

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

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

**E tender No. NMRC/GM(Fin./GA)/GA/428/2025**

**Rate Contract for Supply of Housekeeping items for  
NMRC Head Office**

**December, 2025**

**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 **“Rate Contract for Supply of Housekeeping items for NMRC Head Office”** 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 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 or (₹)”** 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	Rate Contract for supply of Housekeeping items for NMRC Head Office
2	Approximate Cost of Work	INR 91,58,150/- (inclusive of GST)
3	Time-period of contract	1 year + extendable for a further period of 02 years (1+2=3 years)
4	Method of selection	Cost Based Selection (Lowest –L1)
5	Bid Processing Fee	INR 5,900/- (including GST) (Rupees Five Thousand Nine Hundred only) through RTGS/NEFT only payable in favour of Noida Metro Rail Corporation Limited
6	Earnest Money Deposit (EMD)	INR 1,83,163.00/- (Rupees One Lakhs Eight-Three Thousand One Hundred and Sixty Three only) through RTGS/NEFT only payable in favour of Noida Metro Rail Corporation Limited
7	Financial Bid to be submitted together with Technical Bid	Yes
8	Name of the Corporation's official for addressing queries and clarifications	GM (Fin./GA) Noida Metro Rail Corporation Limited, Block-III, 3rd Floor, Ganga Shopping Complex, Sector-29, Noida 201301 Email: <a href="mailto:gmfinance.nmrc@gmail.com">gmfinance.nmrc@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
	<b>Uploading of Tender Documents/RFP</b>	11.12.2025
	<b>Pre-bid Meeting</b>	18.12.2025 [Time 11:00 hrs] at NMRC Head office
	<b>Last date of receipt of Pre-bid queries</b>	19.12.2025 [up to Time 14:00 hrs]
	<b>Last date of issuing amendment, if any</b>	29.12.2025
	<b>Last Date of Bid Submission</b>	05.01.2026 [Time 15:00 hrs]
	<b>Date of Technical Bid Opening</b>	05.01.2026 [Time 15:30 hrs]
	<b>Place of Bid Opening</b>	Noida Metro Rail Corporation, Block-III, 3rd Floor, Ganga Shopping Complex, Sector-29, Noida 201301
13	JV/Consortium to be allowed	<b>No</b>
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 Dpt. Of Handicraft & Handloom or any other bodies specified by Ministry of Micro, Small & Medium Enterprises for appropriate category and have valid registration certificate as on date of tender submission. (MSME certificate clearly mentioning the status of the Bidder for the FY 2025-26).

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

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

The tenderers seeking exemption from „tender security“, being MSEs, shall ensure their eligibility w.r.t above and submit registration certificate issued by the body under which they are registered which clearly mentions category of registration i.e. ““Housekeeping/Housekeeping items/General Cleaning/General purpose items/Stationery items””.

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

No further clarification shall be sought on the above.

Further, JV/Consortium not permitted.

1. 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.

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## 1. Section 1: General Information

### 1.1 Background

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

### 1.2 About Locations

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

### 1.3 Communication

All communications should be addressed to: GM

(Fin./GA)

Noida Metro Rail Corporation (NMRC) Limited

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

Noida -201301

District: Gautam Budh Nagar, Uttar Pradesh

Email: [gmfinance.nmrc@gmail.com](mailto:gmfinance.nmrc@gmail.com)

## 2 Section 2: Terms of Reference

### 2.1 Tenure:

The contract will be initially for a period of one year and is likely to commence from the date of signing of the agreement which may be extended for a further period of 02 years (Total 1+2 = 3 Yrs.) on the same rates, terms and conditions depending upon the agreed requirement and administrative convenience of NMRC. Any further extension or renewal can be considered on mutually agreed terms and condition. NMRC, however, reserves the right to terminate / curtail the contract at any time after giving 15 day's notice without assigning any reason.

### 2.2 Scope of Work

2.2.1 The bidder is requested to fill in the separate BOQ in xls format available here on the e- tender website. The scope of work shall include but not limited to the supply of the following items in NMRC as mentioned below:-

#### A. House-keeping/General Purpose Items (Table A)

S. No.	Item Description	Estimated quantity required for 1 year	Units
1	Dust Control (Gala/Scotch Brite or any similar reputed make)	100	Pc.
2	( Microfiber Duster) Yellow Duster	600	Pc.
3	Coco Broom	100	Pc.
4	Check Duster	800	Pc.
5	Toilet Cleaner - 5 litre (Godrej/Harpic/Beco or any similar reputed make)	400	Cane
6	PVC Mat (Gala or any similar reputed make)	1000	Per Sq. Ft.
7	Vim Gel/Utensils Cleaner - 500 ml (Vim/Beco or any similar reputed make)	200	Pc.
8	Lizol/Floor Disinfectant - 2 Litre (Lizol/Godrej/Beco or any similar reputed make)	400	Cane
9	Scotch Brite scrub (Scotch brite/Gala/Beco or any similar reputed make)	600	No.
10	Naphthalene Balls	1000	Pkt.
11	Colin/Glass Cleaner - 500ml (Colin/Godrej/Beco or any similar reputed make)	400	Pc.
12	Handwash Dispenser - 250 ml	200	Pc.



13	Garbage Bag Large 24"x32" (30 piece in 1 Pkt) (Ezee/Beco or any similar reputed make)	5000	Pkt
14	Garbage Bag Medium 19"x21" (30 piece in 1 Pkt) (Ezee/Beco or any similar reputed make)	5000	Pkt
15	Garbage Bag Small 17"x19" (30 piece in 1 Pkt) (Ezee/Beco or any similar reputed make)	5000	Pkt
16	Tissue Box of premium quality (Origami/Paseo/Beco or any similar reputed make)	5000	Box
17	Wiper (Standard size)	80	Pc.
18	Room Freshner (Godrej/Ambipure or any similar reputed make)	400	Pc.
19	Urinal Cube	300	Pkt.
20	Phenyl - 1 Litre (Lizol/Harpic or any similar reputed make)	250	Pc.
21	Pochha (Big)	300	Pc.
22	Grass Broom (Gala/Scotch Brite or any similar reputed make)	200	Pc.
23	Toilet Brush (Gala/Scotch Brite or any similar reputed make)	150	Pc.
24	Bucket (Flora/Cello or any similar reputed make)	25	Pc.
25	Mug (Flora/Cello or any similar reputed make)	25	Pc.
26	Hit - 400 ml(Godrej/Mortein or any similar reputed make)	300	Pc.
27	Detergent - 1 Kg (Fena/Surf excel/Beco or any similar reputed make)	400	Pkt.
28	R-2 - 5Ltr (Diversey Taski or any similar reputed make)	50	Cane
29	Drainex - 50 gm (Mr. Muscle/Harpic or any similar reputed make)	400	Pkt.
30	Odonil/Bathroom Freshner - 50 gm (Odonil/Godrej or any simila reputed make)	250	Pc.
31	Harpic/Toilet Cleaner - 500 ml (Harpic/Godrej or any similar reputed make)	400	Pc.
32	Toilet Roll paper - 3 ply (Paseo/Origami or any similar reputed make)	500	Pkt. of 6
33	Dustpan	200	Pc.
34	Hand Towel	250	Pc.

