



**DIRECTORATE GENERAL OF GST INTELLIGENCE
COIMBATORE ZONAL UNIT**

53,1ST MAIN ROAD, MEENA ESTATE, SOWRIPALAYAM, COIMBATORE-641028

Tel: 0422-2320091 & 2322852 Fax: 2320054 e-mail – cberu1@yahoo.co.in

F.No.ADMN/DGGI/CoZU/44/2018

Date: 11.05.2018

NOTICE INVITING TENDER FOR CONTRACT OF HOUSE KEEPING SERVICES.

E-tenders are invited from reputed, experienced and financially sound/reputed Parties/ Agencies for annual contract for Housekeeping services for the office buildings at the location given in the table below for one year from the date of contract. Interested parties/ agencies preferably who have experience in Housekeeping services to a Government office and also willing to comply with the terms and conditions annexed to this notice, may submit their bids online through Central Public Procurement Portal (CPPP) on or before **05.06.2018 06.00 PM**.

Sl.No	Name of the Building	Plinth Area (Approx)
1	Office of the Deputy Director, DGGI, Trichy Regional Unit , No.10B/5, First Street, Jayanagar, KK Nagar Post, Trichy 620021	2300 sq.ft

Data Sheet

Item	Description
Name of the Hirer	Govt. of India, Ministry of Finance, Department of Revenue, Directorate General of GST Intelligence, Coimbatore Zonal Unit.
Tender Inviting Authority	Additional Director General, Directorate General of GST Intelligence, Coimbatore Zonal Unit, Coimbatore.
Tender Name	Annual contract for Housekeeping services for the office building at the Office of the Deputy Director, DGGI, Trichy Regional Unit , No.10B/5, First Street, Jayanagar, KK Nagar Post, Trichy 620021
Tender No. and Date	F.No.ADMN/DGGI/CoZU/44/2018 dated 11.05.2018
Method of Selection	L-1
Availability of Tender Documents	Can be downloaded from Central Public Procurement Portal at http://eprocure.gov.in/eprocure/app

Date of Tender notice issuance	Date: 11.05.2018
Last date and time for Bid/ Proposal submission (on or before)	05.06.2018 (06.00 PM)
Bid Opening- Time, Date & Venue	07.06.2018 at 10:00 AM Chamber of Deputy Director (Admn.), Directorate General of GST Intelligence, Coimbatore Zonal Unit, 53, First Main Road, Meena Estate, Sowripalayam, Coimbatore 641028.
Language of Bid Submission	Proposal should be submitted in English only.
Currency	Bid may be quoted in INR only.
Name and Address for Communication and seeking clarification	Deputy Director (Admn.), Directorate General of GST Intelligence, Coimbatore Zonal Unit, 53, First Main Road, Meena Estate, Sowripalayam, Coimbatore 641028.
Period of Hiring	12 months

2. Document Download:

Tender documents may be downloaded from Central Public Procurement Portal at <https://eprocure.gov.in/eprocure/app>. Aspiring Bidders who have not enrolled/registered in e-procurement should enroll/register before participating through the website <https://eprocure.gov.in/eprocure/app>. The portal enrolment is free of cost. Bidders are advised to go through instructions provided at Annexure-D regarding "Instructions for online Bid Submission".

3. Bid Submission:

Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>. Instructions for online Bid submissions are given in Annexure VI. Any further queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the CPP Portal Helpdesk.

4. Service Providers have to follow the "terms and conditions" provided in **Annexure-I** and Scope of work as provided in **Annexure-II**. The tender shall be submitted online in two parts viz. technical bid and financial bid as in **Annexure III and Annexure**

V respectively. The bidder should sign Annexure I, II and Tender Acceptance letter in the form as in **Annexure IV and upload them in the CPPP**. 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. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. **The offers submitted by Post/Fax/email etc. shall not be considered.** No correspondence will be entertained in this matter.

5. A Bidder 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 tampered / modified in any manner, tender will be completely rejected and EMD would be forfeited.

6. The **Critical Dates** for bid Submission and processing are as under:

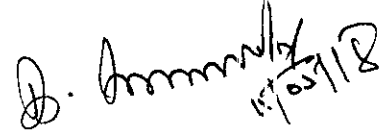
Published Date	14.05..2018
Bid Document Download Start Date	14.05.2018 (10:00 A.M)
Bid Submission Start Date	15.05. 2018 (10.00 A.M.)
Premise(s) Visit	16.05.2018 (11:00 A.M. to 05:00 P.M.)
Bid Document Download End Date	05.06.2018 (06.00 P.M.)
Bid Submission End Date	05.06. 2018 (06.00 P.M.)
Technical Bid Opening Date	07.06 2018 (10:00 A.M.)

7. 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.

