



**भारत सरकार / Government of India**  
**वित्त मंत्रालय / Ministry of Finance**  
**वस्तु-एवं सेवा कर और उत्पाद शुल्क आयुक्तालय**  
**GST & EXCISE COMMISSIONERATE : SURAT**  
**सट्रल एक्साइज बिल्डिंग,** **-३९५००१**  
 CENTRAL EXCISE BUILDING, GANDHI BAUG, CHOWK BAZAR,  
 SURAT-395001

Email id: [genhq-cgstsurat@outlook.com](mailto:genhq-cgstsurat@outlook.com) Phone No. 0261-2461460, Fax No.0261-2465675

F.No.XVI/007/2017

Date: 12/02/2018

**E-TENDER NOTICE**

**Sub: Notice for Inviting of Tender for Outsourcing of Housekeeping and Cleaning services in the GST & Excise Commissionerate, Surat.**

1. E-Tenders (in prescribed format) are invited under two bid system (both Technical and Financial) from reputed parties having valid ISO certification for providing housekeeping, cleaning, sweeping services, etc. on contract basis for the office building. The contract shall be awarded for the period of 01 (one) year i.e. from the date of signing the agreement. The total built up/carpet area for housekeeping is as under :

S	Address of premises	Area
1	Central Excise building ( A Wing), Gandhi Baug, Chowk Bazar, Surat	28065.20 Sq ft
2	Old Central Excise building (B Wing), Gandhi Baugh, Chowk Bazar, Surat	10915.35 Sq ft
3	GST & Excise Div-III, Div-IV & Div-V at Samurdhi Building, Near Makai bridge, Surat	14775.52 Sq ft
	Total	53756.07 Sq ft

2. The complete tender document containing general terms & conditions, pre-Qualification requirements etc. are available on <http://eprocure.gov.in/procure/app>, [www.cbec.gov.in](http://www.cbec.gov.in) and our website [www.excisesurat1.nic.in/](http://www.excisesurat1.nic.in/) for reference only and can be downloaded free of cost.

3. A pre-bid conference will be held and prospective bidders may submit their queries on the tender through the e-procurement portal at <http://eprocure.gov.in/procure/app> and may attend conference as per the date and time indicated in the tender document.

**Tender Critical Date Sheet**

Tender Publishing Date & Time	13.02.2018 at 17:00 hrs
Bid Submission Start Date & Time	14.02.2018 at 17:00 hrs
Bid Submission End Date & Time	06.03.2018 at 02:00 PM
Bid Opening Date & Time	07.03..2018 at 03:00 PM

4. Interested bidders/Service Providers/ reputed firms providing such services on all India basis may submit their bids in the prescribed format with all the necessary documents online with **digital signature** at <http://eprocure.gov.in/procure/app> on or **before bid submission closing date & time.**

Date: 12.02.2018

-sd-  
 (Prasant S. Kaduskar)  
 Additional Commissioner  
 GST & Excise, Surat



**भारत सरकार / Government of India**  
**वित्त मंत्रालय / Ministry of Finance**  
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**CENTRAL EXCISE BUILDING, GANDHI BAUG, CHOWK BAZAR,**  
**SURAT-395001**

**Email id: genhq-cgstsurat@outlook.com Phone No. 0261-2460417, Fax No.0261-2465675**

F.No.XVI/007/2017

Date: 12/02/2018

**Notice Inviting E -Tender for Housekeeping Services Through E-Procurement**

1. GST & Excise Commissionerate, Surat, Gandhi Baugh, Chowk Bazar, Surat-395001 Gujarat invites e- Tender under Two bid system enquiry from reputed and experienced service providers for providing Housekeeping Services, for the period of 01 (one) year i.e. from the date of signing the agreement at the following premises :

S	Address of premises	Area
1	Central Excise building ( A wing), Gandhi Baug, Chowk Bazar, Surat	28065.20 Sq. ft
2	Old Central Excise building ( B Wing), Gandhi Baugh, Chowk Bazar, Surat	10915.35 Sq. ft
3	GST & Excise Div-III, Div-IV & Div-V at Samurdhi Building, Near Makai bridge, Surat	14775.52 Sq. ft
	Total	53756.07 Sq. ft

2. The bidders shall submit their bids online only at CPPP website: <https://eprocure.gov.in/eprocure/app> to follow the terms and conditions provided in the Annexure-I and Annexure-I(A) and "Instructions to Bidder for Online Bid Submission" provided in the Annexure- "V" for online submission of bids.

3. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

4. Not more than one tender shall be submitted by one bidder 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 to rejection.

