



GOVERNMENT OF INDIA
CUSTOMS, CENTRAL EXCISE, SERVICE TAX SETTLEMENT COMMISSION,
ADDITIONAL BENCH, CHENNAI,
NO.60, RAJAJI SALAI, NARMADA BLOCK,
CUSTOM HOUSE, CHENNAI.

C.No.I/22/13 /2021 SC

Dated: 3.1.2022

NOTICE INVITING ONLINE E-TENDER FOR PROVIDING HOUSEKEEPING SERVICES FOR SETTLEMENT COMMISSION, CHENNAI

Contract No: C.NO/I/22/13/2021-ADMN - CCESTSC-ADDITONAL BENCH-CHENNAI

Customs, Central Excise & Service Tax Settlement Commission, Additional Bench, Chennai invites e-tender bids from experienced, reputed, professionally competent and eligible Contractors for the purpose of providing House Keeping services for an area of about 7600 sq.ft. in the II Floor, Narmada Block, Custom House, 60, Rajaji Salai, Chennai -600001 for one year. The nature of works to be performed are indicated in Annexure I.

2. The Annexures to this Tender Notice are Terms & conditions (Annexure –I), (ii) Technical Bid (Annexure – II), (iii) Financial Bid (in BoQ format - Annexure III) (iv) Financial Bid Declaration(Annexure IV) (v) the Bidder's Undertaking (Annexure V) and (vi) Tender Acceptance Letter (Annexure VI) (vii) Instructions for online bid submission(Annexure VII). **This tender notice and Annexures can be downloaded from the Central Public Procurement Portal (CPPP) or the following website: www.settlementcommission-cexst.gov.in.**

3. Only those bidders, who have their offices in Chennai city, may post their bids for this e-tender. They have to provide valid address proof as evidence for the same. **Bids submitted by Service Providers who do not have an office Chennai city will not be considered.**

4. Interested bidders, who comply with the terms and conditions of this tender notice and who possess valid Digital Signature Certificates (DSC), may submit their e-bids online in the formats prescribed for Technical & Financial bids. Their e-bids are to be completed in all aspects and are to be uploaded/submitted **online only through the CPP Portal**. **Hard copies of the bids shall not be accepted.**

5. **All bidders for this e-tender are deemed to have understood and accepted the**

contents of this Notice. The Financial bid should be filled in the Annexure III BoQ format only. Financial bids of only those service providers who fulfill and accept the Terms and conditions of the tender notice and who qualify in the Technical bid, will be opened.

6. Utmost care may be taken to ensure that the details of the Financial bids are not visible alongwith the Technical Bid. In case, the Financial bids are visible alongwith the Technical Bid, then the bid will be liable to be rejected.


7. **Critical dates:**

a. Last date for online upload of bids: **Before 11.30 Hrs on 27.01.2022 (Thursday)**

b. Date and time for opening of tender: **On 28.01.2022 (FRIDAY) at 12.00Hrs**

8. The inspection of the premises where Housekeeping work Services for office has to be provided can be made between 11.30 a.m. and 4.00 p.m. on any working day, for which the bidders may contact the Superintendent, Customs, Central Excise, Service Tax Settlement Commission, Additional Bench, Narmada Block, Custom House, Chennai. The rate quoted should be **per Sq. Ft. per month basis** and the rate should be inclusive of G.S.T, PF, ESI, Bonus, etc and other charges, if any. The bids have to be sent before **11.30 Hrs on 27.01.2022 (THURSDAY)**. The tenders received after the last date and time and not complying with the laid down procedures will summarily be rejected. The bids shall be opened at **12.00 hrs on 28.01.2022(FRIDAY)**.

This is issued with the approval of the Additional Commissioner, Customs, Central Excise, Service Tax Settlement Commission, Additional Bench, Custom House, Chennai.


Superintendent (Admn)
Additional Bench, Chennai

Encl: Tender Document in Annexures I to VII.

