

**TENDER NOTIFICATION NO.**

**GMRC/O&M/CFS-02/PH-I/2025**

**“CUSTOMER FACILITATION SERVICES OF 18 NOS. OF METRO STATIONS AND 01  
DEPOT (PACKAGE - 1) OF EAST-WEST CORRIDOR OF AHMEDABAD METRO RAIL  
PROJECT PHASE -1”**

**TENDER NO.: GMRC/O&M/CFS-02/PH-I/2025**

**Notice Inviting Tender (NIT)**

**Gujarat Metrorail Corporation (GMRC) Limited**

(SPV of Govt. of Gujarat and Govt. of India)

Formerly known as Metro Link Express for Gandhinagar and Ahmedabad (MEGA) Co. Ltd.

Block No.1, First Floor, Karmayogi Bhavan, Behind Nirman Bhavan,

Sector 10/A, Gandhinagar: 382010,

Gujarat, India

Corporate Identification No (CIN): U60200GJ2010SGC059407



**Gujarat Metrorail Corporation (GMRC) Limited**

(SPV of Govt. of Gujarat and Govt. of India)

Block No.1, First Floor, Karmayogi Bhavan, Behind Nirman Bhavan,  
Sector 10/A, Gandhinagar: 382010,  
Gujarat, India

**Date: 29-11-2025**

**E-Tender is invited from reputed and experienced Contractors for the following tender:**

<b>Tender No and Name</b>	<b>Tender Fees</b>
<b>Tender No.: GMRC/O&amp;M/CFS-02/PH-I/2025</b>  <i>"Customer Facilitation Services of 18 nos. of Metro stations and 01 Depot (Package - 1) of East - West corridor of Ahmedabad Metro Rail Project Phase -1"</i>	<b>INR 25,000/-</b>
<b>Tender No.: GMRC/O&amp;M/CFS-03/PH-I&amp;II/2025</b>  <i>"Customer Facilitation Services of 14 nos. of Metro stations of North - South corridor of Phase - 1 and 22 nos. of Metro stations of Corridor - 1 &amp; 2 (Package – 2) of Phase – 2 of Ahmedabad Metro Rail Project"</i>	<b>INR 25,000/-</b>

Interested bidders are requested to visit <https://tender.nprocure.com> or eligibility criteria, applying/ downloading the tender document. Last date and time for Bid Submissions is 15:00 Hrs. on **29-12-2025**.

Any alterations in Eligibility Criteria and terms of the Tender Document, or any amendment to the Tender Document, etc, will be uploaded on <https://tender.nprocure.com> and GMRC's Website [www.gujaratmetrorail.com](http://www.gujaratmetrorail.com) without any obligation or press notification or other proclamation.

**Director - SER  
GMRC, Gandhinagar**

**NOTICE INVITING TENDER****Gujarat Metrorail Corporation (GMRC) Limited**  
(SPV of Govt. of Gujarat and Govt. of India)

Block No.1, First Floor, Karmayogi Bhavan, Behind Nirman Bhavan,  
Sector 10/A, Gandhinagar: 382010,  
Gujarat, India

**1.1.1 Name of Work:**

**Gujarat Metrorail Corporation (GMRC) Ltd.** invites Open Tenders from eligible applicants, who fulfil qualification criteria as stipulated in Clause 1.1.3 of NIT, for the work, Customer Facilitation Services of 18 nos. of Metro stations and 01 Depot (Package - 1) of East - West corridor of Ahmedabad Metro Rail Project Phase -1.

The Brief details of Corridor & Stations of GMRC are mentioned below:

Corridor/Line	Nos. of Stations / Depot	Name of Stations/Depot
East-West Corridor	18	Vastral Gam, Nirant Cross Road, Vastral, Rabari Colony, Amraiwadi, Apparel Park, Kankaria East, Kalupur Metro Station, Gheekanta, Shahpur, Old High Court Interchange, S P Stadium, Commerce Six Road, Gujarat University, Gurukul Road, Doordarshan Kendra, Thaltej & Thaltej Gam
	1	Apparel Park Metro Depot
Note: Old High Court Interchange is Interchange Station and serve on both the corridors of GMRC.		

**1.1.2 Key details:**

The details of the tenders are as follows:

Tender No.	GMRC/O&M/CFS-02/PH-I/2025 - (Package – 1)
Name of Work	Customer Facilitation Services of 18 nos. of Metro stations and 01 Depot (Package - 1) of East - West corridor of Ahmedabad Metro Rail Project Phase -1
Approximate cost of work	INR 10.45 Crore (Excluding taxes)
Completion Period of work	2 years (Extendable for the period of another 1 (one) year with same terms & conditions subject to satisfactory performance and requirement of Employer)
Tender documents on sale / download of Tender Documents	From 29-11-2025 to 29-12-2025 on e-tendering website <a href="https://tender.nprocure.com">https://tender.nprocure.com</a> . Tender document can only be obtained online after registration of tenderer on the website <a href="https://tender.nprocure.com">https://tender.nprocure.com</a> . For further information in this regard bidders are advised to Contact No. +91 79 23248572, Extension 527
* Tender Fees (Non-refundable)	Rs. 25,000 (Twenty Five Thousand) only, inclusive of GST (Demand Draft /Banker's cheque drawn on a Scheduled Commercial Bank based in India and should be in favour of "Gujarat Metro Rail Corporation (GMRC) Ltd" payable at Gandhinagar/Ahmedabad) <b>(Copy of GST registration no. to be provided along with Tender fee)</b>
Tender Security	<b>INR 10.45 lakh</b> as Bank-Guarantee/Demand Draft/ Fixed Deposit/ Banker's Cheque Demand Draft /Banker's cheque/ FD/ BG drawn on a Scheduled

