



केंद्रीय कर के आयुक्त का कार्यालय

OFFICE OF THE COMMISSIONER OF CENTRAL TAX (AUDIT)

केन्द्रीय वस्तु एवं सेवाकर गुन्टूर लेखा परीक्षा आयुक्तालय /CENTRAL GST GUNTUR AUDIT COMMISSIONERATE

वस्तु एवं सेवाकर भवन, पत्तनक्षेत्र, विशाखपट्टणम

GST BHAVAN, PORT AREA, VISAKHAPATNAM - 530 035

C.No.GADT/II(22)/72/2021-ADMN-O/o COMMR-CGST-ADT-GUNTUR

Dt.25.02.2021

Sub.: Notice for Inviting of e-Tender for Annual Contract for OUTSOURCING OF HOUSE-KEEPING SERVICES (SWEEPING & CLEANING) for the office buildings which are tabulated below for a period of 12 months from 1st April-2021 to 31st March-2022.

* * * * *

1. E-Tenders (in prescribed format) are invited from the Service providers of Housekeeping Services (Sweeping & Cleaning) through e-procurement portal as per the requirements mentioned below for the office of the Commissioner of Central Tax, Central GST Guntur Audit Commissionerate, Visakhapatnam and its Circles located at Visakhapatnam, Rajahmundry, Guntur and Nellore. **The contract shall be awarded for a period of 12 months i.e., from 1st April - 2021 to 31st March - 2022.**

Sl. No.	Name of Office & Building Address	Approximate House Keeping Area in Sq. ft.	Place
1.	Hqrs. Office of CGST Guntur Audit Commissionerate and its circles/groups (including washrooms and corridors) situated in 3 rd , 4 th & 5 th floors of GST Bhavan, Port Area, Visakhapatnam-530035	12654	Visakhapatnam
2.	Kakinada Audit Circle (including washrooms and corridors), 3 rd Floor, GST Bhavan, Morampudi Junction, Rajahmundry - 533107	3414	Rajahmundry
3.	Guntur Audit Circle (including washrooms and corridors), Annapurna Complex, Mangalagiri Road, Near Bus Stand, Guntur.	5533	Guntur
4.	Nellore Audit Circle (including washrooms and corridors), Aditi Crystal, Near Madras Bus Stand, Nellore.	4000	Nellore

2. The tender enquiry documents will be available on official website <https://eprocure.gov.in/eprocure/app>

3. **Bid Submission:** Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>. Tenderers/Service Providers are advised to follow the "Instructions to Bidder for Online Bid Submission" provided at CPPP Portal.

4. Service Providers have to undertake the "Scope of Work" as mentioned in **Annexure-I** and abide the "Terms and Conditions" mentioned in **Annexure-II**, and "Requirements of Bidder for Online Bid Submission i.e. **Technical and Financial Bid**" provided in the **Annexure -III & Annexure -IV** for online submission of bids and to submit an undertaking as prescribed under **Annexure-V** and tender acceptance letter as prescribed under **Annexure-VI**. Special Instructions to the Service Providers /Bidders for e-submission of the bids in online through the eProcurement Portal is mentioned in the **Annexure-VII**. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

5. The bid 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 bids submitted through Fax/Email/by hand etc. shall not be considered.** No correspondence will be entertained in this matter.

6. Earnest Money Deposit (EMD) or bid security of **Rs.10,000/- (Rupees Ten Thousand only)** shall be paid by bidders in the form of Account Payee Demand Draft drawn in favour of **Pay and Accounts Officer, CGST, Visakhapatnam**. The original DD in respect of Earnest Money Deposit must be reached to **The Commissioner of Central Tax, CGST Guntur Audit Commissionerate, 5th Floor, GST Bhavan, Port Area, Visakhapatnam** on or before Bid closing date/ time as mentioned in critical date sheet. Technical bids/Qualifying bids without Earnest Money Deposit will be rejected. For EMD exemption, valid self-attested registration certificate issued by NSIC to be uploaded online, failing which the bid will be rejected. Bidders are requested to write their name and full address at the back side of the demand draft. EMD will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD shall be forfeited, in case, the successful bidder withdraws or the details furnished in Annexures are found to be incorrect/ false during the bid selection process. No interest shall be paid on the Earnest Money Deposit. The EMD of selected bidder will be returned on furnishing of the performance guarantee.

