

**BIDDING DOCUMENTS**



**MUMBAI METRO LINE 3  
(COLABA-BANDRA-SEEPZ)**

**NIT/CONTRACT NO.: MM3-CBS-OPS-HK-PKG02/2023**

**Mechanized Cleaning & Housekeeping works from  
SEEPZ to Bandra Metro Station (09 Stations) at Line-  
3 of MMRCL.**

**SECTION – 1  
NOTICE INVITING TENDER (NIT)**

Mumbai Metro Rail Corporation Ltd  
MMRCL Line 3 Transit Office,  
Wing A, Block E,  
Bandra-Kurla Complex,  
Bandra (East), Mumbai- 400 051, India.

**NOTICE INVITING TENDER (NIT)**  
**(e-Tender through Government e Marketplace (GeM) Portal)**

**1. GENERAL**

**Name of Work:** Mumbai Metro Rail Corporation (MMRC) Ltd. invites online open e-tenders from eligible applicants, for the work Contract Package **MM3-CBS-OPS-HK-PKG02/2023: Mechanized Cleaning & Housekeeping works from SEEPZ to Bandra Metro Station (09 Stations) at Line-3 of MMRCL."**

**2. SITE OF WORK**

The work shall normally be executed at metro stations from **Seepz to Bandra Metro Station (09 Nos. Underground Stations) at Line-3** as required by MMRC.

**3. BRIEF SCOPE**

The Contractor shall provide manpower, machines, equipment and chemicals & consumables for Mechanized Cleaning & Housekeeping Works of Metro Stations from **Seepz to Bandra Metro Station (09 Stations) at Line-3** of MMRC Ltd. as per Employer's requirement and Special Conditions of Contract using uniformed & trained personnel, with the use of modern machines & equipment and eco-friendly chemicals & consumables with no harm to users, environment and stations (including Fixed and movable assets) in such a manner that Station premises look neat & clean.

**4. KEY DETAILS**

<b>a.</b>	<b>Approximate Cost of work</b>	<b>Rs. 44,40,27,564.45 (including 18% GST)</b>
<b>b.</b>	<b>Tender Security* (Bid Security/Earnest Money Deposit-EMD) (Interest Free)</b>	<p>Amount of Tender Security: - <b>Rs. 44,40,300/-</b></p> <p>Validity of Tender Security in case of BG/FDR must be minimum 180 days beyond the last date of Bid submission.</p> <p>Tender Security/EMD (in original) as per clause 3.8 of ITT shall be accepted only <b>up to 15:00 hrs. on 22-01-2024</b> in the office of <b>General Manager (Operations)</b> at the address mentioned hereinafter.</p> <p>In case of RTGS/NEFT/IMPS transactions, bidders shall upload the scanned copies of transaction of payment of tender security / EMD including e- receipt (Clearly indicating UTR No. and Tender Reference no. <b>MM3-CBS-OPS-HK-PKG02/2023</b> must be entered in remarks at the time of online transaction of payment, failing which payment may not be considered) in online bid submission. No copies of transaction of payment (in case RTGS/NEFT/IMPS) are required to be sent to the office of GM (Operations).</p> <p><b>Note:</b> Bidders to note that the payment of tender security shall be made from the account of bidder only. However, in case of JV, the tender security can either be paid from JV account or one of the constituent members of JV. If tender security has been made from other than the</p>

