



भारत सरकार - वित्त मंत्रालय / GOVERNMENT OF INDIA - MINISTRY OF FINANCE

केन्द्रीय माल और सेवा कर और केन्द्रीय उत्पाद शुल्क के सहायक आयुक्त का कार्यालय
OFFICE OF THE ASSISTANT COMMISSIONER OF GST & CENTRAL EXCISE

रानीपेट मंडल, सिपकोट औद्योगिक परिसर, रानीपेट

RANIPET DIVISION, SIPCOT INDUSTRIAL COMPLEX, RANIPET - 632 403

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C.No.I/22/02/2020-ADMN-PF-II

Dated:01.07.2021

TENDER NO. 03/2021

NOTICE INVITING e-TENDER FOR PROVIDING HOUSEKEEPING SERVICES ON CONTRACT BASIS FOR GST & CX RANIPET DIVISION & ITS RANGES.

E-Tender/Bids are invited from reputed Manpower Supply Agencies for providing "**HOUSEKEEPING SERVICES**" on contract basis at the O/o The Assistant Commissioner of GST & CX, Ranipet Division, 4th Cross Road, Phase - I, SIPCOT Industrial Complex, Ranipet 632 403 for an area of 23062.90 sq.ft. at Ranipet Division (Consisting of Guest room in the ground floor, Two Sections i.e. Administrative and Technical Section in the First Floor of Divisional Office and 4 Range Offices in the Second floor of the Divisional Office) including Ranipet I, Ranipet II, Ranipet III and Ranipet IV Range Offices and Arakonam Range Office at Arakonam.

1. Document Download:

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

TIME SCHEDULE OF TENDER

S.No	Particulars	Date	Time
1	Tender e-publish date	02.07.2021	17:00 Hrs
2	Document download start date	02.07.2021	17:30 Hrs
3	Start date for seeking clarification (on-line)	02.07.2021	18.00 Hrs
4	Last date for seeking clarification (on-line)	11.07.2021	17:00 Hrs
5	Bid submission start date	01.08.2021	10:00 Hrs
6	Bid submission last date	13.08.2021	11:30 Hrs
7	Tender opening date (Technical)	16.08.2021	11:30 Hrs

2. **Bid Submission:**

- i. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app> Tenderer/Contractor are advised to follow the instructions "**Instructions to Bidder for Online Bid Submission**" provided in the **Annexure VI** for online submission of bids.
- ii. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

3. Not more than one tender shall be submitted by one contactor or contractors having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable for rejection.

4. Tenderer who has downloaded the tender, from the Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app> **shall not tamper/modify the tender form including downloaded price bid template in any manner**. In case if the same is found to be tampered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with this Office.

5. Intending tenderer are **advised to visit again CPPP website <https://eprocure.gov.in/eprocure/app> regularly till closing date of submission** of tender for any corrigendum / addendum / amendment.

6. The rates shall be quoted in Indian Rupees only.

7. The rates will be inclusive of all taxes (except GST), fees, levies, etc. and any revision in the statutory taxes, fees, etc will be the responsibility of the Bidder.

8. In case of any discrepancy/difference in the amounts indicated in figures and words the amount in words will prevail and will be considered.

9. The quoted rates shall remain firm throughout the tenure of the contract and no revision is permissible for any reason.

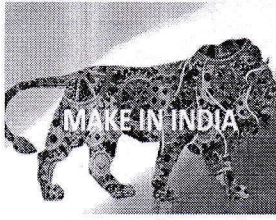
For further details, , **M.R. Subramanya Iyer, Assistant Commissioner**, may be contacted at 04172-244547.

NOTE: The Department reserves the right to postpone the date of opening or to accept or reject any or all the bids, without assigning any reasons.


(M.R. SUBRAMANYA IYER)
ASSISTANT COMMISSIONER.

Copy to:

1. Notice Board
2. The PRO, Chennai North/South & Outer to put up on the Notice Board.
3. The Superintendent of GST & Central Excise, Computers, Chennai North to upload in official website.



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Dated:01.07.2021

TENDER DOCUMENT

E-Tender/Bids are invited from reputed Manpower Supply Agencies for providing "**Housekeeping Services**" on contract basis for O/o The Assistant Commissioner of GST & CX, Ranipet Division, 4th Cross Road, Phase - I, SIPCOT Industrial Complex, Ranipet 632 403 for an area of 23062.90 sq.ft. at Ranipet Division (Consisting of Guest room in the ground floor, Two Sections i.e. Administrative and Technical Section in the First Floor of Divisional Office and 4 Range Offices in the Second floor of the Divisional Office) including Ranipet I, Ranipet II, Ranipet III and Ranipet IV Range Offices and Arakonam Range Office at Arakonam.

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(Signature of bidder)

Annexure-I
Terms & Conditions

General Rules and Directions for the Guidance of the Bidder (Section I),

1.1. Scope of Tender

1.1.1 Assistant Commissioner, GST & CX , Ranipet Division, Ranipet, (hereinafter referred to as the Buyer), invites e-tenders/Bids for **“Providing Housekeeping Services”** for the offices located at 4th Cross Road, Phase – II, SIPCOT Industrial Complex, Ranipet 632 403 and Arakonam Range Office at 9 Abdul Maseed Street, Arakonam as defined in the tender documents (hereinafter referred to as the “Service”).