	<p>Commercial Bank based in India and should be in favour of "Gujarat Metro Rail Corporation (GMRC) Ltd" payable at Gandhinagar/Ahmedabad</p> <p>Note: Bidders to note that the payment of tender security shall be made from the account of bidder only. However, in case of JV/Consortium, the tender security can be either paid from JV/Consortium account or one of the constituent member of JV/Consortium.</p> <p>If Tender Security has been made from other than the account mentioned above, same shall not be accepted and all such bids shall be considered ineligible and summarily rejected.</p> <p>For further details, clause C18 of ITT may be referred</p>
Last date of submission of queries / clarification from Tenderers	<p><b>05-12-2025 up to 17:00 hrs.</b></p> <ul style="list-style-type: none"> <li>Queries/clarifications from bidders after due date and time shall not be acknowledged.</li> <li>The interested applicants can send their queries through E-mail to <a href="mailto:snehal.shah@gujaratmetrorail.com">snehal.shah@gujaratmetrorail.com</a>. The Link will be shared on 18-07-2025 for participation in the Prebid meeting</li> </ul> <p>The bidder shall submit their queries to above mentioned mail id.</p>
Pre- bid Meeting to be held through Video Conferencing / online on	<b>06-12-2025 at 11:30 hrs.</b>
Last date and time of submission of Tender (Both online and Physical)	<p><b>29-12-2025, 15:00 Hrs.</b></p> <ul style="list-style-type: none"> <li>Financial Bid is to be filled up on the online portal <a href="https://tender.nprocure.com">https://tender.nprocure.com</a> as mentioned in financial bid submission</li> <li>Technical Bid is to be submitted physically in printed at the address mentioned below &amp; is also to be uploaded online <a href="https://tender.nprocure.com">https://tender.nprocure.com</a>.</li> </ul>
Opening of Technical Bid including Tender Fees & Tender Guarantee	On the last day of submission of Filled-In Technical Bid (as mentioned above) at 15:30 hrs.
Date and Time of opening of online Financial bid	Will be intimated later to technically qualified bidders through e-mail/ phone.
Venue of physical submission of Tender fees, Bid Security and Technical Bid	<p><b>(I/C)General Manager- Contract,</b>  <b>Gujarat Metro Rail Corporation (GMRC) Limited</b>          (SPV of Govt. of Gujarat and Govt. of India)          Block No.1, First Floor, Karmayogi Bhavan, Behind Nirman Bhavan, Sector 10/A, Gandhinagar: 382010,          Gujarat, India</p>
Tender Validity	180 days from the last day of submission of tender
Tender Security Validity	240 (180+60) days from the last day of submission of tender
Performance Security/ Security Deposit	5% of accepted value of work (LOA)
GMRC Account Details (Only for issuance / preparation of Bank Guarantee for tender security)	<p>Name: Gujarat Metro Rail Corporation (GMRC) Limited</p> <p>Bank Name: State Bank of India</p> <p>Account No.31750803151</p> <p>IFSC Code: SBIN00001355</p> <p>SFMS/SWIFT : SBININBB255</p>

\* As per MSEs (Micro and Small Enterprises) Act 2012 and amendment thereof, the firms registered

under MSEs / NSIC (i.e. National Small Industries Corporation) are exempted in submission of Tender Fees and Tender Security subject to submission of valid registration certificate under appropriate category of Manpower services as applicable as on the date of tender submission.

In case the bidder who has been exempted Tender Cost / Tender Security being Micro & Small Enterprises / NSIC (i.e. National Small Industries Corporation), 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 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.

### **1.1.3 QUALIFICATION CRITERIA:**

#### **1.1.3.1 Eligible Applicants:**

- i. The tenders for this contract will be considered only from those tenderers (proprietorship firms, partnerships firms, companies, corporations, consortia or joint ventures) who meet requisite eligibility criteria prescribed in the sub-clauses of Clause 1.1.3 of NIT. In the case of a JV or Consortium, all members of the Group shall be jointly and severally liable for the performance of whole contract. Also, each member shall be individually responsible for its duties as specified in the MOU/JV Agreement submitted by the bidder in terms of Clause 1.1.3.1 (vii)(d).

