



भारत सरकार

Government of India

वित्त मंत्रालय : राजस्व विभाग

Ministry Of Finance: Department Of Revenue

केंद्रीय वस्तु एवं सेवाकर तथा केंद्रीय उत्पाद शुल्क आयुक्त का कार्यालय

OFFICE OF THE COMMISSIONER OF CGST & CX

प्लॉट नंबर 155, सैक्टर पी 34, एन एच, ज्येष्ठा और वैशाख, सिडको, नाशिक 422008

Plot No. 155, Sector-P-34, NH, Jaistha&Vaishak, CIDCO, Nashik-422008

Phone no. 0253-2377759; FAX- 0253-2398222, Email Id- admnnsk2@gmail.com

F.No.I/Adm/22-78/Tender/Housekeeping/2021-22

Date:- 03.08. 2021

TENDER NOTICE

**NOTICE INVITING QUOTATIONS FOR ANNUAL CONTRACT FOR
CLEANING AND HOUSE-KEEPING SERVICES AND ONE (01) COOK FOR GUEST HOUSE
AT CGST& CENTRAL EXCISE, NASHIK COMMISSIONERATE (HQ)**

1. Office of the Commissioner of GST and Central Excise, Nashik invites e-tender quotations from reputed service providers engaged in Housekeeping Services for cleaning and Housekeeping works for Office of the Commissioner of GST and Central Excise, Nashik, including constructed area & open premises and one (01) Cook for Guest House, Nashik (HQ) for one year from the date of issuance of work order. The details of the premises are as under:

Sr. No	Name of Building / Location	Details of Area	Area (Sq.Ft.)
01.	Office of the Commissioner of GST & CX Nashik Commissionerate located at Plot No. 155, Sector P-34, NH "Jaishtha&Vaishakh" at CIDCO, Nashik-422 008 and Office of the Asstt. / Deputy Commissioner, GST & CX, Nashik-I and Nashik-II Divisions and its ranges located at Plot No. 155, Sector P-34, NH "Jaishtha&Vaishakh" at CIDCO, Nashik-422 008	Built up Area	50,990.040Sq.Ft.
		Parking Area	4814.051Sq.Ft.
		Porch Area	911.918 Sq.Ft.
		Substation Area	2,260.419 Sq.Ft.
		Terrace & Misc. Area	17,462.572 Sq.Ft.
		Total Area	76,439.00Sq.Ft.
02.	Guest House at Type-IV/1, GST & CX Staff's Quarters, Sahyadri Nagar, CIDCO, Nashik – 422 009.	Total Area	1,067 Sq.Ft.
		Grand Total	77,506.00Sq.Ft.

Area is subject to variation up to 5 %.

Note : The payment to the contractor will be made on the basis of actual area for which cleaning & housekeeping work will be carried out during the relevant month.

2. Document Download:-

Tender documents may be downloaded from CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in TIME SCHEDULE as under by the bidders having digital signature certificate (DSC) issued from any agency authorized by Controller of Certifying Authority (CCA), Govt. of India and which can be traced up to the chain of trust of the Root Certificate of CCA.

3. Bid Submission:

- i. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>. Tenderer/Contractor are advised to follow the instructions “Instructions to Bidder for Online Bid Submission” provided in the Annexure- C for online submission of bid.
- ii. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- iii. Not more than one tender shall be submitted by one or more service provider 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.
- iv. 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 tampered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with this Office.
- v. Intending tenderer are advised to visit again CPPP website <https://eprocure.gov.in/eprocure/app> regularly till closing date of submission of tender for any corrigendum / addendum/ amendment.
- vi. The rates shall be quoted in Indian Rupees only. The rates will be inclusive of all taxes (exclusive of GST), fees, levies, etc. and any revision in the statutory taxes, fees, etc will be the responsibility of the Bidder. In case of any discrepancy/difference in the amounts indicated in figures and words the amount in words will prevail and will be considered.
- vii. The quoted rates shall remain firm throughout the tenure of the contract and no revision is permissible for any reason.
- viii. NOTE: The Department reserves the right to postpone the date of opening or to accept or reject any or all the bids, without assigning any reasons.
- ix. For further details, Superintendent (Land & Building), CGST & CX, Nashik (HQ) may be contacted at 0253-2370455.

