



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2024/B/5471211
Dated/दिनांक : 04-10-2024

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	04-11-2024 17:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	04-11-2024 17:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	180 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Maharashtra
Department Name/विभाग का नाम	Mumbai Metropolitan Region Development Authority (mmrda)
Organisation Name/संगठन का नाम	Mumbai Metropolitan Region Development Authority (mmrda)
Office Name/कार्यालय का नाम	Maha Mumbai Metro Operation Corporation Ltd
Item Category/मद केटेगरी	Manpower Outsourcing Services - Man-days based - Non-IT Technical; Highly Skilled; Junior Engineer , Manpower Outsourcing Services - Man-days based - Admin; Highly Skilled; Customer Service Officer , Manpower Outsourcing Services - Man-days based - Admin; Skilled; Personnel Assistant , Manpower Outsourcing Services - Man-days based - Admin; Skilled; Call Centre Associate , Manpower Outsourcing Services - Man-days based - Admin; Skilled; MIS Executive , Manpower Outsourcing Services - Man-days based - Admin; Semi-skilled; Computer Operator , Manpower Outsourcing Services - Man-days based - Others; Unskilled; Office Peon
Contract Period/अनुबंध अवधि	1 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	164 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	5 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No

Bid Details/बिड विवरण	
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Do you want to show documents uploaded by bidders to all bidders participated in bid?/	No
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Estimated Bid Value/अनुमानित बिड मूल्य	54791310
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज़ ब्रेकअप आवश्यक है	Yes
Arbitration Clause	No
Mediation Clause	No

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	1095000

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) /ईपीबीजी प्रतिशत (%)	5.00
Duration of ePBG required (Months)/ईपीबीजी की अपेक्षित अवधि (महीने).	18

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने हैं। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के

दायरे से बाहर रखा गया है।

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

Beneficiary/लाभार्थी :

CFO

MAHA MUMBAI METRO (M3) OPERATION CORPORATION LIMITED NaMTTRI Building, Plot No. R-13, E-Block, Bandra-Kurla Complex, Bandra (E), Mumbai- 400051, Maharashtra, India
(Maha Mumbai Metro Operation Corporation Ltd)

MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन	Yes
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MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	No
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1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

3. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

4. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or

2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or

3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

The Bidder should have executed at least X No. projects with contract value not less than (Rs) yy for each contract of providing manpower services to Central/ State Government Departments/ Public Sector Undertakings/ Autonomous Bodies in last N financial years:As per attached RFP

The Bidder should have executed at least X No. projects with supply of xx..no. of manpower in each contract of providing manpower services to Central/ State Government Departments/ Public Sector Undertakings/ Autonomous Bodies in last N financial years:As per attached RFP

Geographic Presence: Office registration certificate:As per attached RFP

Additional Terms and Conditions if applicable:As per attached RFP

Estimated reimbursable Expenditure during contract period (No transaction charges will be applicable on this charges):As per attached RFP

Scope of work & Job description:[1728040450.pdf](#)

Manpower Outsourcing Services - Man-days Based - Non-IT Technical; Highly Skilled; Junior Engineer (5304)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Function	Non-IT Technical
Skill Category	Highly Skilled
List of Profiles	Junior Engineer
Experience of Resource	0 to 3 Years
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Total number of man-days required during contract period	Additional Requirement/अतिरिक्त आवश्यकता
1	Shubham Balu Shrimandil	400051,NaMTTRI Building, Plot No.R-13,E-Block, Bandra-Kurla Complex, Bandra (E), Mumbai-400051	5304	<ul style="list-style-type: none">Charges per man-day (Inclusive of Wages, EPF, ESIC, EDLI, Bonus, etc) exclusive of GST : 1700Estimated number of overtime man-hours during contract period : 0Per hour charges for Overtime Man-hours exclusive of GST : 0

Manpower Outsourcing Services - Man-days Based - Admin; Highly Skilled; Customer Service Officer (2496)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Function	Admin
Skill Category	Highly Skilled
List of Profiles	Customer Service Officer
Experience of Resource	0 to 3 Years
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Total number of man-days required during contract period	Additional Requirement/अतिरिक्त आवश्यकता
1	Shubham Balu Shrimandil	400051,NaMTTRI Building, Plot No.R-13,E-Block, Bandra-Kurla Complex, Bandra (E), Mumbai-400051	2496	<ul style="list-style-type: none">Charges per man-day (Inclusive of Wages, EPF, ESIC, EDLI, Bonus, etc) exclusive of GST : 1700Estimated number of overtime man-hours during contract period : 0Per hour charges for Overtime Man-hours exclusive of GST : 0

Manpower Outsourcing Services - Man-days Based - Admin; Skilled; Personnel Assistant (1872)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Type of Function	Admin
Skill Category	Skilled