ANNEXURE-I

DESCRIPTION OF NATURE OF WORK

I. DAILY SERVICES:

- A. Daily Sweeping and wet mopping of the entire office area.
- B. Furniture like tables, chairs, visitor's chairs, sofas, almirahs etc., and all the electronic gadgets like computers, telephones, fax machines, photo copier machine etc., have to be dust free and dust removal has to be done daily. The doors, windows, partitions including the particle board, glass and aluminum channels in the entire office should be cleaned daily.
- C. Thorough cleaning of the toilets including WCs and Urinals with attached water Tanks and Wash basins, by using disinfecting materials like phenyl, cleaning materials etc., be done on hourly basis and more often, if needed. And also cleaning of all sanitary fittings, tiles and mirrors on the walls in the toilets.
- D. Removal of blockages and clogging in the washbasins and other sanitary fittings in the toilets for smooth outflow of wastewater.
- E. Collecting all the sweepings, garbage and wastes and transport/dispose of the same to the nearest dumping point set up by the Corporation.
- F. Maintenance and up keep of the entire office area.
- G. Shifting of furniture and other equipments and files whenever required.
- H. Attending to electrical facilities in the office, like changing of tube lights, bulbs and such other minor repairs whenever required.
- I. Watering of Plants and cleaning of door mats & carpets to be done daily.
- J. Care should be taken that the gadgets are not tampered with during the cleaning Operation.
- K. Other necessary works in the nature of housekeeping may be done as and when required.

II. TENDER PROCESS

1. Tender shall be submitted only on online in two parts i.e. (1) Technical Bid (2) Financial Bid.
2. All pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.
3. After opening of Technical Bid, the original documents as per requirement of the e-tender document will be verified by this office

Technical Bid

- a. Signed and scanned copy of Technical bid document in Annexure II
- b. Signed and scanned copies of Certificates like G.S.T Registration Certificate, PAN, TIN, ESI Registration, PF Registration, registration agency with Labour Department, Income Tax Returns for last 3 years, GST returns for the year 2020-21, etc
- c. Signed and scanned copy of Tender Acceptance Letter & Letter of authorization to submit the bid in Annexure VI
- d. Signed and scanned copy of document in support of having experience in Housekeeping for more than 3 years.
- e. An under taking (self-certificate) that the agency has not been black listed by a Central / State / Government / Institution and there has been no litigation with any government Department on account of its services
- f. Solvency Certificate from the Bank for an amount not less the amount of contract for the period from 01.01.2022 to 31.12.2022

Financial Bid

- a) Financial Bid document in the form of Bill of Quantity(BoQ)
 - b) Enclosure to Financial Bid in PDF (Annexure III)
 - c) Price Bid Undertaking in Annexure IV
4. Earnest Money Deposit of Rs. 25,000/- (Rupees Twenty Five thousand only) per application in the form of Demand Draft / Bankers cheque of Nationalised Bank drawn in favour of "The Additional Commissioner, Customs, Central Excise, Service Tax Settlement Commission, Additional Bench, Chennai" should accompany the tender. Tenders received without Earnest Money Deposit or proof of EMD Exemption will be rejected. EMD should be collected personally by all the bidders at the end of the selection process from the office of Settlement Commission, Chennai. However the EMD shall be forfeited in case the successful bidder withdraws or the details furnished in the bids are found to be incorrect or false during the tender selection process. No interest amount will be paid on the EMD. The bidders who are registered as MSME Enterprises under Micro, Small and Medium Enterprises Development Act, 2006 need not pay the said EMD and they shall submit 'Bid Security Certificate' along with the Technical Bid as given under Department of Expenditure's O.M.No. F 9/4/2020 PPD dated 12.11.2020.
5. **PERFORMANCE GUARANTEE:** The Successful bidder shall submit an amount equal to one month's value of contract as performance guarantee deposit in the form of Bank guarantee / Demand Draft from a Nationalized Bank / a Scheduled Bank drawn in favour of "The Joint Commissioner, Customs, Central Excise, Service Tax Settlement Commission, Additional Bench, Narmada Block, Custom House, Chennai before awarding of the contract. It will remain valid for a period of six months beyond the date of completion of all contractual obligations. No interest will be paid on this deposit.
6. This office reserves the right to postpone / and / or extend the date of receipt / opening of Rates/ Quotations or to withdraw the Tender without assigning any reason thereof.
7. This office reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time without thereby incurring any liability to the affected Bidder or Bidders or any obligations to inform the affected Bidder or Bidders of the grounds of such action.
8. The incomplete tender, late tenders, conditional tenders or not fulfilling all the tender conditions specified or without having an office in Chennai will be rejected.
9. The short listed tender and the successful bidders will be intimated about the award of

contract to them.

