



## 1.1 Tender Notice

### TENDER NOTICE

**Tender Reference No: MMRC/IT/WEBSITE HOSTING AND MAINTENANCE**  
**Date: - 09.09.2021**

Mumbai Metro Rail Corporation (MMRC) hereby invites bids from eligible bidders “For **Hosting, Operations and Maintenance of Mumbai Metro Rail Corporation Website for period of 3 years**” at Mumbai Metro Rail Corporation (MMRC). Tendering process will consist of 2 steps – 1) Technical Evaluation and 2) Commercial Evaluation. Last date for bid submission is 30.09.2021 till 6:00 pm & EMD amount will be **Rs. 2,30,000/- (Rupees Two Lakh Thirty Thousand Only)**. For details, please refer e-tendering portal [www.tenderwizard.com/MMRC](http://www.tenderwizard.com/MMRC) & for any e-Tendering support, bidder may contact ITI representative at (Ph. No. 08049352000/7666563870) for any assistance. Contact Timings- India 10.00 Hrs. – 18.00Hrs (GMT+5.30).

Date : 09.09.2021  
Place : Mumbai

Sd/-  
Executive Director (S&T and IT)



# 1. Invitation for Proposal

MMRC hereby invites Proposals from reputed, competent and professional companies, who meet the Technical Criteria as specified in this bidding document for “**MMRC Website Hosting, Maintenance and Support RFP**” as detailed in [Section 3.22](#) of this RFP document.

All documents related to RFP is available from the MMRC e-tendering portal [www.tenderwizard.com/MMRC](http://www.tenderwizard.com/MMRC), without registration. All bidders must note that this being E-tender, bids received only through online on E-tendering portal [www.tenderwizard.com/MMRC](http://www.tenderwizard.com/MMRC) shall be considered as an offer. Any bid submitted in paper form will not be received and opened and shall be summarily rejected. To participate applicant / bidders is required to register and bid using following steps.

## Step 1: Registration of Applicants/Bidders

- Go to website: [www.tenderwizard.com/MMRC](http://www.tenderwizard.com/MMRC).
- Click on “Register” button.
- Fill in your own User ID (Bidder), Company Details by your own.  
Contractor in possession of Class III DSC may insert Digital Signature Certificate token in computer’s USB drive, and click on “Update Digital Signing Certificate Serial No. From USB token”. A new PKI based Signer Certificate” window will open. Browse your Signer Certificate, enter e-token PIN and click on Register.
- For those without DSC, it is mandatory to apply for the DSC.
- Do not enter special character(s) in any field except “Email Address”, “Website (URL)” and “Alternative Email Address”.
- Then click on “Create profile”.
- You will be forwarded to “Document Upload” screen. Upload documents as specified in previous page. After uploading is completed, click on “Finish Upload”.
- You will be forwarded to Payment screen. Make registration payment.
- The User ID and system generated password with payment confirmation will appear on the next screen which can be printed for future reference.
- Bidder will receive the email notification from Tenderwizard with a link to validate their email id. Click on the link to “validate email id”.
- For enabling the User ID, forward the registration acknowledgement to [twhelpdesk358@gmail.com](mailto:twhelpdesk358@gmail.com) and [mumbai\\_ro@itilttd.co.in](mailto:mumbai_ro@itilttd.co.in) along with a Request Letter.
- Download the format for Request letter from Home page (available under Click to view Latest Circulars / Format). Letter should be duly signed with rubber stamp.

**Step 2: Apply digital signature (known as “digital signature certificate”): following registration a token (data card) will be issued to the registered company.**