35	Plastic jug (Flora/Cello/Milton or any similar reputed make)	50	Pc.
36	Borosil glass	100	Pkt. of 6
37	Handwash 900 ML (Dettol/Beco or any similar reputed make)	1200	pkt
38	Godrej Pocket Air	250	Box
39	Mosquito Repellant Machine with coil (Good Night/All out)	50	Pc.
40	Feather Brush	30	Pc.
41	Jala brush	30	Pc.
42	Teepol (Tile Cleaner)	60	Pc.
43	Dust Bin (Small)	40	Pc.
44	Dust Bin (Big)	20	Pc.
45	Paddle Dust Bin	20	Pc.
46	4(M) Fold Paper	100	Pc.
47	4(M) Fold Paper & Dispenser	10	Pc.
48	Automatic room freshner refill (Godrej/Ambipure or any similar reputed make)	200	Pc.
49	Coaster	200	Pkt. of 6
50	Aluminium Foil Paper (Freshwrapp/Origami/Beco or any similar reputed make)	20	Roll of 9 M
51	Aluminium Foil Paper (Freshwrapp/Origami/Beco or any similar reputed make)	20	Roll of 72 M
52	Food paper wrap (Freshwrapp/Origami/Beco or any similar reputed make)	20	Roll of 40 M
53	Urinal Screen	120	Pc.
54	Glu Pad (Rat Pad)	20	Pc.
55	Terminator	10	Cane
56	Plastic Bottle - 1 Litre (Flora/Cello/Milton or any similar reputed make)	50	Pc.
57	Stainless Steel Bottle - 1 Litre (Flora/Cello/Milton/Borosil or any similar reputed make)	50	Pc.
58	Chair Towels	150	Pc.
59	Toilet Plunger	20	Pc.
60	Flush matic (Harpic/Godrej or any similar reputed make)	40	Pc.
61	Kitchen Wiper	40	Pc.
62	Stainless Steel Scotch Brite	250	Pc.
63	Car Towel	120	Pc.

64	Car Perfume (Godrej/Ambipure or any similar reputed make)	300	Pc.
65	Bleaching Powder	10	Kg.
66	Chalk powder	10	Kg.
67	A. Crockery - Full plate (Opalware/Bonechina or any similar material)	50	Pkt. of 6
68	B. Crockery - Quarter plate (Opalware/Bonechina or any similar material)	50	Pkt. of 6
69	C. Crockery - Cup with Saucer (Opalware/Bonechina or any similar material)	50	Pkt. of 6
70	D. Crockery - Cup with Saucer and Kettle set (Opalware/Bonechina or any similar material)	50	Pkt. of 15-17
71	E. Crockery - Stainless Steel Spoon	50	Pkt. of 6
72	F. Crockery - Stainless Steel Fork	50	Pkt. of 6
73	G. Crockery - Big Serving Bowl with lid (Opalware/Bonechina or any similar material)	50	Pc.
74	H. Crockery - Veg Bowl (Opalware/Bonechina or any similar material)	50	Pkt. of 6
75	I. Crockery - Soup Spoon (Opalware/Bonechina or any similar material)	50	Pkt. of 6
76	J. Electric Kettle - 1.7 or 2 Litre (Bajaj/Milton/Borosil or any similar reputed brand)	50	Pc.
77	J. Serving Tray	50	Pc.
78	K. Hot Case Thermoware - 2 Litre (Bajaj/Milton/Borosil or any similar reputed brand)	5	Pc.
79	Bedsheet with Pillow Cover- Single Bed (144 TC/180 TC) (Cotton) (Bombay Dyeing or similar)	10	Pc.
80	Automatic room freshner with refill and machine (Godrej/Ambipure or any similar reputed make)	50	Pc.
81	Pillow Microfiber - Set of 2	5	Pc.
82	Rubber Gloves (Pair) (Gala/Scotch Brite or any similar reputed make)	100	Pair
83	Hose pipe (15 m)	5	Pc.
84	Sponge wipes (Scotch brite/Gala/Beco or any similar reputed make)	100	Pack of 5
85	Insulated Bottle - 1 Litre (Flora/Cello/Milton/Borosil or any similar reputed make)	100	Pc.

86	Glass Bottle - 1 Litre(Flora/Cello/Milton/Borosil or any similar reputed make)	100	Pc.
87	Electrical Oil Base aroma diffuser machine for room	10	Pc.
88	Oil diffuser set for machine	50	Pc.
89	Perfume set (Bella vita/Titan/Engage or any similar reputed make)	10	Pc.
90	Sanitizer - 100 ml (Himalaya/Dettol or any similar reputed make)	50	Pc.
91	Sanitizer - 500 ml (Himalaya/Dettol or any similar reputed make)	50	Pc.
92	Coat Stand	10	Pc.
93	Umbrella	10	Pc.
94	Torch 50 w Long range - Big size	10	Pc.
95	Backpack for carrying files - 28 L (Wildcraft/Safari/VIP/American Tourister or any similar reputed make)	30	Pc.
96	Files Trolley bag	10	Pc.
97	Luggage Trolley bag (Cloth/Plastic) - Medium Size (Wildcraft/Safari/VIP/American Tourister or any similar reputed make)	20	Pc.
98	Laptop Bag (Hush puppies/Safari/VIP/American Tourister or any similar reputed make)	20	Pc.
99	Metro Model	25	Pc.
100	Chair Belt	100	Pc.
101	Lock - small size	25	Pc.
102	Lock - Medium size	25	Pc.
103	Wet Floor Caution Board	20	Pc.

2.2.2 Delivery of the above BOQ items shall be at NMRC Corporate office, sec.-29, Ganga Shopping Complex, Noida. No extra transportation/labor charges shall be payable for the same during the contract period.

2.2.3 The quality of items shall be of the highest standards as prevalent in the market or as per the brands mentioned in Table A as above during the Contract period. Items shall have warranty/expiry for at least 6 months against all kinds of manufacturing defects. Defective pieces shall have to be replaced as and when asked for by NMRC by the tenderer without extra charges. The tenderer will have to arrange for the pickup of defective items from all places mentioned in point 2.2.2 of this document and then ensure the delivery of rectified item/replace the item within 3 working days at the maximum.

2.2.4 The Quantity of Items is only estimated and may vary individually by 25% (More or Less). Notwithstanding the same, NMRC reserves the right to interchange the items/quantity of items, as and when desired during the entire tenure period. No prior notice regarding the change in number of items will be issued, and the bidder shall provide the items as per work-order(s), being issued during the tenure of the contract.

2.2.5 While NMRC has a regular requirement for housekeeping/general purpose items, it shall have the right not to utilize the services at all at any time for any period without giving any notice. NMRC will also reserve the right to procure housekeeping/general purpose items from any other provider/vendor of such services even during the period of contract.

2.2.6 In case of breach of any of terms and conditions mentioned above, the Competent Authority will have the right to cancel the work order without assigning any reason thereof, and nothing will be payable by NMRC in that event and the Security Deposit in the form of Performance Bank Guarantee shall be forfeited.

2.2.7 The Bank Guarantee can be forfeited by order of the Competent Authority of NMRC in the event of any breach or negligence or non-observance of any terms / conditions of contract or for unsatisfactory performance or for non-acceptance of the work order. During the contract period or even after expiry of the contract to cover any incorrect or excess payments made on the bills to the firm, shall be retained until the final audit report on the account of firm's bill has been received and examined.

2.2.8 For all disputes / differences / interpretation etc. whatsoever arising out of or relating to this contract, meaning and operation or effect of this contract of the breach thereof, decision of the NMRC shall be final and binding on both parties.

2.2.9 Tenderer submitting a tender would be presumed to have read and fully understood all the terms and conditions and instructions contained in the tender documents and parts / annexure thereof. No enquiry, verbal or written, shall be entertained in respect of acceptance / rejection of the tender.

2.2.10 Delivery Schedule – Within 30 days from the date of demand raised by NMRC executing department or within the prescribed time limit as mentioned in the supply order/work order/NOA/purchase order raised by NMRC executing department or such extended period as decided by the corporation.

**2.2.11 Terms of Payment: -**

- a) The payment will be made on supply order basis after completion of order by the contractor. The Contractor shall provide proof of delivery duly signed and accepted by NMRC official/Consignee before payment is made.
- b) E-way bill & Delivery Challans duly signed by the Consignee will have to be presented along with Copy of purchase/supply order for bill processing.
- c) No payment shall be made in advance nor any loan from any bank or financial institution recommended on the basis of the order of award of work.
- d) NMRC shall be at liberty to withhold any of the payments in full or in part subject to recovery of penalties. Payments shall be made after deductions i.e. tax deduction at source (TDS).

2.2.12 Inspection of the items will be carried out from time to time by employees/officials of NMRC. Any violation of the terms and conditions during the inspection, as stipulated in section 2.2 of the RFP will attract suitable penalty from NMRC as deemed suitable.

2.2.13 The terms and conditions of this RFP as required by this tender document, for prospective bidders to qualify in the evaluation, shall be evaluated on either of the Firm's or Sole Proprietor's credentials.