Performance of each JV/Consortium partner shall also be judged on quarterly basis. In case, the performance of the partner(s) is not found satisfactory, actions as deemed appropriate by the Employer may be taken including termination of contract or termination of any of JV/Consortium member(s) from the contract i.e. part Termination of the contract. In case of part termination of contract, the Performance Security(ies) submitted by the member(s) for their portion of work in contract as per their share in JV/Consortium shall be forfeited and the scope of the work/duties assigned to the defaulting JV/Consortium member(s) as per the MOU/Agreement submitted, may be terminated, however, same may be done by the Employer only if other member(s) of JV/Consortium are ready to complete the entire scope of work. In such a case, remaining works pertaining to the scope of defaulting member of JV, may be completed by other member(s) of JV in the following manner: -

- (a) At their own, if they have adequate technical competence to the satisfaction of Employer.
- (b) Not Applicable
- (c) By induction of new member having adequate technical competence and meeting the original tender eligibility conditions, acceptable to the Employer in JV/Consortium replacing the default members(s) & without any financial implication to the Employer. The new member(s) shall be jointly and severally liable for the performance of the whole contract and also shall submit the Performance Security from their bank account for an amount equivalent to the amount of forfeited amount of Performance Security of defaulting member.

In case of i(a) and i(b) above, forfeited amount of Performance Security(ies) of the defaulting member(s) shall be submitted by other member(s) of the JV/Consortium.

Further the performance of each of JV/Consortium member may also be specifically stated in the Work experience Certificate / performance Certificates which may be issued to the bidder

during or after execution of Work for their Business Development purposes. In this regard, an undertaking by JV/Consortium members is required to be submitted as per the format Appendix-6A of Form of Tender.

- ii. (a) A non-Indian bidder is permitted to tender only in a joint venture or consortium arrangement with Indian Contractor or their wholly owned Indian subsidiary registered in India under Companies Act-2013. In such JV/Consortium, the Indian contractor or Indian subsidiary shall have minimum 74% participation and the Indian contractor/Indian subsidiary to be the lead member of JV/Consortium. The clause is applicable in case of participation of non-Indian bidder.
- (b) A tenderer shall submit only one bid in the same tendering process, either individually as a tenderer or as a partner of a JV. 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 subcontractor while submitting a bid individually or as a partner of a JV in the same bidding process. A tenderer, if acting in the capacity of subcontractor in any bid, may participate in more than one bid, but only in that capacity.
- iii. 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:
  - (a) a tenderer has been engaged by the Employer to provide consulting services for the preparation related to procurement for on implementation of the project;
  - (b) a tenderer is any associates/affiliates (inclusive of parent firms) mentioned in subparagraph (a) above; or
  - (c) a tenderer lends, or temporarily seconds its personnel to firms or organisations which are engaged in consulting services for the preparation related to procurement for or implementation of the project, if the personnel would be involved in any capacity on the same project.
- iv. The payment of the tender fees is acceptable from account of bidder only. However, in case of JV/Consortium, the tender fees can either be paid from JV/Consortium account or one of the constituent members of JV/Consortium. If Tender Fees has been made from other than the account mentioned before, same shall not be accepted and all such bids shall be considered ineligible and summarily rejected
- v.(a) GMRC/ any other Metro Organisation (100% owned by Govt.) / Ministry of Housing & Urban Affairs / Order of Ministry of Commerce, applicable for all Ministries /any Govt. Department must not have banned business with the tenderer (including any member in case of JV/consortium) as on the date of tender submission. The tenderer should submit undertaking to this effect in **Appendix-19** of Form of Tender.
- v.(b) Also no contract of the tenderer of the value more than 10% of NIT cost of work, executed either individually or in a JV/Consortium, should have been rescinded / terminated by GMRC / any other Metro Organisation (100% owned by Govt.) after award during last 03 years (from the last day of the previous month of tender submission) due to non-performance of the tenderer or any of JV/Consortium members. The tenderer should submit undertaking to this effect in **Appendix-19** of Form of Tender
- v.(c) The overall performance of the tenderer (all members in case of JV/Consortium separately) shall be examined for all the on-going “similar work” awarded by GMRC/ any other Metro Organisation (100% owned by Govt.) of value more than 40% of NIT cost of work and also for all the completed “similar work” awarded by GMRC / any other Metro Organisation (100% owned by Govt.) within last one year (from the last day of the previous month of tender submission), of value more than the values specified in clause 1.1.3.2

A(iii) of NIT executed either individually or in a JV/Consortium. The tenderer shall provide list of all such works in the prescribed Performa given in **Appendix-19A** of the Form of Tender. The tenderer (all members in case of JV/Consortium separately) may either submit satisfactory performance certificate issued by the Client / Employer for the works or give an undertaking regarding satisfactory performance of the work with respect to completion of work/ execution of work (ongoing works) failing which their tender submission shall not be evaluated and the tenderer shall be considered non-responsive and non-compliant to the tender conditions. In case of non-submission of either satisfactory performance certificate from client / employer or undertaking of satisfactory performance of any of the above work, the performance of such work shall be treated as unsatisfactory while evaluating the overall performance of tenderer in terms of Note (b) of Appendix - 19A. In case of performance certificate issued by the client, same should not be older than three months (from the last day of the previous month of tender submission for the ongoing works. In case the tender doesn't have any work falling in the above criteria, his performance will not be judged unsatisfactory. **In case the tender doesn't have any work falling in the above criteria, his performance will not be judged unsatisfactory.**