Specification	Values
List of Profiles	Personnel Assistant
Experience of Resource	0 to 3 Years
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Total number of man-days required during contract period	Additional Requirement/अतिरिक्त आवश्यकता
1	Shubham Balu Shrimandil	400051,NaMTTRI Building, Plot No.R-13,E-Block, Bandra-Kurla Complex, Bandra (E), Mumbai-400051	1872	<ul style="list-style-type: none"> Charges per man-day (Inclusive of Wages, EPF, ESIC, EDLI, Bonus, etc) exclusive of GST : 1035 Estimated number of overtime man-hours during contract period : 0 Per hour charges for Overtime Man-hours exclusive of GST : 0

Manpower Outsourcing Services - Man-days Based - Admin; Skilled; Call Centre Associate (2496)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Function	Admin
Skill Category	Skilled
List of Profiles	Call Centre Associate
Experience of Resource	0 to 3 Years
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Total number of man-days required during contract period	Additional Requirement/अतिरिक्त आवश्यकता
1	Shubham Balu Shrimandil	400051,NaMTTRI Building, Plot No.R-13,E-Block, Bandra-Kurla Complex, Bandra (E), Mumbai-400051	2496	<ul style="list-style-type: none">Charges per man-day (Inclusive of Wages, EPF, ESIC, EDLI, Bonus, etc) exclusive of GST : 1172Estimated number of overtime man-hours during contract period : 0Per hour charges for Overtime Man-hours exclusive of GST : 0

Manpower Outsourcing Services - Man-days Based - Admin; Skilled; MIS Executive (1248)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Type of Function	Admin
Skill Category	Skilled
List of Profiles	MIS Executive
Experience of Resource	0 to 3 Years
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Total number of man-days required during contract period	Additional Requirement/अतिरिक्त आवश्यकता
1	Shubham Balu Shrimandil	400051,NaMTTRI Building, Plot No.R-13,E-Block, Bandra-Kurla Complex, Bandra (E), Mumbai-400051	1248	<ul style="list-style-type: none"> Charges per man-day (Inclusive of Wages, EPF, ESIC, EDLI, Bonus, etc) exclusive of GST : 1172 Estimated number of overtime man-hours during contract period : 0 Per hour charges for Overtime Man-hours exclusive of GST : 0

Manpower Outsourcing Services - Man-days Based - Admin; Semi-skilled; Computer Operator (7488)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Function	Admin
Skill Category	Semi-skilled
List of Profiles	Computer Operator
Experience of Resource	0 to 3 Years
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Total number of man-days required during contract period	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Total number of man-days required during contract period	Additional Requirement/अतिरिक्त आवश्यकता
1	Shubham Balu Shrimandil	400051,NaMTTRI Building, Plot No.R-13,E-Block, Bandra-Kurla Complex, Bandra (E), Mumbai-400051	7488	<ul style="list-style-type: none"> Charges per man-day (Inclusive of Wages, EPF, ESIC, EDLI, Bonus, etc) exclusive of GST : 1035 Estimated number of overtime man-hours during contract period : 0 Per hour charges for Overtime Man-hours exclusive of GST : 0

Manpower Outsourcing Services - Man-days Based - Others; Unskilled; Office Peon (14352)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Function	Others
Skill Category	Unskilled
List of Profiles	Office Peon
Experience of Resource	0 to 3 Years
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Total number of man-days required during contract period	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Total number of man-days required during contract period	Additional Requirement/अतिरिक्त आवश्यकता
1	Shubham Balu Shrimandil	400051,NaMTTRI Building, Plot No.R-13,E-Block, Bandra-Kurla Complex, Bandra (E), Mumbai-400051	14352	<ul style="list-style-type: none"> Charges per man-day (Inclusive of Wages, EPF, ESIC, EDLI, Bonus, etc) exclusive of GST : 825 Estimated number of overtime man-hours during contract period : 0 Per hour charges for Overtime Man-hours exclusive of GST : 0

Buyer Added Bid Specific Terms and Conditions/क्रता द्वारा जोड़ी गई बिड की विशेष शर्तें

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Service & Support

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

3. Forms of EMD and PBG

Bidders can also submit the EMD with Account Payee Demand Draft in favour of

Maha Mumbai Metro M (3) Operation Corporation Limited

payable at

State Bank of India, Government Colony, Bandra East, Mumbai- 400051 Account No. 39579947249 IFSC: S BIN0003838

Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

4. Forms of EMD and PBG

Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name

Maha Mumbai Metro M (3) Operation Corporation Limited

Account No.

39579947249

IFSC Code

SBIN0003838

Bank Name

State Bank of India
Branch address
Government Colony, Bandra East

Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

5. **Generic**

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

6. **Certificates**

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

7. **Buyer Added Bid Specific ATC**

Buyer uploaded ATC document [Click here to view the file.](#)

8. **Service & Support**

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

9. **Service & Support**

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

10. **Payment**

PAYMENT OF SALARIES AND WAGES: Service Provider is required to pay Salaries / wages of contracted staff deployed at buyer location first i.e. on their own and then claim payment from Buyer alongwith all statutory documents like, PF, ESIC etc. as well as the bank statement of payment done to staff.

11. **Past Project Experience**

Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.**Proof for Past Experience and Project Experience clause:** For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.

12. **Generic**

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, 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. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो।बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाही का आधार होगा।

---Thank You/धन्यवाद---