7. Bids will be treated as non-responsive and will be rejected at the initial stage itself, if the DD of EMD is not received on or before closing date/time of Bids.

8. The bid forms and other details can be obtained from the website <https://eprocure.gov.in/eprocure/app> (CPPP Portal).

9. The Service Provider who has downloaded the tender documents from the Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app>, shall not tamper/modify the tender form including downloaded financial / price bid template in any manner. In case, if the same is found to be tampered /modified in any manner, bid will be completely rejected, EMD would be forfeited and bidder is liable to be banned.

10. The Critical Dates for the Bid Submission and processing are as under:

Bid Closing Date	18.03.2021 at 15:00 Hrs
Technical Bid Opening Date	19.03.2021 at 15:00 Hrs

11. Interested Service Providers are advised to visit CPPP website <https://eprocure.gov.in/eprocure/app> regularly till closing date for submission of bids for any corrigendum/ addendum/amendment.

12. Not more than one bid shall be submitted by one contactor/ Service Provider. Under no circumstance, one service provider will be allowed to file more than one bid under different names as different competitors. A breach of this condition will render the bidders of both parties liable for rejection.

13. The prospective bidders are advised to visit the work site to understand the nature of work / quantum of work in its true perspective to avoid any misunderstanding.

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

15. This office reserves the right to accept or reject any or all the bids without assigning any reason.

(G.V.S.R.Sarma)
Assistant Commissioner (Admn.)
CGST Guntur Audit Commissionerate, VSP.

ANNEXURE-I

SCOPE OF WORK

1. The sweeping and cleaning of the area under possession of Audit Commissionerate and its circles.
2. Cleaning & sweeping and wet mopping of the entire office area including lobby, stair cases, corridors, passages etc.
3. Collection of all sweeping garbage and waste material and its effective disposal.
4. Cleaning of the toilet, urinals along with attached water tanks, wash basins, mirrors using disinfectants like Phenyl, Harpic, Lizol, Vim, Surf, etc. and more if further required.
5. Shifting of the furniture, files and other office equipments from one place to another place whenever required.
6. Dusting and cleaning of all furniture like tables, chairs, racks, sofa sets, cupboards, window panes, window grills, computer tables and electronic gadgets like computers, printers etc. and electrical items like fans etc.
7. Cleaning of pantry area, wiping and cleaning of wooden formica, glass surfaces, window sills, frames, plant pots and removal of stagnant water, filling of water in coolers, watering indoor / outdoor plants in the office.
8. Services such as serving of drinking water/ refreshment etc. during conferences/ meetings/ Seminars and to the visitors to the office.
9. Washing and cleaning of vehicles of the Offices.
10. Other similar routine/miscellaneous work in the office as entrusted by this office from time to time.
11. **OTHER OBLIGATIONS:**
 - I. Cleaning and Sweeping work should be done on all days except Sundays and National Holidays. However, depending on the exigencies, housekeeping services are to be provided on any day.
 - II. Sweeping, Cleaning, Dusting etc. shall be completed before 09:00 am on every working day.
 - III. The service provider on award of the contract, furnish the list containing name and addresses of the workers sent by them to this office to attend Housekeeping Services.
 - IV. The Service Provider shall maintain an Attendance Register of personnel and this register of personnel shall be subject to check by the concerned officer of this office.
 - V. They have to attend any extra cleaning jobs in the said premises as and when required. No extra payment for this will be made.