- v.(d) Tenderer (including any member in case of JV/consortium) for the works awarded by GMRC/ any other Metro Organisation (100% owned by Govt.) must have been neither penalised with liquidated damages of 10% (or more) of the contract value due to delay nor imposed with penalty of 10% (or more) of the contract value due to any other reason in any "similar work" of value more than 10% of NIT cost of work, during last three years. The tenderer should submit undertaking to this effect in **Appendix-20** of Form of Tender.
- v.(e) The tenderer (each individual member separately in case of JV/Consortium) shall not have total amount of dispute in their pending litigation more than Fifty percent (50%) of the tenderer's net worth (each individual member separately in case of JV/Consortium).The tenderer (each individual member separately in case of JV/Consortium) shall be examined for all pending litigation from all contracts completed or all ongoing contracts. The tenderer (each individual member separately in case of JV/Consortium) shall provide detailed information of all such pending litigations in the prescribed proforma given in Appendix-27 of Form of Tender. The details of all pending litigation shall comprise of all pending arbitration cases and also all pending court cases irrespective of whether these litigations have been initiated by the tenderer against their employer/client or by the client/employer against the tenderer. The amount of disputes shall also comprise of all the claim amount and also all counter-claim amount in such arbitration/court cases.
- v.(f) If the tenderer or any of the constituent 'substantial member(s)' of JV/Consortium does not meet the criteria stated in the **Appendix 19 or Appendix 19A or Appendix 20** or pending litigation criteria as per Clause 1.2.1 v (e) of NIT, the tenderer including the constituent 'substantial member(s)' of JV/Consortium shall be considered ineligible for participation in tender process and they shall be considered ineligible applicants in terms Clause 1.1.3.1 of NIT.
- v.(g) If there is any misrepresentation of facts with regards to undertaking submitted vide Appendix-19, or performance in any of the works reported in the Appendix 19A, or undertaking submitted vide Appendix-20, the same will be considered as "fraudulent practice" under Clause 4.33.1 a (ii) of GCC and the tenderers will be rejected besides taking further action as per Clause 4.33.1(b), (c) & 13.2.1 of GCC.
- Vi Tenderer (any member in case of JV/consortium) must not have suffered bankruptcy/ insolvency during the last 5 years. The tenderer should submit undertaking to this effect in **Appendix-21** of Form of Tender.
- Vii **LEAD PARTNER/ NON SUBSTANTIAL PARTNERS/ CHANGE IN JV/CONSORTIUM**

- (a) Lead partner must have a minimum of 34% participation in the JV/Consortium. Each other partners should have a minimum of 20% participation in the JV/Consortium. The lead partner in case of JV/Consortium, shall be one who has experience of executing at least one “similar work” of minimum value as defined at Clause 1.1.3.2 (A) (iii) of NIT value or more of similar nature as defined in clause 1.1.3.2 A of NIT in last 7 years. The maximum nos. of member in the JV / Consortium shall be limited to three.
- (b) Each Non-Substantial partner should have a minimum 20% participation in the JV/Consortium. Partners having less than 26% participation will be termed as non-substantial partner and will not be considered for evaluation which means that their financial soundness and work experience shall not be considered for evaluation of JV/Consortium. A Joint Venture / Consortium to qualify, each of its partner (including non-substantial partners) must have experience of executing at least one “Manpower supply work” of minimum INR 1.05 Cr or more in last 07 years ending last day of the month previous to the month of tender submission. The tenderer shall submit details of above works in the Performa of Appendix – 17 & 17A of FOT etc. as per Notes b), c), d) & g) of Clause 1.1.3.2.A of NIT.
- (c) In case of JV/Consortium, change in constitution or percentage participation shall not be permitted at any stage after their submission of application otherwise the applicant shall be treated as non-responsive.
- (d) The tenderer, in case of JV/Consortium, shall clearly and unambiguously define the role and responsibilities for each substantial/non-substantial partner in the JV agreement/ MOU submitted vide foot note (d) of **Appendix 6** of Form of Tender, providing clearly that any abrogation/subsequent re-assignment of any responsibility by any substantive/ non-substantive partner of JV/Consortium in favour of other JV/Consortium partner or any change in constitution of partners of JV/Consortium (without written approval of Employer) from the one given in JV agreement /MOU at tender stage, will be treated, as ‘breach of contract condition’ and/or ‘concealment of facts’ (as the case may be), vide GCC clause – 4.33.1 [a (ii) and (iii)] and acted accordingly.

**Note:** The MOU / JV agreement may stipulate mandatory information to be provided. However, bidder can include additional details/arrangements finalized between the members in this MOU provided these additional details/arrangements should not be in contravention of Employer's interest as per terms and conditions of Contract. Bidder may further note that no separate MOU/JV agreement should be executed for the sake of working arrangement amongst the partners other than the MOU/JV agreement accepted by the Employer.