### 2.3 Obligation to the Contractor

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

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

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

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

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

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

## 3. Section 3: Instructions to Bidders

### 3.1 General instructions

- a. A bidder shall submit only one bid in the same tendering process. 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.
- b. The Bidder shall initiate, and actively pursue and involve itself in all investigations and enquiries, Corporation feedbacks, information, convening of and attendance at meetings, and in any other activities as are or may be necessary for producing high quality work as per the requirements.
- c. The Bidder shall carry out the services in compliance with the provisions of this Agreement. Any and all changes necessary to ensure that the Bidder's documents conform to the intent and purpose set out in the Agreement, shall be made at the Bidder's own expense. The Bidder represents that it is a professional and experienced company, and hereby agrees to bear full responsibility for the correctness and technical merit of the services performed.
- d. Bidders shall be evaluated on the basis of the Evaluation Criteria specified in this document. Bidders shall be deemed to have understood and agreed that no explanation or justification for any aspect of the Selection Process will be given and that NMRC's decisions are without any right of appeal whatsoever.
- e. Any entity which has been barred by the Central/State Government in India or by any entity controlled by them, from participating in any project, and the bar subsists as on the date of Bid, would not be eligible to submit an e - Bid.

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

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

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

#### **Acknowledgement by Bidder**

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

- a. made a complete and careful examination of the e-Bid;
- b. received all relevant information requested from NMRC;
- c. acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the e-Bid or furnished by or on behalf of NMRC;
- d. satisfied itself about all matters, things and information, necessary and required for submitting an informed Application and performance of all of its obligations 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.

**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.

**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-Fin/GA, NMRC **only before or during Pre-Bid Meeting** held at NMRC premises. The envelopes/ communication shall clearly bear the following identification/ title: **"Queries/ Request for Additional Information: RFP for Rate Contract for supply of Housekeeping items for NMRC Head Office"**. 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 terms and conditions of the RFP under Fraud and Corrupt Practices.
- f. The Tenderer is advised to visit and examine the Site of Works and its surroundings and obtain for himself on his own responsibility all information that may be necessary for preparing the Tender and entering into a contract for the proposed work. The costs of visiting the Site shall be borne by the Tenderer. It shall be deemed that the Contractor has undertaken a visit to the Site of Works and is aware of the site conditions prior to the submission of the tender documents.
- g. The Tenderer and any of his personnel will be granted permission by the Employer to enter upon his premises and lands for the purpose of such inspection, but only upon the express condition that the Tenderer, and his personnel, will release and indemnify the Employer and his personnel from and against all liability in respect thereof and will be responsible for death or personal injury, loss of or damage to property and any other loss, damage, costs and expenses incurred as a result of the inspection.

**Amendment of e-Bid Document**

- a. At any time prior to the deadline for submission of e-Bid, NMRC may, for any reason, whether at its on in iterative or in response to a clarification requested by a prospective Bidder, modify the e- Bid document by amendments. Such amendments shall be uploaded on the e- procurement website <http://etender.up.nic.in> or NMRC's website [www.nmrcnoida.com](http://www.nmrcnoida.com). The relevant clauses of the e-Bid document shall be treated as amended accordingly.



- b. It shall be the sole responsibility of the prospective Bidder to check the web site <http://etender.up.nic.in> and NMRC's website [www.nmrcnoida.com](http://www.nmrcnoida.com) from time to time for any amendment in the e-Bid documents. In case of failure to get the amendments, if any, NMRC shall not be responsible for it.
- c. In order to allow prospective e-Bids a reasonable time to take the amendment into account in preparing their e-Bids, NMRC, at the discretion, may extend the deadline for the submission of e-Bids. Such extensions shall be uploaded on the e-procurement website <http://etender.up.nic.in> or NMRC's website [www.nmrcnoida.com](http://www.nmrcnoida.com).

### 3.2 Preparation and submission of Bids

#### 3.2.1 Language of e-Bid

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

#### 3.2.2 Documents constituting the e-Bid

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

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

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

**b. Financial e-Bid -**

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

#### 3.2.3 Documents establishing Bidder's Qualification

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

#### 3.2.4 E-Bid form

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

#### 3.2.5 E-Bid Currency

Prices shall be quoted in Indian Rupees only.

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

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

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

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

**3.2.8 Submission of e-Bid**

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

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

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

For successful registration of DSC on e-procurement website <http://etender.up.nic.in> the Bidder must ensure that he/she should possess class-2/class-3 DSC issued by any certifying authorities

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

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

### 3.2.10 Late e-Bid

- a. Bids received by NMRC after the specified time on the Bid Due Date shall not be eligible for consideration and shall be summarily rejected.
- b. The server time indicated in the bid management window on the e- procurement website <http://etender.up.nic.in> will be the time by which the e-Bid submission activity will be allowed till the permissible date and time scheduled in the e-Bid.

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

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

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

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

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

### 3.2.13 Period of validity of e-Bid

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

### 3.2.14 Correspondence with the Bidder

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

## 3.3 Earnest Money Deposit

### 3.3.1 Earnest money deposit (EMD)

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

## 3.4 Opening and Evaluation of Bids

### 3.4.1 Opening of 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.

#### **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 successful bidder shall have to provide unconditional acceptance of the Notice of award of contract within 10 days from the date of issue of Notice of award. Contractor is required to submit Performance Bank Guarantee / Security Deposit within 30 days from the date of issue of Notice of award. Upon the receipt of the unconditional acceptance of Notice of award along with Performance Bank Guarantee / Security Deposit, a legally binding contract shall be deemed to have commenced between NMRC and successful bidder.

#### **3.5.3 Signing of contract**

Upon acceptance of the Notice of award by the bidder, a legally binding contract shall be deemed to have commenced between NMRC and the bidder. However, the bidder shall be required to execute a formal agreement along with all necessary documents as per RFP with NMRC within 45 days from date of the issue of Purchase order/ Notice of award as per format provided in the RFP document. The cost of Agreement and notarization charges shall be borne by the bidder.

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

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

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

### 4.1 Eligibility Criteria

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

- a. Sole proprietorship, registered partnership firm (including LLP), public limited company, private limited company can submit the Bidder. The firms and the companies should be registered in India and must have a registered office in Delhi NCR region.
- b. The Bidder should have a minimum experience of having satisfactorily and successfully completed similar works during last 7 (Seven) years period ending last day of month previous to the one in which the bids are invited should be either of the following:
  - i. One similar completed work costing not less than the amount equal to Rs. 73.26 Lakh (Seventy Three Lakh Twenty Six Thousand only) or
  - ii. Two similar completed works each costing not less than the amount equal to Rs. 45.79 Lakh (Forty Five Lakh Seventy Nine thousand Rupees only) or
  - iii. Three similar completed works each costing not less than the amount equal to Rs. 36.63 Lakh (Thirty Six Lakh Sixty Three Thousand Rupees only)

**Definition of Similar Works – Rate Contract for supply of housekeeping items/consumables/general purpose Items/Stationery items in any government organization/undertaking, PSU or any reputed organization of national or international fame**

- c. The Bidder should have minimum Average Annual Turnover from similar work of Rs. 91.58 Lakh (Ninty One Lakh Fifty Eight Thousand only) in the last 3 (three) Financial Years (2022-23, 2023-24, 2024-25) preceding the Bid Due Date.
- d. The Bidder should be registered with the Goods and Services Tax Authorities.
- e. The Bidder must have either the Registered Office or the functional Branch Office Located in Delhi NCR.
- f. 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/autonomous body or any court of law and contracts have not been terminated/ foreclosed by any company / department due to non- fulfillment of Contractual obligation in last 5 (five) financial years.
- g. Profit before tax should be positive in at least 2 (two) years; out of the last 3 (Three) audited financial years ending on 31<sup>st</sup> March, 2025.
- h. In the case of Sole Proprietorship- The financial credentials shall be evaluated on either of the Firm's or the Sole Proprietor's credentials.
- i. Bidder is required to submit the self-attested copy of RFP.

#### 4.1.1 The Bidder shall also furnish the following documentary proof:

- a. For above criteria 4.1a
  - i. Registration certificate of the firm/ Partnership deed/ certificate of incorporation/affidavit for sole proprietorship, etc.
  - ii. Articles of Association and Memorandum of Association (if applicable).
  - iii. Self-attested PAN certificate as per legal entity.



