



दिल्ली मेट्रो रेल कॉर्पोरेशन लि०

DELHI METRO RAIL CORPORATION LTD.

o/c

(भारत सरकार एवं दिल्ली सरकार का संयुक्त उपक्रम)

(A JOINT VENTURE OF GOVT. OF INDIA AND GOVT. OF DELHI)

No. DMRC/20/III-1078/2025

Date: 17.03.2026

LETTER OF ACCEPTANCE

M/s Florida Facilities Management Pvt. Ltd.,

208, S. G. Beta Tower,

Sector-3, Vasundhara,

Ghaziabad, U.P.-201012

Email: rahul.kumar@willbroseindia.com

Sub: CPD-FMS-NDRS-05: Facility Management service at Konnectus Tower, New Delhi Metro station of Airport Express Line, Delhi-110001.

Ref. (i) Your online Tender submission on e-tendering portal for the subject work opened on 16.12.2025.

(ii) Post Bid clarifications asked online on 05.02.2026.

(iii) Your reply to Post Bid clarifications opened on 16.02.2026.

(iv) Opening of financial bids online on 27.02.2026.

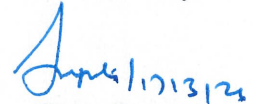
Dear Sir,

1. With reference to above, Letter of Acceptance (LOA) is hereby issued to you for the above-mentioned work at the total cost of **INR 10,13,50,307.62/- (Rupees Ten Crores Thirteen Lakhs Fifty Thousand Three Hundred Seven and Paise Sixty Two Only)** including of all central/state/local taxes, duties, levies, cess and all other incidental charges required to fulfill the tender conditions including statutory deduction viz., TDS towards income tax/GST/Labour cess etc. is recommended for acceptance.
2. In terms of the Appendix-23 & Appendix 24 of FOT submitted by you in your technical submission, read in conjunction with clause 1.1.3.1 (ix) 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.
3. 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 one week of the receipt of this letter.
4. You shall register yourself with DMRC Vendor Payment Portal for payments etc. as per procedure annexed as Annexure-A with this LOA.
5. This Letter of Acceptance shall be treated as 'Notice to Proceed' as defined in Clause 8.1 of GCC and the work shall be completed within 03 years (Three Years) from 01.04.2026.
6. In terms of Clause 5.2 of SCC, Present BOQ is based on minimum wages as issued by Government of India, Ministry of Labour and Employment dated 01.10.2025. Any escalation in the minimum wages due to revision of wages, revision in VDA notified through government order/circulars etc. after the date of submission of tender shall be compensated by DMRC.

7. In terms of Clause 10.2 of ITT, Property Management team salary (Schedule A of BoQ) and amount of AMC of equipments and Material Cost (Schedule C of BoQ) shall be escalated @ 5% per annum for next 2 years on yearly basis i.e after completion of every one year of service.
8. 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.
9. **Sr. DGM/PD** of this organization will be the 'Engineer' for this contract.
10. You are requested to contact **Sr. DGM/PD** immediately for further necessary action in this matter and to start the work.
11. All the work shall be executed in accordance with the specifications & requirements stipulated in Tender.
12. In terms of clause 2.05 & 2.06 of Employer's Requirement, M/s Florida Facilities Management Pvt. Ltd. shall maintain all necessary operation and maintenance record and send a comprehensive daily position report about the O&M activities including all maintenance done, unusual occurrences, defects/failures along with cause and action taken/ proposed to be taken and target date for attention to the office of GM/PD-II, DMRC.
13. 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.

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.

N.O.O:

1. **Sr. DGM/PD & JGM/F/PD** along with a copy of TC minutes and comparative statement for information and further necessary action please.
2. **GM/Planning:** for information and necessary action please.

Annexure-A

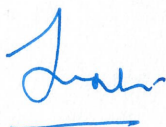
In order to facilitate contract management and ensure timely processing of requests made by the vendor, DMRC has implemented the Vendor Payment Portal that will allow the vendor to register themselves, raise payment requests, modify vendor information and request variation in contract. The portal will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


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