1.1.2 Duration of the Contract:

The Contract period is for a period of **from the date of award of contract to 31st March 2022**. The contract is extendable at the same terms and conditions and at the same rates by one more year subject to providing of services to the satisfaction of buyer, at the sole discretion of the buyer.

1.1.3 All equipment and cleaning supplies will be provided by the Office of the Assistant Commissioner of GST and Central Excise, Ranipet Division, Ranipet.

1.1.4 Area:

Sl. No.	Name of the Office	Location	Total
1.	O/o The Assistant Commissioner of GST & Central Excise, Ranipet Division, Ranipet I,II, III & IV Ranges	4 th Cross Road, Phase-I SIPCOT Industrial Complex, Ranipet	21208.90 Sq.ft
2	O/o The Superintendent of GST & Central Excise, Arakonam Range	9 Abdul Maseed Street, Arakonam 631 001.	1857.00 Sq.ft
		Grand Total	23065.90 Sq.ft

1.1.5 Cleaning Schedule:

(i)The contractor’s cleaning schedule shall be planned to include Daily, Weekly and Monthly cleaning activity. **The contractor shall periodically review and revise the cleaning schedule in consultation with this office and submit a copy of the same to the Public Relations officer.**

(ii) Ranipet Division Building comprises of ground floor plus two floors and Arakonam Range Office at Arakonam. The contractors shall deploy

Building keeping in view the requirements; **There should be minimum of 7 Numbers of House keeping staff.**

(iii) Apart from the above mentioned sq.ft, the common area inside the compound and outside the building also have to be cleaned. Plants which are kept in these areas, need to be watered regularly, two wheeler closed stand and Car parking need to be washed and cleaned regularly by these House Keeping Maintenance Staff.

(iv) Further Dining and Cafeteria need to be cleaned at frequent intervals, keeping in view the cleanliness and sanitation aspects for both visiting Taxpayers and officers.

(v) The seating arrangements furnished in this building are cabins/cubicles and work stations-in general, which require more manpower to keep the place clean and tide for the officers to have a pollution free environment for smooth hassle free working.

(vi) All the office floor area including officers' chambers, staff halls, visitor's room, form stores, record rooms, facilitation counter, canteen etc. shall be cleaned and mopped twice daily and scrubbed once in a week. They shall do extra mopping at entrance of this Building on rainy days to avoid slippage.

(vii) Furniture like tables, chairs, visitors' chairs, computer tables, almirahs etc. and electronic gadgets like computers, telephones, fax machines, photocopier machines etc. installed in the above mentioned areas shall be made dust-free and dusting shall be done daily. The doors, windows, partition, Venetian blinds and curtains shall also be kept clean by wiping them once in every alternate days.

(viii) All records are kept in the almirahs and racks. The dust getting accumulated over them shall be vacuum cleaned once in a fortnight, that too only on a working day in the presence of the official who is in possession of such records or such other designated official.

(ix) The lobbies at the building shall be spic-and-span and dry mopping of dust and dirt shall be done as the and when stains or foot marks appear. All items of furniture installed at the lobbies viz. tables, chairs, glass doors partitions etc., shall be dusted at regular intervals on all working days.

(x) The electrical fittings like tube lights, fans, etc. shall be cleaned once in a week. Artificial plants, door mats and carpets shall be cleaned on a weekly basis.

(xi) Attending to electrical facilities in the office like changing of tube lights, bulbs and such other minor repairs whenever required. Artificial plants, doormats and carpets should be cleaned daily and natural plants are to be watered daily.

(xii) The contractor is also liable for cleaning and maintenance of any additional office area/toilets/common area added up during the contract period.

(xiii) The office building has common toilets and attached toilets. All the toilets shall be cleaned and made fit for use by 8.45 a.m. on working days. Care shall be taken that the cleaning operation does not obstruct the use of toilets for a very long time. The common toilets in the office, urinals, commodes, wash basins, mirrors, tap fittings etc. shall be cleaned at least four times daily. Toilet floors shall always be kept dry.

(xiv) The electrical fittings like tube lights, fans, exhaust fans etc, shall be cleaned once in a week.

(xv) Any leakage in the toilets, faulty taps and valves shall be brought to the notice of the Public Relations Unit, immediately.

1.2. Eligibility Criteria

The tender/Bid is invited in TWO BID SYSTEM (**Technical/Qualifying & Financial Bid**) and is open to all contractors who fulfill the following eligibility criteria:

1.2.1 Experience

The Bidder should have minimum **three** years of experience in providing housekeeping services to various organization and should have executed work of similar value or above during the last 3 years i.e. since 2017-18:
[Mode of Proof: Copies of the Work order/Agreement and Work Completion certificate for the work Completed with TDS certificates to be uploaded along with bid document].

1.2.2 Turnover

The Bidder should have had an Annual turnover of not less than Rs.5 lakhs (Rupees five lakhs) during the last 3 financial years i.e. 2017-2018, 2018-2019 & 2019-20.

[Mode of Proof: Average Annual turnover certificate duly certified by Chartered Accountant to be uploaded along with bid document].

1.2.3 Possession of Valid PAN

The bidder should have a valid Income Tax Registration Number / PAN and other statutory requirements as per Rules in force. The bidder should have filed Income tax returns for the assessment years 2018-19, 2019-20 & 2020-21 and should not have incurred any loss during the F.Y. 2017-2018, 2018-2019 & 2019-20.

