications; or any other specification
- i. Drawings
- j. The Employer's Requirements
- k. The Special Conditions of Contract;
- l. The General Conditions of Contract;
- m. The Contractor's Proposal; and
- n. Any other document forming part of the Contract.

**1.6. Care of Supply of Construction and/or Manufacture Documents**

The Construction and/or Manufacture Documents shall be in the custody and care of the Contractor during the Contract. Unless otherwise stated in the Employer's Requirements, the Contractor shall provide three copies for the use of the Engineer and assistants (as referred to in Sub-Clause 5.3).

The Contractor shall keep on Site one complete set of the documents forming the Contract, the Construction and/or Manufacture Documents, Variations, other communications given or issued from time to time and the documents/samples mentioned in Sub-Clause 5.3. The Employer, the Engineer and their assistants (as referred to in Sub-

Clause 3.3) shall have the right to access these documents all reasonable times.

On discovery of any technical error or defect in a document intended to be used for the purpose of Contract, the Contractor shall promptly give notice to the Engineer of such error or defect.

**1.7. Communications**

Communications between parties, unless otherwise specified shall be effective only when made in writing. A notice will be effective only when delivered.

**1.8. Employer's Use of Contractor's Documents**

As between the Parties, the Contractor shall retain the copyright and other intellectual property rights in the Contractor's Documents and other design documents made by (or on behalf of) the Contractor.

The Contractor shall be deemed (by signing the Contract) to give to the Employer a non-terminable transferable non-exclusive royalty-free licence to copy, use and communicate the Contractor's Documents, including making and using modifications of them. This licence shall:

- a. apply throughout the actual or intended working life (whichever is longer) of the relevant parts of the Works,
- b. entitle any person in proper possession of the relevant part of the Works to copy, use and communicate the Contractor's Documents for the purposes of completing, operating, maintaining, altering, adjusting, repairing and demolishing the Works, and
- c. In the case of Contractor's Documents which are in the form of computer programs and other software, permit their use on any computer on the Site and other places as envisaged by the Contract, including replacements of any computers supplied by the Contractor.

**1.9. Contractor's Use of Employer's Documents**

As between the Parties, the Employer shall retain the copyright and other intellectual property rights in the Employer's Requirements and other documents made by (or on behalf of) the Employer. The Contractor may, at his cost, copy, use, and obtain communication of these documents for the purposes of the Contract.

They shall not, without the Employer's consent, be copied, used or communicated to a third party by the Contractor, except as necessary for the purposes of the Contract.

**1.10. Compliance with Statutes, Regulations and Laws**

The Contractor shall familiarise themselves and conform in all aspects with:

- a. the provision of any enactment in India as applicable from time to time
- b. the regulations or bye-laws of any local body and utilities.
- c. The Contractor shall be bound to give all notices required by statute, regulations or by-laws, as aforesaid and to pay all fees and bills payable in respect thereof. The Contractor will

## ***General Conditions of Contract***

arrange necessary clearances and approvals before the Work is taken up.

Ignorance of Rules, Regulations and Bylaws shall not constitute a basis for any claim at any stage of work

The Contractor shall indemnify the Employer against all penalties and liabilities of every kind of breach of any such enactment, laws, regulations, bye-laws or rules.

### **1.11. Joint and Several Liability**

If the Contractor is (under applicable Laws) a joint venture, consortium, or other incorporated grouping of two or more Persons:

- a. these Persons shall be deemed to be jointly and severally liable to the Employer for the performance of the Contract;
- b. these Persons shall notify the Employer of their leader who shall have authority to bind the Contractor and each of these persons; and
- c. the Contractor shall not alter its composition or legal status without the prior consent of the Employer.

## **2. The Employer**

### **2.1. General Obligations**

The Employer shall provide the Site/area of works and shall pay the Contractor in accordance with the Contract.

### **2.2. Access to and Possession of the Site**

The Employer shall grant the Contractor right of access to, and or possession of, the Site progressively for the completion of Works. Such right and possession may not be exclusive to the Contractor. The Contractor will draw/modify the schedule for completion of Works according to progressive possession/right of such sites.

If the Contractor suffers delay from failure on the part of the Employer to grant right of access to, or possession of the Site, the Contractor shall give notice to the Engineer in a period of 28 days of such occurrence. After receipt of such notice the Engineer shall proceed to determine any extension of time to which the Contractor is entitled and shall notify the Contractor accordingly.

For any such delay in handing over of site, Contractors will be entitled to only reasonable extension of time and no monetary claims whatsoever shall be paid or entertained on this account.

### **2.3. Permits, Licences or Approvals**

It shall be Contractor's exclusive responsibility to get approvals, permits or license required for the Contract. However, the Employer may (where he is in a position to do so) provide reasonable assistance to Contractor at the request and cost of the Contractor in getting Permits, License or Approvals required during the Contract.

The rendering of such assistance by the Employer shall not be interpreted as a pretext by the Contractor as condoning of any delay or non-performance of any of the Contractors obligations. The following-up of all such applications shall be the responsibility of the Contractor.

### **2.4. Assignment by Employer**

The Employer shall be fully entitled without the consent of the Contractor, to assign the benefit of the part thereof and any interest therein or there under to any third party.

### **3. The Engineer**

#### **3.1. Appointment of Engineer**

The Employer shall notify the Contractor in writing of the appointment and identity of the Engineer and of any replacement from time to time.

#### **3.2. Duties and Authorities of Engineer**

The Engineer shall carry out the duties specified in the Contract. The Engineer shall have no authority to amend the Contract.

The Engineer may exercise the authority specified in, or necessarily to be implied from the Contract. If the Engineer is required to obtain the specific approval of the Employer before exercising such authority, such requirements shall be as stated in Special Conditions of Contract. Any requisite approval shall be deemed to have been given by the Employer for any such authority exercised by the Engineer.

The Engineer shall have no authority to relieve the Contractor of any of his duties, obligations, or responsibilities under the Contract. Any proposal, inspection, examination, testing, consent, approval or similar act by the Engineer (including absence of disapproval) shall not relieve the Contractor from any responsibility, including responsibility for his errors, omissions, discrepancies, and non-compliance with Sub-Clause 5.4.

The Engineer shall copy to the Employer all communications given or received by him in accordance with the Contract.

#### **3.3. Engineer's Authority to Delegate**

The Engineer, may from time to time assign and delegate authority to Engineer's representatives/assistants and may also revoke such assignments and delegations. The delegation or revocation shall be in writing and shall be applicable only after same has been notified in writing to the Contractor.

Each Assistant to whom duties have been assigned or authority has been delegated, shall be authorized to issue instructions to the Contractor to the extent defined by the delegation. Any determination, approval, check, certificate, consent, examination, inspection, instruction, notice, proposal, request, test or similar act by an assistance shall have the same effect as though the act had been an act of the Engineer. However:

- a. Any failure to disapprove any Plant, Goods, Material, design and workmanship shall not prejudice the right of the Engineer to reject such Plant, Goods, Material, design and workmanship;
- b. if the Contractor questions any determination or instruction of an assistant of the Engineer, the Contractor may refer the matter to the Engineer within three days of such decision having been given, who shall confirm, reverse or vary such determination or instruction.



## ***General Conditions of Contract***

### **3.4. Engineer's Instructions**

The Contractor shall comply with instructions given by the Engineer in accordance with the Contract.

The Contractor shall give reasonable notice to the Engineer of any instruction, which he considers necessary for the execution of the Works, to enable the Engineer to issue the instruction so that progress of the Works is not delayed. The Engineer shall not, however, be bound to issue any instruction which, in his opinion, is unnecessary.

No act or omission by the Engineer or the assistants to the Engineer in the performance of any of the Engineer's duties or the exercise of any of the Engineer's powers under the Contract shall, in any way, operate to relieve the Contractor of any of the duties, responsibilities, obligations or liabilities imposed upon the Contractor by any of the provisions of the Contract.

### **3.5. Engineer            to Attempt Agreement**

When the Engineer is required to determine value, cost or extension of time, he shall consult with the Contractor and the Employer in an endeavour to reach agreement. If agreement is not achieved, the Engineer shall determine the matter fairly, reasonably and in accordance with the Contract, with the approval of Employer.

## **4. The Contractor**

### **4.1. General Obligations**

The Works as completed by the Contractor shall be wholly in accordance with the Contract and fit for the purposes for which they are intended, as defined in the Contract. The Works shall include any work which is necessary to satisfy the Employer's Requirements, the Contractor's Proposal and Schedules, or is implied by the Contract, or arises from any obligation of the Contractor, and all works not mentioned in the Contract but which may be inferred to be necessary for stability, or completion, or the safe, reliable and efficient operation of the Works.

The Contractor shall design, if in the scope of work, manufacture, execute, install, complete, test (including Integrated Testing in case of rolling stock and signaling contracts) and commission, the Works, including providing Construction and/or Manufacture Documents, within the Time for Completion and shall remedy any defects within the Contract Period. The Contractor shall provide all superintendence, labour, Plant, Materials, Contractor's Equipment, Temporary Works and all other things, whether of a temporary or permanent nature, required in and for such design, works and remedying of defects.

Before commencing design, if in the scope of the contract, the Contractor shall satisfy himself regarding the Employer's Requirements (including design criteria and calculations, if any) and the items of reference mentioned in Sub-Clause 4.8.

The Contractor shall give notice to the Engineer of any error, fault or other defect in the Employer's Requirements or such items of reference. After receipt of such notice, the Engineer shall determine whether Clause 12 shall be applied and shall notify the Contractor accordingly.

The Contractor shall take full responsibility for the adequacy, stability and safety of all Site operations, of all methods of construction, manufacture, and of all the Works, irrespective of any approval or consent by the Engineer.

The Contractor shall be deemed to have satisfied himself before submitting his tender as to the correctness and sufficiency of his Tender to cover all his risks, liabilities and obligations set out in or implied by the Contract and all matters and things necessary for the proper design, manufacture, execution, installation, completion, testing, Integrated Testing whichever is in the scope of the contract, commissioning of the Works and remedying of the Defects.

The Contractor acknowledges responsibility for ascertaining and securing at his own cost:

- a. conditions bearing upon the proper transportation, disposal, handling and storage of materials (including but not limited to hazardous toxic substances and excavated materials);
- b. availability of electricity, water and gas;
- c. availability of skilled manpower;
- d. the character of equipment and facilities needed preliminary to and during the manufacture, installation, execution, testing, Integrated Testing, and commissioning of the Works and remedying of any defects;

- e. the protection of the environment and adjacent structures which will be necessary preliminary to and during the manufacture, installation, execution, testing, Integrated Testing, and commissioning of the Works and remedying of any defects;
- f. the location of and the authorisation required for and the means of diversion of any services and facilities required for the purposes of the Works.

The Contractor shall whenever required by the Engineer, submit details of the arrangement and methods which the Contractor proposed to adopt for the execution of the Works. No alteration to these arrangements or methods shall be made without the approval of the Engineer.

#### **4.2. Performance security**

##### **4.2.1. Amount**

Within 30 days of receipt of the Notice of Award, the successful Tenderer shall furnish Performance Security in the form of a bank guarantee from a branch in India of a scheduled foreign bank or from a scheduled commercial bank in India acceptable to the Employer for an amount of ten per cent of the Contract value in types and proportions of currencies in which the Contract Price is payable. The approved form provided in the "Instructions to Tenderers documents or any other form approved by the Employer shall be used for Bank Guarantee. The Bank Guarantee shall be valid up to 6 months beyond the Defect Liability Period. In case the contract value exceeds beyond 25% of the original contract value, the contractor shall have to submit additional performance security.

##### **4.2.2. Forfeiture**

Failure of the successful Tenderer to furnish the required Performance Security shall be a ground for the annulment of the award of Contract and forfeiture of the tender security.

##### **4.2.3. Release**

The whole of the Performance Security amount shall be liable to be forfeited by the Employer at the discretion of the Employer, in the event of any breach of contract on the part of the Contractor.

- i. On completion of the entire work, one half of the Performance Security shall be refunded to the Contractor, on issue of Taking over Certificate by the Engineer, in accordance with Sub-Clause 9.1 and 9.2 of these conditions. This shall not relieve the Contractor from his obligations and liabilities, to make good that may be detected during the Defects Liability Period.
- ii. The balance amount shall become due and shall be paid to the Contractor on signing of the Performance Certificate after the expiry of the final Defects Liability Period as per Clause 10.9 of these conditions.

## ***General Conditions of Contract***

### **4.2.4. Guarantees and Warranties**

Within 30 days of the date of Notice of Award of the Tender, the Contractor shall submit to the Employer:

- a. An Undertaking in the approved format from a parent company, the identity of which shall have been submitted in writing to the Employer prior to acceptance of the Tender and against which the Employer shall have raised no objection.
- b. A written Guarantee in the approved format from a parent company, the identity of which shall have been submitted in writing to the Employer prior to acceptance of the Tender and against which the Employer shall have raised no objection.
- c. A warrantee in the approved format from the Contractor.

In the event that the Contractor shall comprise two or more members, corporations acting in partnership, joint venture, consortium or otherwise each such member or corporation shall submit a parent company Undertaking and Guarantee.

Notwithstanding any other provision of the Contract:

- a. submission by the Contractor of the requisite Performance security, parent company Undertakings and written Guarantees shall be condition precedent to the Contractor's entitlement to any payment, under the Contract; and
- b. failure by the Contractor to provide a Performance security or parent company Undertakings or parent company Guarantees shall entitle the Employer either to suspend the Works or to terminate the Contract forthwith by notice in writing to that effect, notwithstanding that the Contractor may have been permitted to proceed with the Works, and the Contractor shall not be entitled to any compensation whatsoever as a consequence of such suspension or termination.

**4.3. Representation on Works**

Unless the Contractor's Representative is named in the Contract, the Contractor shall, within 14 days of Notice to Proceed, submit to the Engineer for consent the name and particulars of the person the Contractor proposes to appoint. The Contractor shall not revoke the appointment of the Contractor's Representative without the prior consent of the Engineer. The Contractor's Representative so nominated shall have full authority to act on behalf of the Contractor. The Contractor's Representative shall give his whole time to directing the preparation of the Construction and/or Manufacture Documents and the execution of the Works. The Contractor's Representative shall receive (on behalf of the Contractor) all notices, instructions, consents, no objection certificate approvals, certificates, determinations and other communications under the Contract. Whenever the Contractor's Representative is to be absent from the Site, a suitable replacement person shall be appointed, with prior consent of Engineer

Failure on part of the Contractor to comply with these provisions shall constitute a breach of Contract leading to action under Sub-Clause 13.2

The Contractor's Representative may delegate any of his powers, functions and authorities to any competent person, and may at any time revoke any such delegation. Any such delegation or revocation shall be in writing and shall not take effect until the Engineer has given prior consent thereto. The Contractor's Representative and such persons shall be fluent in the language of day to day communication and the Contractor shall be bound by and fully liable for the acts or omissions of the Contractor's Representatives or any of his employees and/or delegates, agents or nominees.

**4.4. Facilities for and co-ordination with Others.**

The Contractor shall not impede and shall afford all necessary facilities, access and/or services to the Employer, Engineer, Designated Contractors, utility undertakings, other relevant authorities and other contractors (whether employed by the Employer or not) who are carrying out on, or in the vicinity of, the Site, works not included in the Contract but forming part of the Project:

- a. The Contractor shall take all reasonable steps to ensure that the Works are co-ordinated and integrated with the design, manufacture, installation execution and testing of such other works and shall in particular (but without limitation).
  - i. complies with any direction which the Engineer may give for the integration of the design of the Works with the design of any other part of the Project;
  - ii. consult, liaise and co-operate with those responsible for carrying out such other works, including where necessary, in the preparation of the respective designs, the preparation of co-ordinated programmes, method statements, co-ordination drawings and specifications together with arrangements of service priorities and zoning;
  - iii. participate in Integrated Testing and Commissioning of the system with Designated Contractors and demonstrate to the satisfaction of the Engineer that the Works have been designed and constructed in a manner compatible with the works of Designated Contractors.

- b. The Contractor shall undertake design co-ordination with other contractors who are carrying out works forming part of the Project as described in the Employer's Requirements. At the end of each such co-ordination period, the Contractor and the other contractor with whose works the interface period refers shall jointly state in writing that their design co-ordination activities are complete and that their respective designs are integrated and can be finalised without interference with each other's designs or the designs with which their designs have already been integrated. A copy of this joint written statement shall be provided to the Engineer within 7 days of the end of the said design co-ordination period. Unless and until copies of all relevant and necessary design co-ordination statements have been submitted to the Engineer, the Engineer shall be entitled to suspend any review or further review of the Contractor's or the other contractor's design submissions. Such suspension shall not be grounds for the Contractor to claim nor shall be entitled to receive an extension of time or additional payments.

The Contractor shall provide within the Site, staging, storage and unloading areas for the use of Designated Contractors, if any, who are undertaking track work, fare collection system, supply, testing and commissioning of Rolling Stock, escalators, lifts, signaling and telecommunications and traction power installation works, etc. Separate locations shall be provided for each such contractor. The exact size and location of these staging, storage and unloading areas, and the commencement date shall be co-ordinated and agreed during the design interface period with each Designated Contractor.

- c. Any other contract which depends for its execution on the Contract or upon which the Contract is dependent for its own execution shall be identified by the Engineer as a "Designated Contract". The Contractor shall provide attendance on Designated Contractors in accordance with the Employer's Requirements and as instructed by the Engineer. The identity of the contractor for a Designated Contract may not be known before the execution of the Contract but this shall not be a ground for the Contractor to object to the subsequent appointment of a Designated Contractor.

The Contractor shall in accordance with the requirements of the Engineer co-ordinate his own Works with that of Designated Contractors through Co-ordinated Installation Programme (CIP) stated in the Employer's Requirements, or as the Engineer may require, and shall afford the Designated Contractors all reasonable opportunities for carrying out their works.

- d. The Contractor shall afford all reasonable opportunities, for carrying out their work, to other contractors employed by the Employer and their workmen respectively and the workmen of the Employer who may be engaged on or near the Site of any work, ancillary to the Works, but, not included in the Contract and shall not cause them inconvenience.

- e. If the Contractor shall suffer delay by reason of failure by any Designated Contractor to meet the specified installation interfacing and co-ordination, completion dates, which delay shall be caused otherwise than by fault of the Contractor, or, if compliance with sub-clause (f) herein shall involve the Contractor in delay beyond that which could be reasonably foreseen by an experienced contractor at the time of tender, then the Engineer shall take such delay into account in determining any extension of time to which the Contractor is entitled under the Contract.
- f. It shall be the responsibility of the Contractor to ensure that the full extent of the Works under the Contract and the works to be carried out by Designated Contractors within the Works or, in, on, under, through and over the Site are co-ordinated and integrated in their design, manufacture, installation and construction. Such responsibility shall neither be mitigated nor in any other way affected by virtue of similar responsibilities being placed on other contractors.

