



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)

DMRC/20/III-1077/2025

Date: 13.03.2026

LETTER OF ACCEPTANCE

M/s CIS Bureaus Facility Services Pvt Ltd

ALSA Tower, Second Floor,

A B Work Commercial Block,

Door No: 186/187, New No: 279/281,

Poonamalle High Road, Kilpauk

Chennai, 600010

Email - cisb.chennai@cisb.co.in

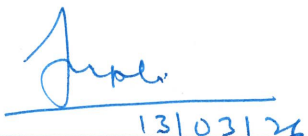
Sub: Contract: - DMRC/CMRL/Phase-II/SMS/2025: Security Management Services for Chennai Metro Rail Phase-II O&M (Stage-1A & 1B) at 18 Metro Stations.

Ref:

- (i) Online open Tender submission on e-tendering portal on 22.12.2025.
- (ii) Technical bid opened online on 23.12.2025.
- (iii) Reply to post bid queries submitted online on 17.02.2026
- (iv) Financial bid opened online on 03.03.2026.

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 ₹ **34,82,81,100.69/- (Rupees Thirty-Four Crore Eighty-Two Lakhs Eighty-One Thousand One Hundred and Paise Sixty-Nine only)** including service charge and including all taxes, duties, octroi, royalties etc.
2. The contract price is inclusive of service charge of all three years wherein, the first-year service charge is duly escalated by 5% for the second year and 10% for the third year in terms of clause 11.1.3 (I) of SCC.
3. In terms of the Appendix-31 & Appendix-32 of FOT submitted by you in your technical submission, read in conjunction with clause 1.1.3.1 (x) of NIT, you have been considered as a 'Class -I Local Supplier' for this work and you have to fulfil all your contractual obligations accordingly.
4. 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.
5. "Notice to Proceed" as defined in Clause 8.1 of GCC shall be intimated by the office of **Chief Commercial Officer (CCO)/CMRL/Phase-II (O&M)**. The contract period for this work is Three years which may be extended for next 1 [One] year and further 1 [One] more year based on performance of Security Management Service Contractor on mutually agreed terms.

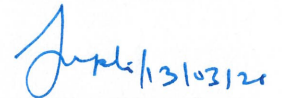

13/03/26

Page 1 of 2

6. Any adjustment in the contract price shall be governed by the clause 11.1.3 of SCC. The estimate is based on the minimum rates of wages issued by the Government of Tamil Nadu, w.e.f. 01.04.2025. Any such hike/ revision in minimum wages with service charge will not be considered as vitiation, at any stage, during operation of this tender.
7. 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.
8. **Chief Commercial Officer (CCO)/CMRL/Phase-II (O&M)** of this organization will be the Engineer for this contract. You are requested to contact the **Chief Commercial Officer (CCO)/CMRL/Phase-II (O&M)** immediately to start the work as per the instructions of Engineer.
9. All the works shall be executed in accordance with the specifications stipulated in Contract.
10. 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 and submission of performance security respectively.
11. You shall register yourself with DMRC Vendor Payment Portal for payments etc. as per procedure annexed as Annexure-A with this LOA.

Thanking you,

Yours Sincerely,


(R.K. Gupta)

Sr. General Manager/Contracts

For and on the behalf of Delhi Metro Rail Corporation Ltd.

Encl: Annexure-A & One copy of this letter in duplicate.

Annexure-A

In order to facilitate contract management and ensure timely processing of requests made by the vendor, DMRC has implemented the Vendor Payment Portal that will allow the vendor to register themselves, raise payment requests, modify vendor information and request variation in contract. The portal will provide updates to the vendor and DMRC of the current status of the process and help to ensure timely action.

To register on the portal follow these steps

1. Go to : **<https://vpp.dmrc.org>**
2. Click on vendor sign up button.
3. Enter the required contact information and contract details.
4. The information about nodal officer may be obtained from engineer-in-charge
5. Click on submit button.
6. You will get the message "Your request has been sent to the nodal officer for verification. Once verified, you will receive notification via email and sms."

In case of any queries, click the help button on the landing page:

1. Queries can be sent on the following email id : **vpp.support@dmrc.org**
2. User manual is available by clicking the button: " Download vendor user manual" on the help page


13/03/21