10. Tender document will be available at Customs, Central Excise, Service Tax Settlement Commission website and also in the official websites of Central Board of Indirect Taxes and Customs, New Delhi and Chennai Custom House.
11. Any amendments (addenda/corrigenda) issued will be hosted on the website up to two days prior to the last date specified for submission of the bids. All the bidders who have downloaded the Bid Document shall verify if any such amendments have been issued by this department, before submitting their bid and shall take cognizance of and include such amendment(s) in their submission. In any case, the amendment(s), if any, will be binding on the Bidder. No separate notice / intimation of amendments to the tender documents will be sent to the bidders.

III TERMS AND CONDITIONS

- I. The service provider should quote their rate only on **per square feet per month basis**. The house keeping service is to be provided on **all days (excluding Saturdays, Sundays and National holidays)**.
- II. The working hours will be from **08.45 a.m. to 5.15 p.m. daily with half an hour lunch break**.
- III. Skeleton services would be required beyond 5.15 pm on all working days to cater to emergency services for which necessary arrangements should be made.
- IV. The bidder shall employ only those persons who are approved by Settlement Commission and shall not remove them without approval of Settlement Commission in writing.
- V. The personnel deployed by the service provider should be well experienced and trained adequately to handle any type of cleaning and other related work in the case of Housekeeping staff and of sound health. They should be well behaved and well mannered. They should have knowledge of local language and preferably Hindi/English also.
- VI. The deployed workers should have no past criminal record. Their antecedents should be verified by the Agency from the local police authorities.
- VII. They should be provided with uniforms and identity cards prominently displayed.
- VIII. If a particular person is absent on any day, another person should be deployed in his/her place.
- IX. No other persons except the persons authorized by the service provider shall be allowed to enter the office premises.
- X. The personnel should attend to work punctually and undertake the housekeeping work of the entire office premises daily. The entire office premises should be cleaned and kept clean and tidy by 09.15 a.m. daily. The personnel will perform all the duties assigned to the housekeeping service provider.
- XI. The service provider should deploy one full time Supervisor with mobile phone who shall report to the PRO, Customs, Central Excise, Service Tax Settlement Commission, Additional Bench, Narmada Block, Custom House, Chennai daily. He shall visit the Office daily to supervise the housekeeping activities.
- XII. The personnel will report to the Supervisor nominated by the service provider who in turn would report to the Officer-in-charge assigned by the Department i.e. PRO, Customs, Central Excise, Service Tax Settlement Commission, Additional Bench, Narmada Block, Custom House, Chennai
- XIII. Suitable insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948, shall be taken by the service provider. The service

provider shall arrange necessary insurance cover for any persons even for short duration. This office shall not be liable to any claim arising out of mishap, if any that may take place while discharging the housekeeping services. In the event of any liability/claim falling on the Commissionerate in this regard, the same will be reimbursed/indemnified by the Service Provider.

