



**National Academy of Customs, Indirect Taxes and Narcotics
Zonal Campus, Visakhapatnam**

D.No. 45-57-21/3,4, Near Narasimha Nagar Rythu Bazaar, Visakhapatnam - 530024

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File No. NACIN/I/(22)/OTH/243/2020-ADMN-O/o ADG-NACIN-ZC-VISAKHAPATNAM

Date 21.10.2020

**NOTICE INVITING E-TENDER FOR OUTSOURCING OF
SERVICES OF UNSKILLED WORKERS**

1. E-Tenders (in prescribed format) are invited from the Service Providers through E-procurement portal for supply of **02 (Two) No. Unskilled Workers** in the Office of the Additional Director General, National Academy of Customs, Indirect Taxes & Narcotics (NACIN) Zonal Campus, Visakhapatnam. **The contract shall be awarded for a period of 12 months from the date of commencement of services.**
2. The tender documents will be available on the 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 "Instructions to Bidder for Online Bid Submission" provided at CPP Portal (**Annexure-VI**).
4. Service Providers have to follow the "Terms and Conditions" and the scope of work mentioned in **Annexure-I** and Technical Bid in **Annexure-II** and Financial Bid in **Annexure-III** for online submission of bids and to submit an Undertaking as prescribed under **Annexure-IV** and Tender Acceptance Letter as prescribed under **Annexure-V**. Bid documents may be scanned with black and white option which helps in reducing size of the scanned document.
5. The tender shall be submitted online in two parts viz. Technical Bid and Financial Bid. All the pages of the bid, being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. The offers submitted by Telephone/Fax/Email etc. shall not be considered. No correspondence will be entertained in this matter.

6. Earnest Money Deposit (EMD) or bid security of **Rs. 10,000/- (Rupees Ten Thousand only)** shall be paid by bidders in the form of Account Payee Demand Draft/ Bankers Cheque drawn in favour of Pay and Accounts Officer, CBIC, Visakhapatnam shall be forwarded to O/o the Additional Director General, National Academy of Customs, Indirect Taxes & Narcotics (NACIN), Zonal Campus, D.No. 45-57-21/3,4, Near Narasimha Nagar Rythu Bazaar, Visakhapatnam – 530024 immediately after submitting the bids through CPP Portal and before the bid opening date. Technical bids/Qualifying bids without Earnest Money Deposit will be rejected. For exemption of EMD/bid security, valid self attested registration certificate issued by NSIC/MSME to be uploaded online failing which the tender bid will be rejected. Bidders are requested to write their name and full address at the back of the demand draft submitted. EMD fee will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD fee shall be forfeited, in case, the successful bidder withdraws or the details furnished in Annexures are found to be incorrect/false during the tender selection process. No interest shall be paid on the Earnest Money Deposit. The EMD fee of selected bidder will be returned on furnishing of the performance guarantee.

7. Tenders will be treated as non-responsive and will be rejected, at the initial stage itself, if hard copy of EMD is not received on or before the opening of Technical Bid.

8. Tenderer 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 price bid template (BOQ) in any manner. In case, if the same is found to be tampered /modified in any manner, tender will be completely rejected, EMD would be forfeited and Tenderer is liable to be banned.

9. The Critical Dates for the Tender Submission and processing are as under:

E-Tender Publishing Date	21.10.2020
Bid Documents Download Start Date	21.10.2020
Bid Submission Start Date	21.10.2020
Bid Document Download End Date	11.11.2020
Bid Submission End Date	11.11.2020
Bid Opening Date	13.11.2020

