



Office of the Assistant Commissioner  
Central Goods and Service Tax Division Khanna.  
#553/5, First Floor, G.T. Road, Above OBC Bank,  
Khanna(PB).टेलीफोन/Tel: 01628-221616 ईमेल/Email : [gstdivision-khanna@gov.in](mailto:gstdivision-khanna@gov.in)

C.No.

Dated: 23.06.2020

**NOTICE INVITING TENDER FOR OUTSOURCING OF HOUSEKEEPING/ MULTITASKING SERVICES**

1. Online e-tenders are invited for and on behalf of the President of India by the Assistant Commissioner, CGST Division, Khanna for providing housekeeping/ multitasking services for "Office of the Assistant Commissioner of Central Goods & Service Tax Division & 5 Ranges, # 553/3, First Floor, G.T. Road, Above OBC Bank, Khanna(Punjab)" for the area specified in Annexure-I for the period **01.08.2020 to 31.03.2021.**
2. The tender documents will be available on official website <https://eprocure.gov.in/cppp/anddepartmental> websites [www.cbic.gov.in](http://www.cbic.gov.in) & [www.http://gstludhiana.gov.in](http://www.gstludhiana.gov.in) from 25.06.2020 and the bid forms and other details can be obtained from there.
3. **Bid Submission:** Bids shall be submitted online at CPPP website: <https://eprocure.gov.in/eprocure/app>. They shall be submitted in two parts viz. technical bid and financial bid. The offers submitted by Post/Courier/ Telegram/Fax/email etc. shall not be entertained.
4. The critical dates for the tender submission and processing are as under:

	Tentative date
Tender Up-loading date on CPPP and CBEC portals	25.06.2020 (5.00 PM)
Start date of submission of bid	25.06.2020 (5.00 PM)
Last date of submission of bid	15.07.2020 (5.00 PM)
Technical Bid opening date	16.07.2020 (10.00 AM)
Financial Bid opening date (Only for those bidders who have qualified in the Technical Bids)	17.07.2020 (10.00 AM)

5. Interested bidders are advised to visit CPPP website <https://eprocure.gov.in/eprocure/app> and departmental websites [www.cbic.gov.in](http://www.cbic.gov.in) & [www.http://gstludhiana.gov.in](http://www.gstludhiana.gov.in) regularly till closing date of submission of tender for any corrigendum/ addendum/ amendment.
6. In the event of any of the above-mentioned date being subsequently declared as a holiday/closed day for the office, the tenders will be opened on the next working day at the scheduled time.

  
23/6/2020  
Assistant Commissioner

**GENERAL TERMS AND CONDITIONS**

1. The contractor will, prior to the commencement of the operation of contract, make available to the department, particulars of all the employees who will be employed. Such particulars inter-alia should include age, date of birth, photograph, local and permanent address, qualification etc. of the employees so deployed. Any change or addition in this regard should be notified immediately to the Assistant Commissioner of CGST Division, Khanna.
2. **Earnest Money Deposit (EMD)** of Rs. 10,000/- (Rupees Ten Thousand only) per application in the form of Demand Draft / Banker's cheque of scheduled Bank drawn in favour of "**Pay & Accounts Officer, CGST Commissionerate, Ludhiana**" shall accompany the technical bid/qualifying bid. Technical bids/Qualifying bids without Earnest Money Deposit will be rejected. EMD will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD may be forfeited in case the successful bidder withdraws or the details furnished in Annexures are found to be incorrect or false during the tender selection process. No interest shall be paid on the Earnest Money Deposit and EMD of selected bidder will be returned on furnishing performance guarantee. EMD will not be required from MSEs and Start Ups as per the terms contained in revised rule 170(i) of the GFR, 2015, as amended by OM No. 20/02/2014-PPD(Pt) dated 25.07.2017 issued by the Procurement Policy Division of the Department of Expenditure in the Ministry of Finance, Govt. of India.
3. **Performance Guarantee:** The successful bidder has to submit an amount equal to **one month's payment** as performance guarantee deposit in the form of **Bank guarantee from a Nationalized Bank/Demand Draft /Banker's cheque of a schedule bank drawn in favour of "Pay & Accounts Officer, CGST Commissionerate, Ludhiana** before awarding contract. The performance guarantee shall be refunded to the selected bidder without any interest within one month from the completion of contract period.
4. The rates shall be valid for a period of at least twelve calendar months from the date of opening of the financial bid.
5. The criteria and capability for qualifying the technical bid are as under-
  - i. He should possess a Permanent Account No. (PAN) of the firm.
  - ii. He should possess Employees Provident Fund Number allotted by Regional Provident Fund Office.
  - iii. He should possess ESI Registration No.
  - iv. All these documents should be in the name of the PAN holder.
6. **The bidder should ensure the total number of persons to be engaged should be commensurate with the nature/type of work, no. of offices to be served, no. of floors and total area involved. The bidder shall be required to deploy suitable and reasonable no. of persons for carrying out the housekeeping/multitasking work to avoid exploitation of workers. This no. shall not be less than 03(Three) CGST Division, Khanna(as per Annexure II).**
7. **The Contractors must comply the Rates/Quotations, specification and all terms and conditions of contract. No deviation in terms and condition of the Contract shall be entertained unless specifically mentioned by the contractor in the Rates/Quotations and accepted by the Commissionerate/Division.**

