

**GOVERNMENT OF INDIA**  
**OFFICE OF THE COMMISSIONER, GST & CX**  
**OUTER CIRCLE ROAD, BISTUPUR JAMSHEDPUR-831001**

BID DOCUMENT

C.No.I(22)01-GL/Housekeeping Services/Div-II/2018      dated:09.05.2018

NOTICE INVITING E-TENDER IN TWO BIDS SYSTEM THROUGH E-PROCUREMENT FOR PROVIDING HOUSEKEEPING SERVICES FOR THE OFFICES OF GST AND CENTRAL EXCISE, COMMISSIONERATE, OUTER CIRCLE ROAD, BISTUPUR, JAMSHEDPUR FOR THE PERIOD FROM 01ST JUNE '2018 TO 31ST MARCH'2019.

1.Details of Work area-

SL. No.	Address	Description	Total area in sq. Ft.	Carpet Area (in sq. fts)
1.	Office of the Assistant Commissioner of Central GST Division-I, 5E Road, Bistupur, Jamshedpur	Ground Floor, roof Area of the Main Building(Including Jugslai Range)	15000	(100 – 50)= 50% of 15000 =7500 sq. ft.
2.	Office of the Superintendent of Central GST Range Tisco, Tisco General Office, Bistupur, Jamshedpur(under Division-I)	Floor Area of the Office	1200	1200 sq. ft.
3.	Office of the Superintendent of Central GST Range Chakradharpur, Chaibasa city, Chibasa Rural Main Road, Chakradharpur(under Division-I)	Floor Area of the office and staircase	800	800 sq. ft.
4.	Office of the Superintendent GST &CX, Telco North range, Telco South Range, Golmuri mines Range & Burma mines Range, Telco, Jamshedpur.(under Division-II)	Floor Area of the Office.	3700	3700 sq. ft
5.	Office of the Superintendent GST & CX, Ghatshila Range, Ghatshila.(under Division-II)	Floor Area of the Office.	2370	2370 sq. ft
<b>Total area for Cleaning &amp; Housekeeping =15000+1200+800+3700+2370= 23070 sq. Ft.</b>				

\* Area is subject to variation up to (+/-)10% .

2. The Tender enquiry documents will be available on official website <http://eprocure.gov.in> and [www.cbec.gov.in](http://www.cbec.gov.in) from 09/05/2018.
3. Bid Submission:

Bids shall be submitted online only at CPPP website: <http://eprocure.gov.in/eprocure/app>. Tenderers/ Contractors are advised to follow the instructions “Instructions to Bidders for online Bid submission” provided in the Annexure VII for online submission of bids.
4. Service Providers have to follow the “terms and conditions” provided in Annexure-I, Scope of work as provided in Annexure-VI and “Requirements of Bidder for Online Bid Submission” i.e. Technical/Financial Bids” provided in the Annexure-II & Annexure- III for online submission of bids and submit an undertaking as prescribed under Annexure-IV and tender acceptance letter as prescribed under Annexure-V. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
5. The tender shall be submitted online in two parts viz. technical bid and financial bid. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. The offers submitted by Telegram/Fax/email etc. shall not be considered. No correspondence will be entertained in this matter.
6. Earnest Money Deposit (EMD) or bid security of Rs. 25,000/- (Rs. Twenty Five Thousand Only) shall be submitted by bidders in the form of Account Payee Demand Draft or Fixed Deposit Receipt or Bank Guarantee from any of the Scheduled Banks in India, drawn in favor of the Chief Account Officer, GST & CENTRAL EXCISE COMMISSIONERATE, OUTER CIRCLE ROAD, BISTUPUR, JAMSHEDPUR. The Hard Copy of original documents in respect of Earnest Money must be delivered to the Assistant Commissioner (P&V), GST & CENTRAL EXCISE COMMISSIONERATE, OUTER CIRCLE ROAD, BISTUPUR, JAMSHEDPUR - 831001 on or before Technical bid opening date/time as mentioned in critical date sheet. Tenders will be treated as non-responsive and will be rejected, at the initial stage itself, if hard copy of EMD is not received on or before opening of Technical Bid.
7. The bid forms and other details can be obtained from the website [www.eprocure.gov.in](http://www.eprocure.gov.in) (CPPP Portal).
8. Tenderer who has downloaded the tender from the Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app> shall not tamper/modify the tender form including downloaded price bid Template in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned.
9. The Critical Dates for the Tender Submission and processing are as under:

Published Date:	09 <sup>th</sup> May, 2018
Bid Document Download Start Date:	09 <sup>th</sup> May, 2018
Bid Submission Start Date:	09 <sup>th</sup> May, 2018
Bid Submission End Date:	29 <sup>th</sup> May, 2018 at 1100 hrs.
Technical Bid Opening Date:	30 <sup>th</sup> May, 2018 at 1100 hrs.
10. Interested service providers are advised to visit CPPP website <https://eprocure.gov.in/eprocure/app> regularly till closing date of submission of tender for any corrigendum / addendum/ amendment.
11. Not more than one tender shall be submitted by one contractor or contractors

having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.

12. In the event of any of the above-mentioned date being subsequently declared as a Holiday/closed day for this office, the tenders will be opened on the next working day at the scheduled time.

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(K.KMishra )  
Assistant Commissioner (P&V)

ANNEXURE-I  
GENERAL TERMS AND CONDITIONS

Terms and Conditions are as under:-

- i. Bidder should have minimum three years of experience in providing cleaning & Housekeeping services to similar size office buildings of Govt. organization/Public sector/Banks/reputed private organizations with Machine.
- ii. The minimum average turnover during the last three years should be 10 lakhs. Average annual turnovers or the last three years should be indicated in the Technical (Qualifying) Bid available at Annexure-II.
- iii. The bidder must have obtained ESI Registration, EPF Registration and GSTIN No. PAN No. and should enclose IT Returns for the last three years.
- iv. The bidder should have a license under the Contract/labour (R & A) Act. Apart from the above all existing statutory regulations of both the State as well as the Central Govt., shall be adhered to by the Contractor .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.
- v. Bidders should be paying minimum wages to their employees in time, as prescribed by the relevant orders in force.
- vi. Bidder should state the lump sum amount to be charged on monthly basis ( Including Material cost). All charges must be included in the rate quoted.
- vii. Bidder should comply with statutory requirements pertaining to child labour.
- Viii. Bidder should submit the total no. of persons to be employed who shall be responsible for the activities of cleaning service as well as maintaining the daily sheet of cleaning service in the toilet and common area.
- ix. The GST & Central Excise, Jamshedpur Commissionerate (hereinafter referred to as the Commissionerate) 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.
- x. The Contractors are required to submit the no. of Machines & Type used in the office for this job. The complete Rates / Quotations may be considered only after satisfying each and every condition laid down.
- xi. All the rates must be written both in figures and in words. Corrections, if any, are to be made by crossing out, initialing, dating and rewriting. In case of discrepancy between the words and figures the rates indicated in words shall prevail. All overwriting/cutting, insertions shall be authenticated and attested.