The Contractor shall be deemed to have made adequate allowance in the Contract Price and in the Works Programme in respect of these obligations.

If any act or omission of the Contractor whether directly or indirectly results in the delay in the execution of the works of a Designated Contractor, the Contractor, in addition to his liability in respect of liquidated damages if they become due, shall pay to the Employer, or the Engineer may deduct from Interim Payment Certificates such amount as the Engineer shall have certified in respect of additional payments or costs to the Designated Contractor in respect of such delay.

#### **4.5. Sub-contractors**

- 4.5.1. The Contractor shall not sub-contract the whole of the Works.
- 4.5.2. Unless otherwise stated in the Special Conditions of Contract:
  - a. the Contractor shall not be required to obtain consent for purchases of Materials which are in accordance with the makes specified in the Contract or provisions of labour or for the sub-contracts for which the Sub-contractor is named in the Contract;
  - b. the prior consent of the Engineer shall be obtained for other proposed Sub-contractors;
  - c. not less than 28 days before the intended date of each Sub-contractor commencing work, the Contractor shall notify the Engineer of such intention; and the Contractor shall give fair and reasonable opportunity for contractors in India to be appointed as Sub-contractors.

## General Conditions of Contract

- 4.5.3. The Contractor shall be responsible for observance by all Sub-contractors of all the provisions of the Contract. The Contractor shall be responsible for the acts or defaults of any Sub-contractor, his representatives or employees, as fully as if they were the acts or defaults of the Contractor, his representatives or employees and nothing contained in Sub-clause (a) of clause 4.5 shall constitute a waiver of the Contractor's obligations under this contract. The Contractor shall provide to the Engineer of all the Sub Contracts including terms, conditions and pricing. The Contractor shall endeavor to resolve all matters and payments amicable and speedily with the sub-contractors.
- 4.5.4. The contractor shall ensure that their sub-contractors, material/equipment suppliers, consultants and other agencies deployed by them in connection with execution of the contract do not make any claim or raise any dispute before NMRC. For this, necessary provision is to be made in the agreement between contractor and their sub-contractors/consultants/other agencies. Similarly, the agreement should also incorporate the provision of dispute resolution. An undertaking in the following format shall be submitted by contractor in respect of each such agency: -

"Name ..... of  
work.....  
In connection with above work, M/s....., Contractor  
has/is engaging M/s....., as sub-contractor (or  
consultant or material/equipment supplier or service provider). For this,  
the terms and conditions of agreement include necessary provisions for  
resolution of dispute if any arising between contractor and sub-contractor.

It is confirmed by the sub-contractor that any claim/dispute arising out of  
the above work shall be resolved in terms of agreement and shall not be  
raised before NMRC and also shall not make any claim against NMRC  
before any forum/court.

Signature of Contractor



**4.6. Assignment of Contractor's and Sub-contractor's Obligations**

The Contractor shall not assign a right or benefit under the Contract without first obtaining Employer's prior written consent, otherwise than by:

- a. a charge in favour of the Contractor's bankers of any money due or to become due under the Contract, or
- b. assignment to the Contractor's insurers (in cases where the insurers have discharged the Contractor's loss or liability) of the Contractor's right to obtain relief against any other party liable.

If a Subcontractor's obligations extend beyond the expiry date of Defects Liability Period then the Contractor shall assign the benefits of such obligations to the Employer. In the event that a sub-contractor of any tier provides to the Contractor or any other sub-contractor a warranty in respect of Plant, Materials or services supplied in connection with the Works, or undertakes a continuing obligation of any nature whatsoever in relation to such Plant, Materials or services (including without limitation an obligation to maintain stocks of spare parts) extending for a period exceeding that of the Defects Liability Period or where there is more than one Defects Liability Period exceeding that of the latest Defects Liability Period, and if the Engineer so directs in writing within 21 days of the expiry of the Defects Liability Period or the latest Defects Liability Period (as the case may be), the Contractor shall immediately assign or obtain the assignment of the benefit of such warranty or obligation to the Employer or at the direction of the Employer, to any third party referred to in Sub-Clause 2.4.

**4.7. Compensation for Breach**

Any breach of **Sub-clauses 4.5 to 4.6** shall entitle the Employer to rescind the contract under **Clause 13.2** of these conditions and also render the Contractor liable for loss or damage arising due to such cancellation.

**4.8. Setting Out**

**4.8.1. Accurate Setting Out**

The Contractor shall be responsible for

- a. the accurate setting out of the Works in relation to the original points, lines and levels of reference given by the Engineer in writing
- b. the correctness of position, levels, dimensions and alignments of all parts of the Works
- c. the provisions of all necessary instruments, equipment, apparatus and labour in connection with the foregoing responsibilities
- d. Carefully protecting and preserving all bench marks, sight rails, pegs and other things used in setting out the Works

The checking of any setting-out or of any line or level by the Engineer shall not in any way relieve the Contractor of his responsibility for the accuracy or correctness thereof and the Contractor shall carefully protect and preserve all bench-marks, sight-rails, pegs and other things used in setting out the Works.

## **General Conditions of Contract**

### **4.8.2. Errors in Setting out**

If at any time during the execution of the Work, an error appears in the positions, levels, dimensions or alignment of any part of the Works, the Contractor on being required to do so by the Engineer shall, at Contractor's cost, rectify such error to the satisfaction of the Engineer.

### **4.9. Site Data**

The Employer shall have made available to the Contractor with the Tender documents such relevant data in Employer's possession on hydrological and sub-surface conditions. The accuracy or reliability of the data/studies/reports and of any other information supplied at any time by the Employer or Engineer is not warranted with respect to the viability of his design and execution of Works and the Contractor shall be responsible for interpreting all such data. The Contractor shall conduct further investigations considered necessary by him at his own cost and any error, discrepancies if found in Employer's data at any stage will not constitute ground for any claim for extra time and costs.

The Contractor shall be deemed to have obtained all necessary information as to risks, contingencies and other circumstances which may influence or affect the Tender or Works.

The Contractor shall also be deemed to have inspected and examined the Site, its surroundings, the above data and other available information with respect to the viability of his design and execution of Works and to have satisfied himself before submitting the Tender, as to all the relevant matters including without limitation:

- a. the form and nature of the Site, including the sub-surface conditions;
- b. the hydrological and climatic conditions;
- c. the extent and nature of the work, Plant, and Materials necessary for the execution and completion of the Works and the remedying of any defects;
- d. the applicable laws, procedures and labour practices
- e. The Contractor's requirement for access, accommodation, facilities, personnel, power, transport and other services.
- f. the risk of injury or damage to property adjacent to the Site and to the occupiers of such property or any other risk.

### **4.10. Sufficiency of accepted Contract Amount**

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 the proper design, execution and completion of the Works, testing and commissioning (including Integrated Testing and Commissioning) and remedying of any defects.

### **4.11. Access Route**

The Contractor shall be deemed to have satisfied himself as to the suitability and availability of the access routes he chooses to use. The Contractor shall (as between the parties) be responsible for the maintenance of access routes. The Contractor shall provide at his cost signs or directions, which he may consider necessary or as instructed by Engineer for the guidance of his staff, labour and others. The Contractor shall obtain any permission concessions and related easement right that

may be required from the relevant authorities for the use of such routes, signs and directions.

The Employer will not be responsible for any claims which may arise from the use or otherwise of any access route. The Employer does not guarantee the suitability or availability of any particular access route and will not entertain any claim for any non-suitability or non-availability for continuous use during construction of any such route.

**4.12. Rights of way and Facilities**

The Employer will acquire and provide land for Permanent Works and right of way (within NMRC's land) for access thereto over routes established by the Contractor. The Contractor shall bear all cost and charges for special or temporary rights of way which he may require including those for access to the Site. The Contractor shall also obtain, at his risk and cost, any additional facility outside the Site which he may require for the purpose of the Works the Employer reserves the right to make use of these service roads/rights of way for itself or for other Contractors working in the area, as and when necessary without any payment to the Contractor.

**4.13. Programmes**

The Contractor shall submit a detailed programme to the Engineer after receipt of the Notice of Award not later than 28 days from the date of receipt of Notice of Award. The Contractor shall also submit a revised programme whenever the Engineer finds that the previous programme is inconsistent with actual progress or with the Contractor's obligations.

Each programme shall include the following:

- a. the order in which the Contractor proposes to carry out the Works (including each stage of design, procurement, manufacture, delivery to Site, construction, erection, testing and commissioning),
- b. all major events and activities in the production of Construction or Manufacture Documents; and
- c. the sequence of all tests specified in the Contract including Integrated Testing and Commissioning.

Unless otherwise stated in the Contract, the programmes shall be developed using precedence networking techniques, showing early start, late start, early finish and late finish dates.

No significant alteration to the programmes, or to such arrangements and methods, shall be made without obtaining consent of the Engineer. If the progress of the Works does not conform to the programmes, the Engineer may instruct the Contractor to revise the programmes, showing the modifications necessary to achieve completion within the Time for Completion.

Consent by the Engineer to Programmes shall not relieve the Contractor of any of his responsibilities or obligations under the Contract. If the Programmes indicate that a Key Date has not, or will not be met, it shall not, by itself entitle the Contractor to an extension of time in relation to such Key Date.

**4.14. Progress Reports**

The Contractor shall submit to the Engineer by the end of each calendar month his Monthly Progress Report which shall, amongst other things, highlight actual or potential departures from the Works Programmes and/or the Design Submission Programme and state the measures which the Contractor proposes to take in order to make good or reduce any delay.

If requested by the Engineer, the Contractor shall submit to the Engineer, at weekly intervals, a written report as to the progress of off-Site manufacture of Plant, Rolling Stock and Materials.

The Contractor shall also submit to the Engineer such other reports as may reasonably be required by him or any relevant authority or public body.

**4.15. Contractor's Equipment**

- 4.15.1. All Contractor's Equipment and Temporary Works provided by the Contractor shall, when brought on to the site, be deemed to be exclusively intended for execution of the Works and not be removed without the consent in writing of the Engineer. Such consent shall not be unreasonably withheld or delayed.
- 4.15.2. Upon completion of the Works the Contractor shall remove from the Site all the said Constructional Plant and his unused materials.
- 4.15.3. The Employer shall not, at any time, be liable for the loss or damage to any of the Constructional Plant, Temporary Works or materials save as mentioned in **Clauses 14.1**
- 4.15.4. In respect of any Constructional Plant which the Contractor shall have imported for the purpose of the Works, the Employer may assist the Contractor, where required, in procuring any necessary Government consent for re-export of the same after the completion of the Works.
- 4.15.5. The Employer may assist (but is not obligated to) the Contractor, where required, in obtaining clearance through the Customs of Constructional Plant, materials and other things required for the Works.

**4.16. Safety of Works**

The Contractor shall throughout the execution of the Works including the carrying out of any testing, commissioning (including Integrated Testing and Commissioning), or remedying of any defect:

- a. take full responsibility for the adequacy, stability, safety and security of the Works, Plant, Rolling Stock, Contractor's Equipment, Temporary Works, operations on Site and methods of manufacture, installation, construction and transportation;
- b. have full regard for the safety of all persons on or in the vicinity of the Site (including without limitation persons to whom access to the Site has been allowed by the Contractor), comply with all relevant safety regulations, including provision of safety gear, and insofar as the Contractor is in occupation or otherwise is using areas of the Site, keep the Site and the Works (so far as the same are not completed and occupied by the Employer) in an orderly state appropriate to the avoidance of injury to all persons and shall keep the Employer indemnified against all injuries to such persons.

- c. provide and maintain all lights, guards, fences and warning signs and watchmen when and where necessary or required by the Engineer or by laws or by any relevant authority for the protection of the Works and for the safety and convenience of the public and all persons on or in the vicinity of the Site; and

where any work would otherwise be carried out in darkness, ensure that all parts of the Site where work is being carried out are so lighted as to ensure the safety of all persons on or in the vicinity of the Site and of such work.

Contractor is required to take note of all the necessary provisions in Employer's Safety, Health and Environment Manual (SHE Manual) and the Contractor's price shall be inclusive of all the necessary costs to meet the prescribed safety standards. In the case, the Contractor fails in the above, the Employer may provide the necessary arrangements and recover the costs from the Contractor.

**4.17. Protection of the Environment**

The Contractor shall take all reasonable steps to protect the environment (both on and off the Site) and to avoid injury, damage and nuisance to people and property resulting from pollution, noise and other results of his operations. The Contractor shall ensure that air emissions, surface discharges and effluent from the Site during the Contract Period shall not exceed the values indicated in the Employer's Requirements and shall not exceed the values prescribed by law. The Contractor shall conform to the Employer's Requirements and shall indemnify the Employer against any liability or damages or claims arising out of his operations. The Contractor shall be responsible and liable for any stoppage, closure or suspension of the works due to any contravention of statutory requirements relating to the protection of the environment and shall indemnify and keep indemnified the Employer in this regard.

The Contractor's Site Environmental Plan shall be developed from his Employer's Safety, Health and Environmental Manual (SHE Manual), as per the Employer's Requirements and Special Conditions of Contract. Nothing extra shall be payable to the Contractor on this account and his Tender price shall be inclusive of expenditure required to be incurred for working as per SHE Manual.

**4.18. Electricity Water and Gas**

The Contractor shall be responsible for making his own arrangements at his own cost to obtain supply of water, electricity or gas for the Works. The Employer where feasible may at its discretion assist the Contractor in this respect.

**4.19. Tools, Plants And Equipment Supplied By The Employer**

Except for any specific item mentioned in the Special Conditions of Contract or in Employer's Requirements, the Contractor shall provide all tools, plants and equipment for the Works. In respect of such exceptional tools, plants or equipment committed to be provided by the Employer under terms and conditions specified in the Special Conditions of Contract, the Contractor shall take all reasonable care and shall be responsible for all damages or loss caused by him, his representatives, sub-contractors or his workmen or others while they are in his charge.

On completion of the Works, the Contractor shall hand over the unused balance of the tools, plants and equipment to the Employer in good order

and repair, fair wear and tear expected, and shall be responsible for any failure to account for the same or any damage done thereto.

The decision of the Engineer as to the amount recoverable from the Contractor on this account shall be final and binding.

**4.20. Employer's  
Materials &  
Excavated  
Materials**

- i. Except for items mentioned in the Special Conditions of Contract, the Contractor shall provide all materials for the Works. Material if any, to be provided by Employer will be done only in a phased manner as per pre-approved program, against a Bank Guarantee for the value of the Material and at terms and conditions for issue, upkeep, usage, return and recovery of such Materials as specified in Special Conditions of Contract.
- ii. **Unless otherwise specified, the Contractor shall not sell or remove, except for the purpose of this Contract, sand, stone, clay, ballast, earth, rock or other materials obtained from the work Site and these shall be the property of the Employer and will be disposed off only in the manner instructed by him.**

**4.21. Sheds, Stores,  
Yards**

It shall be the responsibility of the Contractor to provide at his own expense the required sheds, store houses, and yards for both Permanent and Temporary Works and provide free access to the Engineer and the Engineer'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.

**4.22. Temporary  
Works**

All temporary works necessary for the proper execution of the works shall be provided and maintained by the Contractor at his cost and subject to the consent of the Engineer shall be removed by Contractor at his own expense when they are no longer required and in such manner as the Engineer shall direct. In case the Contractor fails to remove the temporary works on completion the Engineer is authorized to get the same removed and recover the cost there of from the Contractor.

**4.23. Unforeseeable  
Physical  
Conditions**

In this Clause "physical conditions" means natural physical conditions, which the Contractor encounters at Site while executing the Works excluding climatic conditions.

If, during the execution of the Works, the Contractor shall encounter physical conditions, which, in his opinion, could not have been reasonably foreseen by an experienced Contractor, the Contractor shall forthwith give written notice thereof to the Engineer and if, in the opinion of the Engineer, such conditions could not have been reasonably foreseen by an experienced Contractor, then the Engineer shall certify and the Employer shall pay reasonable additional cost to which the Contractor shall have been put by reason of such conditions in the following cases:

- a. for complying with any instruction which the Engineer may issue to the Contractor in connection therewith, and

- b. for any proper and reasonable measures approved by the Engineer which the Contractor may take in the absence of specific instructions from the Engineer, as a result of such conditions or obstructions being encountered.

The decision of the Engineer as to the additional cost shall be final and binding.

**4.24. Access for Engineer**

The Contractor shall allow the Engineer or the Engineer's Representative or any other person authorised by him, at all times access to the Site, and to any place where work in connection with the Contract is being carried out or is intended to be carried out and to any place where materials or plant are being manufactured, fabricated and/or assembled for the Works. The Contractor shall ensure that sub contracts if any shall contain provisions entitling the Engineer or any person authorised by him to have such access.

**4.25. Access Road and Way Leaves**

Providing access roads/ way leaves to the site will be Contractor's responsibility.

**4.26. Contractor to keep Site Clear**

During the execution of the Works, the Contractor shall keep the Site free from all unnecessary obstruction, and shall store or dispose of any Contractor's Equipment or surplus materials. The Contractor shall clear away and remove from the Site any wreckage, rubbish or Temporary Works no longer required.

On completion of the works, the Contractor shall clear away and remove from site all Constructional Plant, surplus material and Temporary Works. He should leave the whole of the site and Works in a clean, tidy and workman like condition to the satisfaction of the Engineer.

On completion of Work the Contractor shall also clear away the labour camps, hutments and other related installations and restore the land to its original condition to the satisfaction of the Engineer within 45 days of the physical completion of Work. The cost on account of delay in return of land and reinstatement of original condition within the stipulated time as determined by Engineer will be recovered from the Contractor's dues.

No final payment in settlement of the accounts for Works shall be made or held to be due to the Contractor, till, in addition to any other condition necessary for such final payment, site clearance and clearances of labour camps etc. shall have been effected by him. Such clearance may be made by the Engineer through any other agency at the expense of the Contractor in the event of the Contractor's failure to comply with this provision within 7 days after receiving notice to that effect from the Engineer. All expenses on such removal / clearance shall be debitable to the Contractor as loans due from the Contractor to the Employer, and the Employer shall be competent to recover the same from Contractor's on-account or final bills, or from Performance Security amount or from any other amount payable to the Contractor in any other Contract.

## **General Conditions of Contract**

### **4.27. Security of the Site**

The Contractor shall be wholly responsible for security of site and Works. Unless otherwise stated in Special Conditions of Contract

- a. the Contractor shall be responsible for keeping unauthorised persons off the Site; and
- b. Authorized persons shall be limited to the Employees of the Contractor, Subcontractor or persons authorized by the Engineer.