- XIV. The service provider should be registered under the ESI & Provident Fund Acts and other relevant statutory enactments for the employment of labour and for GST.
- XV. The wages of the deployed personnel pertaining to a particular month should be paid on or before the 7th of the succeeding month and housekeeping service provider is responsible for payment of monthly salary including bonus to the personnel as applicable to them. The workers should be provided with a salary slip every month. The tenders will be summarily rejected if the rates quoted do not factor in the minimum wages prescribed by the Government of India as on date. The housekeeping service provider is responsible for the **payment of minimum wages as prescribed by the Government of India under Minimum Wages Act 1948 as revised from time to time and as notified by the Govt. of India**, in this regard. Besides, ESI and EPF per head and other statutory requirements at the current rate should be paid by the housekeeping service provider every month as per the existing Rules. The housekeeping service provider should also maintain Pay Roll containing the above details.
- XVI. **The wages paid to the personnel should strictly adhere to the Code on Wages, 2019 and Contract Labour (R&A) Act, 1970.** License from Labour Department as per Section 12 of Contract Labour (R&A) Act, 1970 should be obtained for the contract work within 7 days of award of contract. The service provider should ensure during the contract period to pay the wages as per the Code on Wages, 2019. Any default would be viewed seriously resulting in cancellation of contract.
- XVII. The housekeeping service provider should ensure that there is no scope for any grievance from the personnel on delayed payment of wages or there is any decrease in their applicable wages. The employees engaged by the housekeeping service provider will be in the employment of the Housekeeping Service provider only and not of the Customs, Central Excise, Service Tax Settlement Commission, Additional Bench, Narmada Block, Custom House, Chennai. **The staff provided by the service provider shall have no right to claim/seek permanent employment in the department based on the service rendered or on any other basis and it is purely a contractual responsibility through the service provider.**
- XVIII. Mode of payment by the department will be on monthly basis and will be through NEFT/RTGS only. TDS shall be deducted by Settlement Commission as per the Income Tax Act and GST Act from the monthly bills
- XIX. The Housekeeping service provider shall indemnify and shall keep this Office indemnified against acts of omission or negligence, dishonesty or misconduct of the men/women engaged for the work and this office shall not be liable to pay any damages or compensation to such person or to third party. All damages caused by the housekeeping personnel shall be charged to the housekeeping service provider and recovered from its dues/bills.
- XX. This office reserves the right to terminate the services of the Housekeeping service provider at any time without giving any notice whatsoever.
- XXI. All existing statutory regulations both State & Central Governments shall be adhered to and complied with by the Housekeeping Service provider and all records maintained thereof should be available for scrutiny by this office. The Housekeeping service provider shall strictly comply with the terms and conditions of the agreement which will be executed with the successful housekeeping service provider. Failure by the Housekeeping Service provider to comply with such statutory requirements and / or the terms of the agreement

during the period of agreement or deficiency in services shall result in termination of the contract.

XXII. The contract will be in force for one year from **the date of award of contract to 31.12.2022.**

XXIII. Housekeeping Service provider shall submit the bill for every month on or before the 3rd day of the following month. No interim bills will be entertained. Payment will be made through ECS provided there is no dispute in respect of rates, quantity and quality of work

XXIV. The housekeeping service provider should specify the materials to be supplied for the house keeping services. All the Housekeeping materials/consumables such as Brooms, Cobweb sticks, Dusters, Mop Sticks, Buckets, Mugs, Toilet Cleaner, Floor Cleaner, Toilet Fresheners, Urinal Cakes, Cleaning Powder, Phenyl, Hand Wash Liquid, Toilet cleaning brush, Cleaning/Dusting cloth, Water Wipers, Dust bins, Garbage bins, Rooms spray, Scrubbing pads, Naphthalene balls, Glass cleaner etc. as required to execute the above jobs will be supplied by this office (Service Receiver). The rates quoted by the Service provider should not include the cost of the same.

XXV. If at any time during currency of JOB the SCOPE OF WORK for which this job has been awarded is reduced/abandoned, the payment/value of this job order shall be reduced on pro-rata basis by this office and would be binding on the Housekeeping service provider.

XXVI. No escalation of price whatsoever would be allowed during the pendency/currency of the contract, for whatever reason.

XXVII. In the event of any question, dispute/difference arising during the course of provision of the service the same shall be referred to the sole arbitration to the Joint Commissioner, Customs, Central Excise, Service Tax Settlement Commission, Additional Bench, Narmada Block, Custom House, Chennai, or his nominee.