- b. For above criteria 4.1b
  - i. Form 4: Work Experience with documentary evidence such as work order and work completion certificate as mentioned in form 4. Bidders are required to enclose copies of the work orders and work completion certificate in support of the same with the Technical-Bid. Work completion certificate should clearly indicate the nature/scope of work, actual completion cost and actual date of completion for such work. Without proper and valid certificates from the Employers, bid will be rejected.
- c. For above criteria 4.1c
  - i. Form 5: Financial Capability Details
  - ii. A copy of the Audited/CA certified balance sheets and Profit and Loss Statements for the last 3 (three) financial years ending on 31st March, 2025.  
In case the Financial Statements for the latest financial year (2024-25) are not audited and therefore the Bidder cannot make it available, the Bidder shall give an undertaking to this effect and the statutory auditor/chartered accountant shall certify the same. In such a case, the Bidder shall provide the Audited Financial Statements for 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 (For FY 2024-25) 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 the last 3 (three) financial years ITR ending on 31<sup>st</sup> March, 2025.
  - iv. Self-attested copy of PAN.
- d. For above criteria 4.1d
  - i. Self-attested copy of GST registration certificate
- e. For above criteria 4.1e
  - i. Form7: Undertaking

## 4.2 Information of the Technical and Financial Proposal

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

## 4.3 Selection of Bidder

NMRC shall award the Rate Contract for supply of Housekeeping items for NMRC Head Office 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. Bidders may quote a single uniform percentage (%) above/below/at par in the BOQ on the rates mentioned in the BOQ/Price schedule. Quoted percentage shall be restricted to the two places after the decimal. This single percentage shall be applicable across all categories of items mentioned in the BOQ/Price schedule.
- b. 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 during the last 3 years ending on 31<sup>st</sup> March, 2025. 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.
- c. No correspondence will be entertained by NMRC from the unsuccessful bidders.

#### 4.4 Notice of Award/Purchase Order and Execution of Contract Agreement

- a. Prior to the expiry of the period of bid validity, NMRC will notify the successful bidder in writing/letter/mail, either through Notice of Award (NOA), that his bid has been accepted.
- b. 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.
- c. No correspondence will be entertained by NMRC from the unsuccessful bidders.
- d. NMRC will notify the Successful Bidder by a NOA that its bid has been accepted.
- e. The Selected Bidder shall, within 10 (ten) days of the date of issue of NOA, sign and return the duplicate copy of the NOA in acknowledgement thereof. 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, the Bid Security of such Bidder as mutually agreed genuine pre-estimated loss and damage as decided by NMRC on account of failure of the Selected Bidder to acknowledge the NOA. The bidder also has to submit Performance Bank Guarantee / Security Deposit within 30 days from the date of issue of Purchase order/Notice of award.
- f. The Successful Bidder shall execute the Contract Agreement within 45 days from the issue of NOA or such extended period as may be decided by the Corporation.
- g. 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.
- h. **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.**
- i. 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.

#### 4.5 Performance Bank Guarantee / Security Deposit

- a. To fulfill the requirement of performance bank guarantee (PBG) during the implementation period, the Successful Bidder (herein referred to as the "Contractor") shall deposit **5% of the Contract Price** in the form of a Bank Guarantee or NEFT/RTGS issued by a scheduled bank in favor of Noida Metro Rail Corporation Ltd. valid for 18 months within 30 days from the issue of Notice of Award/purchase order. The performance bank guarantee (PBG) shall remain valid for the contract period plus 12 months and 6 months beyond the warranty. The 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 or more, the performance bank guarantee shall be extended by 6 months or such increased period as well.

- b. The performance guarantee shall be extended or renewed in advance before expiry of existing guarantee. Failure to submit the PBG within 30 days from the date of issue of Purchase order/ NOA, a penal interest of 15% per annum shall be charged for the period, i.e. from date of issue of NOA to the date of submission of PBG. GST will be charged extra on the above amount of interest to be borne by the bidder. The penal interest shall be charged for the entire period from the date of issue of NOA & on the balance amount remaining unpaid as per the NOA. In case Contractor fails to submit the PBG beyond 30 days from the date of issue of Purchase order/ NOA, the contract shall be annulled duly forfeiting Tender security and other dues. In case of any extension is sought for submission of PBG, extension will be given only after approval from NMRC.
- c. The Performance Bank Guarantee shall be issued by the scheduled bank. It shall be ensured by the bidder that in case of encashment of Performance Bank Guarantee, the Performance Bank Guarantee shall be encashed by the bank branch located in Delhi/Delhi NCR, Noida or Greater Noida Region.
- d. It is to note that if contract value increases by more than 25% of the original contract value, the performance bank guarantee shall be increased accordingly. However same PBG will hold good for any variation up to 25% of original contract.
- e. 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.
- f. NMRC reserves the right for deduction of NMRC dues from Contractor's Performance Bank Guarantee/Security Deposit (interest free) for –
  - (i) Any penalty imposed by NMRC for violation of any terms and conditions of agreement committed by the Contractor.
  - (ii) Any amount which NMRC becomes liable to the Government/Third party due to any default of the Contractor or any of his director/ employees/ representatives/ servant/ agent, etc.
  - (iii) Any payment/ fine made under the order/judgment of any court/consumer forum or law enforcing Contractor or any person duly empowered in his behalf.
  - (iv) Any outstanding payment/ claims of NMRC remained due after completion of relevant actions as per agreement.
- g. 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.

#### 4.6 Contract during Proposal Evaluation

- h. 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
- i. 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.
- j. 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.
- k. If the Bidder wishes to bring additional information to the notice of NMRC, he/she can do so in writing. All correspondence/ enquiry should be submitted to the following in writing by fax/ post/courier:

**GM (Fin./GA)**

**Noida Metro Rail Corporation (NMRC) Limited Block-III, 3rd Floor, Ganga Shopping Complex, Sector-29, Noida -201301**

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

**Email: gmfinance.nmrc@gmail.com**

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

## 4.7 Financial Terms

### Payment Terms

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

- a. 100% Payment will be made strictly after-
  - i. Satisfactory completion of work as mentioned in Section 2.2 (Scope of work).
  - ii. Acceptance/Receiving to the same effect by concerned NMRC employees.
  - iii. Submission of delivery challan, e-way bills, Tax invoice (Containing GST no. of both the parties) and acceptance certificates at NMRC HQ to the concerned/duly certified by the NMRC official, with satisfactory performance..
  - iv. Copies of bills in duplicate.
- b. No Payment shall be made in advance.
- c. No payment shall be made for the items rejected by NMRC.
- d. Payment will be made within 45 days from the receipt of material provided the material is supplied strictly as per the BOQ upon certified by the executing department.
- e. Tax is deductible at source while effecting payment of bills at the prescribed percentage as per the orders of the government and relevant laws.
- f. Quote PAN and GST on all correspondence, bills, voucher and other documents otherwise TDS at higher of the prescribed rate will be deducted.
- g. 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. Payments shall be made on receipt of the bill complete and correct in all respect along with the supporting documents subject to deduction of statutory charges/ taxes/ duties/ levies etc.
- h. GST, if claimed, will be reimbursed only if the GST Registration number is mentioned in the Invoice. In the absence of GST registration number, GST will not be reimbursed. Further, GST will be reimbursed only when GST is reflected on the GST portal.
- i. Statutory Deductions will be made from payment as per prevalent laws and act.
- j. 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.
- k. Any delay beyond 30 days will attract penalty of Rs. 5000/- per day, not exceeding 10% of the contract value.

**4.8 Liquidated Damages:** If the contractor fails to deliver any or all of the Goods/Services within the original/fixed period(s) as specified in the RFP, the NMRC will be entitled to deduct/recover the Liquidated Damages for the delay, unless covered under Force Majeure conditions aforesaid, @ 0.5% of the contract value per week or part of the week of delayed period as pre estimated damages not exceeding 10% of the contract value without any controversy/dispute of any sort whatsoever.