4. The Bid details are as under:-

Sl. No.	Particular
1.	Tender Notice
2.	Scope of Work-Annexure-I
2.	Terms & Conditions – Annexure II
3.	Technical Bid – Annexure A
4.	Financial Bid -Annexure-B
5.	Instructions for online bid submission- Annexure-C

(Chetan Pawar)
Assistant Commissioner (Admin)

1. Notice Board.
2. Superintendent (Systems), CGST & CX Nasik to upload in official website.

ANNEXURE-I
SCOPE OF WORK

1. Cleaning, sweeping and wet mopping of the entire area/floors/rooms/halls and cabins including the surroundings, parking area & lobby.
2. Collection of all sweeping, garbage and waste material and their effective disposal at indicated locations.
3. Thorough cleaning of toilets including urinals along with attached water tanks and wash basins, using disinfectants like phenyl, Harpic, Vim, Surf etc. twice a day and whenever required. Cleaning of all sanitary fittings, tiles and mirrors in the toilets walls.
4. Movement of furniture, files and other office equipment, whenever required.
5. 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, sofa-sets and electrical fittings etc..
6. 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.
7. Miscellaneous services such as serving of drinking water / refreshment, tea etc., during office hours and in Conference / Meetings / Seminars and during the visit of assesses / guests in Headquarters and its subordinate offices.
8. Internal and external cleaning of window panes, doors and fans, vertical blinds, ceilings, walls AC Duct, grills and beams, water filling in coolers.
9. Removal of blockages and clogging in the wash basin and other sanitary fittings for smooth outflow of waste water.
10. General maintenance and up keep of the entire office premises.
11. The Contractor shall be responsible for the proper sweeping, mopping and cleaning of the work place and surrounding area 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. The towels& napkins shall be sent to the laundry for washing, ironing and to be collected by the Contractor. Any breach of these conditions will result in the immediate termination of the contract.
12. The persons will render services everyday including Saturdays except Sunday and National Holiday/public Holidays.
13. Any other work assigned by the controlling officer from time to time.

3. Jobs to be carried out weekly.

- i) Cleaning of window panes with mild detergent such as Collin and any other cleaning operation assigned / required.
- ii) Vacuum cleaning in the computer section, all computers in the office and the sofa-sets, twice a week.
- iii) Washing of floors with detergents etc.
- iv) Fan cleaning/ door and window cleaning.
- v) If the labour is required on Sunday/Gazetted holiday, no extra charge will be paid to the contractor.

4. Cleaning Materials:

The cleaning and swiping material will be provided by the department.

Terms and Conditions

Tender Process and submission of tender documents:-

1. The bid / tender will consist of two parts – The e-tender/ bid documents for “Technical bid” in the proforma prescribed in Annexure – A and for the “Financial Bid” in the proforma prescribed in Annexure – B (BOQ) shall be completed in all aspects and are to be uploaded/ submitted online in the Government of India, Central Public Procurement Ports (e-procurement) website as “TENDER FOR HOUSEKEEPING SERVICES”.
2. The tenders shall sign and stamp each page of the 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 with the Technical Bid. The tender documents are not transferable.
3. The tenders/ quotations received unsigned/ incomplete shall be summarily rejected. The financial bids of those bidders who have qualified in the technical bid only shall be opened and taken for consideration. The Financial Bid of the bidders who do not qualify in technical bid will not be considered and opened.
4. All information sought under Terms and Conditions and other information is to be given in Technical Bid while the price quoted by them will be mentioned only in the Financial Bid (BOQ).
5. The tender documents must be uploaded/ submitted online before **11.00 Hrs** on **23/08/2021**. The documents received incomplete and / or filed after the due date & time shall not be accepted. The Tender shall be opened on **24/08/2021** at **12.00 Hrs**.
6. The Bidder/Service Provider should pay their personnel minimum rates of wages at prevailing rate as fixed by Office of the Chief Labour Commissioner (Central). Any breach of this condition will render the contract liable for immediate termination without any prior notice besides the legal action to be initiated. Besides, ESI and PF per head at the current rate should be paid by the contractor every month as per the existing rules and copies of the paid cash challans should be submitted every month to this office.
7. The person employed should work on all days except Sunday. The working hours will be from 08.30 to 17.00 hrs daily including lunch break of half an hour, skeleton staff should be deployed beyond 05:00 P.M. on all working days to cater for emergency services only. Cleaning and dusting of entire office premises should be completed before 09:30 am daily. The personnel deployed should be well experienced and trained adequately and should be of sound health. Bidder should not indulge in employing child labour. The contractor should ensure that there is no scope for any grievance from the personnel on delayed payment of wages.

