



भारत सरकार

GOVERNMENT OF INDIA

वस्तु एवं सेवा कर और केन्द्रीय उत्पाद शुल्क के आयुक्त का कार्यालय, लेखा परीक्षा आयुक्तालय

OFFICE OF THE COMMISSIONER OF GST & CENTRAL EXCISE,

AUDIT I COMMISSIONERATE

सं 1775, जवाहरलालनेहरूइन्डररिंगरोड,

No.1775, Jawaharlal Nehru Inner Ring Road,

अन्नानगरपश्चिमविस्तार, चेन्नै- 600 101

Anna Nagar West Extension, Chennai – 600 101

Phone No. 044 2615 5651, Fax – 044 2615 5200 Email: gstadt1pro@gmail.com

GADT/II/(22)/41/2022-ADMN-O/o COMM-R-CGST-ADT-I-CHENNAI

Dated: -02-2022

NOTICE INVITING e-TENDER FOR PROVIDING HOUSE KEEPING SERVICES

The office of the Commissioner of GST and Central Excise (Audit-I) Commissionerate, Chennai-600 101 invites e-tenders from reputed, registered firms / companies engaged in the business of housekeeping to provide housekeeping services viz., cleaning of rooms, corridors, toilets, glass doors, windows, curtains, computer peripherals, telephone instruments, compactors, open area for its office located at No. 1775, Jawaharlal Nehru Inner Ring Road, Anna Nagar Western Extension, Chennai-600101 for a contract period of one year from 01.04.2022 to 31.03.2023.

1. Document Download:

Tender documents may be downloaded from CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule 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.

2. The inspection of the premises where Housekeeping work and attendant office works have to be provided can be made between 10.00 a.m. and 4.00 p.m. on any working day, for which the bidders may contact the Assistant Commissioner (Admn.), Office of the Commissioner of GST & Central Excise, Audit I Commissionerate, No. 1775, Jawaharlal Nehru Inner Ring Road, Anna Nagar West Extension, Chennai – 600 101. The rate quoted should be **per Sq. Ft. per month basis** and the rate should be inclusive of G.S.T and any other charges, if any. The bids have to be submitted before **3.00 PM on 07-03-2022 (Monday)**. The bids shall be opened at **3.00 PM on 08-03-2022 (Tuesday)**.

3. Bid Submission:

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

4. Tenderer who has downloaded the tender from the Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app>, <https://eprocure.gov.in/epublish/app> shall not **tamper/modify the tender form 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 tenderers are advised to visit CPPP website <https://eprocure.gov.in/eprocure/app> regularly till closing date of submission of tender for any corrigendum / addendum/ amendment.

6. The tenderers should fulfill the following eligibility conditions:-

- i. I.T. returns for the last 3 years (2018-19, 2019-20 & 2020-21) shall be uploaded along with the tender.
- ii. The Tenderer should be registered with the Regional P.F. Commissioner (RPFC) and ESIC office of the area. A copy of the valid registration certificate is required to be uploaded along with the tender.
- iii. Credentials or certificates in support of agency's experience in the last three years (2018-19, 2019-20 & 2020-21) in similar nature of work should be uploaded. A list of their clients with full address and phone numbers of the Head of Office / Division Head may also be uploaded.
- iv. It will be obligatory on the part of the tenderer to sign each page of the tender documents and all other enclosures appended to it as a token of having read and understood the terms and conditions contained herein and submit the same along with the qualifying bid. On award of work, the tenderer will have to enter into an Agreement with the Principal Commissioner of GST & Central Excise, Audit I Commissionerate, Chennai.
- v. The bidder must produce a solvency certificate from his banker for an amount not less than the amount of the contract bid for the period from 01.04.2022 to 31.03.2023.
- vi. Not more than one tender shall be submitted by one contractor 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.