### **4.28. Contractor's Operations on Site**

The Contractor shall confine his operations to the Site, and to any additional area which may be provided to the Contractor and agreed by the Engineer as working areas. The Contractor shall take all necessary precautions to keep his personnel and equipment within the Site and such additional areas, and to keep and prohibit them from encroaching on adjacent land.

### **4.29. Discoveries**

All fossils, coins, articles of value or antiquity and structures and other remains or things of geological or archaeological interest, in addition to oil and other minerals discovered on the Site shall be the absolute property of the Government of India and the Contractor shall take all the necessary precautions to prevent its workmen or its sub-contractors' workmen or any other person from removing or damaging any such article or thing and shall immediately upon discovery thereof, acquaint the Engineer of such discovery and carry out the instructions of the Engineer

### **4.30. Publicity**

The Contractor shall not publish or otherwise circulate alone or in conjunction with any other person, any articles, photographs or other materials relating to the Contract, the Site, the Works, the Project or any part thereof, nor impart to the Press, or any radio or television network any information relating thereto, nor allow any representative of the media access to the Site, Contractor's Works Areas, or off-Site place of manufacture, or storage except with the permission, in writing, of the Employer. The Contractor shall ensure that his sub-contractors of any tier shall be bound by a like obligation and shall, if so required by the Employer, enforce the same at his own expense. The provisions of this Sub-Clause shall not exempt the Contractor from complying with any statutory provision in regard to the taking and publication of photographs.

### **4.31. Disclosure Of Relationship**

If the Contractor or any partner of the Contractor or Director of the Contractor's company is closely related to any of the Officers of the Employer or the Engineer, or alternatively, if any close relative of an officer of the Employer or the Engineer has financial interest / stake in the Contractor's firm, the same shall be disclosed by the Contractor at the time of filing his tender. Any failure to disclose the interest involved, shall entitle the Employer to rescind the Contract, without payment of any compensation to the Contractor. The Contractor shall note that he is prohibited from developing such interest during the Contract period.



## **General Conditions of Contract**

### **4.32. Use Of Explosives**

Explosives if required on the Work shall be used by Contractor only with prior Approval of the Engineer and in the manner and to the extent permitted by him. The Contractor shall be responsible for safe upkeep of such explosives in a special magazine as per the law on explosives as well as for taking all the precautions in the usage of the explosives with proper license and at Contractor's cost, sole risk and responsibility. The Contractor shall hold the Employer harmless and indemnify for the above.

### **4.33. Corrupt or fraudulent practices**

#### **4.33.1. Definition**

The Employer requires that the Bidders/Contractors, their designated contractors and/or their agents observe the highest standards of ethics during Tendering and execution of this Contract. In pursuance with this policy, the Employer:

- a. defines, for the purpose of these provisions, the terms set forth below as follows:
  - i. "corrupt practice" means the offering, giving, receiving or soliciting of anything of value to Employer, Engineer or any of their employees, influence in the procurement process or in Contract execution; and
  - ii. "fraudulent practice" means a concealment or misrepresentation of facts in order to influence a procurement process or the execution of a Contract to the detriment of the Employer and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Employer of the benefits of free and open competition.
  - iii. Breach of any of the contract condition during execution.
- b. Will reject the Tender for the Work or rescind the Contract if the Employer determines that the Bidder/Contractor has engaged in corrupt or fraudulent practices.
- c. Will declare a Contractor ineligible, either indefinitely or for a stated period of time, to be awarded a Contract/s if he at any time determines that the Contractor has engaged in corrupt or fraudulent practices in competing for, or in executing the Contract.
- d. The successful Bidders/Contractors shall apprise through Chief Vigilance Officer, NMRC of any fraud/suspected fraud as soon as it comes to their notice.

#### **4.33.2. Compensation to Contractor on rescission of Contract**

In the event of rescission of Contract under **Sub-clause 4.33.1**, the Contractor shall not be entitled to any compensation whatsoever, except for the work done up to the date of rescission.

## **5. Design**

The clauses under the head '**Design**' are applicable only in '**Design & Build**' contracts and in case of '**Part Design & Build**' contracts, these are applicable only to part of the contract in which the design is the responsibility of the contractor.

### **5.1. General Obligations**

The Contractor shall design and provide all necessary specifications for the Works in accordance with the site plans and Employer's requirements. Any design detail, plan, drawing, specifications, notes, annotations, and information required shall be provided in such sufficient format, details, extent, size and scale and within such time as may be required to ensure effective execution of Works and/or as otherwise required by the Engineer.

The Contractor holds himself, and his designers as having the experience and capability necessary for the design. The Contractor undertakes that the designers shall be available to attend discussions with the Engineer at all reasonable times during the Contract Period.

The designer shall be the same entity as proposed by the Contractor at the time of pre-qualification, unless otherwise approved by the Employer. The Contractor shall furnish Designer's Warranty in the format approved by the Employer.

### **5.2. Contractor's warranty of design**

- a. The Contractor shall be fully responsible, for the suitability, adequacy, integrity, durability and practicality of the Contractor's proposal.
- b. The Contractor warrants that the Contractor's Proposals meet the Employer's Requirements and is fit for the purpose thereof. Where there is any inadequacy, insufficiency, impracticality or unsuitability in or of the Employer's Requirements or any part thereof, the Contractor's Proposal shall take into account, address or rectify such inadequacy, insufficiency, impracticality or unsuitability at Contractor's own cost.
- c. The Contractor warrants that the Works have been or will be designed, manufactured, installed and otherwise constructed and to the highest standards available using proven up-to-date good practice
- d. The Contractor warrants that the Works will, when completed, comply with enactments and regulations relevant to the Works
- e. The Contractor warrants that the design of the Works and the manufacture of plant have taken or will have taken full account of the effects of the intended manufacturing and installation methods, Temporary Works and Contractor's Equipment
- f. The Contractor shall also provide a guarantee from the Designer for the design for suitability, adequacy, practicality of design for Employer's Requirements
- g. The Contractor shall indemnify the Employer against any damage, expense, liability, loss or claim, which the Employer might incur, sustain or be subject to arising from any breach of the Contractor's design responsibility and/or warranty set out in this Clause.

- h. The Contractor further specifies and is deemed to have checked and accepted full responsibility 'for the Contractor' s Proposal and warrants absolutely that the same meets the Employer's Requirements:
  - i. Notwithstanding that such design may be or have been prepared, developed or issued by the Employer, any of Contractor's consultants, his sub-contractors and/or his qualified personnel/persons or cause to be prepared, developed or issued by others.
  - ii. Notwithstanding any warranties, guaranties and/or indemnities that may be or may have been submitted by any other person.
  - iii. Notwithstanding that the same have been accepted by the Engineer

The Contractor shall be fully responsible for the Plants, Materials, goods, workmanship, preparing, developing and coordinating all design Works to enable that part of the Works to be constructed and/or to be fully operational in accordance with the Contract's requirements.

Apart from the Contractor, the above warranty shall also be applicable for his designer. This warranty shall be a part of his sub contract with the designer and should be made available at the time of signing of the Agreement.

No claim for additional payment or extension of time shall be entertained and/or the Contractor shall not be relieved from any obligation/liability under the Contract, for any delay, suspension, impediment to or adverse effect upon the progress of the Works due to any mistake, inaccuracy, discrepancy or omission in or between the Contractor's, the Definitive Design and the final design, or any failure by the Contractor to prepare any Design Data or submit the same to the Engineer in due time and the Contractor shall promptly make good any such defect at his own cost.

### **5.3. Construction and/or Manufacture Documents**

The Manufacture Documents shall comprise the technical documents specified in the Employer's Requirements, documents required to satisfy all regulatory approvals, documents described in Sub Clause 5.6 (As Built Document), and Sub Clause 5.7 (Operations and Maintenance Manuals). The Contractor shall prepare all Manufacture Documents in sufficient detail and shall also prepare any other document necessary to instruct the Contractor's personnel. The Engineer shall have the right to inspect the preparation of all these documents wherever they are being prepared.

Each of the Construction and/or Manufacture Documents shall, when considered ready for use, be submitted to the Engineer for pre-construction or pre-manufacture review. Unless otherwise stated in Employer's Requirements, each review by the Engineer shall not exceed 21 days, calculated from the date on which the Engineer receives the Manufacture Document.

The Engineer may during the review period, give notice to the Contractor that a Manufacture Document fails (to the extent stated) to comply with the Employer's Requirements, it shall be rectified, resubmitted and reviewed (and if specified, approved) in accordance with this Sub-Clause, at the Contractor's cost.

For each part of the Works, and except to the extent that the prior consent of the Engineer shall have been obtained:

- a. In the case of a Construction and/or Manufacture Document which has (as specified) been submitted for the Engineer's approval
  - i. The Engineer shall give notice to the Contractor that the Construction and/or Manufacture Document is provided with no objection, with or without comments, or that it fails (to the extent stated) to comply with the Contract
  - ii. Execution of such part of the Works shall not commence until the Engineer has provided with no objection the Construction and/or Manufacture Document; and
  - iii. The Engineer shall be deemed to have provided with no objection the Construction and/or Manufacture Document upon the expiry of the review periods for all the Construction and/or Manufacture Documents which are relevant to the design and execution of such parts, unless the Engineer has previously notified otherwise in accordance with sub-paragraph (i)
- b. Construction and/or manufacture of such part of the Works shall not commence prior to the expiry of the review of the Construction and/or Manufacture Documents which are relevant to its design and execution;
- c. Construction and/or manufacture shall be in accordance with such reviewed (and if specified, approved) Construction and/or Manufacture Documents; and
- d. If the Contractor wishes to modify any design or document which has previously been submitted for such pre-construction and/or pre-manufacture review, the Contractor shall immediately notify the Engineer, and based on Engineer's approval shall subsequently submit revised documents to the Engineer in accordance with the above procedure.

If the Engineer instructs that further Construction and/or Manufacture Documents are necessary for carrying out the Works, the Contractor shall promptly and at Contractor's cost prepare such documents,

Errors omissions, ambiguities, inconsistencies, inadequacies and other defects if found at any stage in construction or any operations manufacture documents, then shall be rectified by the Contractor at his own cost and any approval or consent or review (under this sub-clause or otherwise) by the Employer/Engineer of the Manufacture and Construction Documents under this Sub-clause shall not relieve the Contractor from any obligations or responsibility under the Contract.

**5.4. Technical  
Standards and  
Regulations**

The design, the Construction and/or Manufacture Documents, the execution and the completed Works (including remedying of defects therein) shall comply with the specifications, technical standards, building construction, safety and environmental regulations and other standards specified in the Employer's Requirements applicable to the Works or defined by the applicable laws and regulations

## **5.5. Samples**

The Contractor shall submit at his own cost the following samples and relevant information to the Engineer for pre-construction and/or pre-manufacture review in accordance with the procedure for Construction and/or Manufacture Documents described in Sub-Clause 5.3:

- a. manufacturer's standard samples of Materials,
- b. samples (if any) specified in the Employer's Requirements.

Each sample shall be labelled as to origin and intended use in the Works.

## **5.6. As-Built Drawings and Documents**

This clause is applicable for 'Build' part of contract also. The Contractor shall prepare, and keep up-to-date, a complete set of "as-built" records of the execution of the Works, showing the exact "as-built" locations, sizes and details of the Works as executed, with cross references to relevant specifications and data sheets. These records shall be kept on the Site and shall be used exclusively for the purposes of this Sub-Clause. Six copies shall be submitted to the Engineer prior to the commencement of the Tests on Completion.

In addition, the Contractor shall prepare and submit to the Engineer "as-built drawings" of the Works, showing all Works as executed. The drawings shall be prepared as the Works proceed and shall be submitted to the Engineer for his inspection. The Contractor shall obtain the consent of the Engineer as to their size, the referencing system, and other pertinent details.

Prior to the issue of any Taking Over Certificate, the Contractor shall submit to the Engineer one microfiche copy, one full-size original copy and six printed copies of the relevant "as-built drawings", and any further Construction and/or Manufacture Documents specified in the Employer's Requirements. The Works shall not be considered to be completed for the purposes of Taking Over under Sub-Clause 9.1 until such documents have been submitted to the Engineer.

## **5.7. Operation and Maintenance Manuals**

Prior to commencement of the Tests on Completion, the Contractor shall prepare, and submit to the Engineer, Operation and Maintenance Manuals in accordance with the Employer's Requirements and in sufficient detail for the Employer to operate, maintain, dismantle, reassemble, adjust and repair the Works. The Works shall not be considered to be completed for the purposes of Taking Over under Sub-Clause 9.1 until such Operation and Maintenance Manuals have been submitted to the Engineer and received his consent.

**5.8. Intellectual  
Property Rights  
and Royalties**

The Contractor shall indemnify the Employer and the Engineer from and against all claims and proceedings on account of infringement (or alleged infringement) of any patent rights, registered designs, copyright, design, trademark, trade name, know-how or other intellectual property rights in respect of the Works, Contractor's Equipment, machines, work method, or Plant, or Materials, or anything whatsoever required for the Works and from and against all claims, demands, proceedings, damages, costs, charges and expenses whatsoever in respect thereof or in relation thereto. The Contractor shall pay all traffic surcharges and other royalties, licence fees, rent and other payments or compensation, if any, for getting stone, sand, gravel, clay or other materials, machine, process, systems, work methods, or Contractor's Equipment required for the Works. The Contractor shall, in the event of infringement of Intellectual Property Rights, rectify, modify or replace at his own cost the Works, Plant or materials or anything whatsoever required for the Works so that infringement no more exist or in the alternative shall procure necessary rights/license so that there is no infringement of Intellectual Property Rights.

The Contractor shall be promptly notified of any claim under this Sub-Clause made against the Employer. The Contractor shall, at his cost, conduct negotiations for the settlement of such claim, and any litigation or arbitration that may arise from it. The Employer or the Engineer shall not make any admission which might be prejudicial to the Contractor, unless the Contractor has failed to take over the conduct of the negotiations, litigation or arbitration within a reasonable time after having been so requested. In the event of Contractor failing to act at Engineer's notice, the Employer shall be at full liberty to deduct any such amount of pending claim from any amount due to the Contractor under this Contract or any other Contract.

Insofar as the patent, copyright or other intellectual property rights in any Plant, Design Data, plans, calculations, drawings, documents, Materials, know-how and information relating to the Works shall be vested in the Contractor, the Contractor shall grant to the Employer, his successors and assignees a royalty-free, non-exclusive and irrevocable licence (carrying the right to grant sub-licences) to use and reproduce any of the works, designs or inventions incorporated and referred to in such Plant, documents or Materials and any such know-how and information for all purposes relating to the Works (including without limitation the design, manufacture, installation, reconstruction, Testing, commissioning, completion, reinstatement, extension, repair and operation of the Works).

If any patent, registered design or software is developed by the Contractor specifically for the Works, the title thereto shall vest in the Employer and the Contractor shall grant to the Employer a non-exclusive irrevocable and royalty-free licence (carrying the right to grant sub-license) to use, repair, copy, modify, enhance, adapt and translate in any form such Software for his own use.

If the Contractor uses proprietary software for the purpose of storing or utilising records the Contractor shall obtain at his own expense the grant of a licence or sub-licence to use such software in favour of the Employer and shall pay such licence fee or other payment as the grantor of such licence may require provided that the use of such software under the

## ***General Conditions of Contract***

licence may be restricted to use relating to the design, construction, reconstruction, manufacture, completion, reinstatement, extension, repair and operation of the Works or any part thereof.

The Contractor's permission referred to above shall be given, inter alia, to enable the Employer to disclose (under conditions of confidentiality satisfactory to the Contractor) programmes and documentation for a third party to undertake the performance of services for the Employer in respect of such programmes and documentation.

If any software is developed under the Contract or used by the Contractor for the purposes of storing or utilising records over which the Contractor or a third party holds title or other rights, the Contractor shall permit or obtain for the Employer (as the case may require) the right to use and apply that Software free of additional charge (together with any modifications, improvements and developments thereof) for the purpose of the design, manufacture, installation, reconstruction, testing, commissioning, completion, reinstatement, extension, repair, modification or operation of the Works, or any part thereof, or for the purpose of any Dispute.

The Employer reserves the right to use other Software on or in connection with the Works.

## **6. Staff and Labour**

### **6.1. Engagement of Staff and Labour**

The Contractor shall make his own arrangements for the engagement of staff and labour at his own cost.

### **6.2. Rates of Wages and Conditions of Labour**

Full compliance of statutory requirements apart, the Contractor shall pay rates of wages and observe conditions of labour not less favourable than those established for the trade or the industry where the work is carried out.

The Contractor shall make himself aware of all labour regulations and their impact on the cost and build up the same in the Contract Price. During the Contract Period no extra amount in this regard shall be payable to the Contractor, for whatsoever reason including any revision of rates payable to the labour due to revision of rates payable in Minimum Wages Act.

Labour provided by the Contractor, either directly or through sub-contractors, for the exclusive use of the Employer or the Engineer, shall, for the purpose of this Sub-Clause, be deemed to be employed by the Contractor.

In the event of default being made in the payment of any money in respect of wages of any person employed by the Contractor or any of its sub-contractors of any tier in and for carrying out of this Contract and if a claim therefor is filed in the office of the Labour Authorities and proof thereof is furnished to the satisfaction of the Labour Authorities, the Employer may, failing payment of the said money by the Contractor, make payment of such claim on behalf of the Contractor to the said Labour Authorities and any sums so paid shall be recoverable by the Employer from the Contractor.

### **6.3. Persons in the service/ retired of Employer/ Engineer**

- a. The Contractor shall not recruit or attempt to recruit, staff and labour from amongst the Employer and the Engineer's personnel.
- b. The Contractor either at the tendering stage or during construction stage will not employ any retired employee of Employer or Engineer of the Employer in any capacity unless such employee has completed at least two years post retirement period or has obtained the no-objection certificate from Employer for being employed with the Contractor. It will be responsibility of the Contractor to collect the Employer's no objection certification from such retired employee and submit the same back to the Employer.

In case of non-compliance of above, in addition to any or several of the courses, referred in **Sub-clauses 13.2** being adopted by the Employer the Contractor on Termination of the Contract for the aforesaid reasons will have no claim whatsoever against the Employer except for actual value of the Work executed till the time of Termination.