8. The Tax Deducted at Source (TDS) shall be deducted as per the provisions of Income Tax Law and GST Law, as amended from time to time and a certificate to this effect shall be provided to the Agency by this office.
9. The Contract will be awarded initially for the period of 01.08.2020 to 31.03.2021 subject to further extension from time to time. However, extension will be considered keeping in view the various factors such as prevailing market price, satisfactory performance of the firm and prevailing guidelines issued by Ministry of Finance.
10. Bidder should not indulge in employing child labour or any other malpractice in relation to Labour Laws or any other Laws applicable to the services provided by the bidder.
11. Bidder shall quote their rates for the service to be provided as "Rate per sq. foot per month" which should include deductions towards PF, ESI, Pension and Bonus, Employer's contribution etc. and the same would not be payable over and above the rates thus quoted. No amount except GST would be payable over and above the rates thus quoted.
12. In case of any default by the contractor in any of the terms and conditions (whether General or Special), the Assistant Commissioner of Central GST Division, Khannamay, without prejudice to any other right/remedy, which shall have accrued or shall accrue thereafter, terminate the contract, in whole or part, by giving 15 days notice in writing to the Contractor.
13. Insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948 shall be taken by the Contractor. The contractor shall arrange necessary insurance cover for any persons deployed by him even for short duration. The Commissionerate/ Division shall not entertain any claim arising out or mishap, if any that may take place. In the event of any liability/claim falling on this Commissionerate/ Division, the same shall be reimbursed /indemnified by the Contractor.
14. Contractor shall in no case lease / transfer / sublet / appoint care taker for these services.
15. No other person, except Contractor's authorized representative, shall be allowed to enter the Commissionerate/Division Office.
16. Within the premises of the Commissionerate/Division Office, the Contractor's personnel shall not do any private work other than their normal duties.
17. Contractor shall be directly responsible for any/all disputes arising between him and his personnel and keep the Assistant Commissioner of GST Division, Khannaindennified against all actions, losses, damages, expenses and claims whatsoever arising thereof.
18. Bidders should pay to their personnel a minimum wages at the prevailing rate as fixed under Minimum Wages Act of contractual labour by Chief Labour Commissioner(Central Govt. rates)i.e. (at least basic minimum wages + Employer share of EPF + Employer share of ESI or any other allowance) and any breach of this condition will be liable for termination of the contract and the same would be dealt with accordingly. Besides, ESI and PF per head at the current rate should be paid by the contractor every month as per the existing rules. The contractor should ensure

payment of increase in DA as and when announced by the Central Govt. for this payment, Contractor may take into account anticipatory increase in DA while making his bid.

19. Contractor shall be solely responsible for payment of wages/charges/compensation other benefits and allowances to his personnel applicable under Minimum Wages Act and other Allied Acts. He shall also comply with the rates being changing from time to time. This Commissionerate/Division shall have no liability whatsoever in this regard and the Contractor shall indemnify this Commissionerate/Division against any/all claims which may arise under the provisions of various Acts, Govt. Orders etc.
20. The persons deployed by the service provider should be medically fit, well behaved and should be well experienced and trained adequately to handle any type of cleaning/ housekeeping/multitasking and other work entrusted to them by the **CGST Division, Khanna.**
21. The persons deployed should not be changed by the contractor without prior intimation to the department.
22. Being a Central Government office, no security deposit/ advance payment will be paid. The quotes of bidders who insist on advance deposit will not be considered for further evaluation.
23. In case of any absence/non-engagement each personnel, no charges will be paid (proportionally) and in addition a penalty of Rs. 500/- per day may be levied on the contractor by Assistant Commissioner of GST Division, Khanna.
24. It is made clear that the engagement of the service provider does not in any way confer any right to the service provider or the persons that may be deployed by him in this office for claiming any regular or part time employment in this office or any other Govt. Office.
25. **The bidder shall sign and stamp each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms and conditions contained therein and submit the same along with the Technical Bid.**
26. This office reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time, without thereby incurring any liability to the affected bidder or bidders or any obligations to inform the affected bidder or bidders of the grounds of such action.
27. The bidder should ensure the total number of persons to be engaged should be commensurate with the nature/type of work and total area involved.
28. Central GST Division, Khanna reserves the right to postpone and/or extend the date of receipt/opening of Rates/Quotation or to withdraw the same, without assigning any reason thereof.