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

#### 5.1.2 Notices

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

#### 5.1.3 Authorized Representatives

Any action required or permitted to be taken, and any document required or permitted to be executed under these 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

5.1.4.1 The Agency shall bear and pay all taxes, duties, levies and charges assessed on the Agency, its Sub Agencies or their employees by all municipal, state or national government authorities in connection with the Facilities in and outside India, the amount of which is deemed to have been included in the Contract Price.

5.1.4.2 The Agency shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. He shall keep the Employer fully indemnified against liability of tax, interest, penalty etc., of the Agency's in respect thereof, which may arise.

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

#### a. Effectiveness of Contract

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

#### b. Commencement of Services

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

#### c. Expiration of Contract

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

#### d. Modifications or Variations

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

e. **Force Majeure**

(i) Definition: For the purpose of these general terms, “Force Majeure” means an event which is beyond the reasonable control of a Party and which makes a Party’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.

(ii) No Breach of Contract: The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

(iii) Extension of Time: Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

(iv) Payments: During the period of their inability to perform the Services as a result of an event of Force Majeure, the Agency shall be entitled for time extension for such period.

f. **Termination of Contract**

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

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

a. fails to comply with a notice under this clause.

b. abandons or repudiates the Contract

c. without reasonable excuse acceptable to the Engineer, fails to commence the Works in accordance with The Contract

d. Sub-contracts the whole of the Works or assigns the Contract without approval of the Employer

e. becomes bankrupt or insolvent or goes into liquidation except voluntary liquidation for the purpose of Amalgamation or reconstruction

f. persistently disregards instructions of the Engineer or contravenes any provisions of the Contract, or

g. fails to adhere to the agreed programme of work by margin of 10% of the stipulated period or 21 days, whichever is earlier, or fails to complete the Works or parts of the Works within the stipulated or extended period of completion, or is unlikely to complete the whole Work or part thereof within time because of poor record of progress; or

h. fails to remove materials from the Site, or pull down and replace Work, after receiving notice from the Engineer to the effect that the said materials or Works have been condemned or rejected, or

i. fails to take steps to employ competent and/or additional staff and labour, or

j. fails to afford the Engineer or his Representative proper facilities for inspecting the Works or any part thereof, or

k. indulges in corrupt or fraudulent practices as explained in Clause 5.9

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

- (i) If the Agency fails to deliver the items within the period fixed for such delivery in the contract or as extended or at any time repudiates the contract before the expiry of such period, the purchaser may without prejudice to his other rights. The total amount of liquidated damages, however, not exceed the limit of liquidated damages - 10%, after which contract will be deemed as cancelled & PBG will be encashed by the Purchaser.

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

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

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

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

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

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

- a. If the Agency being an individual or a firm - Any partner thereof, shall at any time, be adjudged insolvent or shall have a receiving order or order for administration of his estate made against him or shall take any proceeding for composition under any Insolvency Act for the time being in force or make any conveyance or assignment of his effects or enter into any assignment or composition with his creditors or suspend payment or if the firm be dissolved under the Partnership Act, or
- b. If the Agency being a company is wound up voluntarily or by the order of a Court or a Receiver, Liquidator, or Manager on behalf of the debenture holders is appointed, or circumstances shall have arisen which entitle the Court or Debenture holders to appoint a Receiver, Liquidator or Manager, or
- c. If the Agency commits any breach of the contract not herein specifically provided for
- d. Provided always that such determination shall not prejudice any right of action or remedy which shall have accrued or shall accrue thereafter to the Purchaser and provided also the Agency shall be liable to pay to the Purchaser any extra expenditure he is thereby put to and the Agency shall, under no circumstances, be entitled to any gain on re purchase.

### **5.4 Warranty**

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

## 5.5 Inspection

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

## 5.6 Obligations of the Agency

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

## 5.7 Packaging

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

## 5.8 Obligations of Corporation

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

## 5.9 Fraud and Corrupt Practices

- a. The Bidders and their respective officers, employees, agents and advisers shall observe highest standard of ethics during Bidding Process and subsequent to issue of NOA and during subsistence of Contract Agreement. Notwithstanding anything to the contrary contained herein, or in the NOA or the Contract Agreement, NMRC may reject a Bid, withdraw the NOA, or terminate the Contract Agreement, as the case may be, without being liable in any manner whatsoever to the Bidder or Agency, as the case may be, if it determines that the Bidder or Agency, as the case may be, has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process. In such an event, NMRC shall be entitled to forfeit & appropriate Bid Security or Security Deposit (interest free)/ Performance Bank Guarantee, as the case may be, as Damages, without prejudice to any other right or remedy available to NMRC under Bidding Documents and/ or Contract Agreement, or otherwise.
- b. Without prejudice to the rights of NMRC under Clause 5.9a hereinabove and the rights and remedies which NMRC may have under the NOA or the Contract Agreement, or otherwise if a Bidder or Agency, as the case may be, is found by NMRC to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding Process, or after the issue of the NOA or the execution of the Contract Agreement, such Bidder or Agency shall not be eligible to participate in any tender or RFP issued by NMRC during a period of 3 (three) years from the date such Bidder is found by NMRC to have engaged, directly or indirectly, in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.
- c. For the purposes of this Clause, the following terms shall have the meaning herein after respectively assigned to them:



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

## **5.10 Settlement of Disputes**

### **5.10.1. Amicable Settlement**

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

### **5.10.2. Arbitration**

In the event of any dispute and/ or difference whatsoever arising under this contract or in connection therewith, including any question relating to the meaning, scope and interpretation of this Contract or 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. The sole Arbitrator would be appointed by the MD, NMRC. The decision of the said sole Arbitrator shall be final subject to the above, the provisions of the Arbitration and Conciliation Act, 1996 shall apply. The arbitration proceedings shall take place in Noida.

### **5.10.3. Jurisdiction**

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

### **5.10.4. Cost**

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

## 6 Section 6: Draft Contract Agreement

THIS AGREEMENT made on the .....day of ..... 2021 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 **Managing Director, NMRC** (hereinafter called as the “Corporation”), which expression shall unless excluded by or repugnant to the context or meaning thereof be deemed to include its successors and permitted assigns) of the one part,

**AND**

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

The Corporation and the Contractor agree as follows:

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

### Reference:

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

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

### 3. Duration of Contract

The Corporation intends to appoint a Contractor to NMRC for a period of 12 Months, which may be extended for a further period of 24 (Twenty-Four) months, in 1+1 year mode (thus total years = 3 years in total), 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\_\_\_\_\_

\_\_\_\_\_

## 7 Section 7: Forms

### Form 1: Letter of Proposal Submission

[Location, Date]

To

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

**Subject: Rate Contract for supply of Housekeeping items for NMRC Head Office**

Dear Sir,

We, the undersigned, offer to Rate Contract for supply of Housekeeping items for NMRC Head Office accordance with your RFP Document dated [ Insert Date] and our Proposal. We are hereby submitting our Technical and Financial Proposal. We confirm that we have read the RFP Document in totality and abide by the terms and conditions stated in the document.

We acknowledge that we have

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

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

We have filled the complete information correctly in **Form 15**: Bid Details

#### Authorized signatory

**Name:**

**Date:**

**Name of the Bidder with seal**

**Form 2: Firm Details**

1.	<b>Title and name of the Project:</b> Rate Contract for supply of Housekeeping items for NMRC Head Office
2.	State the structure of the Bidder's organization (Bidders to complete/delete as appropriate) Sole Bidder
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.	PAN (Attach documentary evidence) .....
5.	GST No. (Attach documentary evidence) .....