		account mentioned above, same shall not be accepted and all such bids shall be considered ineligible and summarily rejected.		
c.	<b>Completion period of Work</b>	48 months (Contract may be extended for further 01 year with same terms & conditions, subject to satisfactory performance of contractor and MMRC requirement).		
d.	<b>Performance Security / Security Deposit</b>	10% of accepted Contract Price		
e.	<b>Bid Start Date</b>	<b>09-12-2023</b> on GeM Portal		
f.	<b>Tender Fees (Cost of Tender Documents/Tender Document Cost, Non-Refundable)</b>	<b>Not Applicable for this tender.</b>		
g.	<b>Last date of Seeking Clarification / Query</b>	<b>01-01-2024</b> (Up to 15:00 Hours) *(Queries from bidders after due date shall not be acknowledged) **(Queries must be submitted in the format provided as Annexure-16 of ITT		
h.	<b>Last date of Issuance of Clarification</b>	<b>10-01-2024</b>		
i.	<b>Pre-bid Meeting</b>	<b>02.01.2024</b> at 11:00 Hours		
j.	<b>Last date of issuing amendment, if any</b>	<b>10-01-2024</b>		
k.	<b>Date and Time of submission of Tender online</b>	Tender submission start date: <b>09-12-2023, (15:00 Hours)</b> Tender submission end date: <b>22-01-2024 (15:00 Hours)</b>		
l.	<b>Date &amp; Time of opening of Tender online (Technical Bid)</b>	<b>22-01-2024</b> at 15:30 Hours		
m.	<b>Tender Validity</b>	180 days from the last day of submission of Tender Document.		
n.	<b>Authority, place for submission Tender Security (EMD), seeking clarifications on tender documents and pre-bid meeting</b>	<b>General Manager (Operations), Mail I'd: ser.contract@mmrc.com Address: MMRC Transit Office, 'E' Block, North Side of City Park, Behind Income Tax office 'A' Wing, Bandra (E), BKC Mumbai-400051, Maharashtra, India.</b>		
m.	<b>Stipulated date of commencement of work</b>	<b>Date given in Letter of Acceptance or Employer's Notice to Proceed.</b>		
n.	<b>Type of Tender</b>	<b>Single Stage Two Bid System (Technical &amp; Financial)</b>		
o.	<b>GeM Portal</b>	<a href="https://gem.gov.in">https://gem.gov.in</a>		
To facilitate payment of Tender Security through RTGS, NEFT & IMPS, the details of bank account of MMRC is mentioned below: -				
<b>Name of Bank &amp; Address</b>	<b>Account Name</b>	<b>Account Number</b>	<b>Account Type</b>	<b>IFSC code</b>
State Bank of India (SBI) Mumbai Main Branch, Fort, Mumbai 400001	Mumbai Metro Rail Corporation Limited	00000035160137534	Current	SBIN0000300

**4.1** Tender Security (Bid Security/EMD) is exempted for Micro & Small Enterprises (MSEs) registered with District Industries Centre or Khadi & Village Industries Commission or Khadi & Village Industries Board or Coir Board or National Small Industries Corporation or Dte. of Handicraft & Handloom or any other bodies specified by Ministry of Micro, Small & Medium Enterprises for appropriate category "**Housekeeping/Cleaning**" and have valid registration certificate as on date of tender submission.

The MSEs would not be eligible for exemption of Tender Security if;

- Either, they are not registered for **"Housekeeping/Cleaning"** category.
- Or they do not have valid registration as on the date of tender submission.
- Or not submitted **Bid Security Declaration** as per format enclosed as **Annexure-8 of ITT**

The tenderers seeking exemption from 'Tender Security', being **MSEs**, shall ensure their eligibility w.r.t. above and submit Bid Security Declaration along with Registration Certificate issued by the body under which they are registered which clearly mentions category of registration i.e. **"Housekeeping/Cleaning"**, and Terminal Validity of registration.

**In absence of any of the above requirements, no exemption for 'Tender Security' will be allowed and tenderers eligibility shall be dealt as if they are not registered with MSEs.**

**No further clarification shall be sought on the above.**

**Notes: -**

1. In case bidder is a JV, then registration of bidder with the bodies mentioned above must be in the name of JV.
2. In case the bidder who has been exempted from Tender Security being Micro & Small Enterprises, 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 LOA/ 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 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.

**5. Tender documents consist of the following:**

- a. Notice Inviting Tender (NIT)
- b. Eligibility/Qualification criteria
- c. Instructions to Tenderers {(ITT) (including Annexures)}
- d. Form of Tender (including Appendices)
- e. General Conditions of Contract (GCC)
- f. Special Conditions of Contract (SCC)
- g. Employer's Requirement (Including Appendices)
- h. Bill of Quantities (BOQ)/ Pricing Document
- i. Preamble to BOQ (BOQ)
- j. Conditions of Contract on Safety, Health & Environment.