- xii. Rates/Quotations should be submitted and signed by the authorized representative of the Contractor with its current business address.
- xiii. The Contractors must comply with the Rates/Quotations, specification and all terms and conditions of contract. No deviation in the Terms & Conditions of the Contract shall be entertained unless specifically mentioned by the contractor in the Rates/Quotations and accepted by the Commissionerate.
- xiv. Notwithstanding anything contained herein, the Commissionerate reserves the right to terminate the contract by giving 1 (one) month's notice in writing without assigning any reason. This office does not bind itself to accept the lowest tender and also reserves the right to reject any quotation without assigning any reason whatsoever.
- xv. 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 all persons deployed by him for short duration. The Commissionerate shall not entertain any claim arising out of mishap, if any, which may take place. In the event of any liability/claim falling on this Commissionerate, the same shall be reimbursed/indemnified by the Contractor.
- xvi. Contractor shall in no case lease/transfer/sublet or appoint care taker for services.
- xvii. No other person except Contractor's authorized representative shall be allowed to enter the premises of the Commissionerate.
- xviii. Contractor shall be solely responsible for payment of wages/salaries other benefits and allowances to his personnel that might become applicable under any Act or Order of the Govt. The Commissionerate shall have no liability whatsoever in this regard and the Contractor shall indemnify this Commissionerate against any/all claims which may arise under the provisions of various Acts, Govt. Orders etc.
- xix. Contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff. Any loss due to any of above reasons shall be compensated by the Contractor.
- xx. 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.
- xxi. The Contractor will provide his staff with the necessary uniform. The cost will be borne by the service provider.
- xxii. Photographs, full address and telephone number of all housekeeping personnel should be provided for records. The Police verification of all personnel should be completed in all respects.
- xxiii. No private work should be done within the office premises.
- xxiv. Employing local persons will be given preference.
- xxv. Contractor or its persons employed are barred from forming association and indulging in any Union activities. Such activities on this count would render the contract liable to termination.
- xxvi. Period of the contract will be during the period 01.06.2018 to 31.03.2019 and as per the requirement of this office as decided by the appropriate authority.
- xxvii. The quotations should be accompanied by an earnest money of Rs. 25,000/-(Rupees

Twenty Five Thousand Only) in the form of Bank Draft (DD) only in the name of the Chief Accounts Officer, GST & Central Excise, Jamshedpur, unless otherwise exempted under GFR, 2017. Cash and cheque will not be accepted. Quotations received without earnest money shall be summarily rejected without assigning any reason thereof, applicant shall not have any right to represent against it, even if, his quotation happens to be lowest. The earnest money shall be returned to the unsuccessful bidder after the finalization of the contract. With respect to the firm whose quotation is finally accepted, the earnest money deposited with the Tender Document will be adjusted towards performance security amount of 5% of the total contract value.

- xxix. The bidders who intend to bid and intend to visit the aforesaid premises to acquaint themselves of the work to be carried out in the said premises, the scope of work etc. can do so on during any working day between 11.00 A.M to 04.00 P.M. The name of contact person is as under: - Shri S.N Soren, Superintendent Division-I, GST & Central Excise, COMMISSIONERATE, OUTER CIRCLE ROAD, BISTUPUR, JAMSHEDPUR, for Division-I Area( Sl. No. 1,2,3) and Shri Manoj Kumar , Superintendent Davison-II for Burmamines / Telco Area and Ghatshila Range(S;l.No. 4,5)
- xxx. The contract can be terminated by the department without assigning any reason at any time. The Service provider shall not terminate the contract without giving proper notice of at least two months.
- xxxi. Online Bidding should be done within stipulated date and time.

xxxii. **TERMS OF PAYMENT-**

- (a) The contractor will submit the monthly bill in duplicate for reimbursement along with Satisfactory report from concerned Divisions. The bill will be paid after making recovery, if any.
- (b) The contractor shall make regular and full payment to its personnel/labourers as per the law and furnish necessary proof in this regard as and when required by the department.
- (c) In case of any complaint of non-fulfillment of any obligation under contract executed between the Service provider and department, this office reserves the right to deduct the amount due from contract from monthly bills as well termination of the contract.

xxxiii. **PENALTIES**

- (a) The Contractor will attract a penalty of an amount of Rs. 500/- (Rs. Five Hundred Only) per day per person, in addition to deduction of the wages, in case a person fails to carry out the housekeeping services due to his absence or any other reason, which shall be recovered from the bills or otherwise.
- (b) The contractor would ensure that all its personnel deployed with this office behave courteously and decently with the employees/officers of this office.
- (c) In the event of failure in maintaining the housekeeping services on any day up to desired standard, in part or full, the contractor is liable to penalty @ Rs. 2000/- (Rs. Two Thousand Only) per day, which shall be recovered from the bills or otherwise.