**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>S.No.</b>	<b>ELIGIBILITY CRITERIA</b>	<b>(To be filled by the Bidder)</b>
1	Sole proprietorship, registered partnership firm, public limited company, private limited company or 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 during last 7 years period ending last day of month previous to the one in which the bids are invited should be either of the following:</p> <p>i. One similar completed work costing not less than the amount equal to Rs. 73.26 Lakh (Seventy Three Lakh Twenty Six Thousand only) or</p> <p>ii. Two similar completed works each costing not less than the amount equal to Rs. 45.79 Lakh (Forty Five Lakh Seventy Nine thousand Rupees only) or</p> <p>iii. Three similar completed works each costing not less than the amount equal to Rs. 36.63 Lakh (Thirty Six Lakh Sixty Three Thousand Rupees only)</p>	7 years

S.No.	ELIGIBILITY CRITERIA				(To be filled by the Bidder)
3	The Bidder should minimum Average Annual Turnover from similar work of Rs. 91.58 Lakh (Ninty One Lakh Fifty Eight Thousand only) in the last 3 (three) Financial Years (2022-23, 2023-24, 2024-25) preceding the Bid Due Date.	FY 2024-25			
		FY 2023-24			
		FY 2022-23			
		Average			
5	The Bidder should have Profit before tax should be positive in at least 2 (two) years; out of the last 3 (Three) audited financial years ending on 31st March, 2025	FY 2024-25			
		FY 2023-24			
		FY 2022-23			
		Total			
6	The Bidder should be registered with the Goods and Services Tax Authorities.				
7	The Bidder should not have been blacklisted/ banned/ declared ineligible for corrupt and fraudulent practices by the Government of India/ any State Government/ Government Agency/autonomous body or any court of law and contracts have been terminated/ foreclosed by any company / department due to non- fulfillment of Contractual obligation in last 5 (five) financial years.				



**Form 4: Work Experience**

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

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

**Authorized signatory**

**Name:**

**Date:**

**Name of the Bidder with seal**

**NOTE:**

- Only the value of contract as executed by the applicant/member in his own name should be indicated. Where a work is undertaken by a group, only that portion of the contract which is undertaken by the concerned applicant/member should be indicated and the remaining done by the other members of the group be excluded. This is to be substantiated with documentary evidence (Experience Certificate/Work Completion Certificate on Client's Letter Head will only be considered) which clearly mentioned the amount for the **"Rate Contract for supply of Housekeeping items for NMRC Head Office"**.
- 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.
- If the above work(s) comprise(s) other works also, then client's certificate clearly indicating the amount of work done in respect of the "similar work" shall be furnished by the tenderer in support of work experience along-with their tender submissions.

Form 5: Financial Capability Details

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

S.No.	Financial year	Name of the Bidder	Turnover (₹)
1.	2024-25		
2.	2023-24		
3.	2022-23		
	Average Annual Turnover		

S.No.	Financial Year	Name of Bidder	Profitability (₹)
1.	2024-25		
2.	2023-24		
3.	2022-23		

**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 2022-23, 2023-24 and FY 2024-25 is correct.

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

UDIN:

Date:

Place:

FRN.:

**Undertaking (on Affidavit)**

I/ We \_\_\_\_\_ (M/s \_\_\_\_\_) declare that the Annual Accounts for FY ..... 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 (2024-25) are not audited and therefore the Bidder cannot make it available, the Bidder shall give an undertaking to this effect and the statutory auditor/chartered accountant shall certify the same. In such a case, the Bidder shall provide the Audited Financial Statements for 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 (For FY 2024-25) 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 and UDIN.
3. The Bidder shall provide the audited annual financial statements as required.

**Form 6: Memorandum**

**Name of Work: Rate Contract for supply of Housekeeping items for NMRC Head Office**

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

## Form 7: Undertaking

### Name of Work: Rate Contract for Supply of Housekeeping items for NMRC Head Office

I confirm that We (Tenderer), \_\_\_\_\_

- 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 in 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/any court of law.
- 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 in last 05 years.
- f. Have not suffered Bankruptcy/ insolvency in last 5 (five) years.
- g. Have not been blacklisted/debarred by any organization in last 05 years.
- h. Neither penalized with liquidated damages of 10% (or more) of the contract value due to delay nor imposed with penalty of 10% (or more) of the contract value due to any other reason in any “Rate Contract for supply of Housekeeping items for NMRC Head Office” 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./any other govt. agency 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**

**Form 8: Power of Attorney**

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

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

Know all men by these presents, We .....(name and address of the registered office of the Bidding Company) do hereby constitute, appoint and authorize Mr./Ms.....(name and residential address) who is presently employed with us and holding the position of \_\_\_\_\_, as our Attorney to do in our name and our behalf all or any of the acts, deeds or things necessary or incidental to submission of our Bid for **“Rate Contract for supply of Housekeeping items for NMRC Head Office”** 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).

Form 9: Statement of Legal Capacity

(To be forwarded on the letter head of the Bidder)

Ref. Date:

To

GM (Fin./GA)  
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 (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 individual’s name) will act as our representative and has been duly authorized to submit the RFP. Further, the authorized signatory is vested with requisite powers to furnish such letter and authenticate the same.

Thanking you,

Yours faithfully,

(Signature, name and designation of the authorized signatory) For and

on behalf of.....

*\*Please strike out whichever is not applicable*



Form 10: Saleable Form for Tender Document

Job No. ....

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

DETAILS OF EARNEST MONEY ATTACHED

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

BIDDER

Form 11: Declaration of Refund of Earnest Money

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

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>
FOR OFFICE USE ONLY		
14	Party Unique Id	<div></div>

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

Date:

Signature with Stamp/Seal

Form12: Performa for Clarifications / Amendments on the RFP

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

Authorized signatory

Name:

Date:

Name of the Bidder with seal

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

To

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

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

**Sub: Rate Contract for supply of Housekeeping items for NMRC Head Office**

Dear Sir,

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

I/we hereby quote the following Total price for services in rupees for providing **Annual Rate Contract for supply of Housekeeping items for NMRC Head Office** payable by NMRC.

**Price Schedule for Rate Contract for supply of Housekeeping items for NMRC Head Office**

<b>House-keeping/General Purpose Items</b>					
<b>S. No.</b>	<b>Item Description</b>	<b>Estimated quantity required for 1 year</b>	<b>Units</b>	<b>Estimated Rate per UoM (including GST) in Rs.</b>	<b>Total amount (including GST) in Rs.</b>
1	Dust Control (Gala/Scotch Brite or any similar reputed make)	100	Pc.	725	72500
2	( Microfiber Duster) Yellow Duster	600	Pc.	132	79200
3	Coco Broom	100	Pc.	88	8800
4	Check Duster	800	Pc.	39	31200
5	Toilet Cleaner - 5 litre (Godrej/Harpic/Beco or any similar reputed make)	400	Cane	1280	512000
6	PVC Mat (Gala or any similar reputed make)	1000	Per Sq. Ft.	395	395000
7	Vim Gel/Utensils Cleaner - 500 ml (Vim/Beco or any similar reputed make)	200	Pc.	231	46200
8	Lizol/Floor Disinfectant - 2 Litre (Lizol/Godrej/Beco or any similar reputed make)	400	Cane	505	202000
9	Scotch Brite scrub (Scotch brite/Gala/Beco or any similar reputed make)	600	No.	44	26400
10	Naphthalene Balls	1000	Pkt.	47	47000
11	Colin/Glass Cleaner - 500ml (Colin/Godrej/Beco or any similar reputed make)	400	Pc.	126	50400

**RFP for Rate Contract for Supply of Housekeeping items for NMRC Head Office**
**NMRC/GM(Fin./GA)/GA/428/2025**

12	Handwash Dispenser - 250 ml	200	Pc.	128	25600
13	Garbage Bag Large 24"x32" (30 piece in 1 Pkt) (Ezee/Beco or any similar reputed make)	5000	Pkt	247	1235000
14	Garbage Bag Medium 19"x21" (30 piece in 1 Pkt) (Ezee/Beco or any similar reputed make)	5000	Pkt	225	1125000
15	Garbage Bag Small 17"x19" (30 piece in 1 Pkt) (Ezee/Beco or any similar reputed make)	5000	Pkt	203	1015000
16	Tissue Box of premium quality (Origami/Paseo/Beco or any similar reputed make)	5000	Box	120	600000
17	Wiper (Standard size)	80	Pc.	275	22000
18	Room Freshner (Godrej/Ambipure or any similar reputed make)	400	Pc.	320	128000
19	Urinal Cube	300	Pkt.	128	38400
20	Phenyl - 1 Litre (Lizol/Harpic or any similar reputed make)	250	Pc.	247	61750
21	Pochha (Big)	300	Pc.	48	14400
22	Grass Broom (Gala/Scotch Brite or any similar reputed make)	200	Pc.	112	22400
23	Toilet Brush (Gala/Scotch Brite or any similar reputed make)	150	Pc.	218	32700
24	Bucket (Flora/Cello or any similar reputed make)	25	Pc.	265	6625
25	Mug (Flora/Cello or any similar reputed make)	25	Pc.	75	1875