5. Bidder 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 tender is liable to be banned.

6. Intending bidders 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.

7. Technical Bids will be opened as per date/ time as mentioned in the Tender Critical Date Sheet. After online opening of Technical-Bid the results of their qualification as well as Price-Bid opening will be in also indicated in the Tender Critical Date sheet.

8. Submission of Tender:-

- (a) The tender shall be submitted online in two part, viz., Technical bid and Financial bid.
- (b) 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.
- (c) The offers submitted by Fax/email shall not be considered. No correspondence will be entertained in this matter.

A. **Technical Bid:-**

The following documents are to be furnished by the Service Provider along with Technical Bid as per the tender document:

- i) Signed and Scanned copy Certificates like GST Registration, ESI Registration, EPF Registration, PAN No., Income tax return (last 2 yrs), License from Labour Commission and experience if any etc.
- ii) Signed and Scanned Copy of Tender Acceptance Letter & Letter of authorization to submit bid.
- iii) An undertaking (self-certificate) that the agency hasn't been blacklisted by a Central/State/UT Government institution and there has been no litigation with any government department.

B. **Financial Bid:-**

- (a) Financial bid : In terms of Rs\_\_\_\_/Sq.ft./month for 32 persons + exclusive of GST.
- (b) Schedule of financial bid in the form of PDF Housekeeping.

Date: 12.02.2018

-sd-  
(Prasant S. Kaduskar)  
Additional Commissioner  
CGST & Excise, Surat

**FINANCIAL BID UNDERTAKING**

Date:

From: (Full name and address of the Bidder)

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To

The Commissioner of GST & Excise ,  
 Gandhi Baugh, Chowk Bazar,  
 Surat-395001,  
 Gujarat

Sir/ Madam,

1. I submit the Financial Bid for Rs \_\_\_\_\_/Sq.ft./month + exclusive of GST (for 32 number of persons to be deployed ).
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 Financial Bid, Annexure IV inclusive of all applicable taxes except GST.

Yours Faithfully,

**Signature:-****Name of Representative :-****E-Mail:-****Office Phone no. :-****Mobile no.:-****Full Office Address:-**

**ANNEXURE-I**

**GENERAL TERMS AND CONDITIONS**

1. Rates/Quotations duly filled in, will be received up to the stipulated date and time (i.e. **06.03.2018 up to 17:00 hrs**).
2. The Department reserves the right to postpone/extend the date of receipt/opening of rates/quotation or to withdraw the same without assigning any reasons thereof.
3. The service provider is required to submit the complete Rates/Quotations only after satisfying each and every condition laid down in the Annexure enclosed.
4. The bidder shall quote their rates on **“Rate per square feet per month (for 26 days) for 32 persons exclusive of GST ”** (in both words and figures) which should include deduction towards PF and ESI etc.
5. The contract will be awarded for one year from the date of agreement.
6. The rates/quotations should be submitted and signed by the firm with its current business address and contact number.
7. The rates will be valid for the time of contract from the date of entering the contract.
8. **No Earnest Money Deposit is required with tender document. Hence, no party is required to submit any EMD.**
9. The personnel deployed should be well experienced and trained adequately and should be of sound health. They should be well behaved and well mannered.
10. The personnel should attend to work punctually and complete the cleaning work of the entire office premises before 9.00 am on all working days.
11. The personnel will perform all the duties assigned to the contractor and as specified from the department from time to time.
12. The personnel will report to the officer in charge assigned by the department i.e. Superintendent (General H.Q.). If a particular worker is absent on any day, another person should be deployed in his place. For any absence and non-engagement, no wages shall be paid.
13. The contractor should pay to their personnel a minimum wage at the prevailing rate as fixed under Minimum Wages Act, prescribed by the **Gujarat State**. Any breach of these conditions will be liable for termination of the contract and the same would be dealt as per law.
14. The contractor is responsible for payment of monthly salary including leave salary, bonus, gratuity etc. to the personnel as applicable to them.
15. The contractor should ensure that there is no scope for any grievance from the personnel on delayed payment of wages.
16. Mode of payment will be monthly and payment to the house keeping contractor will be through online or any other mean only. Tax shall be deducted at source as per the prevailing Income Tax Act from the monthly bills. There may be delay in payment to the Contractor by this office on administrative grounds; However, the contractor will have to pay the wages of the employees within 1<sup>st</sup> to 10<sup>th</sup> day of each month invariably.
17. Any liability such as EPF, ESI etc shall be borne by the service provider and shall be deposited by the service provider with respective authorities and consequential benefit shall be given to the employees under contract during the contract period.