- vii Earnest Money Deposit(EMD) of **Rs. 30,000/- (Rupees Thirty Thousand only)** per application in the form of Demand Draft / Bankers cheque of scheduled Bank drawn in favour of **“PAO, Central Excise, Chennai”** shall be submitted to the Office of the Commissioner of GST and Central Excise, Audit-I Commissionerate before 02.03.2022. Qualifying bids without Earnest Money Deposit will be rejected. The EMD will be returned to all the unsuccessful bidders after finalization of the contract. However, the EMD shall be forfeited in case the successful bidder withdraws or the details furnished in the Annexures are found to be incorrect or false during the tender selection process. No interest shall be paid on the EMD of successful bidder and the same will be returned on furnishing performance guarantee. The tenderers who are registered as MSME Enterprises under Micro, Small And Medium Enterprises Development Act, 2006 need not pay the said Earnest Money Deposit as envisaged under FAQs (No.20) on Public Procurement Policy for MSMEs, Order 2012 dated 24th October 2016 issued in F.No.22(1)/2012 MA. 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.
- viii Bids will be opened as per date /time as mentioned in Page 1 of the Tender. After online opening of Technical Bid the results of their qualification as well Financial Bid opening will be intimated later.
- ix The agreement will be in force for a period of one year from the date of award of contract. This office reserves the right to extend the duration of the contract for a further period of 12 months subject to satisfactory performance and on mutually agreed terms and conditions.
- x Conditional tenders, late tenders, tenders incomplete or not meeting all the tender conditions specified herein will be rejected.
- xi This office reserves the right to accept or reject any tender in part or full or without assigning any reasons thereof.

7. SCOPE OF HOUSEKEEPING SERVICES REQUIRED TO BE PROVIDED BY THE CONTRACTOR

TOTAL AREA OF THE PREMISES / BUILDING FOR CLEANING PURPOSE PERTAINING TO AUDIT I COMMISSIONERATE, CHENNAI

Description of the Area	Carpet Area in (Sq.Ft)
a. Ground Floor	8979.201
b. First Floor	10647.983

c. Second Floor	10647.983
d. Third Floor	10647.983
e. Terrace Area	10647.983
f. Ground Covered Parking	1668.782
g. Ground Open Area	2000.00
Total	53534.21

Audit I Commissionerate has a built up area of 53534.21 (approximately) Sq.Ft spread over four floors, an open terrace, a vehicle parking lot and other open areas, all enclosed within a compound wall. **The bidders need to quote their rates only as per Sq.Ft. per month basis for the area mentioned above and in no case, the wages proposed per person per month should be less than Standard Minimum Wages as fixed by the Labour department from time to time (inclusive of all statutory levies and taxes).** The work of housekeeping involves:

- a. Sweeping and wet mopping of office floor area including rooms, cabins, work stations, corridors, staircases and other common utility areas.
- b. Sweeping of open area and parking area.
- c. Dusting and cleaning of office furniture like tables, chairs, cupboards etc.
- d. Cleaning of carpets, sofa sets and curtains / blinds with vacuum cleaner.
- e. Dusting of wooden panels in the premises.
- f. Keeping the toilets, wash basins etc. clean & hygienic at all times.
- g. Cleaning of pantries, water dispensers, crockeries & cutleries etc. as required.
- h. Shifting of furniture & records & their re-arrangement as & when required. Movement of files / records within the office premises.
- i. Watering the plants in the premises. Arrangement, proper maintenance of flower pots and shifting of them whenever required.
- j. Maintenance of kitchen & dining hall including washing vessels & utensils.
- k. Cleaning of dustbins, collecting waste & deporting them to the dumping point set up by the Corporation of Chennai.
- l. Dusting of ceiling, walls, partitions, glass doors, windows, grills etc.
- m. Cleaning of electrical fittings and fixtures.
- n. Care should be taken that the gadgets / equipments are not tampered with during the cleaning operation.
- o. Such other cleaning or other work that may be entrusted from time to time by the Officers concerned of Audit I Commissionerate.
- p. Cleaning of outside panels upto 12 feet from ground level.
- q. Weekend selective intensive cleaning on floor by floor basis using modern equipments.
- r. Accompanying CPWD contractors during maintenance work of office premises
- s. Maintenance of stock room of material for housekeeping