**RFP for Rate Contract for Supply of Housekeeping items for NMRC Head Office**
**NMRC/GM(Fin./GA)/GA/428/2025**

26	Hit - 400 ml(Godrej/Mortein or any similar reputed make)	300	Pc.	310	93000
27	Detergent - 1 Kg (Fena/Surf excel/Beco or any similar reputed make)	400	Pkt.	170	68000
28	R-2 - 5Ltr (Diversey Taski or any similar reputed make)	50	Cane	1590	79500
29	Drainex - 50 gm (Mr. Muscle/Harpic or any similar reputed make)	400	Pkt.	55	22000
30	Odonil/Bathroom Freshner - 50 gm (Odonil/Godrej or any simila reputed make)	250	Pc.	75	18750
31	Harpic/Toilet Cleaner - 500 ml (Harpic/Godrej or any similar reputed make)	400	Pc.	112	44800
32	Toilet Roll paper - 3 ply (Paseo/Origami or any similar reputed make)	500	Pkt. of 6	350	175000
33	Dustpan	200	Pc.	52	10400
34	Hand Towel	250	Pc.	260	65000
35	Plastic jug (Flora/Cello/Milton or any similar reputed make)	50	Pc.	160	8000
36	Borosil glass	100	Pkt. of 6	595	59500
37	Handwash 900 ML (Dettol/Beco or any similar reputed make)	1200	pkt	114	136800
38	Godrej Pocket Air	250	Box	65	16250
39	Mosquito Repellant Machine with coil (Good Night/All out)	50	Pc.	115	5750
40	Feather Brush	30	Pc.	240	7200
41	Jala brush	30	Pc.	365	10950
42	Teepol (Tile Cleaner)	60	Pc.	790	47400

**RFP for Rate Contract for Supply of Housekeeping items for NMRC Head Office****NMRC/GM(Fin./GA)/GA/428/2025**

43	Dust Bin (Small)	40	Pc.	78	3120
44	Dust Bin (Big)	20	Pc.	127	2540
45	Paddle Dust Bin	20	Pc.	265	5300
46	4(M) Fold Paper	100	Pc.	115	11500
47	4(M) Fold Paper & Dispenser	10	Pc.	750	7500
48	Automatic room freshner refill (Godrej/Ambipure or any similar reputed make)	200	Pc.	350	70000
49	Coaster	200	Pkt. of 6	160	32000
50	Aluminium Foil Paper (Freshwrapp/Origami/Beco or any similar reputed make)	20	Roll of 9 M	152	3040
51	Aluminium Foil Paper (Freshwrapp/Origami/Beco or any similar reputed make)	20	Roll of 72 M	650	13000
52	Food paper wrap (Freshwrapp/Origami/Beco or any similar reputed make)	20	Roll of 40 M	420	8400
53	Urinal Screen	120	Pc.	158	18960
54	Glu Pad (Rat Pad)	20	Pc.	100	2000
55	Terminator	10	Cane	1350	13500
56	Plastic Bottle - 1 Litre (Flora/Cello/Milton or any similar reputed make)	50	Pc.	55	2750
57	Stainless Steel Bottle - 1 Litre (Flora/Cello/Milton/Borosil or any similar reputed make)	50	Pc.	799	39950
58	Chair Towels	150	Pc.	795	119250
59	Toilet Plunger	20	Pc.	102	2040



**RFP for Rate Contract for Supply of Housekeeping items for NMRC Head Office**
**NMRC/GM(Fin./GA)/GA/428/2025**

60	Flush matic (Harpic/Godrej or any similar reputed make)	40	Pc.	95	3800
61	Kitchen Wiper	40	Pc.	69	2760
62	Stainless Steel Scotch Brite	250	Pc.	22	5500
63	Car Towel	120	Pc.	595	71400
64	Car Perfume (Godrej/Ambipure or any similar reputed make)	300	Pc.	455	136500
65	Bleaching Powder	10	Kg.	52	520
66	Chalk powder	10	Kg.	32	320
67	A. Crockery - Full plate (Opalware/Bonechina or any similar material)	50	Pkt. of 6	2650	132500
68	B. Crockery - Quarter plate (Opalware/Bonechina or any similar material)	50	Pkt. of 6	1600	80000
69	C. Crockery - Cup with Saucer (Opalware/Bonechina or any similar material)	50	Pkt. of 6	1100	55000
70	D. Crockery - Cup with Saucer and Kettle set (Opalware/Bonechina or any similar material)	50	Pkt. of 15- 17	3600	180000
71	E. Crockery - Stainless Steel Spoon	50	Pkt. of 6	350	17500
72	F. Crockery - Stainless Steel Fork	50	Pkt. of 6	350	17500
73	G. Crockery - Big Serving Bowl with lid (Opalware/Bonechina or any similar material)	50	Pc.	1000	50000
74	H. Crockery - Veg Bowl (Opalware/Bonechina or any similar material)	50	Pkt. of 6	1200	60000
75	I. Crockery - Soup Spoon (Opalware/Bonechina or any similar material)	50	Pkt. of 6	300	15000
76	J. Electric Kettle - 1.7 or 2 Litre (Bajaj/Milton/Borosil or any similar reputed brand)	50	Pc.	1900	95000
77	J. Serving Tray	50	Pc.	600	30000

**RFP for Rate Contract for Supply of Housekeeping items for NMRC Head Office**
**NMRC/GM(Fin./GA)/GA/428/2025**

78	K. Hot Case Thermoware - 2 Litre (Bajaj/Milton/Borosil or any similar reputed brand)	5	Pc.	2000	10000
79	Bedsheet with Pillow Cover- Single Bed (144 TC/180 TC) (Cotton) (Bombay Dyeing or similar)	10	Pc.	1500	15000
80	Automatic room freshner with refill and machine (Godrej/Ambipure or any similar reputed make)	50	Pc.	625	31250
81	Pillow Microfiber - Set of 2	5	Pc.	1150	5750
82	Rubber Gloves (Pair) (Gala/Scotch Brite or any similar reputed make)	100	Pair	200	20000
83	Hose pipe (15 m)	5	Pc.	600	3000
84	Sponge wipes (Scotch brite/Gala/Beco or any similar reputed make)	100	Pack of 5	380	38000
85	Insulated Bottle - 1 Litre (Flora/Cello/Milton/Borosil or any similar reputed make)	100	Pc.	1250	125000
86	Glass Bottle - 1 Litre(Flora/Cello/Milton/Borosil or any similar reputed make)	100	Pc.	595	59500
87	Electrical Oil Base aroma diffuser machine for room	10	Pc.	800	8000
88	Oil diffuser set for machine	50	Pc.	500	25000
89	Perfume set (Bella vita/Titan/Engage or any similar reputed make)	10	Pc.	1500	15000

## RFP for Rate Contract for Supply of Housekeeping items for NMRC Head Office

NMRC/GM(Fin./GA)/GA/428/2025

90	Sanitizer - 100 ml (Himalaya/Dettol or any similar reputed make)	50	Pc.	50	2500
91	Sanitizer - 500 ml (Himalaya/Dettol or any similar reputed make)	50	Pc.	450	22500
92	Coat Stand	10	Pc.	4500	45000
93	Umbrella	10	Pc.	800	8000
94	Torch 50 w Long range - Big size	10	Pc.	750	7500
95	Backpack for carrying files - 28 L (Wildcraft/Safari/VIP/American Tourister or any similar reputed make)	30	Pc.	1800	54000
96	Files Trolley bag	10	Pc.	5000	50000
97	Luggage Trolley bag (Cloth/Plastic) - Medium Size (Wildcraft/Safari/VIP/American Tourister or any similar reputed make)	20	Pc.	5000	100000
98	Laptop Bag (Hush puppies/Safari/VIP/American Tourister or any similar reputed make)	20	Pc.	8000	160000
99	Metro Model	25	Pc.	14000	350000
100	Chair Belt	100	Pc.	120	12000
101	Lock - small size	25	Pc.	150	3750
102	Lock - Medium size	25	Pc.	220	5500
103	Wet Floor Caution Board	20	Pc.	300	6000
<b>Total Amount (including GST) in Rs.</b>					<b>9158150</b>
<b>Total Amount (including GST) in Figures - Ninty One Lakh Fifty Eight Thousand One Hundred and Fifty Only</b>					