8. Not more than one tender shall be submitted by one contactor 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 for rejection.

9. 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.

10. For any further details, Shri T. Dayanandan, Deputy Director (8870727270) or Shri Ravindranath S Senior Intelligence Officer (Mobile No. 9176202544), Directorate General of Goods and Services Tax Intelligence, Trichy may be contacted. The last date for submission of Bids is **05.06.2018 at 06.00 PM**.



(K.KALIMUTHU)
JOINT DIRECTOR

DGGI COIMBATORE ZONAL UNIT

Copy to:

1. The web master, i/c of www.cbec.gov.in website, Director General of Systems and Data management, Customs and Central Excise, 4th & 5th Floor, Hotel Samrat, Chanakyapuri, Kautilya Marg, New Delhi 110021, for publishing in the official website. (through e-mail webmaster.cbec@icegate.gov.in)

ANNEXURE- I
Terms and Conditions.

1. **The bidders are asked to quote their rate only on per square ft. per month basis and not based on the number of persons to be deployed or per person basis. Rates /quotations duly filled-in, should be uploaded in the CPP portal within the date and time mentioned in the critical dates sheet.**
2. **The method of selection would be L-1 i.e the bidder quoting the lowest basic rate per sq.ft (exclusive of GST) will be selected subject to fulfillment of other terms and conditions stated in this notice.**
3. **The deduction towards PF and ESI etc., should be factored in the basic rates being quoted on 'per square feet per month' basis. No extra amount towards such heads would be payable over and above the rates thus quoted.**
4. **No escalation of price whatsoever would be allowed during the pendency/currency of the contract.**
5. **The cost of cleaning material would not be included in outsourcing contract and it will be provided by the DGGI.**
6. **Directorate General of Goods and Services Tax Intelligence (hereinafter referred to as DGGI) reserves the right to postpone and/or extend the date of receipt/opening of rates/quotations or to withdraw the same, without assigning any reason thereof.**
7. **The bidders should satisfy themselves before submission of the Rate/quotations to DGGI that they meet the qualifying criteria and capability as laid down in the annexure.**
8. **All the rates must be given both in figures and in words. In case of discrepancy between the words and figures, the rates indicated in words shall prevail.**
9. **Rates/quotations should be submitted and signed by the firm with its current business address.**
10. **The rates shall be valid for a period of at least one year from the date of opening or till the stipulated period of the end of the contract, whichever is later.**
11. **The Contractor must comply with the rates/quotations, specification and all terms and conditions of contract. No deviation in the terms and conditions of the contract shall be**

entertained unless specifically mentioned by the contractor in the rates/quotations and accepted by DGGI.

12. In case of any default by the contractor in any of the terms & conditions (whether General or Special), DGGI may 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. Notwithstanding anything contained herein, DGGI also reserves the right to terminate the contract, by giving 15 days' notice in writing without assigning any reasons and without incurring any financial liability whatsoever to the contractor.
14. The contractor shall take insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948. The contractor shall arrange necessary insurance cover for any persons deployed by him even for short duration. DGGI 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 Directorate General, the same shall be reimbursed/indemnified by the contractor.
15. Contractor shall in no case lease/transfer/sublet/appoint care taker for services.
- 16. The house keeping services is for plinth area of 2300 sq.ft and subject to deployment of minimum two (2) Persons.**
17. No other persons except contractor's authorized representative shall be allowed to enter in the DGGI.
18. Within the premises of DGGI, the contractor's personnel shall not do any private work other than their normal duties
19. Contractor shall be directly responsible for any/all disputes arising between him and his personnel and keep the DGGI indemnified against all action, losses, damages, expenses and claims whatsoever arising thereof.
20. 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. DGGI shall have no liability whatsoever in this regard and the contractor shall indemnify DGGI against any/all claims which may arise under the provisions of various Act, Govt.'s orders etc.

21. The bidder should pay to their personnel a Minimum Wage at the prevailing rate as fixed under MINIMUM WAGES ACT prescribed by the O/o the Chief Labour Commissioner (Central). **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 bidder every month as per the existing rules.**
22. The contractor should submit the copies of paid vouchers for payment of wages to the persons deployed for this contract every month to this office. If any discrepancies found in the payment of wages to the persons deployed against the existing rules, the contract is liable for immediate termination without any prior notice.
23. GST at the applicable rate along with monthly charges will be paid by the Department. Proof of payment of GST will be required to be submitted by service provider to the Directorate periodically.
24. **The persons deployed by the Service Provider shall have no legal right to seek employment in the Department and no legal proceedings would entertained by this Department in this connection.**
25. If at any time during currency of Job, the scope of work for which this job has been awarded is reduced / abandoned, or if the number of person employed by the supplier is reduced from the stipulated number for any period, the payment / value of this job order shall be reduced on pro-rata basis by this office (Service Receiver) and would be binding on the Contractor (Service Provider).
26. Contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.
27. Contractor shall ensure that the persons sent to DGGI wear neat and clean uniform supplied by the service provider, every day while on duty and free from any communicable diseases. Contractor should also issue ID cards to the persons employed by him in the premises.
28. On acceptance of bid, the service provider has to submit performance guarantee of an amount equivalent to 5% of the value of the entire period of the contract of 12 months in the form of Bank Guarantee from a Nationalized Bank in favour of Additional Director General , Director General of GST Intelligence, Coimbatore Zonal Unit, 53 First Main Road, Meena Estate, Sowripalayam, Coimbatore 641 028 at the time of awarding the contract. The performance Guarantee should remain valid for a period of sixty days