[Mode of Proof: Copy of the PAN Card and ITR's of above three assessment years and Balance sheet/ Profit & Loss accounts for the above three financial years to be uploaded along with bid document]

1.2.4 The bidder should have been registered with the ESI and PF authorities.

[Mode of Proof: Copies of Respective Registration Certificates along with the Receipts for the remittances made during the last **6 months (January 2021 to June 2021)** and declaration to this effect to be uploaded along with bid document]

1.2.5 Should not have been black listed by this department or any other Government(Central or State organisation. [Declaration to this effect to be uploaded along with bid document]

1.2.6 The bidder must produce a **solvency certificate** obtained from his banker during the F.Y. 2020-2021 for an amount not less than the Contract value as quoted for a period **from the date of award of contract to March 2022** and uploaded along with bid document. **Solvency certificate obtained during earlier financial years will not be accepted.**

1.2.7 The bidder must be registered with the GST department (GST registration certificate to be uploaded along with bid document) and service provider have a **local functioning office in Ranipet / Chennai.**

1.2.8 **If a firm quotes "NIL" /negligible service charges the bids will not be considered.**

With regard to the various proof/supporting documents produced by the bidders for establishing that they meet the various eligibility conditions, it shall be the department's prerogative to decide whether the document produced is valid evidence or not and to call for additional proof, if required.

All the Documents in proof of meeting eligibility criteria uploaded with the tender are to be duly signed by the bidder

1.3. General Conditions

1.3.1 The Technical Bid Uploaded will be evaluated based on the details uploaded under Technical Bid/Cover I in the prescribed formats to ascertain whether the bidders qualify. After evaluation of technical bid, all bidders will get information regarding their eligibility/qualification on website. Thereafter a system generated mail confirmation will be sent to all successful bidders. The bidders can check the same from the portal. The Cover II (Financial Bid) of only those firms who technically qualify under Cover I will be decrypted and opened online.

1.3.2 The Bids should be signed in all pages only by the duly authorized signatory (ie) of the entity. The person(s) authorized to sign the tender shall sign all the pages of the tender and other documents including those which are required to be submitted as per Clause 1.2.

1.3.3 Bidder should upload all the details in the prescribed Proforma and as per the requirements set out in the tender documents under Cover I. Bids and Tender documents should be complete in all respects and any incomplete Bids/tender will be rejected.

1.4. Cost of Tendering

The bidders shall bear all costs associated with the preparation and submission of their tenders and the GST & CX Department will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process or the cancellation, if any, of tender by the Assistant Commissioner of GST & CX, Ranipet Division.

1.5. Rejection of Tender Documents

The bidder shall read and understand the contents of the tender documents, carefully. Failure to comply with the requirements of tender submission will render the tender liable for rejection. Tenders, which are not responsive to the requirements of the tender conditions, will be rejected.

1.6 Clarification of Tender Documents

A bidder requiring any clarification regarding the tender documents may seek the same online within the time schedule prescribed. The GST & CX department will respond online to any such request for clarification, received.

1.7 Amendment to Tender Documents

1.7.1 At any time prior to the deadline for uploading the response to clarification, the Assistant Commissioner of GST & CX, Ranipet Division may, for any reason, suo-moto or in response to a clarification by a prospective bidder, modify the tender documents by issuing amendments (addenda/corrigenda etc.)

1.7.2 Any amendments (addenda/corrigenda) thus issued will be hosted on the website upto 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, shall be binding on the Bidder. No separate notice / intimation of amendments will be sent to the bidders.

1.8. Preparations and Submission of Tenders

1.8.1 Language of Tender

The tender, and all correspondence and documents, related to the tender, exchanged between the bidder and the buyer shall be written in the English language only. If the bidder along with their offer furnish any printed literature written in any other language, such documents shall be supplemented with their English translation also. For the purpose of interpretation of the tender, the contents in the English translated version alone shall be taken into consideration.

1.8.2 Documents comprising the Tender

The Bids/tender submitted by the Bidder shall comprise the following and should be read in conjunction with any Amendments issued in accordance with Clause 1.9

- (i) Documents to be uploaded with Cover I (Technical Bid documents)
 - a) Scanned copy of Earnest Money Deposit (EMD)/Exemption from payment of EMD
 - b) Scanned copy of entire tender document, signed & sealed on all pages
 - c) Scanned copy of Offer Letter (Annexure II)

d) Scanned copies of Annexures III A, III B, III C, IV, VI & VIII with necessary enclosures

(ii) Cover II (Financial Bid)

a) Scanned copy of financial bid undertaking (Annexure-VII)

b) Scanned copy of Financial Bid (Annexure-V)

c) Financial bid document in the form of BOQ_XXXX .xls

I. TENDER PROCESS:

1. Tenders are invited in two parts i.e. (1) Qualifying Bid (2) Financial Bid.
2. The tender form for Qualifying bid in pro-forma prescribed in Annexure - III and the tender form for the financial bid in pro-forma prescribed in Annexure - V complete in all aspects shall be uploaded on CPPP site. The Qualifying Bids will be opened online on **16.08.2021 at 11.30 a.m.** at **"Office of the Assistant Commissioner of GST & CX, Ranipet Division, Ranipet"** Bidders may observe the tender opening online. The date and time of opening of "Financial Bid" will be intimated to the eligible bidders after evaluating the "Qualifying Bids". The Financial Bids of those bidders who qualify on evaluation of Technical Bids would be decrypted and opened online.