**6.4. Labour Laws**

- a. In dealing with labour and employees, the Contractor and his Sub-Contractors (including piece rate and petty Contractors) shall comply fully with all laws and statutory regulations pertaining to engagement, payment and upkeep of the labour in India.
- b. The Contractor shall have a Labour Welfare Organisation which shall be responsible for labour welfare and compliance with prevalent labour laws, statutes and guidelines. In this context the Contractor is also required to familiarize himself with NMRC's Labour Welfare Fund Rules as specified in Special Conditions of Contract or elsewhere in the contract and comply with the same.
- c. The Contractor shall prepare and submit compliance reports of adherence to labour laws as and when desired by the Engineer.
- d. The Contractor will ensure to open bank accounts for each worker employed by him and his subcontractors and all the payments to workers will be released through bank accounts.
- e. The violation of Labour Laws viz. Contract Labour (Regulation and Abolition) Act, 1970 & Central Rules, 1971 made there under or other applicable Labour Laws under the jurisdiction shall attract following penalties in addition to the penalties imposed by Statutory Authorities in terms of applicable Act/ Rules:

a)	Delay in payment of dues to any workmen	:	INR 100 per day per workman
b)	Non-compliance of any other provision of labour laws, pointed out by Employer/Engineer or their representative	:	INR 500 for each non compliance informed in writing under the contract

The decision of Engineer with regard to the merits of imposition of penalty, determination of non-compliance and amount of penalty shall be final and binding on Contractor. The 'Contract' under this sub-clause shall include any workmen employed by contractor working within premises of Work at Employer's establishment whether directly or through Sub-Contractor etc.

- f. The contractor shall ensure the registration of all his eligible workers (inclusive of sub-contractors and petty contractors) with BOCW Board.

**6.5. Working Hours**

The Contractor, if required, shall carry out work during night hours or in shifts, unless specifically provided otherwise in the Contract. No increase in rates or extra payments shall be admissible for night work.

The Contractor shall provide adequate lighting and safety arrangements.

**6.6. Facilities for Staff and Labour**

The Contractor shall provide and maintain at his own expense, all necessary accommodation and welfare facilities as per prevailing labour & welfare laws for his (and his Sub- contractor's) staff and labour. This includes good practices like provision of temporary crèche (Bal Mandir) where 50 or more women are employed at a time. All accommodation shall be maintained in a clean and sanitary condition, by the Contractor at his cost.

**6.7. Health and Safety**

Precaution shall be taken by the Contractor to ensure the health and safety of his staff and labour. The Contractor shall, in collaboration with and to the requirements of the local health authorities, ensure that medical staff, first aid facilities, sick bay and ambulance service are available at the accommodation and on the Site at all times, and that suitable arrangements are made for all necessary welfare and hygiene requirements and for the prevention of epidemics. The Contractor shall maintain records and make reports concerning health, safety and welfare of persons, and damage to property, as per the Engineer's requirement and will ensure complete compliance with relevant clauses of Employer's Health, Safety and Environment Manual (SHE Manual).

The Contractor's Site Safety Plan shall be developed from his Outline Safety Plan as per Employer's Requirements and SHE Manual of the Employer.

The Contractor shall appoint a member of his staff at the Site to be responsible for maintaining the safety, and protection against accidents, of personnel on the Site. This person shall be qualified for his work and shall have the authority to issue instructions and take protective measures to prevent accidents.

**6.8. Contractor's Superintendence**

The Contractor shall provide all necessary superintendence during the design and execution of the Works, and as long thereafter as the Engineer may consider necessary for the proper fulfilling of the Contractor's obligations under the Contract. Such superintendence shall be provided by sufficient persons having adequate knowledge of the operations to be carried out (including the methods and techniques required, the hazards likely to be encountered and methods of preventing accidents) for the satisfactory and safe execution of the Works

**6.9. Provision Of Efficient And Competent Staff**

The Contractor shall employ (or cause to be employed) only persons who are careful and appropriately qualified, skilled and experienced in their respective trades or occupations. The Engineer 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:

- a. persists in any misconduct,
- b. is incompetent or negligent in the performance of his duties,
- c. 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.

**6.10. Preservation of  
Peace and orderly  
conduct**

- 6.10.1. The Contractor shall be responsible for preservation of peace and orderly conduct at the site and its neighbourhood by Contractor's employees, Representatives, petty contractors, Sub Contractors etc. In case, deployment of a Special Police Force, becomes necessary at or near Site, during the tenure of Works, the expenses for the same shall be borne by the Contractor.
- 6.10.2. The Contractor shall at all times take all reasonable precautions which will include that no labour or employee is permitted to work at site in an intoxicated state or under influence of drugs, to prevent any unlawful, riotous or disorderly conduct by or amongst his staff and labour, and to preserve peace and protection of persons and property in the neighbourhood of the Works against such conduct.

**6.11. Labour to be  
Contractor's  
Employee**

If, the Contractor directly or through petty contractors or Sub-Contractors supplies any labour to be used wholly or partly under the direct orders and control of the Engineer or the Employer, whether in connection with any work being executed by the Contractor or otherwise for the purposes of the Employer, such labour shall, for the purpose of this clause, be deemed to be persons employed by the Contractor.

**6.12. Report                      Of  
Accidents                      To  
Labour**

The Contractor shall be responsible for safety of all employees, employed by him on Works, directly or through petty contractors or Sub-Contractors, and shall report accidents to any of them, however, and wherever occurring on Works, to the Engineer or the Engineer's Representative, and shall make every arrangement to render all possible assistance and to provide prompt and proper medical attention. The compensation for affected Workers or their relatives shall be paid by the Contractor in such cases with utmost expeditious in accordance with the Workmen's Compensation Act.

**6.13. Claim` on  
account of violation  
of Labour laws**

The Contractor shall be solely accountable for violation of any labour law by it, its petty contractors or Sub Contractors and will pay any such claim/damage to the authorities forthwith on demand. If any moneys shall, as a result of any instructions, directions or decisions from the Authorities or claim or application made under any of the labour laws or regulations, be directed to be paid by the Employer, such moneys shall be deemed to be moneys payable to the Employer by the Contractor and he will pay the same to the Employer forthwith on demand, without demur and without asking for any reasons/explanations from the Employer. On failure of the Contractor to repay the Employer any moneys paid or to be paid by it as aforesaid within seven days after the same shall have been demanded, the Employer shall be entitled to recover the amount from any moneys due or accruing to the Contractor under this or any other Contract with the Employer.

## **7. Quality Control**

### **7.1. Manner of Execution**

All Plant, goods, and Materials to be supplied shall be manufactured, and all work to be done shall be executed, in the manner set out in the Contract. Where the manner of manufacture and execution is not set out in the Contract, the work shall be executed in a proper, workmanlike and careful manner, with properly equipped facilities and non-hazardous Materials, and in accordance with modern recognized good practice.

### **7.2. Source of material**

Sources of Materials being supplied shall be intimated to the Engineer and are subject to his approval. Materials that are not specified in the Contract document shall conform to the relevant Indian Standards or in their absence conform to any International Standard approved by the Engineer.

Save as otherwise expressly provided in the contract, samples shall be supplied by the Contractor at his own cost.

### **7.3. Delivery to Site**

The Contractor shall be responsible for procurement, transport, receiving, unloading and safe keeping of all Plant, Rolling Stock, Construction Materials, Contractor's Equipment and other things required for the completion of the Works.

### **7.4. Inspection**

The Employer and the Engineer shall at all reasonable times

- a. have full access to all parts of the Site and to all places from which natural materials are being obtained, and
- b. during production, manufacture, fabrication and construction (at the site and elsewhere) be entitled to inspect, examine, measure and test the materials and workmanship, and to check the progress of manufacture, of all Plant, goods, construction and Materials to be supplied under the Contract.

The Contractor shall give the Engineer full opportunity to carry out these activities including providing access, facilities, permissions and safety equipment. No such activity/inspection shall relieve the Contractor from any obligation or responsibility.

### **7.5. Testing**

This sub clause shall apply to all tests specified in the Contract, other than the Tests after Completion.

The Contractor shall provide all documents and other information necessary for all types of testing and such assistance, labour, materials, electricity, fuel, stores, apparatus and instruments as are necessary to carry out such tests efficiently.

The Contractor shall agree, with the Engineer, the time and place for the testing of any Plant, goods, Materials and other parts of the Works as specified in the Contract. **The employer/Engineer may instruct the contractor for any additional test, at employer's cost.**

The Engineer shall give the Contractor not less than 24 hours' notice of his intention to attend the tests.

If the Engineer does not attend at the time and place agreed, or if the Contractor and the Engineer agree that the Engineer shall not attend, the Contractor may proceed with the tests, unless the Engineer instructs the Contractor otherwise. Such tests shall be deemed to have been made in the Engineer's presence.

The Contractor shall promptly forward to the Engineer duly certified reports of the tests. If the Engineer has not attended the tests, he shall accept the readings as accurate. When the specified tests have been passed, the Engineer shall endorse the Contractor's test certificate, or issue a certificate to him, to that effect.

The expense of conducting such Tests shall be borne by the Contractor. No such testing shall relieve the Contractor from any obligation or responsibility.

## **7.6. Rejection**

- i. If, as a result of inspection, examination or testing, any Plant, goods, Material, design or workmanship is found to be defective or otherwise not in accordance with the Contract, the Engineer may reject the same and by giving notice to the Contractor with reasons. The Contractor shall then promptly make good the defect and ensure that the rejected item after rectification complies with the Contract.
- ii. If the Engineer requires such Plant, **goods**, Material, design or workmanship to be retested, the tests shall be repeated under the same terms and conditions. If such rejection and retesting cause the Employer to incur additional costs, such costs shall be recoverable from the Contractor by the Employer and may be deducted by the Employer from any **sum** due, or to become due, to the Contractor.
- iii. Notwithstanding any previous Test or certification, the Engineer shall have the authority to instruct the Contractor:
  - 
  - a. To remove from the Site and replace any plant or Materials which is not in accordance with the Contract.
  - b. To remove and re-execute any other work which is not in accordance with the Contract.
  - c. Execute any work which is urgently required for the safety of the Works, whether because of an accident, unforeseeable event or otherwise.
- iv. In case of default on the part of the Contractor in carrying out such order, the Employer shall be entitled to employ and pay other parties, to carry out the same, and all expenses consequent thereof or incidental thereto, shall be recoverable from the Contractor or may be deducted by the Employer from any sum which may be due to the Contractor..

## **General Conditions of Contract**

### **7.7. Liability after Inspection and Testing**

The Contractor shall not be released from any liability or obligation under the Contract by reason of any such inspection or testing or witnessing of testing, or by the submission of reports of inspection or testing to the Engineer.

### **7.8. Ownership of Plant and Materials**

Each item of Plant, goods, and Material shall become the property of the Employer, when it is delivered to Site or payment thereof, either in part or full, has been made. The Contractor shall however continue to bear the risk in respect of such items which continue to remain in his custody.

### **7.9. Cost of Employer's Attendance Including Travel**

The Employer shall bear the costs of attendance including travel by the Employer or his Representative for the purposes of Sub-Clauses 7.4 and 7.5 above. The cost of attendance including travel by the Employer, Engineer or his Representative for the purpose of Sub-clause 7.6 shall be borne by the Contractor.

### **7.10. Covering up of Works**

Examination of work before covering up 7.10.1.

No work or part of work shall be covered up or put out of view, without the prior approval of the Engineer or the Engineer's Representative.

Cost of uncovering the work already covered up 7.10.2.

The Contractor shall uncover any part or parts of the Works, or make openings in or through the same, as the Engineer may from time to time direct, and shall reinstate and make good such part or parts, to the satisfaction of the Engineer. If any such part or parts have been covered up, or put out of view after compliance with the requirement of **Sub-clause 7.11.4** and the Works are found to be executed in accordance with the Contract, the expenses of uncovering, making openings in or through, reinstating and making good the same, shall be borne by the Employer, but if the Works are found to be defective, costs shall be borne by the Contractor.

In case after completion of a part of the Work, the part of Work is not fully consistent with the Employer's Requirements and there is no way to change the same, in that case, the same (provided it has no implication on safety and operation) shall be accepted only at a Contractor's deemed variation at lower negotiated price.

The decision of the Engineer in this regard shall be final and binding on the Contractor.

**7.11. Tests after Completion**

Contractor's Obligations      7.11.1.      The Contractor shall carry out the Tests on Completion at his own cost in accordance with the Contract after providing the documents in accordance with Sub-Clauses **5.4 and 5.5**. The Contractor shall give, to the Engineer, 21 days' notice of the date after which the Contractor will be ready to carry out the Tests on Completion. Unless otherwise agreed, such Tests shall be carried out within 14 days after this date, on such day or days as the Engineer shall instruct.

Unless otherwise stated in Special Conditions of Contract, the Tests on Completion shall be carried out in the following sequence

- a. pre-commissioning test, which shall include appropriate instructions and ("dry" or "cold") functional tests to demonstrate that each item of the Plant, goods and Work can safely undertake the next stage
- b. Commissioning Test shall include the specified operational tests to demonstrate Works or Sections can operated safely and as specified under all available operating condition
- c. trial operation which shall demonstrate that the Works or Section perform reliably and in accordance with the Contract

The Contractor at his cost shall arrange all tools, equipment, gadgets, facilities or as deemed necessary by the Engineer for such tests, in considering the results of the Tests on Completion, the Engineer shall make allowances for the effect of any use of the Works by the Employer on the performance or other characteristics of the Works. As soon as the Works, or a Section, have passed the Tests on Completion described in sub-paragraphs (a), (b) or (c), the Contractor shall provide the Engineer and the Employer with a certified report of the results of all such Tests.

Delayed Tests      7.11.2.      If the Engineer opines that Tests on Completion are being unduly delayed by the Contractor, the Engineer may by notice require the Contractor to carry out such Tests within 21 days after the receipt of the notice. The Contractor shall carry out such Tests on such day or days as the Contractor may fix and of which he shall give notice to the Engineer.

If the Contractor fails to carry out the Tests on Completion within 21 days, the Engineer may proceed with such Tests at the risk and cost of the Contractor. The Tests on Completion then shall be deemed to have been carried out in the presence of the Contractor and the results of such Tests shall be accepted as accurate.



## **General Conditions of Contract**

Retesting	7.11.3.	If the Works, or a part thereof, or a Section, fail to pass the Tests on Completion, Sub-Clause 7.6 "Rejection" shall apply, and the Engineer or the employer may require such failed Tests, and the Tests on Completion on any related work, to be repeated under the same terms and conditions.
Failure to Pass Tests on Completion	7.11.4.	<p>If the Works, or a part thereof, or a Section, fail to pass the Tests on Completion repeated under Sub-Clause 7.11.4, the Engineer shall be entitled to:</p> <ol style="list-style-type: none"><li>order further repetition of Tests on Completion under Sub-Clause 7.11.4;</li><li>reject the Works, or a part thereof, or a Section (as the case may be), in which event the Employer shall have the same remedies against the Contractor as are provided under Clause 13; or</li><li>issue a Taking Over Certificate, if the Employer so requires. The Contract Price shall then be reduced by such amount as determined by the Engineer and as shall be appropriate to cover the reduced value to the Employer as a result of this failure. The Contractor shall then proceed in accordance with his other obligations under the Contract.</li></ol>
<b>7.12. Integrated testing and system commissioning</b>		
Integrated Testing	7.12.1.	Tests on Completion shall also include Integrated Testing where applicable as per the contract conditions. The Contractor shall, following satisfactory completion of tests on his works, equipment, sub-systems or system, perform, at the direction of the Engineer, programme of tests to verify and confirm the compatibility and complete performance of his works, equipment, sub-systems or system with the works, equipment, sub-systems or system provided by others.
Compilation of Test Results	7.12.2.	The results of the Integrated Testing and Commissioning shall be compiled and evaluated by the Engineer and the Contractor.

## ***General Conditions of Contract***

Retesting	7.12.3.	If the Works, or a part thereof, or a Section, fail to pass the Integrated Testing and Commissioning, the Engineer shall require such failed Tests, to be repeated under the same terms and conditions. If such failure and retesting result from a default of the Contractor and cause the Employer to incur additional costs, the same shall be recoverable from the Contractor by the Employer, and may be deducted by the Employer from any monies due, or to become due, to the Contractor.
Failure to Pass Test	7.12.4.	If the Works, or a part thereof, or a Section, fail to pass Integrated Testing and Commissioning and the Contractor in consequence proposes to make any adjustment or modification to the Works or a part thereof, or a section, the Engineer may, with the approval of the Employer, instruct the Contractor to carry out such adjustment or modification, at his own cost and to satisfy the requirements of Integrated Testing and Commissioning within such time as the Employer / Engineer may deem to be reasonable.
Statutory Requirements	7.12.5.	The Contractor along with others shall carry out all statutory tests and trials, under the supervision of the Engineer, necessary for obtaining sanction of the competent authority for opening the system for public carriage of passengers.

## **8. Time Management**

### **8.1. Commencement of Works**

The Contractor shall commence the Works on the date specified in the Notice of Award or if no date is specified in the Notice of Award, on the date specified in an instruction in writing to that effect from the Engineer (Notice to Proceed). Thereafter the Contractor shall proceed with due diligence, without delay, and in accordance with the programme or any revised or modified programme of the Works. Time will be the essence of Contract and time for Completion shall run from the date the Contractor is to commence the Works under this Clause.

The Contractor shall not commence the construction, manufacture or installation of the Works or of any part of the Works unless and until the Engineer has endorsed the relevant Working Drawings in accordance with the Employer's Requirements.

### **8.2. Time for Completion**

Time is the essence of Contract and will remain so at all times during the pendency of the Contract including the extended period of Contract. The Contractor shall ensure defect free completion and have passed the tests on the completion, including integrated testing where ever in the scope of work and commissioning of the whole of the Works and/or parts thereof before the same is taken over by the Employer.

### **8.3. Delay**

In case of delay on the part of the Contractor, the Contractor shall be liable to pay liquidated damages and any other compensation for the damages suffered by the Employer as per clause 8.5. This is without prejudice to the right of the Employer to rescind the Contract.

Failure or delay by the Employer or the Engineer, to hand over to the Contractor the Site necessary for execution of Works, or any part of the Works, or to give necessary notice to commence the Works, or to provide necessary Drawings or instructions or clarifications or to supply any material, plant or machinery, which under the Contract, is the responsibility of the Employer, shall in no way affect or vitiate the Contract or alter the character thereof; or entitle the Contractor to damages or compensation thereof but in any such case, the Engineer shall extend the time period for the completion of the Contract, as in his opinion is / are reasonable.