We agree to the above terms and conditions.

**Encl:**

**Annexure-I: General Terms & Conditions**

**Annexure-II: Area of buildings where housekeeping/multitaskingservices are immediately required**

**Annexure-III: Scope of Work**

**Annexure-IV: Technical Bid**

**Annexure-V: Financial Bid**

**Annexure-V: Financial Bid (BOQ format)**

**Annexure-VI: Acceptance Letter**

**Annexure-VII: Instructions for online bid submission**

Signature with Date

Name of the Firm

Seal

**Area of building of GST Division, Khanna for which housekeeping/multitasking services are required.**

S. No.	Name of the formation	Present location	Approx. Carpet Area (sq. ft.)	Minimum No. of manpower that must be deployed
(1)	(2)	(3)	(4)	(5)
1.	Central GST Division, Khanna & 5 Ranges	553/5. First Floor, G.T. Road, Above OBC Bank, Khanna	2703	3

SCOPE OF WORK

The broad details of work covered under the scope in enumerated as follow:

- (I) Cleaning, sweeping and wiping of floors. **The cleaning material shall be provided by the department.** The premise is to be maintained in a hygienic condition.
- (II) Thorough cleaning of toilet/urinals using required detergents, by putting naphthalene balls in all the urinals and air purifiers in the toilets.
- (III) Movement of files, furniture and other office equipments, Photostat copying work, whenever required etc.
- (IV) Any other work allocated by the Assistant Commissioner of GST Division, Khanna.

**A. JOB TO BE CARRIED OUT DAILY**

- (i) Cleaning of toilets, windows, wash basin and other fittings, water Coolers, with phenyl/ Lysol twice a day.
- (ii) Cleaning of corridors, staircase and common area with disinfectant in the morning and with plain water in the afternoon.
- (iii) Removing dust from floors, windows, doors, books, journals, furniture, fixtures, telephone, computer, cupboard, air conditioners, almirah, filling cabinets, glass panes etc., and collecting waste paper, sweeping garbage, unwanted material, etc. and its disposal at indicated locations.
- (iv) Cleaning of rooms by mopping floor with cloth soaked in water.
- (v) Providing toilets with liquid soap, naphthalene balls and deodorant blocks. Liquid soap is to be kept in upside down and pour type steel or plastic containers.
- (vi) The contractor shall refill the sanitary cubes, cakes, odonil, air purifier, air freshners, tissue paper dispenser, naphthalene balls, chemicals, disinfectants, detergents, liquid soap, acid etc, [to be provided by the Inspector(Hqrs) CGST Division, Khanna] from time to time and as and when required.
- (vii) Miscellaneous services such as serving of drinking water / refreshment etc., during Conference / Meetings / Seminars and visit of Assessees.
- (viii) General maintenance and up keeping of the entire office premises.
- (ix) The Contractor shall be responsible for the proper sweeping, mopping and cleaning of the work place and should keep the office and guest house premises, its towel, bed sheets, pillow covers, other cloth items, kitchen and utensils, dining rooms, other rooms, toilets etc neat and tidy.

**B. JOBS TO BE CARRIED OUT WEEKLY**

- (i) Washing of floors with surf/vim/soap and water or any other cleaning operation.
- (ii) Cleaning of window panes with mild detergent and any other cleaning operation assigned / required.
- (iii) Vacuum cleaning in the computer section, all computers in the office and the sofa sets twice a week.
- (iv) If the labour is required on Sunday/Gazetted holiday, no extra charge will be paid to the Contractor.