1.9. Conditions stipulated by the bidder

The bidder shall note that no alternative or counter or qualifying tender conditions by the bidder will be acceptable to the GST & CX department. Tenders containing any qualifying conditions or even bidder's clarifications in any form will be treated as non-responsive and will run the risk of rejection.

1.10. Filling up of Forms, Completeness & Mode of Submission of Tender:

1.10.1 The bidder shall submit all the documents required to be uploaded/submitted as per Clause 1.2 duly filled in along with their covering letters, data and other information so that the tender is complete in all respects.

1.10.2 The tender/Bids shall be uploaded/filled and signed only by the entity/firm/corporation in whose name the tender documents have been issued.

1.10.3 Bids sent by telex, fax, Email etc. (i.e. modes other than by ways prescribed in Annexure - VI) shall not be accepted.

1.11. Tender Prices

1.11.1 The contract shall be for the whole Services or for individual component or components as may be decided by Commissioner of GST & CX, Chennai Outer and as described in Sub - clause 1.1.1, based on the unit rates and prices quoted by the bidder in Bill of quantities. **Bidders**

shall quote the rate per square feet per month and not based on the rate per person per month.

1.11.2 Items against which no rate or price is entered by the bidder will not be paid for and when executed, such items, shall be deemed to have been covered by the other rates and prices in the Bill of quantities. Tender price covers contractor's all obligations mentioned in or to be reasonably inferred from the Tender document in respect of providing the Housekeeping services at the Assistant Commissioner of GST & CX, Ranipet Division. This includes all the liabilities of the contractor such as cost of identity cards, uniforms of personnel deployed by the contractor and all other statutory liabilities like Minimum Wages, ESI, PF contributions, bonus, service charges etc. excluding GST rate. (Applicable GST rates prevailing as on that period will be paid) which should be clearly stated by the contractor.

1.11.3 The rate quoted shall be responsive and the same should be inclusive of all statutory obligations such as Minimum Wages, ESI, PF contributions, bonus, service charges etc. excluding GST rate as applicable. (Applicable GST rates prevailing as on that period will be paid). **The offers of those prospective bidders which do not meet the statutory requirements of Applicable Minimum Wages, ESI & PF and Bonus (as in Annexure III B)** in respect of manpower deployment proposed by them in **Annexure-III C** are liable to be rejected.

1.11.4 Minimum wages as fixed and revised from time to time by the Office of the Deputy Chief Labour Commissioner (Central) as applicable to "Housekeeping staff" should be paid by the contractor. The highest of the applicable wages rates (where multiple rates are available for Housekeeping staff) should be paid by the contractor.

1.11.5 Whenever Minimum wages is revised by the respective Labour authorities, it shall be the duty of the contractor to immediately pay such revised minimum wages to the contract personnel deployed and then claim re-imburement from the Assistant Commissioner of GST & CX, Ranipet Division by providing copies of such orders and proof of disbursement to the contract personnel deployed in the office of the Assistant Commissioner of GST & CX, Ranipet Division.

1.11.6 No escalation in price whatsoever would be allowed during the pendency /currency of the contract except in circumferences as in clause 1.11.5.

1.12. **Tender Validity**

Tenders shall remain valid for 120 days from the last date for submission of tender.

1.13. **Earnest Money Deposit (EMD)**

1.13.1 Each tender/Bid should be accompanied by an Earnest Money Deposit (EMD) amounting to **Rs.25,000/- (Rupees Twenty five Only)** which shall be in the form of Demand draft from any Nationalized Bank / Scheduled Bank drawn in favour of "the Assistant Commissioner of GST & CX, Ranipet Division, Payable at Ranipet and shall be submitted in person to

the Administrative Officer on or before the bid submission last date i.e. **13.08.2021 before 11:30 hours. Qualifying bids without Earnest Money Deposit will be rejected.** 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 found to be incorrect or false during the tender selection process. No interest shall be paid on the Earnest Money Deposit.

1.13.2 No other form of deposit towards Earnest Money shall be accepted.

1.13.3 **Tenders not accompanied by the Earnest Money Deposit in the manner prescribed in 1.13.1 will be summarily rejected.** No exemption from payment of EMD is available to any bidder for any reason whatsoever, except MSE's as defined in the MSE Procurement Policy issued in Department of MSME (or) are registered with the Central Purchase Organization or with the Finance Ministry or this department.

1.14 **Tender Opening, Bidder Participation, Stages of Evaluation (Technical and Financial)**

1.14.1 Technical bids will be opened online at **the Office of the Assistant Commissioner of GST & CX, Ranipet Division, SIPCOT, Ranipet", at 11:30 hours on 16.08.2021.** Bidders may observe the tender opening online. In the event of the specified date of tender opening being declared as a holiday for the department, the tender shall be opened at the specified time on the next working day.

