



# दिल्ली मेट्रो रेल कॉर्पोरेशन लि० DELHI METRO RAIL CORPORATION LTD.

( भारत सरकार एवं दिल्ली सरकार का संयुक्त उपक्रम )  
( A JOINT VENTURE OF GOVERNMENT OF INDIA AND GOVT. OF DELHI )

No.DMRC/Tender(O&amp;M)/OCC-838/2020/879/ 2379

Date:08-01-2021

## LETTER OF ACCEPTANCE

M/s Arohatech IT Services Private Limited  
Suite 309, H-221, Sector 63,  
Noida-201301, U.P  
Phone: +91 8527569571

**Sub: Contract: OCC-838: Engagement of a professional Agency for Maintenance, updation and Re-designing of DMRC's official website and Mobile App including the hosting of Mobile App.**

**Ref :** (i) Online Open Tender submission on e-tendering portal on 19.10.2020  
(ii) Your reply to post bid query submitted on 16.12.2020  
(iii) Financial bid opened on 05.01.2021

Dear Sir,

1. With reference to above, Letter of Acceptance (LOA) is hereby issued to you for the above mentioned work at total cost of **INR 75,31,586/- (Rupees Seventy Five Lakhs Thirty One Thousand Five Hundred Eighty Six only) including all taxes, duties, octroi, royalties etc.**
2. This 'Letter of Acceptance' is sent herewith to you in duplicate. You are required to return one copy of it duly signed by you on all pages indicating "Unconditional Acceptance" thereof so as to reach the undersigned within seven days of the receipt of this letter.
3. This "Letter of acceptance" shall be treated as "Notice to Proceed" as defined in clause 8.1 of GCC and the completion period for this work is **5 years (it includes 4 months for revamping of official website and integration of the same information with the official Mobile App on various platforms and AMC of existing and revamped official website and mobile application. The agency will also host the official mobile App.)** from the stipulated date of commencement of work.
4. You shall ensure full compliance with Tax Laws of India with regard to this contract and shall be solely responsible for the same. You shall keep the employer fully indemnified against your liability of tax, interest, penalty etc. in respect thereof which may arise.
5. DGM/CC of this organization will be the Engineer for this contract.

नवल किशोर झा / Nawal Kishore Jha  
ज्य. मुख्य अभियंता/निविदा/जी. एण्ड एम./ Dy. CE/Tender/O&M  
दिल्ली मेट्रो रेल कॉर्पोरेशन लिमिटेड  
Delhi Metro Rail Corporation Ltd

सेटो भवन, फायर ब्रिगेड लेन, बाराखम्बा रोड, नई दिल्ली-01  
Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi-01

(मेट्रो भवन, फायर ब्रिगेड लेन, बाराखम्बा रोड, नई दिल्ली-01)

Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi-110001

6. You are requested to contact the DGM/CC immediately for further necessary action in this matter and to start the work within 7 days from the date of issue of this L.O.A. or as per the instructions of Engineer.
7. All the works shall be executed in accordance with the specifications stipulated in Tender.
8. It may please be noted that until a formal agreement is executed, this letter will constitute a binding Contract between you and DMRC. Please take necessary action as required vide Clause Nos. F4 and F5 of Instructions to Tenderers (ITT) regarding signing of agreement within 45 days from the issue of Letter of Acceptance and submission of performance security within 30 days from the date of receipt of LOA. Further, it is pertinent to mention that delay in submission of performance security shall attract penal interest/lead to termination as per clause 4.2 of GCC.
9. The amount of performance security for this contract has been reduced from 10% to 3% of the value of contract due to COVID-19 pandemic. Accordingly, the revised clause F5.1 of ITT is attached herewith.