### **8.4. Extension of Time for Completion**

#### **Extension of Time**

8.4.1. The Contractor may apply for an extension of the Time for Completion if the Work is or will be delayed either before or after the Time for Completion by any of the following causes:

- a. "Force Majeure" referred to in **Clause 16**

- b. The Contractor's work held up for not being given possession of or access to the Site in accordance with the Contract
- c. Instruction of the Engineer to suspend the Works and the Contractor not being in default as to reasons of suspension.
- d. Acts or omissions of other Designated Contractors in executing work not forming part of this Contract and on whose performance, the performance of the Contractor necessarily depends.
- e. Any act of prevention or Breach of Contract by the Employer and not mentioned in this Clause
- f. Any order of Court restraining the performance of the Contract in full or in any part thereof
- g. Any other event or occurrence which, according to the Employer is not due to the Contractor's failure or fault and is beyond his control without Employer being responsible for the same.
- h. An Employer's Variation

However, the Contractor shall not be entitled to any extension of time where the instructions or acts of the Employer or the Engineer are necessitated by or intended to cure any default of or breach of Contract by the Contractor or where any delay is due to

- a. the failure of sub-contractor, to commence or to carry out work in due time,
- b. non-availability, or shortage of Contractor's equipment, labour, utility services, Plant and Materials,
- c. inclement weather conditions, and
- d. the Contractor not fulfilling his obligations under Sub-Clause 4.4.

If the Contractor considers himself to be entitled to an extension of time for Completion, he shall give notice to the Engineer of such intention as soon as possible and in any event within 28 days of the start of the event giving rise to the delay and full and final supporting details of his application within 21 days of the last day of delay, together with any notice required by the Contract and relevant to such Clause.

The Engineer shall proceed in accordance with Sub-Clause 3.5 to agree or determine either prospectively or retrospectively such extension of the Time for Completion as may be due. The Engineer shall notify the Contractor accordingly. The extension of time including that of key date shall not entitle the contractor to retain the advance which shall be governed by Clause 11.2.

## **General Conditions of Contract**

Extension of time for completion for other reasons

8.4.2.

The Contractor shall not be entitled to an extension of time by reason of any delay to any activity in the carrying out of the Works unless in the opinion of the Engineer such delay results in or may be expected to result in a delay to completion of the Works, or achievement of any Stage by the relevant Key Date. Whether or not the Contractor fails to achieve any Milestone by reason of any delay shall not by itself be material to the Contractor's entitlement to an extension of time.

Any extension to a Key Date shall not by itself entitle the Contractor to an extension to any other Key Date.

Extension of time for delays due to Contractor

8.4.3.

If the delay in the completion of the whole Works or a portion of the Works, for which an earlier completion period is stipulated, is due to the Contractor's failure or fault, and the Engineer is of the view that the remaining Works or the portions of Works can be completed by the Contractor in a reasonable and acceptable short time, then, the Engineer may allow the Contractor extension or further extension of time at its discretion with or without liquidated damages, for completion, as he may decide.

### **8.5. Liquidated Damages for Delay**

Time is the essence of the Contract. Appendix to the Form of Tender shall include in respect of the Works and in respect of any Stage, a percentage of the total contract value which will be recoverable from the Contractor as liquidated damages for delay in completion of the Works or in achievement of a stage by a particular Key Date. The total amount of liquidated damages in respect of the Works in all stages shall, however, not exceed the limit of liquidated damages stated in the Appendix to the Form of Tender. The aforesaid liquidated damages do not, however, include the sums payable by the Employer to Designated Contractors on account of delay caused by the Contractor to Designated Contractors which sums shall be recoverable from the Contractor in addition to any liquidated damages payable under this clause, the total ceiling limit of which is 15% of the contract value including liquidated damages levied under the provision of Appendix to the Form of Tender.

The liquidated damages are recovered by the Employer from the Contractor for delay and not as penalty.

The Employer may, without prejudice to any other method of recovery, deduct the amount of such damages from any **sum** due, or to become due, to the Contractor. In the event of an extension of time being granted under Sub- Clause 8.3, the amount due under this Sub-Clause shall be recalculated accordingly, and any over-payment refunded. The payment or deduction of such damages shall not relieve the Contractor from his obligations to complete the Works, or from any other of his duties, obligations or responsibilities under the Contract.

The Contractor shall use and continue to use his best endeavours to avoid or reduce further delay to the Works, or any relevant Stages.

At any time after the Employer has become entitled to liquidated damages, the Engineer may give notice to the Contractor under

Sub- Clause 13.1, requiring the Contractor to complete the Works within a specified reasonable time. Such action shall not prejudice the Employer's entitlements to recovery of liquidated damages, under this Sub-Clause and to terminate under Sub- Clause 13.2.

The decision of the Engineer as to the compensation payable by the Contractor under this Clause shall be final and binding.

**8.6. Rate of Progress**

If for any reason which does not entitle the Contractor to an extension of time, the rate of progress of the Works is at any time, in the opinion of the Engineer, too slow to ensure timely completion of the Works or achievement of any Stage by the relevant Key Date the Engineer may so notify the Contractor in writing. The Contractor shall thereupon take such steps as are necessary, or in default of taking such steps, shall take such steps as the Engineer may reasonably instruct in writing, to expedite progress so as to complete the Works or any Section in time or achieve any Stage by the relevant Key Date. The Contractor shall not be entitled to any additional payment for taking such steps.

If any steps taken by the Contractor in meeting his obligations under this Sub- Clause cause the Employer to incur additional costs, such costs shall be recoverable from the Contractor by the Employer and shall be deducted by the Employer from any **sum** due, or to become due, to the Contractor.

If, in the opinion of the Engineer, the steps taken by the contractor to expedite the progress are not adequate, the Engineer may take a recourse as per Clause 13.2.4 of this GCC.

**8.7. Suspension of Work**

The Engineer may at any time instruct the Contractor to suspend progress of part or all of the Works. During suspension, the Contractor shall protect, store and secure such part or whole of the Works against any deterioration, loss or damage.

**8.8. Consequences of Suspension**

The Contractor shall not be entitled to extra cost (if any), incurred by him, during the period of suspension of Work., if such suspension is

- a. provided for in the Contract, or
- b. necessary for proper execution of Woks or by reasons of weather condition or by some default on the part of the Contractor, or
- c. necessary for the safety of Works or any part thereof or
- d. necessary for the safety of adjoining public or other property or safety of the public or workmen or those who have to be at the site or

to ensure safety and to avoid disruption of traffic and utilities, as also to permit fast repairs and restoration of any damaged utilities. If suspension is ordered by the Engineer for reasons other than those mentioned in **sub-clause 8.8** then the Contractor's entitlement are in the table below

<b>Suspension Period</b>	<b>Extension of Time</b>	<b>Compensation for the suspension period</b>	<b>Remarks</b>
Upto 14 days	NO	NO	Engineer may, at his sole discretion, give extension of time in exceptional circumstances
15 – 30 days	YES	NO	Extension of time as considered proper by the Engineer
Above 30 days	YES	As per Daily rate of wages for idle labour/employees  70% of the rate for hire charges for idle plant and machinery (excluding cost of fuel and lubricants)  15% above all these items to cover overhead costs	Compensation as assessed by the Engineer on submission of documentary proof by the Contractor to Engineer's satisfaction
Above 90 days  If Contractor asks for fore closure	NO	As per Clause 13.3.4	Contractor may ask for closure of the Contract, or deletion from the Contract of that part of Works which has been suspended

#### **8.9. Resumption of Work**

After receipt of permission or of an instruction to proceed, the Contractor shall, after notice to the Engineer, and together with the Engineer, examine the Works, Plant, Rolling Stock and Materials affected by the suspension. The Contractor shall make good any deterioration or defect in or loss of the Works, Plant, Rolling Stock and Materials, which has occurred during the suspension.

## **9. Employer's Taking Over**

### **9.1. Taking Over Certificate**

The Works shall be taken over by the Employer when they have been completed in accordance with the Contract, have passed the Tests on Completion, including Integrated Testing and Commissioning where ever applicable as per the contract, and a Taking Over Certificate for the Works shall be issued. If the Works are divided into Sections, the Contractor shall be entitled to apply for a Taking Over Certificate for each Section.

The Contractor may apply by notice to the Engineer for a Taking-Over-Certificate not earlier than 14 days before the works or section (as the case may be) will, in the Contractor's opinion, be complete and ready for taking over. The Engineer shall, within 28 days after the receipt of the Contractor's application shall conduct a complete joint survey of the works including carrying out any tests prescribed in the contract and prepare a list of defects and outstanding works and:

- a. issue the Taking Over Certificate to the Contractor, stating the date on which the Works or Section were completed, including the Tests on Completion and Integrated Testing and Commissioning where ever applicable as per the contract in accordance with the Contract if defects and/or outstanding works are minor that does not affect the use and safety of the Works or Section for their intended purposes The list of such works along with the target date of completion for each work shall be enclosed with the taking over certificate and completion of all these works /rectification of defects within the stipulated time shall be the responsibility of the contractor and any failure in it may be considered a reason by the Engineer to cancel the taking over certificate issued earlier; or
- b. reject the application, giving his reasons and specifying the work required to be done by the Contractor to enable the Taking Over Certificate to be issued. The Contractor shall then complete such work before issuing a further notice under this Sub-Clause.

### **9.2. Taking over of Parts of the Works**

The Engineer may, at the sole discretion of the Employer issue a Taking Over Certificate for any part of the Permanent Works by following the procedure stipulated in Clause 9.1 above if:

- a. the Employer uses **that** part of the Works for revenue service before the Taking Over Certificate is issued for the entire work.
- b. the balance part is not completed not due to default of the contractor and contractual date of completion for the completed part is over.



## **10. Defects Liability**

### **10.1. Completion of Outstanding Work and Remedying Defects**

“Defects Liability Period” shall mean the defects liability period stated in the Special Conditions of Contract calculated from the date of taking over of the Works. Provided that, if any part of the Works or sub-systems or component of that part has been replaced, renewed or repaired except minor repair, the “Defects Liability Period” in respect of that part or sub-system or components of that part shall start from the date such replacement, renewal or repair has been completed to the satisfaction of the Engineer.

In order that the Construction and/or Manufacture Documents and the Works shall be in the condition required by the Contract (fair wear and tear excepted) at, or as soon as practicable after the expiry of the Contract Period, the Contractor shall execute all such work of amendment, reconstruction, and remedying defects or damage, as may be instructed in writing by the Employer or the Engineer during the Defect Liability Period.

### **10.2. Cost of Remedying Defects**

All work referred to in Sub-Clause 10.1 shall be executed by the Contractor at his own cost, if the necessity for such work is due to:

- a. the design of the Works;
- b. Plant, Rolling Stock, Materials or workmanship not being in accordance with the Contract; or
- c. failure by the Contractor to comply with any of his other obligations. If in the opinion of the Engineer, such necessity is due to any other cause, he shall determine an adjustment to the Contract Price, with the approval of the Employer, and shall notify the Contractor accordingly. In this event, Sub-Clause 12.3 shall apply to such work.

### **10.3. Extension of Contract Period**

The Contract Period shall be extended by a period, after the Works are taken over, during which the Works or any Section or item of Plant, Rolling Stock, cannot be used, for the purposes for which they are intended, by reason of a defect or damage.

When delivery of Plant, Rolling Stock, and/or Materials, or erection of Plant, or installation of Materials, has been suspended under Sub-Clause 8.7, the Contractor's obligations under this Sub-Clause shall not apply to any defects or damage occurring more than three years after the Plant, Rolling Stock and/or Materials would otherwise have been delivered, erected and taken over.

**10.4. Failure to  
Remedy Defects**

If the Contractor fails to remedy any defect or damage within such time as the Employer / Engineer may deem to be reasonable, the Employer or the Engineer may fix a date on or by which to remedy the defect or damage and give the Contractor reasonable notice of such date. If the Contractor fails to remedy the defect or damage by such date and the necessity for such work is due to a cause stated in Sub-Clause 10.2(a), (b) or (c), the Employer may (at his sole discretion):

- a. carry out the work himself or by others, in a reasonable manner and at the Contractor's risk and cost, but the Contractor shall have no responsibility for such work: the costs incurred by the Employer in remedying the defect or damage shall be recoverable from the Contractor by the Employer
- b. require the Engineer to determine and certify a reasonable reduction in the Contract Price; or
- c. if the defect or damage is such that the Employer has been deprived of substantially the whole of the benefit of the Works or parts of the Works, terminate the Contract in respect of such parts of the Works as cannot be put to the intended use, the Employer shall then be entitled to recover all sums paid for such parts of the Works together with the cost of dismantling the same, clearing the Site and returning Plant, Rolling Stock and Materials to the Contractor, and Sub-Clause 13 shall not apply.

**10.5. Removal of  
Defective Work**

If the defect or damage is such that it cannot be remedied expeditiously on the Site and if the Employer gives consent, the Contractor may, remove from the Site for the purposes of repair any part of the Works, which is defective or damaged. This consent may require the Contractor to increase the amount of Performance Security by the full replacement cost of these items or to provide other appropriate security acceptable to the Employer.

**10.6. Further Tests**

If the remedying of any defect or damage is such that it may affect the performance of the Works, the Engineer may require that Tests on Completion, including Integrated Testing, be repeated to the extent necessary. The requirement shall be made by notice within 28 days after the defect or damage is remedied. Such Tests shall be carried out in accordance with Clause 7.11

**10.7. Right of Access**

Until the Performance Certificate has been issued, the Contractor shall have the right of access to all parts of the Works and to records of the working and performance of the Works, except as may be inconsistent with any reasonable security restrictions by the organisation responsible for operating the Works.

## ***General Conditions of Contract***

### **10.8. Contractor to Search**

The Contractor shall, if required by the Engineer, search for the cause of any defect, under the direction of the Engineer. Unless the defect is one for which the Contractor is liable, the Cost of such search shall be added to the Contract Price.

### **10.9. Performance Certificate**

The Contract shall not be considered to be completed until the Performance Certificate has been signed by the Engineer and delivered to the Contractor at the end of 'Defect Liability Period, stating the date on which the Contractor completed his obligations related to completion of works and rectification of defects during Defect Liability Period. to the Engineer's satisfaction. Only the Performance Certificate shall be deemed to constitute approval of the Works.

### **10.10. Unfulfilled Obligations**

After the Performance Certificate has been issued, the Contractor and the Employer shall remain liable for the fulfillment of any obligation, which remains unperformed at that time. For the purposes of determining the nature and extent of any such obligation, the Contract shall be deemed to remain in force.

### **10.11. Emergency defect rectification**

If any defect or damage is one requiring immediate attention from safety, environmental or operational viewpoint, the Engineer has the authority to proceed with rectification in any manner suitable and deduct such sums from the Contract Price.

## **11. Contract Price and Payment**

### **11.1. The Contract Price**

Inclusions / Exclusions	11.1.1.	<ul style="list-style-type: none"><li>i. Unless otherwise stated in the Special Conditions of Contract the Contract Price, subject any to any adjustment thereto in accordance with the Contract shall be all inclusive (including all taxes, duties, royalties etc.)</li><li>ii. Nothing extra shall be payable over the quoted rates, notwithstanding any provision to the contrary in any law for the time being in force, save and except what is specifically provided in General or Special Conditions of Contract.</li><li>iii. The reimbursement (as per this Sub-clause) of whatsoever nature shall be provided only for Permanent Works. No reimbursement (as per this Sub-clause) shall be provided for Temporary Works and fuel.</li></ul>
Maintaining Records and Availing Exemptions	11.1.2.	<ul style="list-style-type: none"><li>i. In the event of exemption of custom duties, excise duties, GST (CGST/SGST/IGST etc.) or any other cess/levy being granted by the Government in respect of the Works, the benefit of the same shall be passed on to Employer. The Contractor shall therefore maintain meticulous records of all the taxes and duties paid and provide the same as and when required by the Employer, so that the Employer is able to avail the reimbursement for which NMRC may issue a procedure order separately. Alternatively, the Employer may direct the Contractor to get the reimbursements based on exemption certificates / government's order and it shall be obligatory on part of the Contractor to get the reimbursements from the statutory authorities and pass on the benefit to NMRC.</li><li>ii. In case of Contractor's failure in availing the exemptions as stipulated above, the recovery of equivalent amount will be made from Contractor's dues.</li></ul>
Adjust in Contract Price	11.1.3.	Adjustment in contract price on account of inflation shall be done only if a "Price Variation Formula" is given in the special conditions of contract otherwise it will be a fixed price contract.
Change in Taxes/Duty	11.1.4.	The Contract Price shall not be adjusted to take into account any increase or decrease in cost resulting from any change in taxes, duties, levies from the last date of submission of the Tender to the completion date including the date of the extended period of Contract unless a contrary provision exists in Special Conditions of Contract.

**11.2. Advances**

Mobilisation Advance	11.2.1.	<p>Mobilisation advance shall be generally 5% of original contract value payable in two equal instalments or as mentioned in the Special Conditions of Contract. The first instalment shall be paid after mobilisation has started and next instalment shall be paid after satisfactory utilization of earlier instalment.</p> <p>Mobilisation advance shall be paid interest free against acceptable Bank Guarantee from a scheduled commercial bank in India. The value of Bank Guarantee taken towards security of "Mobilization Advance" shall be 110% of the advance taken by the Contractor. The Contractor, once the 50% of mobilisation advance has been recovered, shall have a one-time option to reduce the Bank Guarantee for the mobilisation advance by the amount recovered</p>
Advance against Plant and Machinery	11.2.2.	<p>Plant and machinery advance shall generally be 5% of original contract value or as specified in Special Conditions of Contract.</p> <p>This advance is payable against plant, equipment and machinery, provided the same have reached the site or in the case of new items meant specifically for the work firm purchase order has been placed and the invoices received. The advance will be given only if the plant/machinery has been purchased for this contract and not for those which are already in the books of the contractor. The plant and machinery shall be valued by the Engineer as follows:</p> <ol style="list-style-type: none"><li>New Items: 80% of purchase price</li><li>Second hand items in working order: 80% of the depreciated value as assessed by Engineer</li><li>Items valued at less than Rs.5,00,000 per unit: Not to be considered</li></ol> <p>The total advance for Plant and Machinery shall be limited to 5%. This advance shall be paid interest free against acceptable Bank Guarantee from a scheduled commercial bank in India. The value of Bank Guarantee taken towards security of "Plant and Machinery advance" shall be 110% of the advance taken by the Contractor. The Contractor, once the 50% of the Plant and Machinery advance has been recovered, shall have a one-time option to reduce the Bank Guarantee for the Plant and Machinery advance by the amount recovered.</p>
Written Request for Advances	11.2.3.	<p>Advances as admissible, shall be payable only on Contractor's written request to the Employer.</p>

## **General Conditions of Contract**

- |  |         |   |
|--|---------|---|
| Recovery of Advances                               | 11.2.4. | <ul style="list-style-type: none"><li>a. The recovery of Advances shall commence when 20% of the original contract value of the work has been paid and it will be completed by the time 85% of the Original Contract Value has been paid or the original completion date whichever is earlier. As far as possible the recovery of advances shall be limited to 30% of an account bill.</li><li>b. No advance shall be given after 40% of the original contract amount has been paid.</li><li>c. The contractor shall always have the option to have the recoveries commenced and / or completed earlier, and / or to have recoveries affected in installments of higher amounts and also repay part or whole of the advance by direct payment rather than through On-account Bills.</li><li>d. In case the Contract is terminated due to default of the contractor or rescinded/foreclosed due to any other reason, the contractor shall return the unrecovered amount of all advances within 15 days of issue of notice of termination/ rescission/ foreclosure of the contract and if the Contractor fails to do so due to any reason whatsoever, then interest at an interest rate equal to State Bank of India's Marginal Cost of fund based Lending Rate (MCLR) applicable for the tenure of 01 year prevailing on the date of issue of notice of termination/ rescission/ foreclosure plus 3% Penal Interest per annum shall be charged on the unrecovered amount of such advances from 16<sup>th</sup> day onwards compounded quarterly till the same is returned by the contractor.</li></ul> |
| Interest in Case of Delay in Repayment of Advances | 11.2.5. | Should there be delay in the progress and completion of work, as a result of which it is not possible to recover the advance and interest thereon, before the date of completion stipulated in the Contract, then the interest to be charged from the Contractor on the remaining portion of the advance beyond the original completion date specified in the Contract, shall be the State Bank of India Marginal Cost of fund based Lending Rate (MCLR) applicable for the tenure of 01 year prevailing on the original completion date specified in the Contract plus 3% Penal Interest per annum.  |
| Advances to be Used only for This Work.            | 11.2.6. | <p>The advances shall be used by the Contractor strictly for the purpose of the Contract, and for the purpose for which they are paid. Under no circumstances, shall the advances be diverted for other purposes. Any such diversion shall be construed as a breach of the Contract and the Contractor shall be asked to return the advance at once and pay interest at 15% per annum till the advance is recovered back from him. The Contractor shall return the advance and pay the interest in one go without demur.</p> <p>Employer retains the right for any other remedy prescribed for breach of Contract in this regard.</p>   |

## **General Conditions of Contract**

The Contractor, if required by the Engineer shall provide the details of utilisation of Mobilization advance.