xxxiv. **Security Deposit/Performance Security:**

On acceptance of tender, the successful bidder must provide Security Deposit/Performance Security in the form of Account Payee Demand Draft, Fixed Deposit Receipt or Bank Guarantee from any of the Scheduled Banks in India, equal to 5% of the value of the Contract in favor of the Chief Accounts Officer, GST & Central Excise, Jamshedpur. Performance security should remain valid for a period of Sixty days beyond the date of completion of all contractual obligations of the contractor. The Security Deposit will be refunded only after the successful completion of the contract. The deposit is liable to be forfeited, if during the period of contract the services of the contractor are found to be unsatisfactory in any respect, and/or any of the conditions of the contract is contravened/breached, and/or towards any damage caused due to negligence of the contractor or his

- employees. This forfeiture will be in addition to any action by the department that the contractor firm may invite upon themselves due to any of the reasons specified above.
- xxxv. The agency shall raise monthly bill for the services rendered and shall make prompt and full payment of labour charges, salaries and other payments as due as per the labour laws to its contract workers deployed for housekeeping work and furnish necessary proof whenever required.
- xxxvi. The Bidder should clarify any doubt/query regarding the specification from Chief Account Officer (HQRS), GST & CENTRAL EXCISE COMMISSIONERATE, OUTER CIRCLE ROAD, BISTUPUR, JAMSHEDPUR.
- xxxvii. In case of any dispute of any kind and in respect of whatsoever arising out of tender/contract the decision of the Hon'ble Court at Jamshedpur will be final and binding. In respect of any terms and conditions, if anything is missing, the provisions of tender documents will be prevailed.
- xxxviii. The contract shall be interpreted in accordance with the Indian Laws.
- xxxix. Any notice by one party to other pursuant to be the contract shall be sent in writing or by telegram/cable/fax and confirmed in writing to the address specified for that purpose in the contract. A notice shall be effective when delivered or on the notices effective date whichever is earlier.

## ANNEXURE-II

### TECHNICAL BID (QUALIFYING BID DOCUMENT)

1. Name of the Party :-
2. Postal address:-
3. Telephone No :-
4. Mobile No :-
5. Name of Contact Person/ Authorized:-
6. Mobile No of Authorized Person :-
7. Permanent Account Number (PAN):-
8. GST registration No :-
9. Employees Provident Fund Registration No :-
10. Employees State Insurance Corporation Registration No:-
11. Details of Machine Used For Cleaning:-  
(Details, Nos. of machine, Type & Make)  
(Note:- ATTACH ATTESTED PHOTO COPIES OF ABOVE ALL DOCUMENTS)
12. Contract Labor Act License No & date its Validity period:-
13. Name & address of Customer to whom House Keeping & cleaning Service Provided
14. Details of experience in the field :-
15. Total number of persons deployed (Indicate separately for housekeeping and other than housekeeping)

### DECLARATION

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

(Signature of Authorized Signatory with date)

The following documents are to be furnished/ uploaded by the Service Provider along with Technical Bid as above:

1. Signed and Scanned copy of proof for payment of Earnest Money Deposit
2. Signed and Scanned copy of Certificates like PAN No, GST Registration, ESI, EPF Registration etc.
3. Signed and Scanned Copy of Tender Acceptance Letter & Letter of authorization to submit bid.
4. An undertaking (self-certificate) that the agency hasn't been blacklisted by a Central / State/UT Government institution and there has been no litigation with any government department on account of IT services.
5. Signed and Scanned copy of Labour Licence obtained from Labour Commissioner.
6. Signed and Scanned copy of Balance Sheets of last 3 financial years.
7. Signed and Scanned Copy of Technical Bid Format.