OTHER TERMS AND CONDITIONS

The Housekeeping agency shall be considered for award of contract only if it agrees to abide by the following terms & conditions:

1. ELIGIBILITY

- i) The Housekeeping Agency should have GST registration & should have paid GST of Rs.15 Lakhs in the previous financial year. Documentary evidence & GST returns in this regard shall be uploaded.
- ii) The Agency must have a minimum experience of three years in providing housekeeping services to Government organizations, other large Public Sector Undertakings or large corporate offices. Copies of agreement / work order from clients shall be provided as documentary evidence. Certificate of appreciation, if any from the present clients shall be uploaded.
- iii) The Agency must be registered under the Provident Fund Act, ESI Act, etc. Copy of the registration papers along with code numbers attached to the Agency / Company shall be uploaded.

2. **Performance Guarantee:** The successful tenderer shall submit a Performance Guarantee either by way of Fixed Deposit or Bank Guarantee Receipt with auto renewal clause @ 3% of the value of contract within three days from the day of obtaining the contract. It will remain valid for a period of sixty days beyond the date of completion of all contractual obligations. No interest will be paid on this deposit.

3. The personnel to be deployed should be well experienced and trained adequately to handle any type of cleaning / housekeeping and other work entrusted to them by this office. The agency shall ensure that the work undertaken by its personnel is carried out efficiently and to the satisfaction of this office.

4. If the quality of housekeeping is found to be not satisfactory, a penalty of Rs.0.20 sq. ft/per day for the affected area shall be imposed by this office. The decision of the designated officer of Audit I Commissionerate for this purpose shall be final and binding.

5. The personnel to be deployed should have sound health, good hygiene, be able bodied and have experience in cleaning / housekeeping. They shall ensure that they present themselves clean and tidy. The personnel to be deployed should have knowledge of local language and functional English also.

6. The housekeeping personnel should be provided with uniforms & identity cards prominently displayed. If a particular worker is absent on any day, alternate/standby arrangement should be deployed in his place.

7. The entire premises should be kept clean & tidy by **9.00 A.M.** on all working days. The housekeeping personnel shall attend to work punctually at the prefixed / determined timings and shall be well-behaved and well-mannered. The personnel shall report to the Officer-in-charge assigned by this office. Moreover, one of the personnel shall function as supervisor who, apart from his housekeeping duties, shall also be the contact person with the agency and shall monitor the performance of other personnel deployed in this office.

8. The personnel employed shall work on all days except **Sundays and National Holidays. The personnel shall be deployed from 8:00 AM to**

4:30 PM (With half an hour lunch break) on all days except Sundays and National Holidays.

9. The housekeeping personnel shall be subject to the entry and exit procedures as may be determined by this office from time to time. Close liaison shall be maintained with the officers concerned for smooth and efficient performance of duties by the housekeepers.
10. The Agency should be registered under the ESI & Provident Fund Acts and other relevant statutory enactments relating to the employment of labour.
11. The wages paid to the housekeeping personnel should strictly adhere to the Minimum Wages Act, 1948 & Contract Labour (R&A) Act, 1970 and as prescribed by the O/o the Chief Labour Commissioner (Central). Licence 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.
12. The agency should ensure that there is no scope for any grievance from the personnel on delayed payment of wages. The employees engaged by the Housekeeping agency will be in the employment of Housekeeping agency only and not of Audit I Commissionerate, Chennai.
13. Mode of payment will be monthly and payments to the Housekeeping agency will be through RTGS only. Tax shall be deducted at source as per the Income Tax Act from the monthly bills.
14. The agency 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 agency and recovered from its dues / bills.
15. In case the agency withdraws or the Department terminates the contract for violation of terms and conditions and / or deficiency in services during the period of contract, the additional expenses in hiring a new contractor on temporary arrangement till the time of appointing a regular contractor through a similar tender process, shall be adjusted against performance guarantee provided by the successful bidder.
16. This office reserves the right to terminate the services of the Housekeeping agency at anytime without giving any notice whatsoever.
17. All existing statutory regulations of **both State & Central governments** shall be adhered to & complied with by the Housekeeping agency and all records maintained thereof should be available for scrutiny by this Office. The Housekeeping agency shall strictly comply with the terms and conditions of the agreement which will be executed with the successful tenderer. Failure by the agency 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.