### **11.3. Provisional Payment Against Material at Site**

- |   |         |  |
|---|---------|--|
| Provisional Payment Against Material at Site                              | 11.3.1. | A provisional payment on account of main contraction materials required for the Permanent Works, shall be paid on request of the Contractor after these materials are brought to Site, against an Indemnity Bond in a form acceptable to Employer is duly executed. The payment shall be limited to 80% of the actual value or assessed value of these materials and the total of such provisional payment on account of construction materials at a time shall be limited to three percent of original contract value or likely average consumption of such materials for three months, whichever is less and at any time the total outstanding provisional payment against material at site shall not exceed four percent of the original control value. The valuation of the average consumption of such main construction materials shall be approved by the Engineer, whose decision shall be final. Materials which are of perishable nature should be adequately insured. |
| Written Request for Advances/Provisional Payment against material at site | 11.3.2. | Advances and provisional payments as admissible, shall be payable only on Contractor's written request to the Employer/Engineer.   |
| Recovery of Advances/Provisional Payment                                  | 11.3.3. | <ul style="list-style-type: none"><li>a. The recovery of Advances shall commence when 20% of the original Contract Value of the work has been paid and it will be completed by the time of original Date of Completion. As far as possible the recovery of advances shall be limited to 30% of an account bill.</li><li>b. No advance shall be given after 40% of the original contract amount has been paid. However, provisional payment against material at site will continue to be paid as stipulated in Clause 11.3. till end of the contract period.</li><li>c. In case of provisional payment against Materials, the amount consumed every month shall be recovered from the next months on account bill and completing the recovery in 3 monthly instalments. In case recovery could not be made due to any reason, interest will be charged as per Clause 11.2.5.</li></ul>  |

### **11.4. Application for Interim Payment Certificates**

- 11.4.1. In case of 'Lump Sum' contract with cost centre and Milestone payment, the fixed Lump Sum Price shall be apportioned by the Contractor amongst the various Cost Centres. The amount thus apportioned under each Cost Centre will be further apportioned amongst various Milestones with the approval of the Employer. The Contractor shall be entitled to submit to the Engineer requests for interim payments only upon the achievement of one or more of the Milestones described in the Cost Centre.

At the beginning of each month, the Engineer shall issue to the Contractor certificate in respect of each Milestone due to be achieved in the preceding month stating:

- a. the date on which the Milestone was achieved; or
- b. the non-achievement of the Milestone.

The Contractor shall submit a statement in three copies to the Engineer at the beginning of each month, in a form approved by the Engineer, showing the amounts to which the Contractor is entitled, together with supporting documents, including Milestone Certificates. The statement shall include the following items, as applicable, which shall be expressed in the various currencies in which the Contract Price is payable, in the sequence listed:

- a. the amount due in respect of Milestones certified achieved by the Engineer under each Cost Centre;
  - b. any amounts to be added and deducted for the advance payments and recovery thereof;
  - c. any other additions or deductions is due and approved by the Engineer in accordance with the Contract; and
- the deduction of the amounts certified in all previous Interim Payment Certificates.

The Contractor shall not submit more than one request for interim payment per month.

If any Milestone is not achieved by the end of the month in which it is scheduled to be achieved, the Engineer shall suspend the payment relating to the Cost Centre in which the Milestone is included.

Payments suspended under this Clause shall be resumed by being included in the next application for interim payment made after the Milestone is achieved.

- 11.4.2. In case of 'Lump Sum' or Item rate' contracts with payment schedule, the contractor shall be entitled to be paid from time to time, normally once in a calendar month, by way of 'on account' bill as per the payment schedule indicated in Bill of Quantity (BOQ) or as finally approved by the Engineer.

**11.5. Issue of Interim  
Payment  
Certificates**

No amount will be certified or paid until the Employer has received, and approved, the Performance security and the parent Company Undertakings and Guarantees in accordance with Sub-Clause 4.2. Thereafter, the Engineer shall, within 21 days of receiving a statement and supporting documents, deliver to the



Employer, with a copy to the Contractor, an Interim Payment Certificate showing the amount which the Engineer considers to be due; if no payment is considered to be due, the Engineer shall promptly notify the Contractor accordingly.

Where only a part of the payment applied for is disputed, payment certificate shall be issued for the undisputed amount.

The Engineer shall have the power to omit from any of the contractor's requests for payment the value of any work executed or Materials supplied or services rendered, with which he may for the time being be dissatisfied and for that purpose and for any other reason which to him may seem proper, may delete, correct or modify the sum(s) previously certified by him as being due to the Contractor.

**11.6. Payment-  
Interim and Final**

Unless otherwise stated in Special Conditions of Contract,

- a. After preliminary scrutiny and certification by the Engineer, payment of 80% of the certified interim amount shall be made by the Employer within 07 days. The amount certified shall account for all deductions, including statutory deductions, recoveries for advances and any amounts due from the Contractor. The balance 20% shall be paid within 28 days, from the date of the preliminary certification of the bill by the Engineer.
- b. Next 80% interim payment shall be made only after 100% payment of preceding interim payment certified has been completed.
- c. Any such payment made to contractor by Employer, shall not constitute any acceptance of the measurements or bill of quantities by the Employer and the classification entered in the measurement books or bills. The employer shall have right to recover any excess payment made in either 80% interim payment of bill or earlier bill from balance 20% bill or subsequent bill respectively. However, if such excess payment exceeds the balance 20% bill or subsequent bill respectively, the contractor shall on demand from the Engineer or Employer immediately refund the extra amount to the employer within 7 days, failing which the contractor shall have to pay interest at the rate equal to State Bank of India's Marginal Cost of fund based Lending Rate (MLCR) applicable for the tenure of 01 year prevailing on date plus 3% Penal interest per annum with monthly rest till the said extra amount is paid back by the Contractor.
- d. The Employer shall pay the amount certified in the Final Payment Certificate within 56 days from the date of issue of the Certificate.

Payments shall be made into a bank account, nominated by the Contractor in Indian rupees in a bank in India unless otherwise permitted in Special Conditions of Contract. If payments are to be made in more than one currency, separate bank accounts

may be nominated by the Contractor for each currency, and payments shall be made by the Employer accordingly.

**11.7. Statement at Completion**

Not later than 60 days after the issue of the Taking Over Certificate for the whole of Works, the Contractor shall submit, to the Engineer, three copies of a statement at completion with supporting documents, showing in detail, in the form approved by the Engineer under Sub-Clause 11.4.:

- a. the final value of all work done in accordance with the Contract, up to the date stated in such Taking Over Certificate,
- b. any further sums which the Contractor considers to be due, and
- c. an estimate of amounts which the Contractor considers will become due to him under the Contract.

The estimated amounts shall be shown separately in such statement at completion. The Engineer shall certify payment under Sub-Clause 11.5

**11.8. Application for Final Payment Certificate**

Not later than 56 days after the issue of the Performance Certificate, the Contractor shall submit to the Engineer three copies of a draft final statement with supporting documents showing in detail, in a form approved by the Engineer:

- a. the value of all work done in accordance with the Contract, and
- b. any further sums which the Contractor considers to be due to him under the Contract or otherwise.

If the Engineer disagrees with or cannot verify any part of the draft final statement, the Contractor shall submit such further information as the Engineer may reasonably require and shall make changes in the draft as may be agreed between them. The Contractor shall then prepare and submit to the Engineer the Final Statement as agreed.

If, following discussions between the Engineer and the Contractor and any changes to the draft final statement which may be agreed between them, it becomes evident that a dispute exists, the Employer shall pay those parts of the draft final statement as certified by the Engineer as not being in dispute. The remainder of the dispute may then be resolved under Clause 17, in which case the Contractor shall then prepare and submit to the Engineer a Final Statement in accordance with the outcome of the dispute.

**11.9. Discharge**

When submitting the final statement, the Contractor shall submit a written discharge which confirms that the total of the Final Statement represents full and final settlement of all monies due to the Contractor under the Contract. Such discharge may state that it shall become effective only after payment due under the Final Payment Certificate has been made and the Performance

security referred to in Sub-Clause 4.2 has been returned to the Contractor.

**11.10. Issue of Final Payment Certificate**

The Engineer shall issue to the Employer, with a copy to the Contractor, the Final Payment Certificate within 28 days after receiving the Final Statement and written discharge in accordance with Sub-Clause 11.7 and 11.8, stating:

- a. the amount which is finally due, and
- b. after giving credit to the Employer for all amounts previously paid by the Employer and for all sums to which the Employer is entitled, the balance, if any, due from the Employer to the Contractor or from the Contractor to the Employer, as the case may be

If the Contractor has not applied for a Final Payment Certificate in accordance with Sub-Clauses 11.8 and 11.9, the Engineer shall request the Contractor to do so. If the Contractor fails to make such an application within a period of 28 days, the Engineer shall issue the Final Payment Certificate for such amount as he considers to be due.

**11.11. Cessation of Employer's Liability**

In respect of any matter or thing arising out of (or in connection with) the contract or execution of the Works before the issue of the Taking Over Certificate for the whole of the Works, the Employer shall not be liable to the Contractor unless the Contractor shall have included a claim for it in his Statement at Completion described in Sub-Clause 11.7. For any such matter or thing arising after the issue of the Taking Over Certificate for the whole of the Works, the Employer shall not be liable to the Contractor unless the Contractor shall have included a claim for it in his Final Statement.

**11.12. Calculation of Payments in Foreign Currency**

All payments made by the Employer pursuant to the terms of the Contract shall be in the currency or currencies specified in the Contract. Wherever any sum in a foreign currency has to be converted into Indian Rupees for any purpose, the exchange rate to be employed for such conversion shall be the selling rate of exchange at the close of business of the State Bank of India 28 days before the latest date of submission of Tenders.

**11.13. Round off**

In every payment to the Contractor, sums of less than fifty paise shall be omitted and sums of fifty paise and more up to one rupee shall be reckoned as one rupee.

**11.14. Payment By Cheque and E-Payment**

All payments to the Contractor will be made by cheque or "E-Payment" as desired by the Employer.

**11.15. Tax Deduction at Source**

Tax deductions will be made at source as per statutory requirement from every payment made to the Contractor at rates notified from time to time.

**11.16. Production of Vouchers**

- i. The Contractor shall, whenever required by the Engineer, produce or cause to be produced for examination by the Engineer, any quotation, invoice, cost or other account books, vouchers, receipts, letters, memoranda or any copy of or extract from any such documents and also furnish information and returns, as may be required, relating to the execution of this Contract or relevant for verifying or ascertaining the cost of execution of this Contract or ascertaining the Materials supplied by the Contractor are in accordance with the Specifications laid down in the Contract. The Engineer's decision on the question of relevancy of any documents, information or returns shall be final and binding on the parties.
- ii. If any part or item of the work is allowed to be carried out by a sub-Contractor, assignee or any subsidiary or allied firm, the Engineer shall have power to secure the books of such sub-Contractor, assignee or any subsidiary or allied firm through the Contractor and shall have power to examine and inspect the same. The above obligations are without prejudice to the obligations of the Contractor under any statute, rules or orders

**11.17. Withholding And Lien For Sums Claimed**

- i. The Employer shall have lien over all or any moneys that may become due and payable to the Contractor under the Contract, and / or over the deposit of Performance Security or other amount or amounts made under the Contract and which may become payable to the Contractor.
- ii. And further, unless the Contractor pays and clears immediately on demand any claim of the Employer, the Employer shall at all times be entitled to deduct the amount of the said claim from the moneys, securities and / or deposits which may have become or will become payable to the Contractor under these presents, or under any other Contract or transaction whatsoever between the Employer and the Contractor even if the matter stands referred to Arbitration. The Contractor shall have no claim for any interest or damage whatsoever in respect of any amounts withheld or treated as withheld under the lien referred to above and duly notified as such to the Contractor

**11.18. Signature On Receipts For Payments**

Every receipt of payment to Contractor including refund of the Performance Security shall be signed by the person authorized to do so on his behalf. In the event of death of any of the Contractor's partners in case the Contractor is a partnership firm, during the currency of the Contract, it is hereby expressly agreed that every receipt by any one of surviving Contractor's partners, shall, if so signed as aforesaid, be a good and sufficient discharge as aforesaid, provided that nothing in this Clause shall be deemed to prejudice or affect any claim, which the Employer may hereafter have against the legal representatives of any Contractor's partner so dying, for or in respect of breach of any of the conditions of the Contract. Provided also that nothing contained in this clause shall be deemed to prejudice or affect the respective rights and obligations of the Contractor's partners,

or of the legal heirs / representatives of any deceased Contractor / partner interest.

**11.19. Post Payment Audit**

It is an agreed term of the Contract, that the Employer reserves to himself the right to carry out a post payment audit and / or technical examination of the Works, and the Final bill including all supporting vouchers, abstracts, etc., and to make a claim on the Contractor for the refund of any excess amount paid to him, if as a result of such examination, any over-payment to him is discovered to have been made in respect of any work done or alleged to have been done by the Contractor, under the Contract. If any under-payment is discovered, the same shall be paid by the Employer to the Contractor. Such payments or recoveries, however, shall not carry any interest.

**11.20. Recovery of money due to the Employer**

All damages (including, without limitation, liquidated damages), costs, charges, expenses, debts, or sums for which the Contractor is liable to the Employer under any provision of the Contract may be deducted by the Employer from monies due to the Contractor under the Contract including, without limitation, and the Employer shall have the power to recover any balance not so deducted from monies due to the Contractor under any other contract between the Employer and the Contractor.

When the Contractor has assigned to a third party the right to receive monies due, or, to become due, under the Contract to the Contractor or charged such monies in favour of a third party, the Employer's right to deduct damages (including without limitation liquidated damages), costs, charges, expenses, debts or sums for which the Contractor is liable to the Employer from monies due to the Contractor under the Contract shall be limited to the right expressed above.

## **12. Variations**

### **12.1. Right to Vary**

All Variations shall be recorded in a written instruction from the Engineer either as a Contractor's Variation or as an Employer's Variation and shall not be implemented by the Contractor without such an instruction in writing from the Engineer. No Variation shall in any way vitiate or invalidate the Contract. The Contractor shall not make any alteration and/or modification of the Works, unless and until the Engineer instructs or gives consent to a Variation. If the Construction and/or Manufacture Documents or Works are not in accordance with the Contract, the rectification shall not constitute a Variation.

### **12.2. Contractor's Variations**

Value Engineering or Innovation

Value Engineering 12.2.1.  
Proposals

The Contractor may submit to the Employer, in writing at its own cost, value engineering proposals for modifying the Employer's Requirements, provision of additional land, access or feasibility over and above that is provided in the Contract for the purpose of saving in time, construction or manufacture costs. The value engineering proposal shall not impair the essential character, functions or characteristics or the Work, including service life, economy of operation, ease of maintenance, desired appearance, or design and safety standards.

The Contractor shall provide his value engineering proposal in a time limit prescribed by the Engineer. The Engineer's decision in this regard shall be communicated to the Contractor within a reasonable period of time. If by any reason the time limit specified by the Engineer is exceeded, the proposal may not be considered.

The decision of the Engineer in this regard shall be final and binding.

Value Engineering 12.2.2.  
Proposals – Contents

If the Employer requires or accepts it, and if the Contractor wants to proceed with the proposal, the Contractor must provide (at no cost to the Employer) a detailed report prepared by a consultant acceptable to the Employer and which shall include:

- a. general description of the original Contract requirements for the Works and the proposed changes
- b. detail of all the proposed modifications to the drawings and specifications
- c. detail of all Work and goods affected by the value engineering proposal
- d. detailed estimate of the construction cost based on the original Contract requirements and based on the proposed changes
- e. any resultant time extensions or reductions for the Contract
- f. statement to the extent of minimum saving expected. The Contractor's cost of preparing value engineering proposal

## General Conditions of Contract

shall be excluded in determining the estimated net savings in construction costs.

Value Engineering  
Proposals- Employer  
Review

12.2.3.

The Employer may in his sole discretion, accept or reject the value engineering proposal or any part thereof and determine the estimated net saving in the construction cost. The Employer shall not be liable for delays or damages to the Contractor due to any failure of the Employer to accept or act upon any value engineering proposal submitted pursuant to this Clause. If the submitted value engineering proposal is similar to a change / variation already under consideration by the Employer, the Employer may make such changes without respect to the value engineering proposal.

Once, the Employer or the Engineer rejects the value engineering during proposition due to any reason, it shall not be pursued by Contractor in any other form.

Amendments- Employer  
Issuance

12.2.4.