### **C. OTHER CONDITIONS**

1. Sweeping, cleaning, dusting, multitasking etc. shall be completed before 9.00 A.M. everyday.
2. The working hours will be from 08.00 to 16.30 hrs. daily including lunch break of half an hour.
3. **Bidders shall be duly registered with ESIC, Provident Fund, Service Tax and other relevant statutory authorities dealing with employment of labour.** All existing statutory regulations of both the State as well as Central Govt., shall be adhered to by the Contractor and all the records maintained thereof shall be available for scrutiny by this office. Any failure to comply with any of the above regulations or any deficiency in service will render this contract liable for immediate termination without any prior notice. CONTRACTORS not registered under the ESIC and Provident Funds Act and other relevant statutory enactment dealing with employment of labour should not apply.
4. **Bidders should pay to their personnel a minimum wages at the prevailing rate as fixed under Minimum Wages Act of contractual Labour by Chief Labour Commissioner(Central Govt. Rates)i.e. (at least basic minimum wages+Employer share of EPF+Employer share of ESI or any other Allowance) and any breach of this condition will be liable for termination of the contract and the same would be dealt with accordingly. Besides, ESI and PF per head at the current rate should be paid by the Contractor every month as per the existing rules. The contractor should ensure payment of increase in DA as and when announced by the Govt. for this payment, Contractor may take into account anticipatory increase in DA while making his bid. The service provider should also maintain Pay Roll containing the above details.**
5. The persons employed should work on all days except Sunday.
6. The contractor will provide his staff with the necessary uniform. The cost will be borne by the Contractor. For each head reporting to duty without uniform an amount of Rs. 100/- shall be deducted per day.
7. Manpower required for execution of the entire work, including transport, shall be arranged by the contractor. In case, a particular workman remains absent due to one reason or other, it would be the responsibility of the contractor to provide another workman in his place.
8. The Contractor shall, on award of the contract, furnish the list containing names, photographs and addresses of the workman sent to the Commissionerate/Division for housekeeping/multitasking services for records.
9. The contract rates shall include cost for all essential and contingent works, which although not specially mentioned in this contract, are necessary for completion of the work to the satisfaction of the Commissionerate/Division.
10. The contractor shall have no claim against the Commissionerate/Division in respect of any work which may be withdrawn.



11. The contractor shall maintain an Attendance Register of personnel. The above register of personnel shall be subject to check by the concerned officer/Inspector (Hqrs) of the Commissionerate/Division. The personnel will render services every day including SATURDAYS except on NATIONAL HOLIDAYS (i.e. 26<sup>th</sup> Jan, 15<sup>th</sup> August, 2<sup>nd</sup> October, Holi, Diwali and Sundays and any other holidays/public holidays which are mandatory under labour laws). They will maintain cleanliness of toilets, lavatories, pantry, floors etc., and will attend to any unforeseen jobs as well as exigency of works. No extra payment of this shall be made. The rates of items of schedule of work include the cost of this provision as well.
12. Materials, consumables, appliances, tools and tackles shall be provided by the Commissionerate/Division.
13. The personnel will report to the Officer-in-charge assigned by the Department i.e. Superintendent(Hqrs.)/Inspector(Hqrs.) CGST Division, Khanna daily.
14. The Contractor or his authorized representative should report to the Superintendent (Hqrs.) CGST Division, Khanna daily.
15. In case of emergency, the Contractor will have to make the personnel available to cater for emergency services and urgent work entrusted by this office as and when need arises.
16. The Contractor should ensure that there is no scope for any Grievance from the personnel on delayed payment of wages or there is any decrease in their applicable wages. The employees engaged by the Housekeeping agency will be in the employment of the Contractor/Housekeeping Agency only and not of this Division.
17. No escalation of price whatsoever would be allowed during the pendency/ currency of the contract.
18. The Contractor/Service Provider shall exercise proper supervision of the work turned out by the deployed persons.
19. The Contractor/Service Provider should be registered and well-established Housekeeping/ Security Agency and should have at least three years experience in rendering such services to establishment of Central/State/Public Sector Organizations. A list indicating the Departments where the bidder has contract for Housekeeping/Multitasking services along with supporting documents should be submitted with bid.
20. The persons deployed should have knowledge of the local language and should not be changed by the contractor without prior intimation to the designated office of the department.
21. The Office of the service provider/ bidder/ should be located in Punjab & Chandigarh and the proof of address of the office in Punjab & Chandigarh would have to be furnished as a part of the tender.
22. Tender is likely to be rejected because of non-fulfillment of any of the above terms.