18. The bidders shall quote their rates for the service to be provided as "Rate per Sq. Ft. per Month" (in both words and figures). Deductions towards PF, ESI, bonus etc. be factored in rates being quoted on per square feet per month basis and the same would not be payable over and above the rate thus quoted. The contractor would be liable for ensuring compliance with the relevant rules, and regulations as notified by the Government in this regard from time to time.
19. The cost of cleaning material should not be included in the rate for bidding and it would be provided by this office.
20. This office reserves the right to postpone / and / or extend the date of receipt / opening of Rates / Quotations or to withdraw the same, without assigning any reason thereof.
21. The agency should not have incurred loss in any two years during the last three years as on 31.03.2021. The bidder must produce a solvency certificate from his banker for an amount not less than the amount of the contract for the period from 01.04.2022 to 31.03.2023.
22. The agency must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961.
23. Any dispute arising out of this agreement or that which any arise in future, shall be resolved by taking recourse to mutual settlement, failing which the dispute will be subject to Chennai jurisdiction only. Audit I Commissionerate, Chennai is entitled to withhold payments due to the Housekeeping agency in case of any dispute, till it is resolved.

SUBMISSION OF TENDER

- i) **The tender shall be submitted online in two parts viz. Technical Bid and Financial Bid.**
- ii) All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.
- iii) The offers submitted by Telegram / Fax / Email shall not be considered. No correspondence will be entertained in this matter. After opening of Technical Bid, the original documents as per requirement of the e-tender document will be verified by this office.
- iv) This office reserves the right to seek any document in original in respect of I.T. Return / PF / ESI / Experience / GST Returns etc. for verification at any stage of tender process.
- v) After evaluation of technical bid, bidders will get the information regarding their eligibility / pre-qualification on website. Thereafter, a system generated e-mail confirmation will be sent to successful bidders. The bidders can check the same from the portal.
- vi) The financial bid of the successful bidders (i.e. qualified in the technical bid) will be decrypted and opened on-line, on the scheduled date and time by the bid openers. The bidders will get the information regarding the status of their financial bid and ranking of bidders on the website.

List of Enclosures to be submitted with Technical Bid:

- a) Signed and scanned copy of Technical bid document in **Annexure A**,
- b) Signed and scanned copies of Certificates like GST Registration, PAN No., ESI Registration, PF Registration, Income Tax Returns for last 3 years (2018-19, 2019-20 & 2020-21), etc.
- c) Signed and scanned copy of Tender Acceptance Letter in **Annexure B**
- d) **Letter of Authorisation and an undertaking (self-certificate) that the agency has not been black listed by a Central /State / UT Government institution and there has been no litigation with any government Department on account of it services in Annexure C.**
- e) Signed and scanned copies of GST returns for the year 2020-21 as a evidence of payment of GST for the year 2020-21 of Rs.15 lakhs or more
- f) Signed and scanned copy of document in support of having experience in Housekeeping for more than 3 years.
- g) Solvency Certificate from the Bank for an amount not less than the amount of the contract for the period from 01.04.2022 to 31.03.2023.

List of enclosures to be submitted with Financial Bid:

- a) Financial Bid document in the form of Bill of Quantity (BOQ)
- b) Enclosure to Financial Bid in PDF (**Annexure D**)
- c) Price Bid Undertaking in **Annexure E**


ASSISTANT COMMISSIONER (ADMN)

ANNEXURE-A
TECHNICAL BID DOCUMENT

- 1 Name of the service provider :
- 2 Address with Telephone No. / Mobile No./Aadhar No./ Fax No. :
- 3 Name & Address of the proprietor / Partners / Directors (with Mobile No.) :
- 4 Contact person(s) (with Mobile No./Aadhar details) :
- 5 No. of years of experience in providing Housekeeping services (enclose proof such as Performance Reports from clients (or) TDS copies) :
- 6 Average Annual Turnover (last 3 years ended on 31.3.2021) certified by Chartered Accountant :
- 7 Permanent Account Number (PAN) (The evidence for filing of IT returns along with Profit & Loss Account & Balance sheet for the last three financial years 2018-19, 2019-20 and 2020-21 to be enclosed) :
- 8 Details of ESI & EPF Registration along with evidence (Registered before 01.04.2012) :
- 9 Details of GST Registration No. (Enclose Attested Copy) :
- 10 Details of EMD :
- 11 Solvency Certificate issued by Bankers :