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

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

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

Sd/-
(B.A.V. Srinivasa Rao)
Additional Director General

ANNEXURE – I

TERMS AND CONDITIONS

1. E-tenders are invited from registered firms / companies for outsourcing of **Two (02) Un-Skilled Workers** on contract basis for a period of one year **from the date of commencement of services**, in the office of the Additional Director General, National Academy of Customs, Indirect Taxes and Narcotics (NACIN), Zonal Campus, Visakhapatnam.
2. The terms and conditions of the Tender are as under:
 - i) The unskilled worker shall be preferably 8th passed qualified person and have basic knowledge to read in English and Telugu and minimum of 2 years' experience in similar services.
 - ii) For successful implementation of the terms and condition of the Service Contract, the staff employed as Un-skilled worker by the Service Provider shall be subject to inspection by the authorized officer of NACIN, ZC, Visakhapatnam.
 - iii) This office reserves its right to terminate the contract during the contract period after giving one-month notice to the contracting agency in case of any deficiency in service or any other reasons.
 - iv) The successful bidder shall not be allowed to transfer, assign, pledge or subcontract its rights and liabilities under this contract to any other agency without the prior written consent of this office.
 - v) The successful bidder will be bound by the details furnished by him / her while submitting the bid or at subsequent stage. In case, any of such documents furnished by him / her is found to be false/ misleading at any stage, it would be deemed to be a breach of contract making the contract liable for cancellation.
 - vi) The successful bidder shall be solely responsible for any damages, losses, claims, financial or other injury to any person deployed in the course of their performing the functions/duties, or for payment towards any compensation. This office/Department shall not be liable for payment of any compensation or damages. For all intents and purposes, the successful bidder shall be the "Employer" within the meaning of Un-skilled labour Legislations in respect of manpower so employed and deployed in this office for contractual services. No person(s) assigned by the bidder shall have any claim for regular or ad-hoc employment/ absorption whatsoever in this office/Department.
 - vii) NACIN, Zonal Campus, Visakhapatnam reserves the right to deduct such amounts from the monthly bills as may be considered reasonable for unsatisfactory work.

viii) The deduction towards PF and ESI etc. be factored in rates being quoted per unskilled person 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 Factories 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

- ix) The Successful bidder will maintain proper records as required under the relevant Laws / Acts.
- x) The man power deployed by the contractor for the contract shall not be entitled for claim, pay, perks and other facilities which may be admissible to casual, ad-hoc regular / confirmed employees of this office, during the contract or after expiry of the contract.
- xi) Non-compliance of any terms and conditions stated above shall be treated as breach of contract and will be dealt with accordingly.
- xii) The contract is liable to be terminated at any time with one-month notice from either side.
- xiii) The successful bidder will be responsible for compliance of all statutory provisions relating to Minimum Wages, Employees Provident Fund, and Employees State Insurance etc. in respect of the persons deployed by it in this office.
- xiv) In case the successful bidder fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof this office is put to any loss / obligation, monetary or otherwise, this office will be entitled to get itself reimbursed out of the outstanding bills to the extent of the loss or obligation in monetary terms.
- xv) It may be noted Un-skilled personnel should be available for work for a period of 24/25 days per month (excluding half-hour lunch break) (eight hours per working day). In cases of exigency, services are to be provided on any day, whether working day or a holiday.
- xvi) The bidders should have a minimum of three (3) years experience.
- xvii) The Contractor will attract a penalty of an amount equal to the wages per day per person in case the person fails to carry out the services due to his absence or any other reason. For the purpose of imposing a

penalty, the decision of the NACIN, ZC, Visakhapatnam will be final and binding on the contractor and shall not be subject to dispute or arbitration.

- xviii) In the event of any dispute over the interpretation of any of the clause of the tender notice or any part thereof including definitions etc., the decision of the Additional Director General, NACIN, ZC, Visakhapatnam, will be final and binding on the service provider.
- xix) The Additional Director General, NACIN, ZC, Visakhapatnam reserves the right to alter / modify the order at any stage and / or reject offer without assigning any reason.
- xx) At the close of the contract, the un-skilled workers, through the Service Provider, will hand over all the properties of this office being handled by them in good condition.
- xxi) Bidder/s should not indulge in employing child labour.

3. The job description (**scope of work**) for un-skilled contract workers is as under:

- (i) For fetching of water to the staff and other office errand services.
- (ii) Assisting the officers in taking out the Xerox copies for the Office (photocopier services).
- (iii) Assisting the officers in maintenance/ upkeep of training hall equipments, appliances, fixtures etc.
- (iv) Assisting the Officers in attending to the training hall duties such as carrying training equipment/material to the training hall, fixing of audio sets /video sets/projector screen etc.
- (v) Distribution of tea/ snack/ water etc. during the training/ workshops/ conferences.
- (vi) Assisting the Officers in taking copies of study material and distribution, spiral binding of study material etc.
- (vii) Assisting the trainee Officers/visiting faculty in reaching the venue, finishing the registration, distributing the papers/documents.
- (viii) Assisting the Officers in distribution and collection of evaluation papers, feedback papers.
- (ix) Assisting the Officers for safe carrying of the training equipment after completion of the training/workshops.
- (x) Upkeep of training halls/Office rooms, appliances/equipments/devices.
- (xi) Any other Misc. works assigned to them by the Staff from time to time.