8. The CGST & Central Excise, Nashik 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 or retender it again.
9. Contractor shall in no case lease/transfer/sublet his contract or appoint care taker for services.
10. No other person except Contractor's authorized representative shall be allowed to enter the premises of the Commissionerate and its subordinate offices.
11. Contractor shall be solely responsible for regular payment of wages/salaries other benefits and allowances to his personnel as per the prevalent labour laws and or any other payments that might become applicable under any Act or Order of the Govt. and submit its proof of compliance as and when it is called by the department. 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.
12. Contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.
13. The contract period will be effective from the date of commencement of the service as defined elsewhere in the contract up to one year.
14. 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. This office and the department will not be party to any such litigation (if any) and the contractor should ensure that the same is made known/clear to the persons employed by him.
15. The Contractor will provide his staff with the proper uniform and identity card. The cost will be borne by the service provider.
16. Photographs, full address and telephone number of all housekeeping personnel should be provided for records. The contractor shall also take care that all contract employees are well behaved, courteous and cooperate towards the officers and staff of this office as well as visitors and maintain the proper office decorum in all their conduct. It will be the responsibility of the contractor to ensure that all personnel so engaged under subject contract be deployed after its proper background, verification, check about his moral and social creditability and also ensure that no employee having any adverse antisocial or criminal record is deployed. It shall be Contractor's duty to carry out appropriate verification as may be required in this regard. Further during the contract period if any contract person is changed or new personnel engaged, then all these requirements should be satisfied in respect of that person.

17. After awarding a contract, the contractor should furnish performance security amount of 5% to 10% of the total contract value to the Commissioner, CGST & Central Excise, Nashik on behalf of The President of India in the form of Bank Guarantee from a Nationalized Bank /scheduled bank within seven days.

18. Terms of Payments:-

(i) The contractor will submit the monthly bill (in duplicate) in the first week of the following month duly certified by the officer-in-charge and the same will be paid thereof after making recovery, if any through e-payment. Name of the Bank, Branch and Accounts including IFSC code may be provided.

(ii) The contractor shall make regular and full payment of labour charges, salaries and other payments as due, as per the labour law to its personnel deputed under service contract and furnish necessary proof of labour wise disbursement along with the bill of next month may be provided. In case this office receives any complaint regarding non-payment of wages to any personnel the amount payable to these personnel will be recovered from contractor's bill and paid to such personnel.

(iii) No interim bills will be entertained. The bill payment will be subject to TDS applicable under the Income Tax Act, 1961 and the Goods and Services Act, 2017.

(iv) Since this is a Govt. of India office, disposal and disbursement of monthly bills submitted by contractor will depend upon the availability of Govt. funds for said provision. However, as soon as Govt. makes fund available on required head, disbursement of pending bills will be made as soon as possible. However, department will not pay any interest for late payment or disbursement due to any reasons or any emergency.