ANNEXURE –II**GENERAL TERMS AND CONDITIONS**

1. The Service Provider should be capable of providing services of such nature and should furnish an undertaking to the effect that all relevant labour laws are being complied with and also that they are capable of holding and controlling the man power without any legal encumbrances; the Service Provider must be registered with the Labour Commissioner for providing the required number of labourers and should also possess valid PAN number, Goods & Service Tax Registration (if applicable), ESI, EPF registration etc. as applicable.
2. **Technical Bid / Financial Bid evaluation will be done separately for each location as under:**

Sl. No.	Name of Office & Building Address	Approximate House Keeping Area in Sq. ft.	Location
1.	Hqrs.Office of CGST Guntur Audit Commissionerate and its circles/groups (including washrooms and corridors) situated in 3 rd , 4 th & 5 th floors of GST Bhavan, Port Area, Visakhapatnam-530035	12654	Visakhapatnam
2.	Kakinada Audit Circle (including washrooms and corridors), 3 rd Floor, GST Bhavan, Morampudi Junction, Rajahmundry - 533107	3414	Rajahmundry
3.	Guntur Audit Circle (including washrooms and corridors), Annapurna Complex, Mangalagiri Road, Near Bus Stand, Guntur.	5533	Guntur
4.	Nellore Audit Circle (including washrooms and corridors), Aditi Crystal, Near Madras Bus Stand, Nellore.	4000	Nellore

3. The bidder is requested to keep in mind the following pre-requisites while submitting the tender.
 - a. Quoted rate should be on per Sq.ft. per month basis;
 - b. Lump sum amount to be charged on monthly basis (Inclusive of PF & ESI etc.), exclusive of GST;
 - c. The number of un-skilled labourers to be deployed for the above said work may be stated.
 - d. **The Service Provider should have registered office in Andhra Pradesh (enclose the same);**
 - e. The Service Provider should registered with PF, ESI, GST and other relevant departments. Relevant self-attested copies are to be attached.
 - f. Awarding of contract is basing on the deployment of no. of un-skilled labour and least quoted rate for sq. ft. per month.
 - g. The Service Provider shall arrange necessary insurance coverage for all the un-skilled labour deployed.
 - h. The Service Provider should have one supervisor with mobile phone who shall be available as and when required at the above mentioned formations where unskilled labourers of more than 3 are deployed.
4. The deduction towards PF and ESI etc. be factored in rates being quoted on per square feet per month basis and the same would not be payable by the Department over and above the rates thus quoted. The Service Provider would be liable for ensuring compliance of various Labour Laws/Acts including but not limited to the following and their re-enactments/ amendments/ modifications in this regard from time to time.
 - i) The Payment of Wages Act, 1936
 - ii) The Employees Provident Fund Act, 1952
 - iii) The Factory Act, 1948
 - iv) The Contract Labour (Regulation) Act, 1970
 - v) The Payment of Bonus Act, 1965
 - vi) The Payment of Gratuity Act, 1972
 - vii) The Employees State Insurance Act, 1948
 - viii) The Employment of Children Act, 1938
 - ix) The Minimum Wages Act, 1948