In case, it comes to notice of GMRC either during or even after completion of Work that JV/ Consortium members have either altered / modified the MOU / JV agreement w.r.t. to the MOU submitted at tendering stage or entered a separate MOU/agreement or made any other arrangement akin to a contract without the specific approval of Employer in writing, it shall be treated as a fraudulent practice under SCC clause 9 (a) (ii) of this tender for which every constituent of the JV/Consortia is liable to be debarred for a period up to three years along with such other legal actions as may be permissible under the law. The JV/Consortium members shall submit undertaking to this effect in Appendix-6A of Form of Tender

- (e) The Employer in such cases, may in its sole discretion take action under clause 4.33.1 (b) and/or under clause 4.33.1(c) of GCC against any member(s) for failure in tenderer's obligation and declare that member(s) of JV/Consortium ineligible for award



of any tender in GMRC or take action to terminate the contract in part or whole under clause 13 of GCC as the situation may demand and recover the cost/damages as provided in contract.

viii. (a) Tenderer (including any member in case of JV/consortium) has not been put on defaulter's list of EPF/ESI/GST/Labour Dept. etc during the last three years (from the last day of the previous month of tender submission). The tenderer should submit undertaking to this effect in the Appendix-27 of Form of Tender.

(b) Tenderer (including any member in case of JV/consortium) should not be involved in any illegal activity and/or has not been charge sheeted for any criminal act during last three years (from the last day of the previous month of tender submission). The tenderer should submit undertaking to this effect in the Appendix-27 of Form of Tender.

(c) Also no contract of the tenderer of the value more than 10% of NIT cost of work, executed either individually or in a JV/Consortium, should have been foreclosed or scope under that contract is reduced by GMRC after award during last three years (from the last day of the previous month of tender submission) due to non-performance of the tenderer or any of JV/Consortium members. The tenderer should submit undertaking to this effect in Appendix-27 of Form of Tender.

(d) Applicant in the capacity of a Subsidiary Company as a single entity is not permitted to use the credential of its Parent Company and/or its Sister Subsidiary Company/ Companies unless the Applicant participates in tender as JV/Consortium with its Parent Company and/or its Sister Subsidiary Company/ Companies as a member(s) in JV/Consortium with minimum 26% participation each (as substantial member) for such member(s).

(e) Applicant in the capacity of a Parent Company as a single entity is not permitted to use the credential of its Subsidiary Company/ Companies unless the Applicant participates in tender as JV/Consortium with its Subsidiary Company/ Companies as a member(s) in JV/Consortium with minimum 26% participation each (as substantial member) for such member(s).

#### **ix. Purchase Preference to Local Suppliers/Preference to Make In India:**

Only 'Class-I local supplier' and 'Class-II local Supplier', as defined below, are eligible to participate for the subject tender.

##### **a) Definitions:**

- i. 'Local content' means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all custom duties) as a proportion of the total value, in percent.
- ii. 'Class-I local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content equal to or more than 50%, as defined under the Order No. P-45021/2/2017-PP(BE-II) dated 04.06.2020 issued by Department for Promotion of Industry and Internal Trade (DPIIT). Minimum local content for 'Class-I local supplier' shall be 80% for the subject tender.
- iii. 'Class-II local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content more than 20% but less than 50%, as defined under the Order No. P-45021/2/2017-PP(BE-II) dated 04.06.2020 issued by Department for Promotion of Industry and Internal Trade (DPIIT).

- iv. 'Non - Local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content less than or equal to 20% for the subject tender, as defined under the Order No. P-45021/2/2017-PP(BE-II) dated 04.06.2020 issued by DPIIT.
- v. "L1" means the lowest tender or lowest bid received in a tender, bidding process or other procurement solicitation as adjudged in the evaluation process as per the tender or other procurement solicitation.
- vi. 'Margin of purchase preference' means the maximum extent to which the price quoted by a class- I local supplier may be above the L1 for the purpose of purchase preference. Margin of purchase preference shall be **20%** for the subject tender.

**b) Procedure for Purchase Preference in procurement of goods or works which are divisible in nature: NOT APPLICABLE FOR THE SUBJECT TENDER**

- i. Among all qualified bids, the lowest bid will be termed as L1. If L1 is from a local supplier, the contract for full quantity will be awarded to L1.
- ii. If L1 bid is not a 'Class-I local supplier', 50% of the order quantity shall be awarded to L1. Thereafter, the lowest bidder among the 'Class-I local supplier' will be invited to match the L1 price for the remaining 50% quantity subject to the Class-I local supplier's quoted price falling within the margin of purchase preference, and contract for that quantity shall be awarded to such 'Class-I local supplier' subject to matching the L1 price.
- iii. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price or accepts less than the offered quantity, the next higher 'Class-I local supplier' within the margin of purchase preference shall be invited to match the L1 price for remaining quantity and so on, and contract shall be awarded accordingly.
- iv. In case some quantity is still left uncovered on Class-I local suppliers, then such balance quantity may also be ordered on the L1 bidder.

**c) Procedure for Purchase Preference in procurement of goods or works which are not divisible in nature and in procurement of services where the bid is evaluated on price alone: APPLICABLE FOR THE SUBJECT TENDER**

- i. Among all qualified bids, the lowest bid will be termed as L1. If L1 is from a local supplier, the contract will be awarded to L1.
- ii. If L1 is not 'Class-I local supplier', the lowest bidder among the 'Class-I local supplier', will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, and the contract shall be awarded to such 'Class-I local supplier' subject to matching the L1 price.
- iii. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-I local supplier' with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly.
- iv. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L1 price, the contract may be awarded to the L1 bidder.