**6. GENERAL INSTRUCTION**

- i) The Tenderers may obtain further information / clarification, if any, in respect of this tender documents from the office of **General Manager (Operations) Ground Floor, MMRC Transit Office, 'E' Block, North Side of City Park, Behind Income Tax office 'A' Wing, Bandra (E), BKC Mumbai-400051, Maharashtra, India.**

- ii) All Bidders are cautioned that the Bids containing any deviation from the contractual terms and conditions, specifications or other requirements and / or conditional Bids are liable to be rejected.
- iii) The intending tenderers must be registered on **GeM Portal**. Those who are not registered on the **GeM portal** shall be required to get registered beforehand. After registration, the tenderer will get user id and password. On login, tenderer can participate in tendering process and can witness various activities of the process.
- iv) **Deleted.**
- v) Tenderer shall submit the Tender Security/EMD (in Envelope), in both physical & online form. Technical & Financial submissions shall be done online on [Gem Portal](#) after uploading the mandatory scanned documents towards Tender Security (submitted in the form of Bank Guarantee or Demand Draft or Pay Order or Banker's Cheque or FDR from a Scheduled commercial bank based in India issued in favour of Mumbai Metro Rail Corporation Limited, Mumbai or transaction receipt of Tender Security Paid/Deposited using NEFT/RTGS/IMPS) and other documents as stated in the tender document. Instructions for on-line bid submission is furnished in ITT.
- vi) Submission of Tenders shall be closed on GeM Portal at the date & time of submission prescribed in NIT after which no tender shall be accepted under any circumstances.
- vii) It shall be the responsibility of the bidder / tenderer to ensure that his bid along with all requisite documents are uploaded online on **GeM Portal** before the deadline of submission. MMRC will not be responsible for non-receipt of bid due to any delay and/or loss etc.
- viii) Tenders shall be valid for a period of **180 days**, from the latest Date of Submission of Tender and shall be accompanied with a tender security of the requisite amount as per clause 3.7 of ITT.
- ix) MMRC reserves the right to accept or reject any or all proposals without assigning any reasons. No tenderer shall have any cause of action or claim against the MMRC for rejection of his proposal.
- x) If any scheduled event(s) of tender activity falls on Public Holiday, then the same will be conducted on the next working day at the same mentioned time.
- xi) Interested bidders who wish to participate should visit website <https://gem.gov.in> (**GeM Portal**), which is the **ONLY website** for bidding their offer. Tenderers are advised to keep in touch with GeM portal for any updates, Addendum, Corrigendum, Clarification, etc.
- xii) The Letter of Acceptance shall be issued to the successful bidder as per conditions of Tender Document or shall be uploaded on GeM portal, which can be downloaded only by the successful bidder.
- xiii) For any clarification, tenderer may contact GM (Operation), MMRC Transit Office, 'E' Block, North Side of City Park, Behind Income Tax office 'A' Wing, Bandra (E), BKC Mumbai-400051, Maharashtra, India. Email: [ser.contract@mmrc.com](mailto:ser.contract@mmrc.com).
- xiv) Tenderers are to carry out their self-assessment in respect of their capacity in terms of manpower and finance. Bidder may indicate separate set of manpower in different tenders. Once a tender is accepted, resources required for its execution shall not be accepted for assessment of other tender. The tenderer is to consider positive variation in annual value to the extent of 40% (rounded to nearest higher Whole number) and should be able to take up additional similar services at short notice at the accepted rate. Similarly, the scope of work may also be reduced on account of poor performance or as per requirement of MMRC and contractor shall have no right for any claims due to reduction in scope of work. Also, the deployment of manpower may be reduced or redeployed to other locations as per requirements of MMRC.

- xv) Tenderers should note that MMRC is inviting tender for Mechanized cleaning and housekeeping Services at the various locations of MMRC Line-3 (Metro Stations, RSS, Depot, Metro Trains etc.) in two Separate packages namely Contract No. **MM3-CBS-OPS-HK-PKG01/2023 (Package-1) & MM3-CBS-OPS-HK-PKG02/2023 (Package-2)**, (02 tenders). Tenderers must note that maximum one (1) tender out of these two tenders will be awarded to one bidder either in individual capacity or Joint Venture (JV) or as member of JV, while they can participate in all 2 tenders. Tenderers are cautioned that this condition will also be applicable even if some member(s) of the JV/consortium are different in respective tenders. Even though the bidder meets the qualifying criteria mentioned in Section-1A, he shall be technically disqualified in Package-1, if Package-2 has already been awarded to him. The financial bid of bidder of Package-1, who have already been awarded Package-2, shall not be opened and the said bidder shall be declared technically disqualified on account of this clause.

S/d

**Director (System and O&M)**

**Mumbai Metro Rail Corporation Limited**