5. The bidders shall quote their rates for the service to be provided as “Rate per square feet per month” (in both words and figures). The said rate should include deductions towards PF, ESI etc. and the same would not be payable over and above the rate thus quoted. The Service Provider would be liable for ensuring compliance with the relevant acts, rules, and regulations as notified by the Government in this regard from time to time. The price quoted should be inclusive of PF, ESI and all applicable taxes/levies except GST. The Rate per square feet per month has to be quoted in the Financial / Price Bid document i.e., BOQ Sheet. The quoted rates shall remain fixed throughout the tenure of the contract.
6. The Sweeping & Cleaning services should be provided on all days from 08.30am to 05.00pm (with lunch break of 30 minutes) except Sundays. In exigencies, services are to be provided on any day, whether working day or holiday.
7. Skeleton staff should be deployed beyond 05.00 pm on all working days to cater for emergency services.
8. The personnel employed should attend to work punctually and complete the cleaning work of the entire office premises before 09.00 am daily. The personnel will have to perform all the works assigned by the Service Provider and as specified by the Department from time to time.
9. The successful bidder is required to enter into an agreement for the housekeeping service.
10. The Service Provider shall deploy local personnel whose antecedents have been verified by the Police.
11. All the workers deployed at different locations shall be in proper uniform with ID cards displayed prominently on their person, which shall be provided by the Service Provider. This office shall not provide any accommodation/food/uniform to the housekeeping attendants.
12. The Service Provider’s authorized representative carrying valid ID cards shall only be allowed to enter this office. Within the premises of the office, the Service Provider’s personnel shall not do any private work, except their assigned duties, and will not entertain any guests/outsideers etc.
13. This Office shall not entertain any claim arising out of mishap, etc, if any, that may take place while discharging the duties by the personnel provided by the Service Provider. In the event of any liability/claim falling on this Office & above mentioned Formations, the same shall be reimbursed/indemnified by the Service Provider.
14. The Service Provider has to provide the safety articles/ equipments to its personnel. Safety of the personnel deployed by the Service Provider will be the sole responsibility of the Service Provider and that the Department will not be responsible for any kind of hurt / loss / damage etc. caused to the personnel on account of any accident or mishap.
15. In case of any loss caused to the third party by way of the conduct of the personnel deployed by the Service Provider, Department shall not be responsible. The Service Provider shall be solely responsible to compensate to the third party in such cases.
16. The workers engaged by the Service Provider for the housekeeping work at the above mentioned offices, will not have any right / claim whatsoever, for temporary status or permanent employment in the Government of India.
17. The Service Provider shall be fully responsible for theft, burglary, loss, breakage or fire etc. or any mischievous deeds by his staff.
18. The Service Provider should not indulge in employing child labour.
19. The Service Provider who is awarded the work by the Department is not permitted to sub- contract the subject work.
20. The cleaning materials will be provided by the department.
21. There should not be overload of work on personnel deployed.
22. The personnel deployed preferably from local area and should be well experienced and trained adequately and should be of sound health. They should be well behaved and well mannered.

23. The personnel will report to the officer in charge assigned by the department i.e. caretaker/PRO. If a particular person is absent on any day, another person shall be deployed in his/her place. For any absence and non-engagement, no housekeeping charges shall be paid.
24. The service provider shall ensure that there is no scope for any grievance from the personnel on delayed payment of housekeeping charges.
25. The Service provider shall pay wages to the personnel / workers/ labourers engaged by them for the work as per Minimum Wages Act, fixed by Central/State Government, as amended from time to time. Any anticipated increase in the wages must be factored in the rates being quoted. The department shall be in no way responsible or liable for payment of wages, salaries, bonus, gratuity, allowances or any type of payment to them.
26. All deductions towards PF, ESI etc. must be factored in the rates being quoted per Sq. Ft. per month basis.
27. The rate shall be quoted in Indian Rupees only.
28. The rates will be inclusive of all taxes except GST and revision in the statutory wages, taxes, fees etc. will be the responsibility of the Bidder.
29. The quoted rates shall remain fixed throughout the tenure of the contract and no revision is permissible for any reason.
30. Against Income Tax, Under Section 194I of Income Tax Act and the rules framed thereunder, the Department is free to deduct the amount at the rate applicable under the rules from the monthly due and payable to the Agency as TDS and shall issue suitable TDS certificate to that effect to the Agency.
31. GST TDS/TCS and other applicable taxes shall be deducted as per statutory compliance.
32. Proof of payment of appropriate GST and other statutory payments will be required to be submitted to this office regularly.
33. The Service Provider shall indemnify and keep indemnified this office against any acts of omission or commission from the personnel engaged for work and this office shall not be liable to pay any damages or compensation to such person or to third party. All such damages caused by the housekeeping personnel shall be charged to the Service Provider and recovered from its dues/bills.
34. It is the prerogative of the Department to decide whether the aforesaid contracts are to be given to one Service Provider or to different Service Providers.
35. The contract can be terminated by the department without assigning any reason at any time.
36. The Service provider shall not terminate the contract without giving proper notice at least two months.
37. Online Bidding should be done within stipulated date and time.
38. **TERMS OF PAYMENT**
 - a) The Service Provider will submit the monthly bill in duplicate for reimbursement along with certificate of work completion by the officer in charge. The bill will be paid after making recovery, if any.
 - b) The Service Provider shall make regular and full payment through e-payment to their respective bank accounts of 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-fulfilment of any obligation under contract executed between the Service provider and department, this office reserves the right to deduct the amount due from the monthly bills as well as termination of the contract.