Thanking you,

Yours sincerely,  
For Delhi Metro Rail Corporation Limited

(N.K. Jha)

Dy.CE/Tender (O&M)

Encl:-One Copy of this letter in duplicate

नवल किशोर झा/Nawal Kishore Jha  
जय कुलकर्णी/निविदा/ओ. एण्ड एम./Dy. CE/Tender/O&M  
दिल्ली मेट्रो रेल कॉर्पोरेशन लिमिटेड  
Delhi Metro Rail Corporation Ltd.  
मेट्रो भवन, बाराखम्बा रोड, नई दिल्ली-01  
Metro Bhawan, Barakhamba Road, New Delhi-01



**F4 Signing of Agreement**

**F5 Performance Security**

F5.1 The Performance Security required from the Scheduled commercial Bank (including Scheduled Commercial Foreign Banks) in India in the currency in which the Contract Price is payable.

The successful tenderer shall submit two separate performance securities as given below:-

- (h) One performance security for 10% ~~3%~~ of the accepted value of items at S.No.1 & 2 of BOQ valid up to 6 months beyond the completion period of 04 months for item 1 & 2 of BOQ.
- (i) Another performance security for 10% ~~of the annual~~ **3% of the** accepted value of Items at S.No.3 & 4 of BOQ valid up to 6 months beyond the completion period of 05 years.

Both Performance Securities shall be furnished to the Employer within 30 (thirty) days of receipt of the Letter of Acceptance.

The required Performance Security for the sum mentioned above may be submitted in any one of the following forms:

- (a) Irrevocable bank guarantee in the prescribed format, given in Annexure-6A of Instruction to Tenderers (ITT), issued by a Scheduled Commercial Bank based in India or from a branch in India of a Scheduled foreign Bank payable at New Delhi. **The Bank Guarantee must be issued on the Structured Financial Messaging System (SFMS) platform** and the following codes are to be used by the issuing bank for the purpose mentioned below:

Issuance & Amendment of Bank Guarantee

| Code          | Purpose                  |
|---------------|--------------------------|
| MT760/ IFN760 | Bank Guarantee Issuance  |
| MT767/IFN767  | Bank Guarantee Amendment |

Confirmation of Issuance & Amendment Bank Guarantee

| Code       | Purpose                                     |
|------------|---------------------------------------------|
| IFN760 COV | Confirmation of Bank Guarantee Issuance     |
| IFN767 COV | Confirmation of Amendment in Bank Guarantee |

- (b) A separate invoice of the BG will invariably be sent by the issuing bank to the Employer's bank through SFMS. The details of Employer's bank are as under:

ICICI BANK LTD

9A, Phelps Building, Connaught Place, New Delhi-110001.

IFSC Code; ICIC0000007

The bank guarantee issued on the SFMS platform shall only be acceptable to the Employer.

- (b) Bank Draft in favour of Delhi Metro Rail Corporation Ltd. payable at New Delhi from a Scheduled Commercial Bank based in India, or
- (c) Fixed Deposit Receipt of a Scheduled Commercial Bank/ Post offices based in India duly pledged in favour of Delhi Metro Rail Corporation Ltd.A/c.....(Name of the Tenderer).....along with letter issued by bank as per Annexure-6B of ITT. **The bidder should duly discharge the FDR by signing on reverse side (on revenue stamp) and the signature should be verified by the issuing bank.**

F5.2 The Tenderer has to furnish other Guarantees, Undertakings, and Warranties, in accordance with the provisions of the General Conditions of Contract.

F5.3 Failure of the successful Tenderer to comply with the requirements of paragraphs F4 and F5 shall constitute sufficient grounds for the annulment of the award and forfeiture of the Tender Security.

**G Information under RTI Act**

Delhi Metro Rail Corporation Ltd. is required to provide to the applicants the information under Right to Information (R.T.I) Act. Certain information may pertain to the contractor/bidder also. Bidder is required to give their unconditional consent to DMRC in the format enclosed as Appendix-20 to FOT. Bidder may indicate the matters for which information cannot be provided without a specific consent from the bidder and also such matters in the same format i.e. Appendix-20