1.14.2 The information furnished by the bidder in Cover - I in the prescribed format supplied by this department will form the basis for the evaluation. In exceptional cases the Assistant Commissioner of GST & CX, Ranipet Division or his representative reserves the right to obtain the clarifications from any of the bidder without vitiating the tendering process. If, in the opinion of the Assistant Commissioner of GST & CX, Ranipet Division, information and documents supplied in support of the tender do not indicate meeting the requirements of the tender specifications, the tender may be determined as non-responsive and may be rejected by the Assistant Commissioner of GST & CX, Ranipet Division. After satisfying that all / or some of the bidder have attained the minimum qualifying criteria as detailed above, a suitable date and time for opening of the Cover II – Financial Bids will be fixed and those bidder(s) who are qualified will be intimated about the opening of Cover - II – Financial Bids. The Cover- II -Financial Bids of the qualified bidders will be decrypted and opened online. The procedures for opening Cover - II will be the same as the procedures outlined in Clause 1.14.1.

1.14.3 After evaluating the financial bids received under Cover II, the bidder who ranked the lowest (L-1) Price will be awarded the work. In case the financial bid of more than one agency is same as L-1, then the Assistant Commissioner of GST & CX, Ranipet Division will be assigning marks to various eligibility parameters like turnover, number of years of relevant

experience etc. of such L-1 bidders and work will be awarded to the bidder who scores highest marks, among the L-1 bidders.

1.15. **Influencing prohibited**

Any effort by a bidder to influence the buyer during the processing of tenders or award decision will result in the rejection of his / their bid offered.

1.16. **Correction of Errors (in Financial Bid)**

The Tenderer shall quote the rates both in figures as well as words. The cost of individual items shall also be worked out and mentioned in the financial bid (both in figures and words). On check if there are differences between the rates quoted by the tenderer in words and in figures or in the amount worked out by him, the following procedure shall be followed:

- i) If, in the price structure quoted for the required goods, there is discrepancy between the unit price and total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price corrected accordingly;
- ii) If there is an error in a total corresponding to the addition or subtraction of sub-totals, the sub-totals shall prevail and the total shall be corrected; and
- iii) If there is a discrepancy between words and figures, the amount in words shall prevail;
- iv) Such a discrepancy in an offer should be conveyed to the tenderer asking him to respond by a target date and if the tenderer does not agree to Procuring Entity's observation, the tender is liable to be rejected.

1.17. The Assistant Commissioner of GST & CX, Ranipet Division reserves the right to accept any tender and to reject any or all tenders and to annul the tendering process, at any time prior to the award of contract, without thereby incurring any liability to the Affected bidder or bidder or any obligation to inform the affected bidder or bidder of the grounds for the action.

1.18. **Security Deposit**

1.18.1 **Within 15 days of the successful bidder's receipt of notification of Award of Contract from the Assistant Commissioner of GST & CX, Ranipet Division, the Bidder shall furnish a Security Deposit at the rate of 3% of the annual contract value in the form of Bank guarantee from any nationalized bank at Chennai.** If the bidder fails to **submit the Security deposit to** the Assistant Commissioner of GST & CX, Ranipet Division **within the stipulated time,** the Assistant Commissioner of GST & CX, Ranipet Division shall without prejudice to any other right or remedy, be at liberty to forfeit the Earnest Money deposited by such person absolutely or may, at its sole discretion, treat the bidder as having lost his eligibility for the award of the contract.

1.18.2 The Security Deposit will be discharged by the Assistant Commissioner of GST & CX, Ranipet Division and returned to the service provider not **later than 90 days following the date of completion of the service provider's performance obligations.**

1.18.3 The proceeds of the Security Deposit shall be payable to the Assistant Commissioner of GST & CX, Ranipet Division as compensation for any loss(es) incurred by the department resulting from the failure of the Service provider to meet out its obligations under the Contract, as determined by the Assistant Commissioner of GST & CX, Ranipet Division. This shall be in addition to any other action/penalty taken by the Assistant Commissioner of GST & CX, Ranipet Division for delays/default/failure on the part of the Service provider.

1.18.4 No interest will be allowed on the Security Deposit from the date of its receipt until it is refunded.

1.19. **Refund of EMD**

1.19.1 The EMD will be refunded to all the bidder(s) other than the three lowest technically qualified bidders within one month from the date of opening of Financial bid (Cover - II).

1.19.2 The EMD of the two bidders other than the bidder whose offer is accepted will be refunded within a period of one month after finalization of the award of contract.

1.19.3 The EMD of the successful bidder will be refunded only after the remittance of security deposit in the manner as aforesaid. Till such time, the earnest money shall retain its character, as such, till the successful bidder furnishes the security deposit.

1.19.4. Where a person whose tender has been received on behalf of the Assistant Commissioner of GST & CX, Ranipet Division intimates that they are withdrawing their tender before the validity period or makes any modification in the terms and conditions of the tender which are not acceptable to the Assistant Commissioner of GST & CX, Ranipet Division (or) fail to furnish the security deposit within the prescribed time, the Assistant Commissioner of GST & CX, Ranipet Division shall without prejudice to any other right or remedy, be at liberty to forfeit the Earnest Money deposited by such person absolutely.

1.19.5 No interest will be allowed on the Earnest Money from the date of its receipt until it is refunded.

1.20. **Commencement of Work:**

The work shall be deemed to have been commenced from the date on which the contractor takes over based on Instruction from Commissioner of GST & CX. The period of contract is **from the date of award of contract to March 2022.**

1.21. Contract Agreement

The bidder shall, if his tender is accepted, enter into and execute an agreement in the form prescribed when called upon to do so with such modifications as agreed upon prior to the date of acceptance of the tender and until the formal agreement is prepared and executed, this tender together with the written acceptance shall form a binding contract between the buyer and the contractor. All costs, charges and expenses including stamp duty in connection with the contract as well as preparation and completion of agreement shall be borne by the bidder.