39. **PENALTIES**

- a) The Service Provider 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 the absence or any other reason, which shall be recovered from the bills or otherwise.
- b) The Service Provider 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 Service Provider is liable to penalty @ Rs.2,000/- (Rupees Two Thousand Only) per day, which shall be recovered from the bills or otherwise.

40. **Security Deposit / Performance Security:** On acceptance of bid, the successful bidder must provide Security Deposit/Performance Security in the form of Account Payee Demand Draft or Bank Guarantee from any of the Commercialized Banks in India, equal to **8.333%** of contract value in favour of The Commissioner of Central Tax, CGST Guntur Audit Commissionerate, GST Bhavan, Port Area, Visakhapatnam. Performance security should remain valid for a period of Sixty days beyond the date of completion of all contractual obligations of the Service Provider. 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 Service Provider 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 service provider or his personnel /employees. This forfeiture will be in addition to any action by the department that the service provider may invite upon themselves due to any of the reasons specified above.

32. The service provider shall raise monthly bill for the services rendered and shall make prompt and full payment of wages, labour charges, salaries and other payments as due as per the Labour Laws of India to its workers deployed for housekeeping work and furnish necessary proof whenever required.

33. This office has reserved all rights to impose, alter and excuse any of the terms and conditions mentioned in the tender at any point of time.

34. For any queries / clarification regarding the bidding procedure, the following persons are to be contacted:

1	I.R.P.Padi, Superintendent(PRO), Central GST Guntur Audit Commissionerate, Room No.501, GST Bhavan, Port Area, Visakhapatnam - 530035 Ph.No.0891-2853159, Mob.No.81068 08855	2	G.V.S.R.Sarma, Assistant Commissioner (P&V), Central GST Guntur Audit Commissionerate, Room No.409, GST Bhavan, Port Area, Visakhapatnam - – 530035 Ph.No.0891-2853142, Mob.No.94404 21177
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We agree to the above terms and conditions.

Signature with Date _____

Name of the signed person _____

Name of the Service Provider _____

ANNEXURE –III**TECHNICAL BID
(QUALIFYING BID DOCUMENT-I)**

1.	Name of the Service Provider/ Registered Firm/ Company	
2.	Status of Ownership (viz. Proprietary/ Partnership/ Company etc.)	
3.	Address of the Service Provider (with Tel.No. /Fax no. and E-mail)	
4.	Name & Address of the Proprietor/ partner / Director with mobile numbers	
5.	Contact number(s) of Person(s) (With mobile numbers)	
6.	Details of EMD of Rs. 10,000/-	
7.	PAN No. of the firm as allocated by the Income Tax Department	
8.	Goods & Service Tax Registration No. (GSTIN), if applicable	
9.	Details of Registration with E.S.I. & Provident Fund	
10.	Annual turnover for last 3 years	
11.	No. of persons deployed for contract	
12.	Licence No. obtained from Labour Commissioner	
13.	List of present clients along with proof of Job Order Certificate	
14.	Is any of your Directors/ Partners/ personnel ever been convicted under law	
15.	Is your firm/company ever been black listed at any time in the past by any organisation/ Department	
16.	Whether Tender Acceptance Letter (Annexure-IV) enclosed or not	

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)