Percentage Quote (Above/below) (in figures) - incl. GST

Quoted Percentage (in words) - incl. GST

**Note:**

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

1. The rates as mentioned in the price schedule are in INR inclusive of GST.
2. Accordingly, Bidders may quote a single uniform percentage (%) above/below/at par on the rates as mentioned in the price schedule as well as in words also.
3. Quoted percentage shall be restricted to the two places after the decimal. This single percentage shall be applicable across all categories of items as mentioned in the price schedule. Notwithstanding the same, the overall percentage % rates quoted by the bidders in the BOQs, shall be deemed to be final and the contractor shall be ready to supply the items (as mentioned in Price schedule), as and when desired by NMRC, at the rates filled by them in the BOQs.
4. The Amount Arrived at from Quoted Rate, per item along with Miscellaneous Charges in the Commercial Bid, would be treated as complete in all respect. It will be deemed to include all incidental charges, supervision, transport, contractor's profit and establishment/overheads, all risks & insurance liabilities, compliance of labour laws and other obligations set out or implied in the contract.
5. The total payment due to contractor shall be inclusive of all taxes, Tender Requirements, Statutory Contributions, etc.
6. The overall contract shall be awarded to the bidder whose overall percentage % of bids/rates for overall BOQ is lowest.
7. The GST will be reimbursed based on the invoice of GST paid to the concerned authority by the contractor.
5. The rates and prices tendered in the priced bill of quantities are for complete work and complete in all respects. It will be deemed to include all plant, labor, supervision, materials, including all leads, lifts, ascents, descants, crossing of Rly. tracks and any other obstructions etc. unloading, loading, handling, re-handling, 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.
6. We have completely read and understood the Bid Document. The Financial Tender submitted is unconditional and fulfills all the requirements of the Tender Document.
7. Our Financial Proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the Proposal. We understand you are not bound to accept any Proposal you receive.

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Signature and Name of the Authorized Person

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NAME OF THE BIDDER AND SEAL

**Form 14: Performance security/Bank Guarantee by Bank****FORM OF PERFORMANCE SECURITY (GUARANTEE) BY BANK**

1. This deed of Guarantee made this..... day of..... (month & year) between Bank of (Hereinafter called the “Bank”) of the one part, and Noida Metro Rail Corporation Limited (hereinafter called “the Employer”) of the other part.
2. Whereas Noida Metro Rail Corporation limited has awarded the contract for (name of Work) (hereinafter called “the contract”) to M/s..... (Name of the Contractor).....hereinafter called “the Contractor”.
3. AND WHEREAS the Contractor is bound by the said Contract to submit to the Employer a Performance Security for a total amount of ₹..... (Amount in figures and words).
4. Now we the Undersigned..... (Name of the Bank) being fully authorized to sign and to incur obligations for and on behalf of and in the name of (Full name of Bank), hereby declare that the said Bank will Guarantee the Employer the full amount of ₹ (Amount in Figures and Words) as stated above.
5. After the Contractor has signed the aforementioned Contract with the Employer, the Bank is engaged to pay the Employer, any amount up to and inclusive of the aforementioned full amount upon written order from the Employer to indemnify the Employer for any liability of damage resulting from any defects or shortcomings of the Contractor or the debts he may have incurred to any parties involved in the Works under the Contract mentioned above, whether these defects or shortcomings or debts are actual or estimated or expected. The Bank will deliver the money required by the Employer immediately/same day on demand without delay without reference to the Contractor and without the necessity of a previous notice or of judicial or administrative procedures and without it being necessary to prove to the Bank the liability or damages resulting from any defects or shortcomings or debts of the Contractor. The Bank shall pay to the Employer any money so demanded notwithstanding any dispute/disputes raised by the Contractor in any suit or proceedings pending before any Court, Tribunal or Arbitrator/s/ Arbitral Tribunal relating thereto and the liability under this guarantee shall be absolute and unequivocal.
6. This Guarantee is valid till..... (The initial period for which this Guarantee will be valid must be for at least 6-months (six months) longer than the anticipated expiry date of contract period as stated in Clause 4.4 of the “General Conditions of Contract”).
7. At any time during the period in which this Guarantee is still valid, if the Employer agrees to grant a time extension to the Contractor or if the Contractor fails to complete the Works within the time of completion as stated in the Contract, or fails to discharge himself of the liability or damages or debts as stated under Para 5, above, it is understood that the Bank will extend this Guarantee under the same conditions for the required time on demand by the Employer and at the cost of the Contractor.
8. The Bank agrees that no changes, addition, modifications to the terms of the contract Agreement or to any documents, which have been or may be made between the Employer and the Contractor, will in no way release us from the liability under this Guarantee; and the Bank, hereby, waives any requirement for notice of any such change, addition or modification to the Bank.
9. The Guarantee hereinbefore contained shall not be affected by any change in the Constitution of the Bank or of the Contractor.

10. The neglect or forbearance of the Employer in enforcement of payment of any moneys, the payment whereof is intended to be hereby secured or the giving of time by the Employer for the payment hereof shall in no way relieve the bank of their liability under this deed.

11. The expressions “the Employer”, “the Bank” and “the Contractor” hereinbefore used shall include their respective successors and assigns.

12. Notwithstanding anything contained herein:
- (a) Our liability under this Bank Guarantee shall not exceed Rs.....(Rs )
  - (b) This Bank Guarantee shall be valid up to .....
  - (c) We are liable to pay the Guarantee amount or part thereof under this Bank Guarantee only & only if you serve upon us a written claim or demand on or before.....

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

**For and on behalf of the Bank.**  
**Signature of authorized Bank official**

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

In the presence of:

Witness 1.		Witness 2.	
Signature .....	Signature .....	Signature .....	Signature .....
Name .....	Name .....	Name .....	Name .....
Address .....	Address .....	Address .....	Address .....

Notes:

The stamp papers of appropriate value shall be purchased in the name of the Bank, who issues the ‘Bank Guarantee’.

The ‘Bank Guarantee’ shall be from the Scheduled Commercial Bank based in India, acceptable to Employer.

**Form 15: Bid Details**

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

S.No.	Particulars	Attached Yes / No / Not Applicable	Page no. (Mandatory)
1	Bid Processing Fees		
2	Earnest Money Deposit		
3	Form 1: Letter of Proposal Submission		
4	Form 2: Firm Details		
5	Form 3: Capability Statement		
6	Form 4: Work Experience		
7	Form 5: Financial Capability Details		
8	Form 6: Memorandum		
9	Form 7: Undertaking		
10	Form 8: Power of Attorney		
11	Form 9: Statement of Legal Capacity		
12	Form 10: Saleable form for Tender Document		
13	Form 11: Declaration of Refund of Earnest Money		
14	Form 12: Performa for Clarifications / Amendments on the RFP		
15	Form 13: Bid offer/BOQ Format		
16	Form 14: Performa of performance security/Bank Guarantee by Bank		
17	Form 15: Bid Details		
18	Registration certificate of the firm/ Partnership deed/ certificate of incorporation, etc. (Affidavit in case of sole proprietor)		
19	A copy of the Audited and self-attested balance sheets and Profit and Loss Statements for the last 3 (Three) financial years ending on 31st March, 2025, i.e., for FY 2022-23, FY 2023-24, FY 2024-25.		
20	Self-attested copy of – 1) PAN, 2) ITR of last 3 (Three) Financial years ending on 31st March, 2025, , i.e., for FY 2022-23, FY 2023-24, FY 2024-25. 3) GST RC		
21	MoA & AoA in case of Companies		
22	Self-attested copy of RFP		
23	Proof of Registered Office or the functional Branch Office Located in Delhi NCR.		
24	Any other document asked by the Purchaser if submitted, specify the documents Or Any other document which the Tenderer considers relevant		