1.22. Jurisdiction:

The jurisdiction of all suits/proceedings arising out of this contract, arbitration matters shall be the High Court of Judicature at Chennai.

Section - II

General description of Service and other conditions / Responsibilities of Contractor

2.1 General: Shift, Fitness, Attendance, Amenities, Bio-data & Antecedents:

2.1.1 The Housekeeping staff should be deployed between **08.00 a.m. to 04.30 p.m.**, Monday to Saturday except on Sunday and National Holidays. At least **25% of the Housekeeping staff should be available even beyond 04:30 p.m. upto 06:30 p.m. Monday to Friday.** The contractor shall so devise their deployment by giving them compensatory off on Saturdays. No such manpower provided by the contractor shall be on "part time" basis. The contractor shall deploy sufficient manpower for this purpose as emphasised in para 1.1.5(ii) nothing less than 7 Nos of Housekeeping staff is acceptable. No overtime charges shall be paid separately.

2.1.2 All personnel should be sincere, physically fit, active and energetic and no minor should be engaged. The Personnel will report to the officer in-charge assigned by the Department.

2.1.3. The service provider should furnish to the department, the bio-data with photograph of the personnel to be posted in the office of the Assistant Commissioner of GST & CX, Ranipet Division before posting them and intimate the any changes thereof within 24-hours of the same. The Assistant Commissioner of GST & CX, Ranipet Division reserves the right to reject any person posted in this office without assigning any reason.

2.2 Statutory / Labour Legislations / Labour welfare Obligations:

2.2.1 The Contractor shall be responsible for any accident, damage or injury caused to any of his employees or property or any person or property in course of the Service and death while on service and shall not hold the Assistant Commissioner of GST & CX, Ranipet Division responsible in respect of any claim made by any person for any reason whatsoever. The service provider shall be solely responsible for reporting to the Assistant Commissioner of GST & CX, Ranipet Division and concerned authorities immediately of any serious or fatal accident.

2.2.2 The Housekeeping staff provided shall be the employees of the Contractor and all statutory liabilities such as ESI, PF, bonus, Workmen's Compensation Act, etc. will be paid/complied with by the contractor. The list of staff going to be deployed shall be made available to the Assistant Commissioner of GST & CX, Ranipet Division and if any change is required on part of the Department, fresh list of staff shall be made available by the agency after each and every change.

2. 2.3 The Statutory compliances including those pertaining to Provident Fund Act, Employees State Insurance Act, and Minimum Wages Act (Contract Labour (Regulation & Abolition Act 1970), Payment of Bonus Act and all other labour and other legislations as applicable from time to time, with regard to the personnel engaged by the contractor (service provider) for service to the Assistant Commissioner of GST & CX, Ranipet Division, are the responsibility of the contractor.

2.2.4 It will be the responsibility of the contractor to provide details of manpower deployed by him, in the office of the Assistant Commissioner of GST & CX, Ranipet Division, to the Labour department (Central). Within one month from the date of award of the contract, the successful bidder shall obtain a license under the Contract Labour (R&A) Act from the licensing authority.

2.2.5 the Assistant Commissioner of GST & CX, Ranipet Division shall not bear any damage / claim of any nature of the Housekeeping staff in discharge of duties. The Service Provider, also called as "Contractor", shall indemnify the Assistant Commissioner of GST & CX, Ranipet Division for any loss suffered by the office of the Assistant Commissioner of GST & CX, Ranipet Division in this regard.

2.2.6 The wages (per month) quoted by the bidder should not be less than Minimum Wages as referred in clause 1.11.4, as applicable as on the date of Issue of this Tender. ESI, PF and Bonus should not be less than the statutory provisions / Act. If the amount/rates quoted are less than the prescribed minimum as stated above, then the bid will be disqualified and rejected.

If there is revision in the Minimum Wages prescribed by the Office of the Deputy Chief Labour Commissioner (Central) as applicable to "Housekeeping staff" under Minimum Wages Act, during the currency of the contract, then:

(i) If the revised minimum wages rates are less than the quoted rates, then rates quoted by the bidder will not be enhanced.

(ii) If the revised minimum wages rates are more than the rates quoted by the bidder, then revised minimum wages rates will be considered for reimbursement.

2.2.7 As far as EPF is concerned, it shall be the duty of the Contractor to get PF code number allotted by the Regional Provident Fund Commissioner (RPFC for short) for each personnel, against which the PF subscription, deducted from the payment of the personnel engaged and equal employer's (contractor's) amount of contribution should be deposited with the respective

PF authorities within 7 days of close of every month, giving particulars of the employees engaged for the Assistant Commissioner of GST & CX, Ranipet Division works, and the same is required to be submitted to the Assistant Commissioner of GST & CX, Ranipet Division every month. In any eventuality, if the contractor failed to remit employee/employer's contribution towards PF subscription etc. within the stipulated time the Assistant Commissioner of GST & CX, Ranipet Division is entitled to recover the equal amount from any money due or accrue to the Contractor under this agreement.