**D. TERMS OF PAYMENT**

1. The contractor will submit the monthly bill for reimbursement in duplicate enclosing the certificate as indicated below, which shall be got duly certified by the officer-in-charge and the same shall be paid thereof after making deduction/recovery, if any.
2. **The contractor shall make regular and full payment of labour charges, salaries and other payments as due by 5<sup>th</sup> of each month as per the labour laws to its personnel deputed under service contract and furnish necessary proof whenever required.**
3. The Contractor will be required to furnish proof of payments made to the following authorities:-
  - (i) Proof of challans/receipt issued by Regional Provident Fund Commissioner (RPFC) etc. for payment made towards applicable provident fund, ESI and EDLI for previous month and proof of payment towards compliance of other statutory provision for the previous month.
  - (ii) The Commissionerate shall release due amount to contractor after making recoveries, if any, through crossed account payee cheque/ECS in favour of contractor.
  - (iii) The contractor shall promptly make payment to Regional Provident Fund Commissioner in respect of Provident Fund Contribution by Contractor

**E. CHARGES AND PAYMENTS**

Bills chargeable shall be paid after every month of services rendered, if found in order. In case of any complaint of non-fulfillment or any obligation under the contract, the Assistant Commissioner of GST Division, Khanna reserves the right to deduct the payment due from the contractor from monthly bill(s).

We agree to the above terms and conditions

Signature with date

\_\_\_\_\_

Name of the Firm

\_\_\_\_\_

Seal

\_\_\_\_\_

**TECHNICAL BID****Pre-qualification requirements for award of contract for Housekeeping/Multitasking**

1.	Name of the Organization/Firm	
2.	Name(s) of the Proprietors/Directors	
3.	Registered Address	
4.	Telephone No	
	Mobile No.	
	Email Id	
	Fax No.	
5.	Mobile No of Contact Person / Authorized Signatory	
6..	Experience in providing housekeeping services to PSU/ Govt. Organisation for last three (03) years (copies of the contract papers/ letters/ testimonials are to be attached) as per condition 5 of Annexure-I.	
7.	Permanent Account No. of the firm(PAN) (copy to be attached.)	
8.	Employees Provident Fund Number allotted by Regional Provident Fund Office (copy to be attached.)	
9.	ESI Registration No. (Copy to be attached.)	
10.	Details of GST Registration (copy to be attached.)	
11.	Whether Earnest Money deposited? Please tick the applicable choice.	(Yes/ No)

Note:- Non-submission any of the above details/ documents may result in disqualification of bid.

**DECLARATION**

I/we hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I/we understand that in case any deviation is found in the above statement at any stage, I /we will be blacklisted and will not qualify to have any dealing with the Department in future.

Note: Upload signed and scanned copies of all the above documents.

Signature with date

Name of the Firm

Seal

FINANCIAL BIDProforma for Quotations rates

S. No.	Name of the office & Address	Approx. Carpet Area (sq. ft.)	Rate per sq. ft.	Monthly Amount(Rs.)	Minimum No. of manpower that must be deployed
Col(1)	Col(2)	Col(3)	Col(4)	Col(5) = Col(3) * Col(4)	Col(6)
1.	Central GST Division, Khanna & 5 Ranges, 553/5, First Floor, G.T. Road, Above OBC Bank, Khanna	2703			3

Signature with date  
Name of the Firm  
Seal

TENDER ACCEPTANCE LETTER  
(To be given on Company Letter Head)

Date

To,

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: \_\_\_\_\_

Name of Tender/ Work :

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Dear Sir,

1. I/ We downloaded / obtained the tender document (s) for the above mentioned 'Tender/ Work' from the website(s) namely:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

as per your advertisement, given in the above-mentioned website (s).

2. I/ We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. \_\_\_\_\_ to \_\_\_\_\_ (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I/ We shall abide hereby the terms / conditions/ clauses contained therein.

3. The corrigendum (s) issued from time to time by your department / organization too have also been taken into consideration, while submitting this acceptance letter.

4. I/ We hereby unconditionally accept the tender conditions of above mentioned tender document(s)/ corrigendum(s) in it totality/ entirety.

5. In case any provisions of this tender are found violated, then your department/ organisation shall without prejudice to any other right or remedy be at liberty to reject this tender/ bid including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,

(Signature of the Bidder, with Official Seal)

**Instructions for Online Bid Submission:**

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

**REGISTRATION**

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrolment" on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/TCS/nCode/eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

**SEARCHING FOR TENDER DOCUMENTS**

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective „My Tenders“ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

## **PREPARATION OF BIDS**

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

## **SUBMISSION OF BIDS**

1. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
4. Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the sky blue coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

6. The server time (which is displayed on the bidders" dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
7. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
8. The uploaded tender documents become readable only after the tender opening by the authorized bid openers,
9. Upon the successful and timely submission of bids (i.e, after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
10. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

#### **ASSISTANCE TO BIDDERS**

1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.