19. Penalties:-

- (i) The contractor will attract a penalty of Rs. 250/- (Rupees Two Hundred and Fifty only) per day/per person in case the person 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 up-to the desired standard, in part of full the contractor is liable to be penalized @ Rs. 250/- (Rupees Two 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 Commissioner 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 Commissionerate and also ensure good manners.

20. The Contractors must comply with 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.

21. 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 and without incurring any financial liability whatsoever to the contractor. This office does not find itself to accept the lowest tender and also reserves the right to reject any quotation without assigning any reason whatsoever.

22. 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 while discharging the duties by the labour provided by the Contractor. In the event of any liability/claim falling on this Commissionerate, the same shall be reimbursed/indemnified by the Contractor. All damages caused by the Housekeeping personnel shall be charged to the contractor and recovered from its dues/bills.

(Chetan Pawar)
ASSISTANT COMMISSIONER (Admin)

F.No. I/Adm/22-78/Tender/Housekeeping/2021-22
Nashik, the 03rd August, 2021.

Copy to:

- 1) The Web Manager, Directorate General of System & Data Management, 4th& 5th floor, Samrat Hotel, Chanakyapuri, New Delhi ~ 110021 for wide publicity through departmental website.
- 2) Superintendent (Systems) for uploading on departmental website.
- 3) All Division office for giving wide publicity.
- 4) Notice Board.

Technical Bid Conditions along with performa – Annexure-A

1. The Contractor/Service Provider must inspect the premises with prior approval of Assistant Commissioner (Adm.) (TELEPHONE Nos.:0253 – 2399954) during office hours, keeping the area of the premises in mind so that the contractor can accurately estimate the manpower required for subject work and accordingly submit his Technical Bids & Financial Bids as per the conditions mentioned in the subject tender notice. **The Contractor/Service Provider or its authorized representative must visit and sign “Inspection Attendance Sheet” available with this office at the time of inspection. Tender Bids submitted by the Bidder without physical inspection will be summarily rejected.**
2. The financial bids of only those parties whose Technical Bids are found to be eligible will be opened and considered.
3. The Quotations i.e. Technical bid shall be accompanied by an Earnest money deposit of Rs 30,000/- (Rs. Thirty Thousand only) in the form of Demand Draft (DD) only in the name of the Commissioner, CGST & CX, Nashik Commissionerate, Nashik. Quotations received without earnest money shall be summarily rejected without assigning any reasons thereof. The earnest money shall be returned to the unsuccessful bidders after finalization of the contract. No interest is payable by the department on the EMD.
4. The bidder should be registered with competent authorities under Contract Labour (Regulation and Abolition) Act and allied acts, should have valid registrations under said act and allied acts like EPF and ESIC etc.
5. They should be registered with Goods and Services Tax Department and should have Valid and Active GST Registration No.
6. They should be registered with Income Tax Department and should have valid Permanent Account No. (PAN) in their name.
7. Their Annual Turnover should not be less than 20 Lakhs for last **three (03)** financial years F.Y. 2018-19, F.Y. 2019-20 & F.Y. 2020-21. In case duly audited balance sheet for those years is not readily available then a certificate to this effect and correct turnover for such year to be provided from the Chartered Accountant along with IT return for the said period.
8. They should furnish certificate from two service recipients of Central Govt. or State Govt. Department or Public Sector Undertaking indicating satisfactory rendering of similar services at their premise in last two year.
9. It is mandatory for the bidder have office in Nashik who have applied for the tender.

Annexure – ‘A’
Proforma for Technical Bid

- 1] Name of the Firm with Postal Address :-
- 2] Telephone No. / Fax No. :-
- 3] Name of the Proprietor/Director :-
With mobile no.
- 4] Detail of EMD :- DD No. _____
Date: _____
- 5] Permanent Account Number (PAN) :-
Allotted by Income Tax Deptt.
- 6] Goods & Service Tax Registration No. :-
- 7] Employees Provident Fund :-
Registration No.
- 8] Employees State Insurance :-
Corporation Registration No.
- 9] Shop Act License No. & Date :-
- 10] ISO Certificate details, if any :-
- 11] Annual turnover of previous :-
Three financial year details
- 12] Have your Director/Partner of Entrepreneur :-
Convicted under law
- 13] Has your firm/Company blacklisted at any time :-
- 14] Contract Labor Act License No. & :-
date & its validity period, if any
- 15] Name of public sector/Govt. Organization to whom :-
Similar services have been provided by the firm
During last 3 years.(attach relevant copies)

(Note :- Attach attested photo copies of
all the above Documents.)