If the value engineering proposal is acceptable to the Employer in whole or in parts, it will accept by execution of an amendment. Such amendment shall identify all the changes in the specifications, Contract Period etc, shall specify net savings on construction costs and shall provide that the Contractor be paid 30% of saved net savings amount based on the difference between the amount contained in the Contract and the estimated net savings both as determined by the Employer.

Contractor's Acceptance  
and Payment

12.2.5.

The Contractor shall either accept or reject any proposed amendment executed by the Engineer pursuant to this section within 5 working days of its receipt date from the Employer. If the Contractor does not reject the same in the period stipulated above, the amendments shall be deemed to be accepted by the Contractor and shall become a variation to the Contract. The Contractor's acceptance shall be unconditional and compensation of 30% of the value shall constitute the full compensation. The Contractor will be paid this 30% or less but not more at the time of final payment on Engineer's certification that the net savings as intended by value engineering have been achieved.

### 12.3. Employer's Variations

If the Engineer requests a proposal, prior to instructing a Variation, the Contractor shall submit at his own cost within 14 days or such period as the Engineer may allow of the receipt of such request of the Engineer

- a. a description of the proposed design and/or work to be performed and a programme for its execution,
- b. the Contractor's proposal for any necessary modifications to the programme according to Sub-Clause 4. 13, and
- c. the Contractor's proposal for adjustment to the Contract Price, Time for Completion and/or modifications to the Contract.

**12.4. Variation  
Procedure**

The Engineer shall, as soon as practicable after receipt of proposals under sub-clauses 12.2 and / or 12.3, respond with approval, rejection or comments.

If the Engineer instructs or approves a Variation, he shall proceed in accordance with Sub-Clause 3.5 to agree or determine adjustments to the Contract Price, Time for Completion and Schedule of Payments.

After receipt of proposal, it will be the prerogative of the Employer, whether to Instruct and proceed ahead with the variation or drop the proposal in part or full. In that case, no cost of preparing and submitting the proposal will be payable to Contractor. In case, the design part of variation has been completed on submission of same to the Engineer, the Employer decides to abandon the variation, only cost for design to the extent of work done will be paid to the Contractor.

**12.5. Variation in the  
Bill of Quantities**

- i. i) The quantities of items shown in the Bill of Quantities are approximate, and liable to vary during the actual execution of the work. Some items/group of items may have to be altered, added or omitted. The Contractor shall be bound to carry out and complete the stipulated work as instructed by the Engineer, irrespective of the magnitude of variations including additions, alterations or omissions in the Bill of Quantities, individual items or group of items, specified in the Bill of Quantities.
- ii. Such variations shall be paid as follows:
  - a. At the accepted rates of the Contract for Positive variation in quantities to the extent of 25%, except in the case of foundation works. Unless otherwise specifically for in the Bill of Quantities or elsewhere in the Contract, the variation of 25% shall be applicable to a group of items mentioned therein and not to individual items. In case of variation in quantities on minus side, contract rates will be payable for executed quantities.
  - b. In case of foundation work, no variation limit applies and Contractor shall carry out the Work, at rates stipulated in the Contract irrespective of any variation.
  - c. In case of earth work, the aforesaid variation limit of 25% shall apply to the gross quantity of earth work and variation in the quantity of individual classifications of soil will not be subject to this limit where any variation can take place.
  - d. For items against which the quantity given in the Bills of Quantities is "if or as required", there shall be no increase/decrease of rates whatever be the quantity finally executed.
  - e. Variation in the quantity of items individually costing upto 1% of the total contract value, shall be payable at the rates stated in the Contract. Notwithstanding the magnitude of variation upto 2% of the original Contract Value for each item.



- f. In case the variation in individual items or the group of items as stipulated above, is more than 25% on plus side, the rate for the varied quantity beyond 25% shall be negotiated between the Engineer and the Contractor and mutually agreed rates arrived at before actual execution of the extra quantity.
- g. In case Engineer introduces an item for which the Contract does not contain any rates or prices applicable to the varied Works, the rate of such items shall be derived, wherever possible, from rate for similar items available in the Bill of Quantities of the accepted Tender. In case this is not possible, the rate may be decided on the following basis:
  - i. Cost of Materials at current market price, as actually utilised in the final finished Permanent Works, including a reasonable percentage for wastage and transportation.
  - ii. Cost of enabling works if any (unless provided for separately) worked out on the above basis but with less stringent quality. Specifications minus salvage value of serviceable material released after completion of work and cost of material released as scrap.
  - iii. Cost of labour actually used at the site of work at rates under Payment of Minimum Wages Act for the area of work for each category of worker, further enhanced by a percentage of 10% of the aforesaid rates to account for labour not directly utilised at Site and other ancillary and incidental expenses on labour.
  - iv. Hire charges for Plant \* Machinery, scaffolding, shuttering, forms, etc., required to be used at the site of the work. The tools used by the various trades shall not be counted as Plant & Machinery for this purpose.
  - v. An amount of 20% of items (i), (ii), (iii) and (iv) above to allow for Contractor's overheads, profits and corporate taxes. This percentage shall also apply to estimated cost of Materials supplied free to the Contractor.
  - vi. In all cases where extra items of work are involved, for which there are no rates in the accepted Bill of Quantities the Contractor shall give a notice to the Engineer, of at least 7 days before the need for their execution arises.

**12.6. Payment in  
Applicable  
Currencies**

If the Contract provides for payment of the Contract Price in more than one currency, and an adjustment is agreed or fixed as stated above, the amount payable in each of the applicable currencies shall be specified when the adjustment is agreed or fixed. In specifying the amount in each currency, the Contractor and the Engineer (or, failing agreement, the Engineer) shall take account of the actual or expected currency proportions of the Cost of the varied work, without being bound by the proportions of various currencies specified for payment of the Contract Price.

## **13. Termination of the Contract**

### **13.1. Notice to Contractor**

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

### **13.2. Termination Of Contract Due To Contractor's Default**

Conditions Leading To Termination Of Contract

13.2.1.

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

- a. fails to comply with a notice under Sub clause 13.1
- b. abandons or repudiates the Contract
- c. without reasonable excuse acceptable to the Engineer fails to commence the Works in accordance with the Contract
- d. sub contracts the whole of the Works or assigns the Contract without approval of the Employer
- e. becomes bankrupt or insolvent or goes into liquidation except voluntary liquidation for the purpose of amalgamation or reconstruction
- f. persistently disregards instructions of the Engineer or contravenes any provisions of the Contract, or
- g. fails to adhere to the agreed programme of work by margin of 10% of the stipulated period or 21 days, whichever is earlier, or fails to complete the Works or parts of the Works within the stipulated or extended period of completion, or is unlikely to complete the whole Work or part thereof within time because of poor record of progress; or
- h. fails to remove materials from the Site, or pull down and replace work, after receiving notice from the Engineer to the effect that the said materials or Works have been condemned or rejected, or
- i. fails to take steps to employ competent and/or additional staff and labour, or
- j. fails to afford the Engineer or his representative proper facilities for inspecting the Works or any part thereof, or
- k. indulges in corrupt or fraudulent practices as explained in Clause 4.33

## **General Conditions of Contract**

- 13.2.2. In any one of these events or circumstances, the Employer may upon giving 14 days notice to the Contractor, terminate the Contract and expel the Contractor from the Site. However, in case of sub-paragraph (e) or (k), the Employer may by notice of 7 days terminate the Contract immediately.
- 13.2.3. For the purpose of sub para (c) above, this clause, reasonable excuse shall be one, which in the opinion of the Engineer has resulted from Circumstance which
- a. is beyond the employer's or contractor's control and
  - b. made the failure unavoidable and it is evidenced by the Contractor to the satisfaction of the Engineer that the failure was remedied without unreasonable delay once that obstacle was out of the way.
- 13.2.4. In case of sub para(g), the Engineer at its sole discretion may terminate only part of the contract also by taking out some part of the total scope of work and may complete or arrange for any other entity through the process of open/limited/single tender or by calling quotations, to do so at the risk and cost of the contractor.
- 13.2.5. The Employer's decision to terminate the Contract shall not prejudice any other rights of the Employer under the Contract.
- 13.2.6. On termination of contract due to contractor's default the performance security shall be forfeited by encashing the bank guarantee and the balance work shall be got done independently without risk and cost of the failed contractor. The failed contractor shall be debarred from participating in the tender for executing the balance work. If the failed contractor is a JV or a partnership firm, then every member/partner of such JV or partnership firm shall be debarred from participating in the tender for the balance work either in his/her individual capacity or as a partner of any other JV/partnership firm.
- 13.2.7. The Engineer shall not make a claim under the Performance Security except for amounts to which the NMRC is entitled under the contract (Not withstanding and/or without prejudice to any other provisions in the contract agreement) in the event of:
- i. Failure by the contractor to extend the validity of the Performance Security as described herein above, in which event the Engineer may claim the full amount of the Performance Security.
  - ii. Failure by the contractor to pay NMRC any amount due, either as agreed by the contractor or determined under any or the Clauses/Conditions of the agreement, within 30 days of the service of notice to this effect by Engineer.
  - iii. The contractor being determined or rescinded under provision of the GCC the Performance Security shall be forfeited in full and shall be absolutely at the disposal of the NMRC.

## **General Conditions of Contract**

Valuation at the date of Termination	13.2.8.	The Engineer shall, as soon as possible after termination under Sub-Clause 13.2.1, determine and advise the Contractor of the value of the Construction and/or Manufacture Documents, Plant, Rolling Stock, Materials, Contractor's Equipment and works and all sums then due to the Contractor as at the date of termination.
Payment after Termination	13.2.9.	<p>After termination under Sub-Clause 13.2.1, the Employer shall not be liable to make any further payments to the Contractor until the costs of design, manufacture, execution, completion and remedying of any defects, damages for delay in completion (if any), and all other costs incurred by the Employer, have been established.</p> <p>The Employer shall be entitled to recover from the Contractor the extra costs, if any, of completing the Works after allowing for any sum due to the Contractor under Sub-Clause 13.2.8. If there are no such extra costs, the Employer shall pay any balance to the Contractor.</p>
Non-exercise of power not to constitute waiver	13.2.10.	Provided always that in case any of the powers conferred upon the Employer by Sub-clause 13.1 and Sub-clause 13.2.1 above, shall have become exercisable, and the same may not have been exercised, the non-exercise thereof shall not constitute waiver of any of the conditions thereof.
<b>13.3. Default of Employer</b>		
Notice by Contractor	13.3.1.	<p>In the event of the Employer:</p> <ol style="list-style-type: none"><li>failing to pay the Contractor, without reasonable cause, the amount due under any certificate of the Engineer within 56 days after the expiry of the time stated in Sub-Clause 11.5 within which payment has to be made, subject to any deduction that the Employer is entitled to make under the Contract, or</li><li>becoming bankrupt or, being a company, going into liquidation, other than for the purpose of a scheme of reconstruction or amalgamation,</li></ol> <p>Then, the Contractor may give notice requiring the Employer to remedy the default within 28 days after receipt of the notice. If the Employer fails to remedy the default or fails to propose steps reasonably acceptable to the Contractor to do so and in that case, the Contractor may terminate the Contract after issue of 14 days notice to the Employer with a copy to the Engineer. In this case, the Contractor shall be compensated as per Sub clause 13.3.4.</p> <p>The Engineer's decision on the amount payable on this account shall be final and binding.</p>
Contractor's Entitlement to Suspend the Work	13.3.2.	The Contractor may, if the Employer fails to pay the Contractor the amount due under any certificate of the Engineer within 56 days after the expiry of the time stated in Sub-Clause 11.6, within which payment is to be made, subject to any deduction that the Employer

## General Conditions of Contract

is entitled to make under the Contract, after giving 28 days' prior notice to the Employer, with a copy to the Engineer, suspend work or reduce the rate of work.

If the Contractor suspends work or reduces the rate of work in accordance with the provisions of this Sub-Clause and thereby suffers delay or incurs costs the Engineer shall, after due consultation with the Employer and the Contractor, determine:

- a. any extension of time to which the Contractor is entitled under sub-clause-8.4, and
- b. the amount of such costs, which shall be added to the Contract Price, and shall notify the Contractor accordingly, with a copy to the Employer.

Cessation of Work by Contractor 13.3.3.

After termination under Sub-13.3.1, the Contractor shall:

- a. cease all further work, except for such work as may be necessary and instructed by the Engineer for the purpose of making safe or protecting those parts of the Works already executed, and any Work required to leave the Site in a clean and safe condition,
- b. hand over all Construction and/or Manufacture Documents, Plant, Rolling stock, and Materials for which the Contractor has received payment,
- c. hand over those parts of other Works executed by the Contractor up to the date of termination, and
- d. remove all Contractor's Equipment which is on the Site and repatriate all his staff and labour from the Site.

Any such termination shall be without prejudice to any other right of the Contractor under the Contract.

Payment on Termination 13.3.4.

After termination under Sub-Clause 13.3.1 the Employer shall return the Performance security, and shall pay the Contractor an amount calculated and certified in accordance with the following conditions:

- a. The value of approved materials actually brought to the site and reasonably required to execute the works during next three months, as per approved programme, and
- b. Value of work completed up to date by the contractor at rates specified in the Contract, after taking into account any deductions, retentions, set-off.
- c. In addition, a sum not exceeding 2% (two percent) of the value of the work remaining incomplete on the date of Termination notice taking effect.

The payment as above shall be full compensation for termination under this clause and the Contractor has no claim for damages or other entitlements whether under the contract or otherwise.

13.3.5.

In case termination/foreclosure of the Contract under whatsoever circumstances, any remaining tools, plants, equipments and surplus materials of Employer with contractor will be returned to the

### ***General Conditions of Contract***

Employer in good condition at Employer's depot at Contractor's cost. In case of the failure of the contractor to do so, the Employer will be entitled to recover their cost from the contractor from the amount becoming due to the contractor or from any other money due in any other contracts. The decision of the Engineer of the amount to be recovered will be final decision and full credit at rates initially charged to the contractor shall be allowed for such materials. Similarly, the Employer shall be entitled to recover the cost of the unreturned material, plant equipment and tools from the contractor where such material have been supplied free of cost and plant, equipment and tools free of cost or on lease basis to the contractor as stipulated in the Conditions of Contract.

## **14. Risk and Responsibility**

### **14.1. Indemnity**

The Contractor shall indemnify and hold harmless the Employer, the Engineer, the Designated Contractors, representatives and employees from and against all actions, suits, proceedings, claims, damages, losses, expenses and demands of every nature and description, by reasons of any act or omissions of the Contractor, his representative or his employees in the execution of the Works, including professional services provided by the Contractor or in the guarding the same.

These indemnification obligations shall include but not be limited to claims, damages, losses, damage proceedings, charges and expenses which are attributable to:

- a. sickness, or disease, or death of, or injury to any person; and
- b. loss of, or damage to, or destruction of any property (other than the Works) including consequential loss of use; and
- c. loss, damage or costs arising from the carriage of Plant, Rolling Stock and Materials and/or ownership or chartering of marine vessels by the Contractor, or any sub-contractor of any tier.

The Contractor shall also indemnify and save harmless the Employer from and against all claims and proceedings on account of infringements of patents rights, design, trademark name etc as detailed out in clause 5.8.

All sums payable by way of compensation under these conditions shall be considered reasonable compensation payable to the Employer, without reference to the actual loss or damage sustained, and whether or not any damage shall have been sustained. The decision of the Engineer as to compensation claimed shall be final and binding.

### **14.2. Contractor's Care of the Works**

The Contractor shall take full responsibility for the care of the Works, or any part thereof, including full responsibility for the care of any work being manufactured, or stored off-Site for inclusion in the Works, or in the course of transportation to the Site, and for the care of Contractor's Equipment, Temporary Works, Plant, Rolling Stock, and any other Material, whatsoever, on the Site or delivered to or placed on the Site in connection with, or for the purpose of the Works.

The Contractor shall take this responsibility from the Commencement Date until the date of issue of the Taking Over Certificate, when responsibility shall pass to the Employer. If the Engineer issues a Taking Over Certificate for any Section or part of the Works, the Contractor shall cease to be responsible for the care of that Section or part from the date of issue of such Taking Over Certificate when responsibility shall pass to the Employer.

The Contractor shall take responsibility for the care of any outstanding work which is required to be completed prior to the

expiry of the Contract Period, until the Engineer confirms in writing that such outstanding work has been completed.

If any loss or damage happens to the Works, any other property or person, arising from any cause other than the Employer's risks listed in Sub-Clause 14.3, during the period for which the Contractor is responsible, the Contractor shall rectify such loss or damage, at his cost, so that the Works conform with the Contract or at the option of the Employer, will pay or allow to the Employer the cost of rectifying such loss or damage. Notwithstanding such loss or damage, the Contractor shall proceed with the execution of works in all respects in accordance with the contract and the Engineer's instructions. The Contractor shall also be liable for any loss or damage to the Works caused by any operations carried out by the Contractor after the date of issue of the Taking Over Certificate.

**14.3. Employer's  
Risks**

The Employer's risks of loss or damage to physical property in India and of death and personal injury occurring in India in consequence of the performance of obligations under the Contract are:

- a. war, hostilities (whether war be declared or not), invasion, act of foreign enemies,
- b. rebellion, revolution, insurrection, or military or usurped power, or civil war, within India,
- c. riot, commotion or disorder by persons unless solely restricted to or caused by employees of Contractor or of sub-contractors currently or formerly engaged in the Works,
- d. Ionising radiations, or contamination by radio-activity from any nuclear fuel, or from any nuclear waste from the combustion of nuclear fuel, radio-active toxic explosive, or other hazardous properties of any explosive nuclear assembly or nuclear component of such an assembly, except to the extent to which the Contractor may be responsible for the use of any radio-active material,
- e. pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds, and
- f. use or occupation by the Employer of any part of the Works, except as may be specified in the Contract.

**14.4. Consequences  
of Employer's**

If an Employer's risk results in loss or damage, the Contractor shall promptly notify the Engineer and shall rectify this loss or damage to the extent required by the Engineer.

If the Contractor suffers delay and/or incurs cost from rectifying this loss or damage, the Contractor shall give notice to the Engineer and shall be entitled to claim:

- a. extension of time for any such delay, if completion is or will be delayed, under Sub-Clause 8.4, and
- b. amount of such cost, which shall be included in the Contract Price.



**14.5. Contractor's  
Risks**

The Contractor's risks are all risks other than the Employer's risks given in sub- clause14.3.