2.3. PAYMENT

2.3.1 Payment of bills will be made to the contractor on a monthly basis based on actual services rendered in the previous month. No Advance Payment will be made. The contractor has to submit invoices/bills on the 1st of the following month for the services rendered in the preceding month along with ESI/PF/GST Challan, as applicable, pertaining to that month. the Assistant Commissioner of GST & CX, Ranipet Division would make the payment within 20 days of submission of bills with all the supporting documents and submission of necessary clarification, if there were any queries communicated by the Assistant Commissioner of GST & CX, Ranipet Division, to the satisfaction of the Assistant Commissioner of GST & CX, Ranipet Division. No Interest is payable by the Assistant Commissioner of GST & CX, Ranipet Division in case of any unavoidable delay in settling the bills, though the department would endeavor to settle within 20 days. No other claim on whatever account shall be entertained by the Assistant Commissioner of GST & CX, Ranipet Division. TDS at the rates applicable shall be deducted U/S194 (c) of Income Tax Act 1961 on the whole amount.

2.3.2 The contractor may be asked by the Assistant Commissioner of GST & CX, Ranipet Division to submit the proof of remittance for his employee towards the payment of statutory norms as applicable to the Assistant Commissioner of GST & CX, Ranipet Division. If the contractor fails to submit the proof of remittance the payment towards the service will be stopped until the contractor submits required documents.

2.4. Termination:

The contract may be terminated with a 15 days' notice, before the expiry of contract period owing to deficiency in service or any other reason whatsoever. The contractor is to give 90 days' notice in case he wants to withdraw, in which case Security Deposit /EMD will be forfeited.

M#82y/2 01/07/2021
(M.R. SUBRAMANYA IYER)
ASSISTANT COMMISSIONER,
RANIPET DIVISION.

OFFER LETTER - Annexure II

(On letter pad)

To

The Assistant Commissioner of GST & CX,
Ranipet Division,
SIPCOT, Ranipet 632 403.

Sir,

**Sub: Providing House Keeping services on contract basis for
Ranipet Division -Reg**

Ref. No.: C.NO.1/22/02/2020 (PF-II) dated 01.07.2021

.....

With reference to your Tender Notice calling for offers for providing
“**Housekeeping Services**” on contract basis for the office of the Assistant
Commissioner of GST & CX, Ranipet Division, SIPCOT, Ranipet 632 403.
I/We hereby submit my/our offer as follows:-

a) Technical Bid: Annexure - I, II, III A, III B, III C, IV, VI and Annexure - VIII
along with

EMD Of **Rs.25,000/-** by DD No.....
dt..... On..... & other supporting documents Page
No.....to) (Cover - I)

b) Financial Bid: Annexure-V & VII (cover - II)

2. I hereby undertake to abide by various terms and conditions contained in
the tender document.

3. I also certify that the details furnished in the bids, various enclosures and
other documents are true and correct.

Date:

Yours sincerely,

Signature and stamp of the Owner/ bidder/
authorized Signatory with complete Name, Address,
Contact No. (s), including Mobile No.(s).

ANNEXURE – III A
TECHNICAL BID

1.	Name of the Registered Firm/ Company	:	
2.(a)	Address of the company (with Tel. No., Fax & E-mail)	:	
(b)	Local Chennai Address of the company (with Tel. No., Fax & E- mail)		
3.	Status of Ownership (Proprietary / Partnership/ Company – upload proof)	:	
4.	Name & Address of the Partners/ Directors (with Mobile No.)		
5.	Contact Person (s) (with mobile number)	:	
6.	Date of establishment of the firm/company	:	
7.	Experience Certificate for providing similar services and completion certificate for value of work as in 1.2.1.	:	
8.	PAN No. (upload copy) 1.2.3	:	
9.	Copies of audited Balance sheet and P/L account For the financial years : 2017-18: 2018-19: 2019-20 (upload document copies) as in 1.2.3	:	
10.	Copies of Income Tax Returns filed for The assessment years : 2018-19: 2019-20: 2020-21: (upload document copies) as in 1.2.3		

11.	Average Annual Turnover for financial years 2017-18: 2018-19: 2019-20 certified by a Chartered Accountant (upload copy) as in 1.2.2	:
12.	GST Registration No. (upload copy of Registration certificate) as in 1.2.7	
13	Details of Registration with PF and ESI authorities (upload copies of Registration) and copies of remittance slip as in 1.2.4.	
14	Details of EMD as in 1.13.	
15	Declaration as in 1.2.5.	:
16	Solvency Certificate as in 1.2.6	

DECLARATION

I/ we hereby certify that the information furnished above is full 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, the company/firm will be blacklisted and will not have any dealing with the Department in future.

Signature and stamp of the Owner/ bidder/
authorized Signatory with complete Name, Address,
Contact No. (s), including Mobile No.(s).