DECLARATION

I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them. The information/documents furnished along with the above application are true and authenticate to the best of my knowledge and belief, furnishing of any false/misleading information would lead to rejection of my tender at any stage.

Place:- _____

Date:- _____

[Signature of Authorized Person]
[Name, Contact No. & Seal]

Financial Bid Conditions along with performa -Annexure-B

1. In the financial bid, the Bidder should quote the rate on per sq.ft. per month basis. The Bidders/Service Provider shall indicate the number of persons to be deployed in the Price Bid (BoQ Sheet).
2. Rates quoted should be inclusive of deduction towards PF, ESI and other statutory dues etc. No separate amount would be payable over and above the rates thus quoted. Further the minimum wages as prescribed by the Chief Labour Commissioner (Central) should be factored in while quoting the rate per Square Ft. Per Month and for every percentage increase in minimum wages, the corresponding increase in rate per Square Ft. Per Month will be granted to the successful bidder in course of the contract.
3. The Contractors are required to submit the complete Rates / Quotations only after satisfying each and every condition laid down.
4. All the rates must be written both in figures and in words. Corrections if any are to be made by crossing amount including and rewriting with date. In case of discrepancy between the words and figures the rates indicated in figures shall prevail.
5. Rates/Quotations should be submitted and signed by the authorized representative of the Contractor with its current business address.
- 6. In case of the same lowest rate being quoted by multiple vendors, then the preference will be given to the vendor based at Nashik and their past work experience of similar services provided to Govt. Departments in the last two years will be taken into account.**

Annexure – ‘B’
Proforma for Financial Bid

Note 1: The bidders shall quote their rate for the service to be provided as “RATE PER SQUARE FOOT PER MONTH” inclusive of deduction towards EPF and ESIC and other statutory dues etc. but excluding GST which will be separately paid for the work as detailed in Tender Notice. Apart from GST, no amount whatsoever will be paid by this Department.

Note 2: The rate quoted should factor in provision of contract labour not less than Twenty Four (24) and one (01) for Cook for Guest House at CGST & CX, Nashik (Hqrs.) as detailed in the Tender Notice for the scope of work.

Note 3: If a firm quotes NIL charges/consideration, the bid shall be treated as unresponsive and will be not be considered i.e. Administrative Charges quoted by the bidder necessarily has to over and above zero percent. Further Zero percent includes all derivatives of zero upto 0.9999 and thereof.

1) Name of the Tenderer :-

2) Full Address with Contact No. :-

Sr. No	Name of Building / Location	Area (Sq.Ft.)	Basic Rate per sq. ft. per month	No. of persons to be deployed	Amount to be paid per month	Total amount per month (without GST)
1	2	3	4	5	6	7
01.	Office of the Commissioner of GST& CX, Nashik, Guest House at Sahyadri Nagar, Terrace, Misc. & Nasik-I and Nasik-II Division	77506.00	To be filled in BoQ available with Tender Notice on e-procurement portal.			
	TOTAL	77506.00				
	Total monthly figures in words:-					

[Note:- Cost of cleaning material should not be included in above rates, as the cleaning Material will be provided by the Department.]

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 shall be blacklisted and will not have any dealing with the department in future. It is further submitted that the areas specified in the Tender verified and found correct. We shall not raise dispute in the areas specified.

Place:-_____

Date:-_____

[Signature of Authorized Person]
[With Date and Firm Seal]

Annexure- C
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 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, 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 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 colored (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 and 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.