**d) Minimum local content and verification of local content:**

- i. The 'Class-I local supplier' / 'Class-II local supplier' at the time of tender, bidding or solicitation shall be required to indicate percentage of minimum local content and provide self- certification that the item offered meets the minimum local content requirement for 'Class-I local supplier' / 'Class-II local supplier', as the case may be. They shall also give details of the location(s) at which the local value addition is made.
- ii. In case of procurement for a value in excess of Rs.10 crores, the class-I local supplier/ class-II local supplier shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content after completion of works to the Engineer.
- iii. If any false declaration regarding local content is found, the company shall be debarred for a period of three years from participating in tenders of all metro rail companies.
- iv. Supplier/bidder shall give the details of the local content in a format attached as Appendix-28 and Appendix-29 of FOT duly filled to be uploaded along with the technical bid. In case, bidder do not upload/submit Appendix-28 and Appendix-29 of FOT duly filled along with their technical bid, supplier/bidder shall be considered as 'Non-local supplier' and will not be eligible to participate for estimated value of purchases up to Rs. 200 crores except Global tender enquiries in terms of Clause 3(b) of Order No. P-45021/2/2017- PP(BE-II) dated 04.06.2020 issued by Department for Promotion of Industry and Internal Trade (DPIIT).

**e) Complaints relating to implementation of Purchase Preference**

Fees for such complaints shall be Rs. 2 Lakh or 1% of the value of the local item being procured (subject to maximum of Rs. 5 Lakh), whichever is higher. In case the complaint is found to be incorrect, the complaint fee shall be forfeited. In case, the complaint is upheld and found to be substantially correct, deposited fee of the complainant would be refunded without any interest.

**x. Bidder from a country, which shares a land border with India**

I. Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority (i.e. Department for Promotion of Industry and Internal Trade – DPIIT). The detail circular may be referred on this website: <https://doe.gov.in/procurement-policy-divisions>.

II. "Bidder" (including the term 'tenderer', 'consultant' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.

III. "Bidder from a country which shares a land border with India" for the purpose of this Order means:

- (a). An entity incorporated, established or registered in such a country; or
- (b). A subsidiary of an entity incorporated, established or registered in such a country; or
- (c). An entity substantially controlled through entities incorporated, established or registered in such a country; or
- (d). An entity whose beneficial owner is situated in such a country; or
- (e). An Indian (or other) agent of such an entity; or
- (f). A natural person who is a citizen of such a country; or

(g). A consortium or joint venture where any member of the consortium or joint venture falls under any of the above

IV. The beneficial owner for the purpose of (iii) above will be as under:

1. In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means.

Explanation-

a. "Controlling ownership interest" means ownership of or entitlement to more than twenty-five per cent. of shares or capital or profits of the company;

b. "Control" shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders agreements or

2. Voting agreements;

In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;

3. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;

4. Where no natural person is identified under (1) or (2) or (3) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;

5. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

V. An Agent is a person employed to do any act for another, or to represent another in dealings with third person.

VI. The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority.

#### 1.1.3.2 Minimum Eligibility Criteria:

**A. Work Experience:** The Tenderers will be qualified only if they have successfully completed work(s)<sup>\*\*\*</sup> completion date(s) of which falling during last 7 years ending last day of the month previous to the month of tender submission as given below:

i. At least one "similar work"<sup>\*\*</sup> of value of **Rs 4.18 Crore** or more

OR

ii. Two "similar works" <sup>\*\*</sup>each of value of **Rs. 2.61 Crore** or more

OR

iii. Three "similar works"<sup>\*\*\*</sup> each of value of **Rs. 2.09 Crore** or more

<sup>\*\*</sup> "Similar work for this tender includes works for Ticket Window Operations / Monetary Transaction Processing Operations / Cash Movement Operations/Customer Facilitation Operations carried out at public-facing service points. This operation must be performed for Metro Rail / Railways / Airports / MRTS Operator / PSUs / Banks / Hospitals / Municipal

Corporations / Toll Booth / Amusement or Entertainment Points / Monuments / Commercial Complex / Shopping Malls / State or Central Government Departments.”

The scope of similar work includes direct customer interaction, handling of cash or digital transactions, and management of ticketing systems in high-footfall environments.

If the tenderer is a JV/Consortium having foreign partner(s) and above work(s) have been executed by the foreign partner of JV and the work(s) were done in the country of the foreign partner, then in addition to this the foreign partner must have executed works (which need not be similar in nature) of total put together of value **Rs. 2.09** Crore or more outside the country of the foreign partner.

**Notes:**

- (a) Work experience of only substantial partner (partner with share of 26% or more in the JV / Consortium) shall be considered for evaluating of JV/Consortium.
- (b) The tenderer shall upload details of work executed by them in the prescribed format as per Appendix-17 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.
- (c) Value of successfully completed portion of any ongoing work up to last day of the month previous to the month of tender submission will also be considered for qualification of work experience criteria, provided at least 70% of the Contract value of work is completed. The details to be furnished in Appendix – 17 & 17A along with the Engineer / Employer's certificate and other requisite details as mentioned in NIT/Tender Document. The Engineer / Employer's certificate for ongoing works should not be older than three months from the tender submission date.
- (d) In case of any composite work (work involving other than similar work also), value of successfully completed or substantially completed portion of similar work up to last day of the month previous to the month of tender submission shall be considered for qualification of work experience Criteria.
- (e) For completed works, value of work done shall be updated to last day of the month previous to the month of tender submission price level assuming 10% inflation for Indian Rupees every year (As tabular below) 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. For updation, the rate of inflation will be applied on compounding basis.