### ANNEXURE-III

#### PRICE/ FINANCIAL BID DOCUMENT

The Financial Proposal/Commercial bid format is provided as BoQ\_Housekeeping.xls along with this tender document at <https://eprocure.gov.in/eprocure/app>. Bidders are advised to download this BoQ\_Housekeeping.xls as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid. **Bidder shall not tamper/modify downloaded price bid template in any manner.** In case if the same is found to be tempered/ modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned. In no case, the Financial Bid shall be submitted in any documentary format other than BoQ.xls document.

ANNEXURE-IV  
UNDERTAKING BY THE BIDDER

1. I/We undertake that my/ our firm M/s .....  
has not been blacklisted by any Govt. Department/Public Sector Undertaking/Autonomous Body.
2. I ..... Son/Daughter/Wife  
of Shri .....  
..... Proprietor/Partner/Director/Authorized Signatory of  
M/s ..... am competent to sign this  
declaration and execute this tender document.
3. I have carefully read and understood all the term and conditions of the tender and undertake to abide by them.
4. The information / documents furnished along with the above application are true and correct to the best of my knowledge and belief. I/ We, am/are well aware of the fact that furnishing of any false information /fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.
5. I/We understand that in case any deviation is found in the above statement at any stage, my/our concern/firm/co. shall be blacklisted and shall not have any dealing with the Department in future.

Date:

Signature of the authorized Signatory of the firm/  
Company/Organization

Place:

Office Stamp/Seal:

ANNEXURE-V

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

Date:

To,  
The Assistant Commissioner (P&V),  
GST & CENTRAL EXCISE COMMISSIONERATE, OUTER CIRCLE ROAD,  
BISTUPUR, JAMSHEDPUR

Sub: Acceptance of Terms & Conditions of Tender.

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

Name of Tender / Work: -

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Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned „Tender/Work“ from the web site(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 by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organisation 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 its totality / entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract , without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

## ANNEXURE-VI

### SCOPE OF WORK

1. SCOPE OF WORK OF MECHANIZED AND MANUAL CLEANING AND HOUSE KEEPING SERVICES TO BE PROVIDED.
  - a. Mechanized & Manual Cleaning sweeping and wet mopping of the entire area, including the surrounding/Parking area with Machine and Manually. The service provider must use Multifunctional intelligent office floor scrubber cleaning machine or any latest machine for cleaning of the floor tiles in the office. Only those bidder will be entertained which have facility of Mechanized Cleaning facilities (the details of machine must be submitted with tender paper).
  - b. Collection of all sweeping, garbage and waste material and their effective disposal outside the premises.
  - c. Thorough cleaning of toilets including urinals along with attached water tanks and wash basins, using disinfectants like Lysol, Harpic, Vim, and Surf etc. twice a day and whenever required.
  - d. Shifting of furniture, files and other office equipments, whenever required.
  - e. Dusting and cleaning of all furniture like table, chairs, racks, almirahs, computer table/chair and electronic gadgets like computer, telephone, fax machines, photo copier machines, photo copier machines, sofa-sets, Carpets, fans etc.
  - f. Cleanings of pantry area, wiping and cleaning of wooden Formica and glass surfaces, window sills and frames and plant pots and removal of stagnant water.
  - g. Internal and external cleaning of window panes, doors and fans, Cleaning of venetian blinds, ceilings, walls, AC duct, grills and beams.
  - h. Adequate number of labourers for cleaning of entire floor space, glasses and pantry with detergents and for housekeeping services.
  - i. Removal of blockages and clogging in the wash basin and other sanitary fittings for smooth outflow of waste water.
  - j. General maintenance and up keep of the entire office premises.
  - k. Sweeping and cleaning of footpath and concrete road in front and surrounding of the office building every day.
  - l. 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 in tip-top condition. Any breach of these conditions will result in the immediate termination of the Contract.
  - m. Contractor should quote Rate with materials, consumables, appliances, tools and tackles shall be provided by the contractor. Material will be Supplied by the Contractor on monthly basis to GL. Branch, Concerned Divisional Office, Jamshedpur.
  - n. Sweeping, cleaning dusting, etc shall begin at 08.00 a.m. and to be completed before 09.30 a.m. every day. The services would be required on 5 days in a week basis except Saturday and Sunday and other National Holidays. The contractor/bidder is also required to provide the said services in case of any emergency or opening of office on any special day or any occasion. Besides maintaining cleanliness of toilets, lavatories, pantry, floors, etc. the workman will also attend to any unforeseen jobs as well as exigency work without any extra remuneration.