beyond the date of completion of the contract.

We agree to the above terms and conditions.

Signature with Date
Name of the Firm
Seal

ANNEXURE -II

SCOPE AND SCHEDULE OF WORK FOR HOUSEKEEPING

1. SCOPE OF WORK

- i. The prime object of housekeeping service is to maintain the entire premises in a clean and tidy condition. The premises are to be maintained from the hygiene point of view.
- ii. The broad details of work covered under the scope is enumerated as follows:
 - a. Cleaning, sweeping and wiping of entire area in the office including the parking area daily.
 - b. Furniture like tables, chairs, visitor's chairs sofas, almirahs, etc. and all the electronic gadgets like computers, telephones, fax machines, photocopier machines etc., have to be dust free and dust removal has to be done daily. The doors, windows, partitions including the particle board, glass and aluminum channels in the entire office should be cleaned daily.
 - c. Thorough cleaning of toilets/urinals has to be done using required disinfectant materials like phenyl twice a day and more often if needed and by putting naphthalene balls in all the urinals and air purifiers in the toilets and also cleaning of all sanitary fittings, tiles and mirrors on the walls in the toilets.
 - d. Ensure removal of blockages and clogging in the wash basins and other sanitary fittings in the toilets for smooth outflow of wastewater.
 - e. Shifting of furniture and other items/stores from one place to another as required by the administration.
 - f. Attending to electrical facilities in the office like changing of tube lights, bulbs and such other minor works whenever required.
 - g. Care should be taken that the gadgets are not tampered with during the cleaning operation.
 - h. Any other petty work assigned by the officers.

- iii. Workmen provided are to be available in office during working hours on all working days and shall not leave the office premises without permission of the caretaker. Workmen are required to attend office and carry out jobs prescribed on holidays also whenever called for, by the caretaker.
- iv. Workmen shall also attend to the works assigned by office such as taking copies of documents under supervision of officers during working hours.

2. JOBS TO BE CARRIED OUT DAILY

- i. Cleaning of toilets, windows, washbasins & other fittings, removing of all dust, unwanted materials, cleaning to be done with phenol twice a day.
- ii. Cleaning of corridors and common area once with phenol in morning with plain water in the afternoon.
- iii. Removing dust from floors, windows, doors, journals, furniture, fixtures, telephone, cupboards, air conditioners, almirahs, filing cabinets, glass panes. Collecting waste paper, unwanted materials and its disposal at indicated locations.
- iv. Cleaning of rooms by moping floor with cloth soaked in water and phenol.
- v. Liquid soap, naphthalene balls and deodorant block etc. are to be placed in the toilets/washrooms and replaced periodically.

3. JOBS TO BE CARRIED OUT WEEKLY

- i. Washing of floors in the entire office area with detergent/vim/soap and water.
- ii. Removal of cobwebs in the corridors, rooms, chambers and lavatories.
- iii. Removal of dust accumulated on the walls, window panes and ventilators in the toilets.

4. MISCELLANEOUS CONDITIONS

- i. Sweeping/ cleaning of all parts as per specification vide the items of schedule shall be completed before 9.00 a.m. every day.
- ii. Manpower required for execution of the entire work including transport shall be arranged by the contractor. In case, a particular work-person remains absent due to one reason or other, it would be the responsibility of the contractor to provide another work-person in his/her place.

- iii. The contractor shall on award of the contract furnish the list containing names and address of the workmen sent to DGGI for housekeeping services.
- iv. The services provided by contractor shall be to the satisfaction of DGGI.
- v. The contract rates shall include the cost for all essential and contingent works, which although not specifically mentioned in this contract, are necessary for completion of the work to the satisfaction of DGGI.
- vi. The contractor shall have no claim against DGGI in respect of any work, which may be withdrawn.
- vii. The contractor shall maintain an Attendance Register of personnel. The above register of personnel shall subject to check by the concerned officer of DGGI. The personnel will render services on all working days and any other day as may be required, excluding 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 work. No extra payment for this shall be made. The rate of items of scheduled work includes the cost of this provision as well.
- viii. The contractor shall comply with all the relevant statutory conditions and all the disputes arising out of non compliance of relevant statutory provisions, if any, has to be dealt with by the contractor alone and the department will not be a party in such cases.