Year	Financial Year	Multiplying factor for Indian Rupees	Multiplying factor for foreign currency
Base year of inviting tender	2024-2025	1.00	1.00
-1	2023-2024	1.10	1.02
-2	2022-2023	1.21	1.04
-3	2021-2022	1.33	1.06
-4	2020-2021	1.46	1.08
-5	2019-2020	1.61	1.10

- (f) In case of joint venture / Consortium, full value of the work, if done by the same joint venture shall be considered. However, if the qualifying work(s) were done by them in JV/Consortium having different constituents, then the value of work as per their percentage participation in such JV/Consortium shall be considered. This is to be substantiated with documentary evidence.
- (g) 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.
- (h) After opening of financial bids, the work experience credentials (work experience certificate along with other documents if any) of L-1 bidder shall be sent for verification and certification to the concerned client(s). In case of any concealment or misrepresentation of facts, appropriate action(s) in accordance with Tender Conditions shall be taken as deemed fit.

**B. Financial Standing:** The Tenderers will be qualified only if they have minimum financial capabilities as below:

- (i) **T1 – Liquidity:** It is necessary that the firm can withstand cash flow that the contract will require until payments received from the Employer. Liquidity therefore becomes an important consideration.

This shall be seen from the last audited balance sheets and/or from the banking reference. Net current assets and/or documents including banking reference, should show that the applicant has access to or has available liquid assets, lines of credit and other financial means to meet cash flow of **INR 0.70 Cr.** for this contract, net of applicant's commitments for other Contracts. Banking reference should contain in clear terms the amount that bank will be in a position to lend for this work to the applicant/member of the Joint Venture/Consortium. In case the Net Current Assets (as seen from the Balance Sheets) are negative, only the Banking references will be considered. Otherwise the aggregate of the Net Current Assets and submitted Banking references will be considered for working out the Liquidity.

The banking reference should be from a Scheduled Bank in India or (in case of foreign parties) from an international bank of repute acceptable to GMRC as per standard proforma provided in ITT as Annexure-7A and it should not be more than 3 months old as on date of submission of bids.

In Case of JV- Requirement of liquidity is to be distributed between members as per their percentage participation and every member should satisfy the minimum requirement.

Example: Let member-1 has percentage participation=M and member-2 has percentage participation=N. If minimum liquidity required is 'W' then liquidity of member-1  $\geq \frac{W \cdot M}{100}$

100

And liquidity of member-2  $\geq \frac{W \cdot N}{100}$

100

- (ii) **T2 - Profitability:** Profit before Tax should be Positive in at least 2 (two) year, out of the last five audited financial years.

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

- (iii) **T3 - Net Worth:** Net Worth of tenderer during last audited financial year should be  $\geq$  **INR 1.04 Cr.**

In Case of JV- Net worth will be based on the percentage participation of each Member.  
Example: Let Member-1 has percentage participation = M and Member-2 has =N. Let the Net worth of Member-1 is A and that of Member-2 is B, then the Net worth of JV will be

$$= \frac{AM+BN}{100}$$

- (iv) **T4 - Annual Turnover:** The average annual turnover of last five audited financial years (2020-2021, 2021-2022, 2022-23, 2023-24 and 2024-25) should be **≥ INR 4.18 Crore**

The average annual turnover of JV will be based on percentage participation of each member.

Example: Let Member-1 has percentage participation = M and Member - 2 has =N. Let the average annual turnover of Member-1 is 'A' and that of Member-2 is 'B', then the average annual turnover of JV will be

$$= \frac{AM+BN}{100}$$

**Notes :**

- Financial data for latest last five audited financial years has to be submitted by the tenderer in **Appendix-18 of FOT** along with audited balance sheets. The financial data in the prescribed format shall be certified by Chartered Accountant with his stamp and signature in original. In case audited balance sheet of the last financial year is not made available by the bidder, he has to submit an affidavit certifying that 'the balance sheet has actually not been audited so far'. In such a case the financial data of previous '4' audited financial years will be taken into consideration for evaluation. If audited balance sheet of any year other than the last year is not submitted, the tender may be considered as non-responsive.
- 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.

**1.1.3.2.1 Bid Capacity Criteria: Deleted**

- 1.1.3.3 The tender submission of tenderers, who do not qualify the minimum eligibility criteria stipulated in the clauses 1.1.3.2 A & 1.1.3.2 B, shall not be considered for further evaluation and therefore rejected. The mere fact that the tenderer is qualified as mentioned in sub clause 1.1.3.2 shall not imply that his bid shall automatically be accepted. The same should contain all technical data as required for consideration of tender prescribed in the ITT.