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

- i) Signed and Scanned Copy of proof for payment of **Earnest Money Deposit**.
- ii) Signed and Scanned Copy of Certificates like **PAN No., GST Registration Certificate No.**(if applicable), **E.S.I., EPF** etc.
- iii) An **Undertaking** (self-certified) as in Annexure - V; that the agency hasn't been blacklisted by a Central/ State/ UT Government institution(s) and there has been no litigation with any government department on account of Housekeeping Services.
- iv) Signed and Scanned Copy of **Tender Acceptance Letter** (Annexure-VI) & Letter of authorization to submit the Bid.
- v) Signed and Scanned Copy of **Labour Licence** obtained from **Labour Commissioner**.
- vi) Signed and Scanned Copy of **Balance Sheets of last 3 Financial Years**.
- vii) Signed and Scanned Copy of **Technical Bid Format**.

ANNEXURE -IV

FINANCIAL / PRICE BID DOCUMENTS

- a) Financial / Price bid undertaking (as mentioned below)
- b) Schedule of financial / price bid in the form of BOQ.xls (as uploaded by this office)

FINANCIAL / PRICE BID UNDERTAKING

From: (Full name and address of the bidder).....

To,
The Commissioner,
CGST Guntur Audit Commissionerate,
5th Floor, GST Bhavan,
Port Area, Visakhapatnam-530035.

Dear Sir/Madam,

I submit the financial / price bid for Housekeeping Service as envisaged in the Bid document (BOQ.xls sheet).

1. I have thoroughly examined and understood all the Terms and Conditions as contained in Annexure-I of the Bid document and agreed to abide by them.
2. I offer to provide the housekeeping services at the rates as indicated in the Financial / Price Bid in BOQ.xls Sheet. The price is inclusive of PF, ESI and all applicable taxes/levies, except Goods & Service Tax.

Yours faithfully,

(Signature of Authorized Signatory with Date)

Name:

E-Mail:

Phone/Mobile:

Office Address:

ANNEXURE - V

UNDERTAKING BY THE BIDDER

1. I/We undertake that my/our firm M/s. have 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 the bid document.

3. I have carefully read and understood the Terms and Conditions of the tender and undertake to abide by the same.

4. The information/documents furnished along with the bid 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 bid at any stage besides liabilities towards prosecution under appropriate Law.

5. I/we understand that in case of any deviation is found in the above statement at any stage, my/our concerned Firm/Company shall be blacklisted and shall not have any dealing with the Department in future.

Date:

Place:

Signature of Authorized Signatory of the Firm/
Company/ Organization

Office Stamp/Seal:

ANNEXURE –VI

TENDER ACCEPTANCE LETTER

(To be given on Service Provider's Letter Head)

To
The Commissioner,
CGST Guntur Audit Commissionerate,
5th Floor, GST Bhavan,
Port Area, Visakhapatnam-530035.

Sub: - Acceptance of Terms & Conditions of the Tender.

Tender Reference No.: GADT/I/(22)/72/2021-ADMN-O/o COMMR-CGST-ADT-GUNTUR

Name of Tender/Work: Outsourcing of Housekeeping Services (Sweeping & Cleaning etc.)

Dear Sir,

1. I/We have downloaded/obtained the tender document(s) for the above mentioned Tender/Work from the website(s) namely:
.....
as per your Advertisement given in the above mentioned website(s).
2. I/We hereby certify that I/We have read the entire terms and conditions of the tender document(s) 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), if any issued from time to time by your Department/Organisation too has/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 Agency / Company/ Firm etc. has not been blacklisted/ debarred by any Govt. Department / Public sector undertaking.
6. I/we certify that all information furnished by me / us is true & correct and in the event that the information is found to be incorrect/false or found violated, then your department/organisation shall without giving any notice or reason therefor or summarily reject the bid or terminate the contract without prejudice to any other rights or remedy including the forfeiture of the earnest money deposit absolutely.