- **Applying Class III Digital Signature Certificate: (token issued upon registration)**
- The applicant/bidder is required to apply for a class III Digital Signature Certificate (DSC). DSC, which is obtainable from either the authorized agencies of CCA (Controller of Certifying Authorities in India [www.cca.gov.in](http://www.cca.gov.in)) or from ITI Ltd.
- **Procedure for submission of E-tender by bidder:**
- Interested bidders who wish to participate should visit website <http://www.tenderwizard.com/MMRC> which is the ONLY website for bidding their offer. Further, the procedure is as follows:
- Register your company in website [www.tenderwizard.com/MMRC](http://www.tenderwizard.com/MMRC) for obtaining a Login ID and Password (after paying necessary registration charges). This is one time annual payment and applicable for bidding other tenders also.
- Using the login ID, password, and digital signature, enter the tender portal to purchase the tender document.
- Pay EMD and tender cost, if any, through e-payment gateway.
- With the payment of tender cost, the bidder can download the ‘Technical bid’ (Microsoft Excel file) and ‘Financial bid’ (Microsoft Excel file) by clicking on the link “Edit Attachment”.
- Download the ‘Technical bid’ and ‘Financial bid’ and save them without changing the file name. Fill up your own quotations, save them. Then upload the ‘Technical bid’ and ‘Financial bid’ in appropriate links.
- Attach supporting documents first in “Document Library”. Then attach them by selecting in particular tender.
- Submit your tender. You will receive a system generated “Acknowledgement Copy” of tender submission.
- Bidder can revise their Bid any time before of closing date & time.
- Bidder must submit the offer before the online closing date & time. The website will automatically stop accepting the offer after online closing date and time.
- Bidder manual & system requirement is available on website [www.tenderwizard.com/MMRC](http://www.tenderwizard.com/MMRC) for necessary help.
- All Bids must be uploaded on-line on E-Tendering portal. [www.tenderwizard.com/MMRC](http://www.tenderwizard.com/MMRC) before the date and time specified in the Technical Data sheet / Bid Data sheet. The bidders are advised to submit their bids prior to last date of submission to avoid non-submission of their bids due to non-availability of / handing of website in last moment or any reason whatsoever. Neither MMRC nor E tendering service provider shall be responsible for any issue such as issue of internet connectivity or internet browser etc. One last date of submission, bids will not be extended if system is hung up in the last hours or congesting due to internet at the bidder’s end.

- Being e-tender, bidders will not be able to upload bids after the scheduled time of bid submission.
- The Applicants/Bidders are advised to keep in touch with the e-tendering portal [www.tenderwizard.com/MMRC](http://www.tenderwizard.com/MMRC) for updates.
- N.B: Bidders are requested to refer to the Contractor’s manual by downloading the Contractor’s Manual by visiting [www.tenderwizard.com/MMRC](http://www.tenderwizard.com/MMRC) and clicking on “Help Manuals”.
- Bidder may contact ITI representative at (Ph. No. 080-49352000/7666563870) and [twhelpdesk358@gmail.com](mailto:twhelpdesk358@gmail.com) for any assistance. Contact Timings-India 10.00 Hrs. – 18.00Hrs (GMT +5.30)

Bidder/ Agencies are advised to study the RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications. Prospective bidders are advised to check the minimum qualification criteria before participating in the bidding process. This RFP document is not transferable and the name of the bidder who purchases and submits the same bid shall be unchanged.

## 2.1 Key Events and Dates

The summary of various activities with regard to this invitation of bids are listed in the table below:-

**Table 1: Pre-Contract signing: Key Dates for Tendering process**

#	Particular	Details
1.	Issue Date	From: 09.09.2021 Time : 11:00 AM
2.	Name of the project	RFP “For Hosting, Operations and Maintenance of Mumbai Metro Rail Corporation Website for period of 3 years”
3.	RFP Document Download and Submission Start Date & Time	From Date: 09.09.2021 Time : 11:00 AM Till Date: 30.09.2021 Time : 3:00 PM
4.	Website for downloading Tender Document, Corrigendum’s, Addendums etc.	<a href="http://www.tenderwizard.com/MMRC">www.tenderwizard.com/MMRC</a>
5.	Last date for seeking clarifications (if any)	16.09.2021 till 5:00 PM All the queries should be received on or before, through email only with subject line as follows: “Pre-Bid queries - <Agency’s Name>”.