4. The bidders shall quote their rates for the service to be provided as "**Rate per unskilled person per month**". 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 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 unskilled person per month has to be quoted in the **Price Bid document in .xls format (BOQ)**. GST will be paid by the Department on actual basis i.e., only when there is liability on the Service Provider (to be claimed on production of proof of payment of GST).

5. The personnel employed should attend to work punctually. The personnel will perform all the duties assigned by the Service Provider and as specified by the Department from time to time.
6. The successful bidder will be required to give a letter of acceptance and enter into an agreement for the work contract awarded to the bidder.
7. The Service Provider shall deploy local personnel and only those personnel whose antecedents have been verified by the Police. The Service Provider shall have Main/Branch Office at Visakhapatnam.
8. This office shall not provide any accommodation/food/uniform to the personnel deployed by the Service Provider.
9. The Service Provider's authorised 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.
10. The Service Provider shall arrange necessary Insurance cover for all the persons deployed by him.
11. 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(s) provided by the Service Provider. In the event of any liability/ claim falling on this Office, the same shall be reimbursed/ indemnified by the Service Provider.
12. The workers engaged by the Service Provider for the said work at the above mentioned offices, will not have any right / claim whatsoever, for direct recruitment of temporary or permanent employment in the Government of India.
13. The Service Provider should not indulge in employing child labour.
14. The Service Provider who is awarded the work by the Department is not permitted to Sub-contract the subject work.

15. The Service Provider should deploy one supervisor with mobile phone who shall be available for taking instructions regarding the services to be provided.
16. The personnel deployed preferably from local area should be well experienced and trained adequately and should be of sound health. They should be well-behaved and well-mannered.
17. 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.
18. The service provider shall ensure that there is no scope for any grievance from the personnel on delayed payment of wages.
19. The Service provider shall pay wages to the personnel engaged by them for the work as per the Minimum Wages Act fixed by Central/State Government, as amended from time to time. The department shall be in no way responsible or liable for payment of salaries, bonus, gratuity, allowances or any type of payment to the personnel deployed by the Service Provider.
20. All deductions towards PF, ESI, taxes, levies, charges etc. (except GST) must be factored in the rates being quoted per unskilled person per month basis.
21. Against Income Tax, under Section 194(c) of Income Tax Act and the rules framed there under, 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.
22. 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 outsourced personnel shall be charged to the Service Provider and recovered from its dues/ bills.
23. When circumstances so warrant, the contract can be terminated by the Department without assigning any reason at any time. The Service Provider shall not terminate the contract without giving proper notice of at least two months.
24. **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 to their respective bank accounts of its personnel as per the labour laws 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 the Department, this office reserves the right to deduct the amount due from contract from monthly bills as well termination of the contract.

25. 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 assigned work due to his 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 assigned services on any day up to desired standard, in part or full, the Service Provider is liable to penalty @ Rs. 2,000/- (Rs. Two Thousand Only) per day, which shall be recovered from the bills or otherwise.

26. Security Deposit / Performance Security: On acceptance of tender, the successful bidder must provide Security Deposit / Performance Security in the form of Account Payee Demand Draft or Bank Guarantee from any of the Commercialized Banks in India, equal to 5% of the value of the Contract in favour of the Additional Director General, National Academy of Customs, Indirect Taxes & Narcotics, Zonal Campus, 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 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.

27. For any clarification in the matter, the officers concerned may be contacted during office hours on telephone No. 0891-2536636 / 0891-2976648/ 0891-2536638.

Annexure – II
Technical Bid for supply of Un-skilled Workers

(Tender Ref: File No. NACIN/II(22)/OTH/243/2020-ADMN-O/o ADG-NACIN-ZC-VISAKHAPATNAM)

1.	Name of the Registered Firm/ Company	
2.	Status of Ownership (viz. Proprietary/ Partnership/ Company)	
3.	Address of the Firm/ Company (with Tel. No. /Fax No. and E- mail)	
	Main/ Branch Office: Address at Visakhapatnam (Attach proof)	
4.	Name of Address of the Proprietor/ Partner / Director with mobile numbers	
5.	Contact numbers of Person(s) (with mobile numbers)	
6.	Details of EMD fee /Details of NSIC/MSME Certificate	
7.	PAN/ TAN 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 (Proof to be enclosed)	
10.	Annual turnover for the last three years	

11.	Licence No. obtained from Labour Commissioner	
12.	List of present clients along with proof of Job Order Certificate	
13.	Has any of your Directors/ Partners/personnel ever been convicted under law	
14.	Has your firm/company ever been black listed at any time in the past by any organisation/ Department	
15.	Whether Tender Acceptance Letter (Annexure-V) 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 as above:

- 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 No. (if applicable), E.S.I., EPF Registration etc.
- iii) An **Undertaking** (self-certified) as in **Annexure - IV**; that the agency hasn't been black listed by a Central/ State/ UT Government institution(s) and there has been no litigation with any government department on account of outsourcing of Services.
- iv) Signed and Scanned Copy of **Tender Acceptance Letter (Annexure-V)** & Letter of authorization to submit Bid.
- v) Signed and Scanned Copy of **Labour Licence** obtained from **Labour Commissioner**.
- vi) Signed and Scanned Copy of **Balance Sheets of last three Financial Years**.
- vii) Signed and Scanned Copy of **Technical Bid Format**.

ANNEXURE - III**PRICE/FINANCIAL BID DOCUMENT****a) PRICE BID UNDERTAKING**

From: (Full name and address of the bidder)

.....

To

The Additional Director General,
National Academy of Customs, Indirect Taxes & Narcotics (NACIN),
Zonal Campus, Visakhapatnam,
D.No. 45-57-21/3,4, Near Narasimha Nagar Rythu Bazaar,
Visakhapatnam - 530024

Sir,

I submit the price/financial bid for the Tender- **Supply of services of Un-skilled Workers** and related activities as envisaged in the Bid document.

I have thoroughly examined and understood all the Terms and Conditions as contained in Annexure-I of the Bid document, and agree to abide by them.

I offer to provide the services of personnel at the rates as indicated in the Price/Financial Bid in xls format (**BOQ Sheet**). The price is inclusive of PF, ESI and all applicable taxes/levies except GST.

Yours faithfully,

**(Signature of Authorized Signatory
with Date)**

b) Instructions for furnishing information in Price Bid/Financial Bid**(in xls format - BOQ Sheet)**

1. The bidder has to mention his name/firm/company;
2. The price quoted should be inclusive of commission, PF, ESI and all applicable taxes/levies except GST.
3. The price quoted should be per one Un-Skilled Worker per month (including commission, all Taxes, statutory levies, EPF, ESI etc.) and excluding GST.

ANNEXURE - IV
UNDERTAKING BY THE BIDDER

I/We undertake that my/our firm M/s.
 has not been blacklisted
 by any Govt. Department /Public Sector Undertaking / Autonomous
 Body.

2. I Son / Daughter / Wife of
 Shri..... Proprietor/Partner/
 Director/Authorised Signatory of
 M/s..... am
 competent to sign this declaration and execute the tender 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 / document furnished along with the above
 application are true and correct to the best of my knowledge and belief.
 I/we am / are well aware of the fact that furnishing of any false
 information / fabricated document would lead to rejection of my tender at
 any stage besides liabilities towards prosecution under appropriate Law.

5. I/we understand that in case any deviation is found in the above
 statement at any stage, my/our 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 – V**TENDER ACCEPTANCE LETTER****(To be given on Company Letter Head)**

To
 The Additional Director General,
 National Academy of Customs, Indirect Taxes & Narcotics (NACIN),
 Zonal Campus, D.No. 45-57-21/3,4, Near Narasimha Nagar Rythu Bazaar,
 Visakhapatnam – 530024.

Sir,

Sub: - Acceptance of Terms & Conditions of Tender.

Tender Reference No:

Name of Tender/Work:-

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 documents from page No. to (including all documents like annexure(s) schedule(s), etc., which form part of the contract agreement and I/We shall abide hereby by the Terms / Conditions/ Clauses contained therein.

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

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

5. I/We do hereby declare that our Firm has not been Blacklisted/ Debarred by any Government Department / Public sector undertaking.

6. I/ we certify that all information furnished by the Firm is true & correct and in the event that the information is found to be incorrect/ untrue or found violated, then your department/organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,

(Signature of the Bidder, with Office Seal)

Annexure – VI

Special Instructions to the Contractors/Bidders for the e-submission of the bids online through this 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/ SafeScript/ TCS.
- 2) Bidder then logs into the portal giving user id / password chosen during enrollment.
- 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 bidder 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 should take into account of the corrigendum 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 arrange for the EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission date for the tender.

11) The bidder reads the terms and conditions and accepts the same to proceed further to submit the bids.

12) The bidder has to submit the tender document(s) online well in advance before the prescribed time to avoid any delay or problem during the bid submission process.

13) 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.

14) 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.**

15) In case of Offline payments, 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.

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 local issues.

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 no, 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.

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)**.