IV. ELIGIBILITY CRITERIA :-

- A) The bidders must have a minimum experience of three years in providing housekeeping services to Government Departments, Public Sector Undertakings or large Corporate offices. Self-attested Copies of agreement / work order from clients shall be provided as documentary evidence. It should have completed at least two such works with an Annual Contract Value of **Rs.10 lakhs** in the similar activity in the last three years. Evidence for the same should be provided.
- B) The bidder must have ESI Registration, EPF Registration and G.S.T. Registration. Registration certificate copies should be enclosed.
- C) The bidder must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961. Copy of the same should be enclosed.
- D) The evidence for filing of G.S.T returns and IT returns along with Profit and Loss Account and Balance Sheet for past three Financial Years 2017-18, 2018-19 and 2019-20 should be enclosed along with the Technical Bid.
- E) The bidder must have an Annual Average Turnover of not less than of Rs.10 Lakh during the last three Financial Years 2017-18, 2018-19 and 2019-20 certified by a Chartered Accountant.
- F) The bidder must produce a solvency certificate from his banker for an amount not less than AMOUNT OF THE CONTRACT for the period from 01.01.2022 to 31.12.2022

- G) Bidder must have license under the Contract Labour (R&A) Act from the licensing authority.
- H) Only those bidders, who have their offices in Chennai city, may post their bids for this e-tender and they have to provide **valid address proof** as evidence for the same. **Bids submitted by Service Providers who do not have an office in Chennai city will not be considered.**
- I) If it comes to the notice of Settlement Commission that any bidder has concealed any information regarding them, their bid will not be considered for evaluation. In case, the concealed information about the bidder comes to light after they are chosen as the successful bid, the contract would be cancelled without assigning any reason thereof.
- J) All the critical dates mentioned in the tender notice are to be adhered to.

ANNEXURE — II (TECHNICAL BID)

**E TENDER FORM FOR SUPPLY OF HOUSEKEEPING SERVICES FOR CUSTOMS,
CENTRAL EXCISE, SERVICE SETTLEMENT COMMISSION, ADDITIONAL
BENCH, CHENNAI,**

Sl.No	Particulars	Details
1	Name of the Service Provider	
2	Address of the Service Provider with Contact number (Landline / Mobile Numbers), Fax number, e-mail ID	
3	Name & Address of the Proprietor/Partner/Directors (with Contact number)	
4	Contact Person(s) with Mobile Number(s)	
5	No. of years of experience in providing Housekeeping Services (Enclose proof such as Performance reports from clients or TDS Copies)	
6	Average Turnover (last 3 years ended on 31.03.2019) certified by Chartered Accountant	
7	Permanent Account Number (PAN) (Copy of PAN and the evidence for filing IT returns along with Profit and Loss/Account & Balance Sheet for the last three Financial Years from 2017 -18 to 2019-20 to be enclosed)	
8	Details of ESI & EPF Registration along with copy of registration certificate.	
9	Details of G.S.T Registration along with copy of registration certificate and signed copy of GST returns filed for the year 2020-21 along with the tax payment proof.	
10	Details of Earnest Money Deposit (EMD)	
11	Solvency Certificate issued by bankers	

DECLARATION:

I/we have read and understood the terms and conditions of the tender. I/we hereby certify that the information furnished above is true and correct to the best of my /our knowledge. I/we 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.

Date:

Place:

Signature of Authorized Person

Full Name:

Seal:

ANNEXURE-III (FINANCIAL BID) (in BoQ format)

SCHEDULE OF PRICE (ITEM RATE BOQ)								
Tender Inviting Authority : Customs, Central Excise and Service Tax Settlement Commission , Additional Bench, Chennai								
Name of the work: Housekeeping Services								
Contract No: C.NO/I/22/13/2021-ADMN-O/o COMMR-CCESTSC-ADDITONAL BENCH-CHENNAI								
Name of the Bidder								
Sl.no	Item Description	Area	Units	Rate per sq.ft per month to be entered by the Bidder (Rs. In figures)	GST in %	Total Amount with out Taxes Col.8=(3) X (5)	Total Amount with out Taxes (In figures)	Total Amount with out Taxes (In words)
1	2	3	4	5	6	7	8	9
1	Scope of the work: Daily cleaning sweeping and wet mopping of the entire area including the lobby, Stair-Cases, Corridors, Passages, etc. in all floors. Collection of all sweeping garbage and waste materials and its effective disposal. Furniture life chairs, tables, sofas and electronic, fax machine, photo copier machine etc. have to be dusted daily. Cleaning of toilets including WCs and urinals with attached water tanks and wash basins with disinfectants. Shifting of furniture, files and other office	7600	Sq.ft		18% (CGS 1-9% & SGST-9%)		Rs.	Rupees Only

	equipment whenever required etc.								
Total Amount including GST (in figures)									
Total Amount including GST (in words)									