- o. **Apart from the above, the bidder has to provide minimum 5 five persons for division-I and 3 persons for division-II, on each working day from 9.30hrs to 18.00 hours required for conference/meeting/seminar, photo copy, serving of drinking water/tea/coffee etc.**
- p. In addition to the above services for maintaining, sapling plants, regular watering & trimming are required in all working days which are also to be provided by the bidder.

The bidders are required to quote the price taking into consideration all the services mentioned in BOQ sheets per square meter only.

## 2. Jobs to be carried out daily

- i. Deep cleaning of toilets, windows, wash basin & other fittings and water Coolers, removing of all dust, unwanted materials, cleaning to be done with Phenyl/Lyzol twice a day. Removal of blockages and clogging in the wash basins and other sanitary fittings in the toilets and mirrors on the walls in the toilets.
- ii. Cleaning of corridors, staircase and common area once with disinfectant in the morning and with plain water in the afternoon.
- iii. Removing dust from floors, windows doors, books journals, nameplates, boards, furniture, fixtures, telephone, cupboard, air conditioners, almirah, filing cabinets, glass panes, collecting waste paper, unwanted material and its disposal at indicated locations.
- iv. Cleaning of rooms by mopping floor with cloth soaked in water and disinfectant.
- v. Sweeping and cleaning of footpath and concrete road in front and surrounding of the office building every day.
- vi. Collect all the sweepings, garbage and wastes and transport/dispose of the same to the nearest pit.
- vii. Apart from the cleaning staffs, the bidder has to provide minimum 5 five persons for division-I and 3 persons for division-II, on each working day required for conference/meeting/seminar **on each working day from 9.30hrs to 18.00 hours required for conference/meeting/seminar, photo copy, serving of drinking water/tea/coffee etc.** In addition to the above services for maintaining, sapling plants, regular watering& trimming are required in all working days which is also to be provided by the bidder.

## 3. Jobs to be carried out weekly.

- i) Cleaning of window panes with mild detergent such as Colin and any other cleaning operation assigned / required.
- ii) Vacuum cleaning in the computer section, all computers in the office and the sofa sets, carpets twice a week with Vacuum cleaning Machine.
- iii) Cleaning of all tables and ceiling fans, tube lights, A.C. grills and light covers.

- iv) Scrubbing and disinfecting of all toilets.
- v) Scrubbing and cleaning of all floor areas of the buildings by Multifunctional intelligent office floor scrubber cleaning machine or any latest Machine.
- vi.) Cleaning of all the glass structures with soap and paper.
- vii) Cleaning of all staircases, staircase landings and elevator areas.

## ANNEXURE-VII

### 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 <http://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 Enrollment” 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/ 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 DSC’s 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 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 opener’s 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.
- 2) 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.

#### CHECK LIST OF DOCUMENTS TO BE SUBMITTED. BID CHECKLIST

Bidder is required to fill-up this checklist and enclose along with the envelope containing the Earnest Money:

Sl. Item Description Yes/No Bid Reference

1. Earnest Money Enclosed
2. Tender Acceptance Letter
3. Letter of authorization to submit bid
4. An undertaking that the agency hasn't blacklisted
5. Financial/Price Bid Undertaking