Yours faithfully,

(Signature of the Bidder, with Office Seal)

Annexure-VII

Special Instructions to the Service Providers /Bidders for the e-submission of the bids online through the eProcurement Portal

- 1) Bidder should do Online Enrolment in the CPP Portal using the option Click Here to Enroll available in the Home Page. Then the Digital Signature enrollment has to be done with the e-token, after logging into the portal. The e-token may be obtained from one of the authorized Certifying Authorities such as eMudhraCA/ GNFC/ IDRBT/ MtnITrustline/ SafeScrip/ TCS.
- 2) Bidder then logs into the portal giving user id / password chosen during enrolment.
- 3) The e-token that is registered should be used by the bidder and should not be misused by others.
- 4) DSC once mapped to an account cannot be remapped to any other account. It can only be inactivated.
- 5) The Bidders can update well in advance, the documents such as certificates, purchase order details etc., under My Documents option and these can be selected as per tender requirements and then attached along with bid documents during bid submission. This will ensure lesser upload of bid documents.
- 6) After downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents as per the tender document, otherwise, the bid will be rejected.
- 7) The BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bid is liable to be rejected for that tender. Bidders are allowed to enter the Bidder Name and Values only.
- 8) If there are any clarifications, this may be obtained online through the eProcurement Portal, or through the contact details given in the tender document. Bidder must take into account of the corrigendum, if any, published before submitting the bids online.
- 9) Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender schedule and they should be in RAR/DWF formats. If there is more than one document, they can be clubbed together.
- 10) Bidder should submit the Earnest Money Deposit (EMD) which is refundable, as specified in the tender. The original DD should be reached to the Tender Inviting Authority, on or before closing date/time for submission of bids.
- 11) The details of the Earnest Money Deposit(EMD) document submitted physically to the Department and the scanned copies furnished at the time of bid submission online should be the same otherwise the Tender will be summarily rejected.
- 12) The bidder must go through the terms and conditions to proceed further to submit the bids.
- 13) The bidder has to submit the tender document(s) online well in advance before the prescribed date & time to avoid any delay or problem during the bid submission process.
- 14) There is no limit on the size of the file uploaded at the server end. However, the upload is decided on the Memory available at the Client System as well as the Network bandwidth available at the client side at that point of time. In order to reduce the file size, bidders are suggested to scan the documents in 75-100 DPI so that the clarity is maintained and also the size of file also gets reduced. This will help in quick uploading even at very low bandwidth speeds.

- 15) It is important to note that, the bidder has to Click on the Freeze Bid Button, to ensure that he/she completes the Bid Submission Process. Bids Which are not Frozen are considered as Incomplete/Invalid bids and are not considered for evaluation purposes.
- 16) The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to any issue.
- 17) The bidder may submit the bid documents online mode only, through this portal. Offline documents will not be handled through this system.
- 18) At the time of freezing the bid, the eProcurement system will give a successful bid updation message after uploading all the bid documents submitted and then a bid summary will be shown with the bid number, date & time of submission of the bid with all other relevant details. The documents submitted by the bidders will be digitally signed using the e-token of the bidder and then submitted.
- 19) After the bid submission, the bid summary has to be printed and kept as an acknowledgement as a token of the submission of the bid. The bid summary will act as a proof of bid submission for a tender floated and will also act as an entry point to participate in the bid opening event.
- 20) Successful bid submission from the system means, the bids as uploaded by the bidder is received and stored in the system. System does not certify for its correctness.
- 21) The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected.
- 22) The time that is displayed from the server clock at the top of the tender Portal, will be valid for all actions of requesting bid submission, bid opening etc., in the e-Procurement portal. The Time followed in this portal is as per Indian Standard Time (IST) which is GMT+5:30. The bidders should adhere to this time during bid submission.
- 23) All the data being entered by the bidders would be encrypted at the client end, and the software uses PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission and not viewable by any one until the time of bid opening. Overall, the submitted bid documents become readable only after the tender opening by the authorized individual(s).
- 24) During transmission of bid document, the confidentiality of the bids is maintained since the data is transferred over secured Socket Layer (SSL) with 256 bit encryption technology. Data encryption of sensitive fields is also done.
- 25) The bidders are requested to submit the bids through online eProcurement system to the TIA well before the bid submission end date and time (as per Server System Clock).