18. The contractor 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 persons or to third party. All damages caused by the Housekeeping personnel shall be charged to the contractor and recovered from its dues/bills.
19. Contractor shall be fully responsible for theft, burglary, fire or any criminal or mischievous deed by his staff. Any loss due to any of above reasons shall be compensated by him in full.
20. This office shall not entertain any claim arising out of mishap, if any that may take place while discharging the duties by the labour provided by the Contractor.
21. No other personnel except service providers' authorized representatives shall be allowed to enter the office premises. The personnel of contractor should carry with themselves proper ID Card issued by the contractor/representative of the contractor.
22. The House keeping contractor shall strictly comply with the terms and conditions of the agreement which will be executed with the successful contractor. Failure by the contractor to comply with such statutory requirements and/or the terms of the agreement during the period of agreement of deficiency in services shall result in termination of the contract.
23. Notwithstanding anything contained herein, the Department reserves the rights to terminate the contract by giving 30 days notice in writing without assigning any reason and without incurring any financial liability whatsoever to the contractor.
- 24. All consumables and materials required for the purpose such as broom, Soap oil, Sticks and other cleaning materials like phenyl will be provided by this office.**
25. The Registered Office or one of the Branch Offices of the manpower Company / Firm / Agency should be located in Surat.
26. The Bidders who have at least 3 years experience in providing manpower for the work to Public Sector Undertakings (PSU) and Central/State Government Departments will be given preference.
- 27. Additional Terms and Conditions**
- (i) For the purpose of housekeeping the office shall be functional on 06 days in a week excluding Sundays and Closed Holidays.
- (ii) The objective of housekeeping services is to maintain the entire premises in neat and tidy condition and to be kept hygienic at all times.
- (iii) Sweeping, wet mopping of all the office area including the staircase is to be done on a daily basis.
- (iv) Furniture like tables, chairs, visitors chairs, sofas and Almirahs and all electronic gadgets like computers, telephones, fax machines, photocopier machines etc have to be maintained dust free and dusting has to be carried out on a daily basis.
- (v) All the sweeping, garbage and waste should be collected and disposed off in the nearest garbage collection centre.
- (vi) The work of cleaning of the office should be completed before 9.00 AM on all working days.
- (vii) Last Saturday of every month non routine work like removal of cobwebs in corridors, rooms chambers, and lavatories must be carried out. Rigorous cleaning of window panes, ventilators, Corridors etc should be also done on Saturday.

(viii) Shifting of furniture and other equipments, files, photocopying and movement of Tapal should also be carried out, if required.

(ix) Mats, Carpets, artificial and natural plants hold be attended to on a daily basis.

(x) Care should be exercised while cleaning electronic gadgets.

(xi) Any other work assigned by the administration/authority concerned.

**28.** It is made clear that the engagement of the service provider does not in any way confer any right to the service provider that may be deployed by him in this office for claiming any regular or part time employment in this office or any other Government offices.

**29. ARBITRATION**

(i) In the event of any question, dispute/difference arising under this agreement or in connection with (Except as to matters the decision of which specially provided under this agreement) the same shall be referred to the sole arbitrator as approved by the Commissioner of CGST & Excise ,Surat.

(ii) The award of the arbitrator shall be final and binding on the parties. In the event of such arbitrator to whom the matter is originally referred is being transferred or vacating his office or resigning or refusing to work or neglecting his work or unable to act for any reason, whatsoever, the Commissioner of CGST & Excise ,Surat shall appoint another person to act as Arbitrator in place of the outgoing Arbitrator in accordance with the terms of this agreement and the person so appointed shall be entitled to proceed with the reference from stage at which it was left by the predecessor.

(iii) The expression Commissioner of GST & Excise, Surat shall mean and include acting/ officiating Commissioner of GST & Excise ,Surat.

(iv) The arbitrator may from time to time, with the consent of all parties enlarge the time for making (a publishing) the award.

(v) The arbitrator may give interim awards and / or directions, as may be required.

We agree to the above terms and conditions.

Signature, Name and Designation with Date \_\_\_\_\_

Name of the Firm \_\_\_\_\_

**ANNEXURE-I (A)**

**SPECIAL TERMS AND CONDITIONS FOR HOUSE KEEPING**

**A. SCOPE OF WORK**

1. The object of housekeeping services is to maintain the entire premises in a tip top condition. The premises are to be maintained from hygienic point of view.
2. The broad details of work covered under the scope are enumerated as follows:
  - a. Cleaning, sweeping and wiping of floors.
  - b. Thorough cleaning of toilets/urinals using required detergents, by putting naphthalene balls in all the urinals and air purifiers in the toilets.
  - c. Shifting of furniture and other items/stores from one place to another as required by the administration.
  - d. Any other work assigned by the controlling officer.