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:

Place:

Signature of the authorized person
(Name and Designation)

ANNEXURE-B

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

Date:

To

The Principal Commissioner of GST & Central Excise,
Audit-I Commissionerate,
1775, Jawaharlal Nehru Inner Ring Road,
Anna Nagar Western Extension,
Chennai – 600101.

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: GADT/II(22)/10/2021-ADMN-O/o COMMR-CGST-ADT-I-CHENNAI

Name of Tender / Work: -

OUTSOURCING OF HOUSEKEEPING SERVICES FOR THE YEAR 2022-23

Dear Sir,

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

<https://eprocure.gov.in/eprocure/app>, <https://eprocure.gov.in/epublish/app> 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/ organizations too have also been taken into consideration, while submitting this acceptance letter.

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

5. I / We do hereby declare that our 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 therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the earnest money deposit.

Yours faithfully,

(Signature of the Bidder, with Official Seal)

ANNEXURE-C
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
authorized/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

Place : Company / Office Stamp / Seal

ANNEXURE-D

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)	Wages for 26 days per person	Rs.
	ADD: STATUTORY CONTRIBUTION	Rs.
(e)	EPF (13%)	Rs.
(f)	ESI (3.25%)	Rs.
(g)	Bonus (8.33%)	Rs.
(h)	Gross Wages per person for 26 days (d+e+f+g)	Rs.
(i)	Service Provider's service charges per person	Rs.
(j)	Total wages per person for 26 days (h+i)	Rs.
(k)	Rate per Square Feet per month as quoted in BOQ	Rs.
(l)	GST @ 18% on (k)	Rs.
(m)	Rate per Square Feet per month including GST (k+l)	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 E

PRICE BID UNDERTAKING

From: (Full name and address of the Bidder)

To
The Principal Commissioner of CGST & Central Excise,
Audit-I Commissionerate,
1775, Jawaharlal Nehru Inner Ring Road,
Anna Nagar Western Extension,
Chennai - 600101.

Sir,

I submit the Price Bid for Housekeeping services for the Office of the Commissioner of GST & Central Excise, Audit I Commissionerate, Anna Nagar West Extension, Chennai – 600 101 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.

Yours faithfully

Signature of the authorized person

SCHEDULE OF PRICE (ITEM RATE BOQ)

Tender Inviting Authority: Office of the Commissioner of CGST & Central Excise, Audit-I
Commissionerate, Chennai

Name of the work: Outsourcing of Housekeeping Services 2022-2023

Contract No. GADT//((22)/41/2022-ADMN-O/o COMMR-CGST-ADT-I-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 @ % 18% (CGST – 9% & SGST – 9%)	Total Amount with out Taxes Col.8 = (3) X (5)	Total Amount with taxes (in figures)	Total amount with taxes (in words)
1	2	3	4	5	6	7	8 (7+6)	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 like chairs, tables, sofas and electronic gadgets like computers, telephones, fax machines, photo copier machines 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 equipments whenever required etc.	53534.21	Sq.ft				Rs.	Rupees _____ only)
Total Amount including GST (in figures)								
Total Amount including GST (in words)								

Annexure-F

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, Nature of Work, 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 offers in which the bid documents have to be submitted, the number of documents including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, etc) has been provided to the bidders. Bidders can use 'My Space' or 'Other Important Documents' area available to them to upload such documents. These documents may be directly submitted from the 'My Space' area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as '**offline**' to pay the Earnest Money Deposit (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 Bill of Quantity(BoQ) format with the tender document, then the same is to be filled by all the bidders in the given format.
- 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.
- 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.