ANNEXURE-III B

TECHNICAL BID

Tender No.3/2021

C.No.I/22/2/2020-Admn (PF-II)

1. Name of the Registered Firm/ Company :
2. Address (with Tel. No. & Fax No.) :
3. PAN No. :
4. Name & Address of the proprietor,
Partners/ Directors (with Mobile Number) :

5. MINIMUM WAGE DETAILS

S. No	Particulars	Amount (Rs.)	Amount in words (Rupees)
1	Wages per head/day fixed by the Dy. Chief Labour Commissioner (Central)		
2	Wages for 26 days		
3	PF @ 13.% of SNo.2 - per month/head		
4	ESI @ 3.25@ of SNo.2 - per month /head		
5	Bonus per month/head (as per the Payment of Bonus (Amendment) Act, 2015, section 12		
6	Subtotal (2+3+4+5) per month		

ANNEXURE-III C

PROPOSED MANPOWER DEPLOYMENT (Refer Para 1.1.5 of Terms & Conditions in Annexure-I)

Sl. No.	Buildings	Housekeeping Staff
1.	GST and Central Excise Building, Ranipet	
2	Arakonam Range Office	
	Total	

Date:

Signature and stamp of the Owner/ bidder/ authorized Signatory with complete Name, Address, Contact No.(s), Including Mobile No.(s). (also Indicate the category in which signing, whether on his own behalf of as Power of Attorney/Authorised signatory of the owner)

Annexure-IV

OFFICE OF THE ASSISTANT COMMISSIONER OF GST & CX, RANIPET DIVISION.

BIDDER UNDERTAKING

1. General Description

"Tender for Providing Housekeeping Services in the office of the Assistant Commissioner of GST & CX, Ranipet Division".

2. Earnest Money **Rs.25,000/-**

3. Security Deposit

10% of the accepted annual contract value in the form as specified in clause - 1.18 of section -I

4. Period of Contract:

The Contract period is **from the date of award of contract to March 2022.**

[The contract is extendable at the same terms and conditions by one more year subject to providing of services to the satisfaction of Commissioner of GST & CX, at the option of the Assistant Commissioner of GST & CX, Ranipet Division. 5. Delay in commencement of Service and forfeiture of Earnest Money Deposit & Undertakings by the Bidder

a) Should this tender be accepted in whole or in Part, I / we here agree:

to terms and abide and fulfill all conditions annexed hereto and all the terms and provisions contained in notice inviting tenders so far as applicable and/or in default thereof to forfeit and to pay the Assistant Commissioner of GST & CX, Ranipet Division or his successors in office, the sum of money mentioned in the conditions. A sum of Rs.25,000/- is hereby forwarded in Demand draft as Earnest Money. If I / we fail to commence the Service Specified in the above memorandum / we agree that the said the Assistant Commissioner of GST & CX, Ranipet Division or his successors in office shall, without prejudice to the Assistant Commissioner of GST & CX, Ranipet Division any other right or remedy, be at liberty to forfeit the said Earnest Money absolutely.

b) To execute all the Services referred to there in the tender documents upon the terms and conditions contained or referred to therein and carryout such deviations as may be ordered by the Assistant Commissioner of GST & CX, Ranipet Division.

c) I/We hereby agree to abide by all terms and conditions laid down in tender Document.

d) This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.

6. I/We abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other Charges applicable from time to time. I/We will pay the wages to the Personnel deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully & solely responsible for any violation.

Signature and stamp of the Owner/ bidder/
authorized Signatory with complete Name, Address,
Contact No. (s), including Mobile No.(s).

ANNEXURE - V
FINANCIAL BID

Tender No. 3/2021

C.No.I/22/02/2020-Admn (PF-II)

1. Name of the Registered Firm/ Company :
2. Address (with Tel. No. & Fax No.) :
3. PAN No. :
4. Name & Address of the proprietor,
Partners/ Directors (with Mobile Number) :

S.No	Particulars	Amount (Rs.)	Amount in words (Rupees)
1	Wages per head/day fixed by the Dy. Chief Labour Commissioner (Central)		
2	Wages for 26 days		
3	PF @ 13.% of SNo.2 - per month/head		
4	ESI @ 3.25% of SNo.2 - per month /head		
5	Bonus per month/head (as per the Payment of Bonus (Amendment) Act, 2015, section 12		
6	Subtotal (2+3+4+5) per month		
7	Contractor's Service charges per head/month		
8	Total charges per head/month (6+7)*		
9	Rate per sq. ft. per month (as quoted in BoQ)		

(Rupees)

NOTE:-*Rate quoted is exclusive of GST.

Date:

Signature and stamp of the Owner/ bidder/ authorized Signatory with complete Name, Address, Contact No.(s), Including Mobile No.(s). (also Indicate the category in which signing, whether on his own behalf of as Power of Attorney/Authorised signatory of the owner)

ANNEXURE-VII

PRICE/ FINANCIAL BID DOCUMENT

- (a) Price bid undertaking
- (b) Schedule of price bid in the form of BOQ.xls

PRICE BID UNDERTAKING

From: (Full name and address of the Bidder) _____

To,

The Assistant Commissioner of GST & CX,
Ranipet Division,
SIPCOT Industrial Complex, Phase-I,
Ranipet.

Dear Sir/Madam,

I submit the Price Bid for _____
and related activities as envisaged in the Bid document.

- 2. I have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.
- 3. I offer to work at the rates as indicated in the price Bid, inclusive of all applicable taxes except GST.

Yours faithfully

Signature of Authorized Representative

ANNEXURE -VIII
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/Authorized signatory of M/s
..... am competent to sign this
declaration and execute this tender document.

3. I have carefully read and understood all the term 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:

Signature of the authorized Signatory
of the firm/Company/Organization

Place:

Office Stamp/Seal:

Annexure-VI

Instructions for Online Bid Submission:

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

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "**Online bidder Enrollment**" on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the coloured (unprotected) cells with their

- respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
 - 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
 - 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
 - 9) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid
 10. Summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
 11. 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.