**B. JOBS TO BE CARRIED OUT DAILY**

1. Cleaning of toilets, windows, wash basin & other fittings and water Coolers, removing of all dust, unwanted materials, cleaning to be done with phenyl/lyzol twice a day.
2. Cleaning of corridors, staircase and common area once with disinfectant in the morning and with plain water in the afternoon.
3. Removing dust from floors, windows, doors, books, journals, furniture like tables, chairs, Visitor's chairs, sofas, Almirahs, etc., Fixtures, Telephone, Cupboard, Air Conditioners and other equipments, all Electronic Gadgets like Computers, Telephones, Fax Machines, Photocopier Machines etc., filling Cabinets, Glass panes; collecting waste paper, unwanted material and its disposal at indicated locations.
4. Cleaning of rooms by mopping floor with cloth soaked in water and disinfectant of ISI mark.

**C. JOBS TO BE CARRIED OUT WEEKLY**

1. Washing of floors with surf/vim/soap and water or any other cleaning operation.
2. If the labour is required on Sunday/ Gazetted holiday, no extra charge will be paid to the Contractor on account of this.

**D. MISCELLANEOUS CONDITIONS**

1. Sweeping, cleaning dusting etc. shall be completed before 9.00 AM every day.
2. The contractor shall refill the Sanitary Cubes, Cakes, Odonil, Air purifier, Naphthalene Balls, Chemicals, Disinfectants, Detergents, Liquid soap, Acid etc. from time to time and as and when required.
3. Manpower required for execution of the entire work including transport shall be arranged by the contractor. In case, a particular workman remains absent due to one reason or other, it would be the responsibility of the contractor to provide another workman in his place.
4. The contractor shall, on award of the contract furnish the list containing names and addresses of the workman sent to the Commissionerate for housekeeping services.
5. The services provided by the contractor shall be to the satisfaction of the service receiver.



6. The contract rates shall include cost for all essential and contingent works, which although not specially mentioned in this contract, are necessary for completion of the work to the satisfaction of the Commissionerate.
7. The contractor shall have no claim against the Commissionerate in respect of any work which may be withdrawn.
8. The contractor shall maintain an Attendance Register of personnel and this register of personnel shall be subject to check by the concerned officer of the Commissionerate.
9. The personnel will render services every day including Saturdays except on Sunday and National holidays (i.e. 26th Jan, 15th Aug, 2nd Oct and any other holidays/public holidays (which are mandatory under labour laws)).
10. They will maintain cleanliness of Toilets, Lavatories, Pantry, and Floors etc. and will attend to any unforeseen jobs as well as exigency of work. No extra payment of this shall be made. The rate of items of schedule of work includes the cost of this provision as well.

#### **E. TERMS OF PAYMENT**

1. The contractor will submit the monthly bill for reimbursement in duplicate enclosing therein following certificates, which shall be got duly certified by the officer-in-charge and the same shall be paid thereof after making recovery, if any.
  - a. The contractor shall make regular and full payment of labour charges, salaries and other payments as due, as per the labour laws and Minimum wages act, to its personnel deputed under service contract and furnish necessary proof in this regard as and when required.
  - b. Actual deployment of personnel & their attendance.
  - c. Proof of payments made to personnel deployed for previous month.
  - d. Proof of Challan/receipt issued by Regional Provident Fund Commissioner (RPFC) etc. for the payment made towards applicable provident fund. ESI & EDLI for the previous month and proof of payment towards compliance of other statutory provision like Bonus for the previous month.
2. The Commissionerate shall release due amount after making recoveries, if any, through online or crossed account payee cheque in favour of contractor/ agency.
3. In case, the Commissionerate receives any complaint regarding non-payment of wages to the personnel deployed, the amount payable to these personnel will be recovered from your bill and paid to such personnel. If this office receives repeated complaint regarding non-payment of wages to the personnel deployed, this office may start action including termination of the contract.

#### **F. PENALTIES**

- 1. Contractor will attract a penalty of an amount equal to one day's payment of one person, in case the person fails to carry out the house keeping services due to his absence or any other reason.**
2. In the event of failure in maintaining the house keeping services on any day up to the desired standard, in part or full, the contractor is liable to penalty @ Rs.250 (Rupees two hundred fifty only) per day, which shall be recovered from the bills or otherwise. For the purpose of imposing penalty, the decision of the Commissionerate will be final and binding on the contractor and shall not be subject to dispute or arbitration.
3. Contractor would ensure that all its personnel deployed with the Commissionerate behave courteously and decently with the employees/officers of the Commissionerate.