**14.6. Limitation of  
Liability**

Except as provided otherwise in these Conditions, neither party shall be liable to the other party for loss of use of any Works, loss of profit, loss of any Contract or any other indirect or consequential loss or damage which may be suffered by the other party in connection with the Contract. The total liability of the Contractor to the Employer under the Contract shall not exceed the Contract Price. Except that this Sub-Clause shall not limit the liability of the Contractor:

- a. under Sub-Clauses 4.18, 4.19, 5.7, 8.6, and Clauses 7.10 and **7.11**
- b. under any other provisions of the Contract which expressly impose a greater liability,
- c. in cases of fraud, wilful misconduct or illegal or unlawful acts, or
- d. in cases of acts or omissions of the Contractor which are contrary to the most elementary rules of diligence which a conscientious Contractor would have followed in similar circumstances.

## 15. Insurance

### 15.1. Professional Indemnity Insurance

The Contractor shall affect and maintain professional indemnity insurance, preferably in the name of NMRC, for the amount in Indian Rupees stipulated in Appendix to the Form of Tender in respect of any design of the Works to be carried out by, or on behalf of the Contractor. This insurance, which shall ensure the Contractor's liability by reason of professional negligence and errors in the design of the works, shall be valid from the date of commencement of Works, until 5 years after the date of issue of Performance Certificate. **Alternatively, the Contractor shall redeem the insurance before the expiry of the Yearly Insurance in such a way that the entire validity period is covered.**

The Engineer will not issue Final Payment Certificate until the Contractor has produced evidence that coverage of the professional indemnity insurance has been provided for the aforesaid period.

### 15.2. Insurance for Works and Contractor's Equipment

The Contractor shall insure the Plant, Rolling stock, Materials and Works in the joint names of the Employer, the Contractor and Sub-contractors (wherever applicable) against all loss or damage. This insurance shall cover loss or damage from any cause other than the Employer's risks listed in Sub-Clause 14.3 sub paragraphs (a), (b), (d) and (e). Such insurance shall be for a limit of not less than the full replacement cost (including profit) and shall also cover the costs of demolition and removal of debris. Such insurance shall be in such a manner that the Employer and the Contractor are covered from the commencement date until the date of issue of the Taking Over Certificate for the whole of Works. The Contractor shall extend such insurance to provide cover until the date of issue of the Performance Certificate, for loss or damage for which the Contractor is liable arising from a cause occurring prior to the issue of the Taking Over Certificate, and for loss or damage occasioned by the Contractor or Sub-contractors in the course of any other operations (including Clauses 7.10, 7.11 and 10).

The Contractor shall insure the Contractor's Equipment against all risks in the joint names of the Employer, the Contractor and Sub-contractors, (wherever applicable) against all loss or damage. This insurance shall cover loss or damage from any cause other than the Employer's risks listed in Sub-Clause 14.3 sub-paragraphs (a), (b), (d) and (e). Such insurance shall be for a limit of not less than the full replacement value (including delivery to Site). Such insurance shall be in such a manner that each item of equipment is insured while it is being transported to the Site and throughout the period it is on or near the Site.

### 15.3. Insurance against injury to Persons and Damage to Property

The Contractor shall insure against liability to third parties in the joint names of the Employer, the Contractor and Sub-contractors, (wherever applicable) for any loss, damage, death or bodily injury which may occur to any physical property (except things insured under Sub-Clause 15.2) or to any person (except persons insured under Sub-Clause 15.4), which may arise out of the performance of the Contract and occurring before the issue of the Performance

Certificate. Such insurance shall be at least for the amount specified in the Appendix to Form of Tender.

**15.4. Insurance for Workers**

The Contractor shall affect and maintain insurance against losses and claims arising from the death or injury to any person employed by the Contractor or any Sub-contractor (wherever applicable) in such a manner that the Employer and the Engineer are indemnified under the policy of insurance. For Sub-contractor's employees (wherever applicable), such insurance may be affected by the Sub-contractor, but the Contractor shall be responsible for compliance with this Clause.

**15.5. General Requirements for Insurances**

The Contractor shall, within the respective periods stated in the Appendix to Form of Tender (calculated from the Commencement Date), submit to the Employer:

- a. Evidence that the insurances described in this Clause have been affected, with an Indian Insurance Company, and
- b. Copies of the policies for the above said insurances.

When each premium has been paid, the contractor shall submit copy of receipts to the employer. The contractor shall also, when providing such evidence, policies and receipts to the employer, notify the engineer of so doing.

The contractor shall affect all insurances for which he is responsible with insurers and in terms approved by the employer. Each policy insuring against loss or damage shall provide for payments to be made in the currencies required to rectify such loss or damage. Payments received from insurers shall be used for the rectification of such loss or damage.

The contractor (and, if appropriate, the employer) shall comply with the conditions stipulated in each of the insurance policies. The contractor shall make no material alteration to the terms of any insurance without the prior approval of the employer. If an insurer makes (or purports to make) any such alteration, the contractor shall notify the employer immediately.

If the contractor fails to effect and keep in force any of the insurances required under the contract, or fails to provide satisfactory evidence, policies and receipts in accordance with this sub-clause, the employer may, without prejudice to any other right or remedy, effect insurance for the coverage relevant to such default, and pay the premiums due. In such cases the premium paid by the employer plus overheads (equal to 50% of the premium paid) shall be recoverable from the contractor by the employer and may be deducted by the employer from any monies due, or to become due, to the contractor or recover the same as debt due from the contractor. The contractor shall not dispute the amount of premium paid by the employer or the overhead charges thereon.

Nothing in this clause limits the obligations, liabilities or responsibilities of the contractor or the employer, under the other terms of the contract or otherwise. Any amount not insured or not recovered from the insurers shall be borne by the contractor.

***General Conditions of Contract***

The Contractor shall submit to the Engineer, the details of all claims made with the insurer and claims accepted by the insurer or any other details as required by the Engineer on monthly basis.

## **16. Force Majeure**

### **16.1. Definition of Force Majeure**

In this Clause, "force majeure " means an event beyond the control of the Employer and the Contractor, which makes it impossible or illegal for a party to perform, including but not limited to:

- a. act of God;
- b. war, hostilities (whether war be declared or not), invasion, act of foreign enemies, mobilization, requisition, or embargo;
- c. rebellion, revolution, insurrection, or military or usurped power, or civil war;
- d. contamination by radio-activity from any nuclear fuel, or from any nuclear waste from the combustion of nuclear fuel, radio-active toxic explosive, or other hazardous properties of any explosive nuclear assembly or nuclear component of such an assembly;
- e. riot, commotion or disorder, unless solely restricted to employees of the Contractor or of his Sub-contractors currently or formerly engaged on the Works.

If a party considers that it may be affected by Force Majeure, the party shall promptly notify the other party and Engineer of such Force Majeure within 21 days of such occurrence. If neither party issues any notice regarding the event within 21 days of its occurrence, the said event shall be deemed not to have occurred and the Contract shall continue to have effect as such.

### **16.2. Effect of Force Majeure Event**

Neither the Employer nor the Contractor shall be considered in default or in contractual breach to the extent that performance of obligations is prevented by a Force Majeure event which arises after the date of Notice to Proceed Upon the occurrence of such Force Majeure, the affected party shall endeavour to continue to perform its obligations as far as reasonably practicable.

### **16.3. Contractor's Responsibility**

If affected by such Force Majeure, the Contractor shall promptly notify the Engineer of any proposals for overcoming the consequences of the Force Majeure, including any reasonable alternative means for performance, but shall not carry out these proposals without the consent of the Engineer.

### **16.4. Employer's Responsibility**

If affected by such Force Majeure, the Employer shall promptly notify the Engineer and the Contractor of any proposals for overcoming the consequences of the Force Majeure.

### **16.5. Payment to Contractor**

If the Works shall suffer loss or damage due to such Force Majeure, the Contractor shall be entitled to have included, in an Interim Payment Certificate, the Cost of work executed in accordance with the Contract.

### **16.6. Resumption of Work**

The obligations under the Contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist.

In case of doubt or dispute, whether a particular occurrence should be considered an “event” as defined under this clause, the decision of the Engineer shall be final and binding.

Works that have already been measured shall be paid for by the Employer even if the same is subsequently destroyed or damaged as a result of the event. The cost of rebuilding or replacing any work that has been measured shall be borne by the Employer.

**16.7. Optional  
Termination,  
Payment        and  
Release**

Irrespective of any extension of time, if a Force Majeure occurs and its effect continues for a period of 6 months, after notice has been given under Sub-Clause 16.1, either party may give to the other party a notice of termination of the Contract which shall take effect in 28 days after the notice is given. Unless at the end of 28 days period the effect of the Force Majeure has ceased, the Contract shall terminate upon that date. Otherwise, the Contract shall remain in effect.

The Contractor shall be paid fully for the work done under the Contract, but not for any defective work or work done which has been destroyed or damaged before its measurement. The Employer shall have the option to take over any Plant, Rolling Stock and Materials lying at site, at rates provided for in the Contract, failing that, as per rates, which are determined to be fair and reasonable by the Engineer.

**16.8. Release        from  
Performance Under  
the Law**

If under the law of the Contract the Employer and the Contractor are released from further performance, the sum payable by the Employer to the Contractor shall be the same as would have been payable under Sub-Clause 16.7 if the Contract had been terminated under that Sub-Clause.

## **17. Claims, Disputes, Conciliation And Arbitration**

### **17.1. Procedure for Claims**

If the Contractor intends to claim any additional payment under any clause of these Conditions or otherwise, the Contractor shall give notice to the Engineer as soon as possible and in any event within 28 days of the start of the event giving rise to the claim.

The Contractor shall keep such contemporary records as may be necessary to substantiate any claim, either on the Site or at any other location acceptable to the Engineer. Without admitting the Employer's liability, the Engineer shall, on receipt of such notice, inspect such records and may instruct the Contractor to keep further contemporary records. The Contractor shall permit the Engineer to inspect all such records and shall (if instructed) submit copies to the Engineer.

Within 28 days of such notice, or such other time as may be agreed by the Engineer, the Contractor shall send to the Engineer a fully detailed claim which includes full supporting particulars of the basis of the claim and additional payment claimed. If the event or circumstance giving rise to the claim has a continuing effect:

- a. This fully detailed claim shall be considered as interim
- b. The Contractor shall send further interim claims at monthly intervals giving the accumulated amount of the claim and any further particulars and such further particulars as the Engineer may reasonably require; and
- c. The Contractor shall send a final account within 28 days of the end of the effects resulting from the event

If the Contractor fails to comply with this Sub-Clause, he shall not be entitled to claim any additional payment.

### **17.2. Payment for Claims**

The Contractor shall be entitled to have included in any Interim Payment Certificate such amount for any claim as the Engineer considers due, after taking approval from the Employer. If the particulars supplied are insufficient to substantiate the whole of the claim, the Contractor shall be entitled to payment for such part of the claim as has been substantiated.

### **17.3. No legal action till Dispute Settlement Procedure is exhausted**

Any and all Disputes shall be settled in accordance with the provisions of Clause 17. No action at law concerning or arising out of any Dispute shall be commenced unless and until all applicable Dispute resolution procedures set out in Clause 17 shall have been finally exhausted in relation to that Dispute or any Dispute out of which that Dispute shall have arisen with which it may be or may have been connected.

### **17.4. Notice of Dispute**

For the purpose of Sub-Clause 17.5, a Dispute shall be deemed to arise when one party serves on the other party a notice in writing (hereinafter called a "Notice of Dispute") stating the nature of the Dispute provided that no such notice shall be served later than 28 days after the date of issue of Performance Certificate by the Engineer.

**17.5. Two Stages for  
Dispute Resolution**

Disputes shall be settled through two stages:

- a. Conciliation procedures as established by "The Arbitration and Conciliation Act-1996" (as amended from time to time) and in accordance with this Clause. In the event this procedure fails to resolve the Dispute then;
- b. Arbitration procedures undertaken as provided by "The Arbitration and Conciliation Act -1996" (as amended from time to time) and in accordance with this Clause.

**17.6. Conciliation**

Within 60 days of receipt of Notice of Dispute, either party shall refer the matter in dispute to conciliation.

Conciliation proceedings shall be initiated within 30 days of one party inviting the other in writing to Conciliation. Conciliation shall commence when the other party accepts in writing this invitation. If the invitation is not accepted then Conciliation shall not take place. If the party initiating conciliation does not receive a reply within 30 days from the date on which he sends the invitation he may elect to treat this as a rejection of the invitation to conciliate and inform the other party accordingly.

The Conciliation shall be undertaken by one Conciliator selected from a panel of Conciliators maintained by the Employer. The Conciliator shall assist the parties to reach an amicable settlement in an independent and impartial manner.

**17.7. Conciliation  
Procedure**

The Employer shall maintain a panel of Conciliators with requisite qualifications and professional experience who shall be from serving or retired engineers of Government Departments, or of Public Sector Undertakings. Out of this panel, a list of three Conciliators shall be sent to the Contractor who shall choose one of them to act as Conciliator and conduct conciliation proceedings in accordance with "The Arbitration and Conciliation Act, 1996", of India. The party serving notice of dispute on the other party shall also serve such notice on the Conciliator chosen as per this Clause. The Employer at the time of offering the panel of Conciliator(s) to be appointed as Conciliator shall also supply the information with regard to the qualifications of the said Conciliator nominated in the panel along with their professional experience, phone nos. and addresses to the contractor.

The Employer and the Contractor shall in good faith co-operate with the Conciliator and, in particular, shall endeavour to comply with requests by the Conciliator to submit written materials, provide evidence and attend meetings. Each party may, on his own initiative or at the invitation of the Conciliator, submit to the Conciliator suggestions for the settlement of the dispute.

When it appears to the Conciliator that there exist elements of a settlement which may be acceptable to the parties, he shall formulate the terms of a possible settlement and submit them to the parties for their observations. After receiving the observations of the parties, the Conciliator may reformulate the terms of a possible settlement in the light of such observations.



If the parties reach agreement on a settlement of the dispute, they may draw up and sign a written settlement agreement. If requested by the parties, the Conciliator may draw up, or assist the parties in drawing up, the settlement agreement.

When the parties sign the settlement agreement, it shall be final and binding on the parties and persons claiming under them respectively.

The Conciliator shall authenticate the settlement agreement and furnish a copy thereof to each of the parties

As far as possible, the conciliation proceedings should be completed within 60 days of the receipt of notice by the Conciliator.

The parties shall not initiate, during the conciliation proceedings, any arbitral or judicial proceedings in respect of a dispute that is the subject matter of the conciliation proceedings.

**17.8. Termination of  
Conciliation  
Proceedings**

The conciliation proceedings shall be terminated:

- a. by the signing of the settlement agreement by the parties on the date of agreement; or
- b. by written declaration of the conciliator, after consultation with the parties, to the effect further efforts at conciliation are no longer justified, on the date of declaration; or
- c. by a written declaration of the parties to the conciliator to the effect that the conciliation proceedings are terminated, on the date of declaration; or
- d. by a written declaration of a party to the other party and the conciliator, if appointed, to the effect that the conciliation proceedings are terminated, on the date of declaration.

Upon termination of the conciliation proceedings, the conciliator shall fix the costs of the conciliation and give written notice thereof to the parties. The costs shall be borne equally by the parties unless settlement agreement provides for a different apportionment. All other expenses incurred by a party shall be borne by that party.

**17.9. Arbitration**

If the efforts to resolve all or any of the disputes through conciliation fails, then such disputes or differences, whatsoever arising between the parties, arising out of touching or relating to construction/ manufacture, measuring operation or effect of the Contract or the breach thereof shall be referred to Arbitration in accordance with the following provisions:

- a. Matters to be arbitrated upon shall be referred to a sole Arbitrator if the total value of the claim is up to Rs.50 lakh and to a panel of three Arbitrators if total value of claims is more than Rs.50 lakh.
- b. NMRC shall provide a panel of three Arbitrators for the claims up to Rs.50 Lakh and a panel of five Arbitrators for claims of more than Rs.50 Lakh which may also include NMRC officers. The Contractor shall have to choose the sole Arbitrator from the panel of three and / or one Arbitrator from the panel of five in case three Arbitrators are

to be appointed. NMRC shall also choose one Arbitrator from this panel of five and the two so chosen will choose the third Arbitrator from the panel only as the presiding arbitrator. The Arbitrator(s) shall be appointed within a period of 30 days from date of receipt of written notice / demand of appointment of Arbitrator from either party. Neither party shall be limited in the proceedings before such arbitrator(s) to the evidence or arguments put before the Engineer for the purpose of obtaining his decision. No decision given by the Engineer in accordance with the foregoing provisions shall disqualify him from being called as a witness and giving evidence before the arbitrator(s) on any matter whatsoever, relevant to dispute or difference referred to the arbitrators. The arbitration proceedings shall be held in Noida only. The language of the proceedings, that of documents and communication shall be English.

- c. The Employer at the time of offering the panel of Arbitrator(s) to be appointed as Arbitrator shall also supply the Information with regard to the qualifications of the said Arbitrator nominated in the panel along with their professional experience, phone nos. and addresses to the Contractor.
- d. The Arbitration Proceedings shall be governed by Indian Arbitration and Conciliation Act 1996, as amended from time to time including provisions in force at the time the references made. During the pendency of arbitration proceedings, the Contractor shall continue to perform and make due payments to NMRC as per the Contract Agreement
- e. The award of the sole Arbitrator or the award by majority of three Arbitrators as the case may be shall be binding on all parties.

**17.10. Interest on Arbitration Award**

Where the arbitral award is for the payment of money, no interest shall be payable on whole or any part of the money for any period, till the date on which the award is made.

**17.11. Cost of Arbitration**

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

**17.12. Jurisdiction of Courts**

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

**17.13. Suspension of Work on Account of Arbitration**

The reference to Conciliation / Arbitration shall proceed notwithstanding that the Works shall not then be or be alleged to be complete, provided always that the obligations of the Employer, Engineer and the Contractor shall not be altered by reasons of arbitration being conducted during the progress of the Works. Neither party shall be entitled to suspend the work or part of the work to which the dispute relates on account of arbitration and

***General Conditions of Contract***

payments to the Contractor shall continue to be made in terms of the Contract.

## **18. Service of Notices**

### **18.1. Notice to Contractor**

- a. All notices to the Contractor, shall be served by post or telex or telefax or by hand to the Contractor or his authorized representatives. In case of notices delivered by post, they will be deemed to have been delivered after 7 days of dispatch.
- b. The Contractor shall, on award of the Contract, furnish to the Engineer, the name, designation, address and telephone, telex and telefax numbers and e-mail address of his representative referred to in **Clause 4.3**.

### **18.2. Notice to Employer and Engineer**

All notices to the Employer or Engineer shall be served by post or telex or telefax, or by delivering by hand to the address nominated for the purpose.

### **18.3. Change of Address**

Parties to the Contract may change the nominated address by Employer with a notice to all concerned.