5. TERMS OF PAYMENT

- i. The contractor will submit the monthly bill for reimbursement in duplicate enclosing the certificates as indicated below, which shall be got duly certified by the officer-in-charge and the same shall be paid thereof after making recovery , if any.
- ii. The contractor shall make regular and full payment of labour charges, salaries and other payments as due, as per labour laws to his/her personnel deputed under services contract and furnish necessary proof whenever required.
- iii. Payments will be based on the actual deployment of personnel & their attendance.
- iv. Any complaint regarding non-payment of wages to your personnel may result in termination of the contract.

6. PENALTIES

- i. The Contractor will attract a penalty of Rs.150/-(Rs. One hundred and fifty only) per day, per person in case the persons fails to carry out the housekeeping services due to his absence or any other reason.
- ii. In the event of failure in maintaining the housekeeping services on any day upto the desired standard, in part or full the contractor is liable to be penalized @ Rs.150/-(Rupees One hundred and fifty only) per day which shall be recovered from the bills or otherwise. For the purpose of imposing penalty, the decision of the DGGI will be final and binding on the contractor and shall not be subject to dispute or arbitration.
- iii. The contractor shall ensure that peace and order is maintained in the premises.
- iv. The contractor would ensure that all his personnel would behave courteously and decently with employees of the DGGI and visitors to the office and also ensure good manners.

7. CHARGES AND PAYMENTS

Bills chargeable to the DGGI 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 DGGI reserves the right to deduct the payments due from the contractor from monthly bill(s).

We agree to the above terms and conditions.

Signature with Date -----

Name of the Firm -----

Seal -----

ANNEXURE -III**Technical Bid**

1.	Name of the organization/firm	
2.	Name(s) of the proprietors/ Director	
3.	Registered address	
4.	Telephone No. Fax No.	
5.	Whether firm is registered and license holder under Contract Labour (Regulation & Abolition) Act.(If not required please state reasons)	
6.	Registration No. of the firm (copy to be uploaded)	
7.	Permanent Account No. of the firm (PAN)	
8.	Provident Fund Number allotted by Regional Provident Fund Office.	
9.	ESI Regn. No.	
10.	GST Registration No, if any.	
11.	Total number of staff/workers employed by the firm.	
12.	Name (s) of public sector/Govt. organization to whom similar services have been provided by the firm during last five years. (Please attach the job order/service certificate from the Govt. Officer/Public Sector)	

All columns should be filled in. If any of criteria is not applicable to them the bidder should indicate the same along with reasons. Copies of proof of documents should be uploaded along with the tender.

Signature with Date

Name of the Firm

Seal

Annexure –IV

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 have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: Central Public Procurement Portal 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/ organization too has 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. 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 said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

Annexure V**SAMPLE FINACIAL BID**

Tender Inviting Authority: <ADDITIONAL DIRECTOR GENERAL DGGI COIMBATORE ZONAL UNIT>

Name of Work: <HOUSE KEEPING SERVICES >

Contract No: <ADMN/DGGI/CoZU/052/2018>

Name of the Bidder/ Bidding Firm / Company :								
PRICE SCHEDULE								
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)								
NUMBER #	TEXT #	TEXT #	NUMBER #	TEXT #	NUMBER	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Item Code / Make	Quantity	Units	No of persons	BASIC RATE In Figures To be entered by the Bidder in Rs. P	TOTAL AMOUNT in Rs. P	TOTAL AMOUNT In Words
1	2	3	4	5	6	7	8	9
1	HOUSE KEEPING SERVICES	item1						
1.01	Housekeeping services to Office of the Deputy Director, DGGI, Trichy Regional Unit, Trichy (please quote rate per sq.ft per month including all charges like service charges, ESI, PF etc., but excluding GST)	item2	2300.000	Sq.Ft			0.00	Zero Only
2	GST If any	item3	2300.000	Sq.Ft		0.0000	0.00	INR Zero Only
Total in Figures							0.00	INR Zero Only
Quoted Rate in Words			INR Zero Only					

Please fill only blue colored cells namely Name of the Bidder, No of persons and Basic rate.

Quote rates per sq.ft per month at column 7 and not for 2300 sq.ft. System will auto populate the other columns.

Annexure-VI

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 they may seek it from the Helpdesk of CCP.

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.
- 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. The contact number for the helpdesk is **0120 4200462 or 0120 4001082**. Bidder can also get help at +91-8826246593.