In case of mismatch in financial data in the submitted documents i.e in Chartered Accountant certified documents and data in audited balance sheet, the data from the audited balance sheets shall prevail.

**1.1.4 The Tender documents consist of:**

Volume 1
<ul style="list-style-type: none"> <li>Notice Inviting Tender</li> </ul>
<ul style="list-style-type: none"> <li>Instructions to Tenderers (including Annexures)</li> </ul>
<ul style="list-style-type: none"> <li>Form of Tender (including Appendices)</li> </ul>

<b>Volume 2</b>
• General Conditions of Contracts
• Special Conditions of Contract
• Employer's Requirement / Scope of Work
• Condition of Contract on Safety & Health & Environment
<b>Volume 3</b>
• Bill of Quantities

The Tenderers may obtain further information/ clarification, if any, in respect of these tender documents from the office of **I/C GM/Contract, Gujarat Metro Rail Corporation (GMRC) Ltd.** (SPV of Govt. of Gujarat and Govt. of India) ,Block No.1, First Floor, Karmayogi Bhavan, Behind Nirman Bhavan, Sector 10/A, Gandhinagar:-382010, Gujarat, India.

The tenderer to note that two tender are simultaneously issued by GMRC Tender no. GMRC/O&M/CFS-02/PH-I/2025 (Package-1) and GMRC/O&M/CFS-03/PH-I & II/2025 (Package-2). The maximum number of contracts to be awarded to a single firm or Joint Venture/Consortia for both the Bids of Package-1 and Package-2 shall be one (1), i.e. the Bidder will be awarded either Package-1 or Package-2, but not both the Packages. The further details of award of work shall refer from Clause F of ITT.

- 1.1.5 All tenderers are hereby cautioned that tenders containing any material deviation or reservations as described in Clause. **E 4.0** of "Instructions to Tenderers" and/or minor deviation without quoting the cost of withdrawal shall be considered as non-responsive and is liable to be rejected.
- 1.1.6 The intending tenderers must be registered on e-tendering portal <https://tender.nprocure.com>. Those who are not registered on the e-tendering 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.
- 1.1.7 The bidder shall submit the Tender Fees & Tender Security (Envelope-1), Technical Bid (Envelope-2) and Signed & stamped Tender document along with Addenda & Clarifications (if any) (Envelope-3) in both physical and online form. Financial Bid is not to be submitted in the physical form and it must be submitted online only at <https://tender.nprocure.com>. Both the submissions are to be submitted on the same day as per date and time mentioned in NIT. Instructions for on-line bid submission are furnished in ITT.
- 1.1.8 Submission of Tender after due date and time shall not be accepted under any circumstances. It shall be the responsibility of the bidder / tenderer to ensure that (a) Technical Bid is to be submitted in physical form & online form and (b) Financial Bid / Price Bid is to be submitted in online form only on e-tendering website <https://tender.nprocure.com> before the deadline of submission.
- GMRC will not be responsible for non-receipt of tender submission as mentioned above due to any delay and/or loss etc.
- 1.1.9 Tenders shall be valid for a period of **180 days** (both days inclusive i.e. the date of submission of tenders and the last date of period of validity of the tender) from the date of submission of Tenders and shall be accompanied with a tender security of the requisite amount as per clause C18 of ITT.
- 1.1.10 GMRC 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 GMRC for rejection of his



proposal.

- 1.1.11 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.
- 1.1.12 Tenderers are advised to keep in touch with e-tendering portal <https://tender.nprocure.com> and GMRC's website [www.gujaratmetrorail.com](http://www.gujaratmetrorail.com) for any updates, Addendum, Clarification, etc.
- 1.1.13 Our Contract person for this tender is (I/C) GM - Contract with mail-ID [snehal.shah@gujaratmetrorail.com](mailto:snehal.shah@gujaratmetrorail.com), Telephone +91 79 23248572, Extension 527.
- 1.1.14 **Help-Desk Link for E-Tendering:-**

**In case bidders need any clarifications or if training required to participate in online tenders, they can contact (n) Procure Support team:-**

(n)Code Solutions - Division of GNFC Ltd.,

(n)Procure Cell

304, GNFC Infotower, S.G. Road

Bodakdev, Ahmedabad - 380054 (Gujarat)

Toll Free : 7359 021 663

Email: [nprocure@ncode.in](mailto:nprocure@ncode.in)

**1.1.17 Operating System & System Requirements:-**

Computer: Win 8.1 or higher

Java Runtime Environment (JRE): Ver 1.8 and above

Full Administrative Rights: For Network/ Corporate User, PKI Component: 32 Bit /64 Bit

Supported Browser: Google Chrome/ Microsoft Edge/ Mozilla Firefox (Preferably Latest Version)

Internet Connection: Preferably High Speed, Digital Signature Certificate Legally valid class 3.

**New DSC Purchase & Renewal L: 079 – 66743289/ 66743300 / 200**

Email Id :	<a href="mailto:dscsupport@ncode.in">dscsupport@ncode.in</a>
	<a href="mailto:dscsales@ncode.in">dscsales@ncode.in</a>

**DSC Support Toll Free Number: 7359-021-663**

(n) Procure Bidding Manuals: <https://tender.nprocure.com/support>