ENCLOSURE TO THE FINANCIAL BID DOCUMENT

Minimum Wage details per person as prescribed by the Govt.

(a)	Basic Wage per day	Rs.
(b)	Variable DA per day	Rs.
(c)	Total Wage per day (a+b)	Rs.
(d)	Wage per person for 22/23	Rs.
	ADD: STATUTORY CONTRIBUTION	Rs.
(e)	EPF (12%)	Rs.
(f)	Pension Fund (1.36%)	Rs.
(g)	ESI (4.75%)	Rs.
(h)	Bonus (8.33%)	Rs.
(i)	Gross Wage per person for 22/23 days (d+e+f+g+h)	Rs.
(j)	Service Provider's service charges per person	Rs.
(k)	Total Wage per person for 22/23 days (i+j)	Rs.
(l)	Rate per Square Feet per month as quoted in BOQ	Rs.
(m)	GST @ 18% on (l)	Rs.
(n)	Rate per Square Feet per month including GST (l+m)	Rs.

The Tenderer would be liable for ensuring compliance with the relevant rules and regulations as notified by the Government for Outsourcing of Housekeeping Services from time to time.

**SIGNATURE OF THE CONTRACTOR
WITH SEAL AND DATE**

Annexure IV

FINANCIAL BID DECLARATION

1. Name of bidder Company/Firm/Agency:
2. Address (with Tele & Fax No.):
3. It is certified that wages to be paid shall not be less than the prescribed minimum rate of wages under the Minimum Wages Act, 1948 as revised from time to time and as notified by the Govt. of India.
4. No. of Contract labours required for the housekeeping of the total area must be indicated by the bidder as per the guidelines issued by the Labour Ministry (or any other concerned Ministry or Law).

DECLARATION:

I / we hereby certify that the information furnished above is true and correct to the best of my / our knowledge. I /we 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.

Date:

Signature of Authorized Person

Full Name:

Place:

Seal:

ANNEXURE-V
UNDERTAKING BY THE BIDDER

1. I/We undertake that my/ our firm/ Company M/s _____
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/sam
competent to sign this declaration and execute this tender document.
3. I have carefully read and understood all the terms and conditions of the tender and
undertake to abide by them.
4. The information / documents furnished along with the above application are true and
correct to the best of my knowledge and belief. I/ We, am/are well aware of the fact that
furnishing of any false information / fabricated document would lead to rejection of my
tender at any stage besides liabilities towards prosecution under appropriate law.
5. I/We understand that in case any deviation is found in the above statement at any stage,
my/our concern/firm/co. shall be blacklisted and shall not have any dealing with the
Department in future.

Date:

Place:

Signature of the authorized Signatory of the firm/
Company/Organization
Office Stamp/ Seal:

ANNEXURE-VI

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

Date:

To,
The Customs, Central Excise, Service Settlement Commission,
Additional Bench, Chennai,
Narmada Block, Custom House,
No.60, Rajaji Salai, Chennai – 600001.

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: -

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organization too has also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
6. I/ We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason thereof or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

Annexure-VII

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <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 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 take note of 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.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will help in the reduction of 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 alone will be responsible for any delay in this regard.
- 2) The bidder shall digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder shall select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a **standard BoQ format** with the tender document, then the same shall be downloaded and shall be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. **If the BoQ file is found to be modified by the bidder, the bid will be rejected.**
- 6) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of

sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key.

8) 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.

9) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

10) 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.

11) Summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

12) 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.