		<p>The queries should be submitted as per the format prescribed in section 6.3.</p> <p>The Pre-Bid queries to be sent to the Email Id – <a href="mailto:it.pmo@mmrcl.com">it.pmo@mmrcl.com</a></p>
6.	Pre-Bid Meeting	<p>20.09.2021 at 3:00 PM</p> <p>Owing to current covid-19 situation, pre-bid meeting may be held over video conference. Interested bidders/agencies are requested to share their email id and any queries by 16.09.2021 by 5:00 PM on <a href="mailto:it.pmo@mmrcl.com">it.pmo@mmrcl.com</a>.</p> <p>Any amendments in above schedule or mode of pre-bid meeting would be published on e-tendering portal.</p>
7.	Last date (deadline) for Submission of bids	30.09.2021 till 3.00 PM
8.	Date and time of opening of Technical Bid Opening	30.09.2021 at 04:00 PM
9.	Date and time for opening of Commercial bids	Will be intimated later to the qualified bidders
10.	Detail of the contact person and Address	<p>Shri Rajeev Kumar, Executive Director (S&amp;T and IT)</p> <p><b>Ground Floor, Wing A, MMRC Transit Office North Side of City Park, 'E' Block Bandra Kurla Complex, Bandra (East) Mumbai—400 051</b></p> <p><b>Email: <a href="mailto:rajeev.kumar@mmrcl.com">rajeev.kumar@mmrcl.com</a></b></p>
11.	Nodal Officer	<p><b>Name:</b> Vaidehi More, AGM (PR) <b>Email Address:</b> vaidehi.more@mmrcl.com Office Address: <b>MMRCL, Hallmark Business Plaza, Opp. Gurunanak Hospital, Sant Dnyaneshwar Marg, Bandra (East), Mumbai - 400 051</b></p>
12.	Consultant for this RFP	<p><b>Name:</b> Shardul Ingle <b>Organization:</b> KPMG Advisory services <b>Email Id:</b> <a href="mailto:shardulingle@kpmg.com">shardulingle@kpmg.com</a> <b>Office Address:</b> <b>First Floor, Wing A, MMRC Transit Office North Side of City Park, 'E' Block</b></p>

		<b>Bandra Kurla Complex, Bandra (East) Mumbai—400 051</b>
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**Table 2: Post Contract signing: Key Dates for Proposed Managed Services**

The services to Host, Maintain and Support the MMRC website/ portal for three years, will commence from the date of successful migration of MMRC website to contractor proposed cloud location and go live (sign off by MMRC). No payment for Managed services will be due till achievement of successful go-live stage by the contractor and approval of the same by MMRC.

#	Particular	Details
1	Take over from previous contractor and Migration of MMRC Website to Contractor's proposed cloud location	T+7 days
2	Testing and successful go live of migrated website	T+14 days
3	Commencement of Managed Services	After approval of successful migration by MMRC

- 'T' is date of contract signing

## **2.2 Other Important Information Related to Bid**

#.	Item	Description
1.	Earnest Money Deposit (EMD) - Online	Rs. 2,30,000/- (Rupees Two Lakh Thirty Thousand Only)
2.	RFP Document Fee to be paid via Online Payment Gateway mode only.	Rs. 10,000 (Ten Thousand Only) + applicable GST
3.	Bid Validity Period	One hundred and eighty (180) days from the date of opening of bid

4.	Performance Security Deposit value (Bank Guarantee)  Last date for furnishing Performance Security Deposit to MMRC (By successful bidder)	5% of total contract value of successful bidder  To be submitted within fourteen (14) working days of the date of notice of award of the contract or prior to signing of the contract whichever is earlier or as intimated in the work order issued by MMRC
5.	Performance Security Deposit (BG) validity period	Performance Security Deposit as Bank Guarantee, should be valid for 6 months post end of contract period, as indicated in point 3.28 below. It is to be extended by the bidder at own cost if contract period is extended for any reason.
6.	Last date for signing contract	Within 4 weeks after Letter of Acceptance (LOA) or as intimated by MMRC
7.	Contract Period	3 Years from signing of contract

*Note: Prospective Bidders may visit MMRC IT department for any further information/clarification regarding this RFP on prior appointment during working hours till the date of technical bid submission.*