**G. CHARGES AND PAYMENTS**

Bills chargeable to the Commissionerate shall be paid after every month of services rendered, if found in order on the basis of availability of grant. In case of any complaint of non-fulfilment of any obligation under the contract, the Commissionerate reserves the right to deduct the amount, due from the contractor from monthly bill(s).

We agree to the above terms and conditions

**Signature with Date** \_\_\_\_\_

**Name of the Firm** \_\_\_\_\_

**Seal** \_\_\_\_\_

***ANNEXURE-II***

***TECHNICAL BID***

**Pre-qualification requirements for award of contract for Housekeeping  
(unskilled workers)**

**01. Name of the organization / Firm:**

**02. Name(s) of the Proprietors/Directors:**

**03. Registered Address:**

**04. Branch at Surat (Address):**

**With Telephone No. Fax No.**

**5. Whether firm is registered & license holder under Contract Labour (Regulation & Abolition) Act (attach relevant documents) :**

**06. Registration No. of the Firm (Copy to be enclosed):**

**07. Permanent Account No. of the firm (PAN) (Copy to be enclosed):**

**08. Provident fund number allotted by Regional Provident Fund Office. (Copy to be enclosed):**

**9. ESI Registration No. (Copy to be enclosed) :**

**9(A). License from the labour department:**

**10. Valid ISO Certificate No. & Date: (Copy to be enclosed) :**

**11. GST Registration No. (Copy to be enclosed) :**

**12. Total staff/workers of the firm :**

**13. Name(s) of Central Government/State Government/Public Sector Undertakings to whom similar Services have been provided by the firm during last three years. (Attach relevant documents as proof of experience):**

**14. If the applicant firm has been terminated or blacklisted by any organization in last 5 years, full details of such termination of service or blacklisting:**

**Signature with Date \_\_\_\_\_**

**Name of the Firm \_\_\_\_\_**

**Seal \_\_\_\_\_**

**ANNEXURE-III**

**TECHNICAL BID ENCLOSURE**

Name of the House Keeping Service Provider.

Address (with Telephone & fax)

**Rate of wages for House Keepers :**

**Add: Statutory Contributions (as per the rated mentioned below or as applicable)**

- a. EPF @ : Rs
- b. ESI @ : Rs

**Declaration**

I hereby certify that the information furnished above is true and correct to the best of knowledge. I understand that in case any deviation is found in the above statement at any stage, I/We will be blacklisted and will not have any dealing with the Department in future.

Further, I hereby declare that the number of persons proposed to be deployed in Financial bid will be paid the wages as per above details.

Station:

(Signature of Authorized Signatory with date)

**ANNEXURE-IV****TENDER FORM (FINANCIAL BID)**

To

**The Commissioner**

GST &amp; Excise,

Gandhi Baugh, Near Chowk Bazar,

Surat.395001, Gujarat

Sir,

Having examined the bidding documents and having submitted the technical bid for the same, we, the undersigned, hereby submit the Financial Bid for supply of services as per the invitation for this and in conformity with the said bidding document at the prices and rates mentioned in the enclosed offer.

**The price quoted by us for the following area (Per square feet Per month (for 26 days) for 32 number of unskilled persons is as under:**

**Under:-**

<b>S.No.</b>	<b>Services to be provided at</b>	<b>Area (in sq. ft)</b>	<b>Rate per square ft. per month (Excluding GST) Rs</b>	<b>Total Amount (For 26 days per month) (Rs)</b>
1	Central Excise Building covering Area of (Ground Floor+ 1 <sup>st</sup> Floor to 6 <sup>th</sup> Floor)	28065.20 Sq ft		
2	Old Central Excise Building covering area of (Ground Floor+ 1 <sup>st</sup> Floor to 2 <sup>nd</sup> Floor)	10915.35 Sq ft		
3	Samurdhi Building covering area of ( 1 <sup>st</sup> Floor to 3 <sup>rd</sup> Floor)	14775.52 Sq ft		
	<b>Total Area</b>	<b>53756.07 Sq ft.</b>		

*Note: 1. (i).No extra Payment will be made other than the above mentioned amounts.*

*(ii). Minimum wages to be based on latest orders as per minimum wages Act, Gujarat State.*

*(iii). Bidders must quote their rate taking into account wage components such as Basic, EPF, PF, ESI etc.*

2. We do hereby undertake that in the event of acceptance of our bid, the supply of services shall be made as stipulated in the tender document and that we shall perform all the incidental services.

3. We agree to provide service for one year or such extended period from date of signing agreement.

4. We have carefully read and understood the terms and conditions of bid document and its implications.

5. Certified that the bidder is:

A sole proprietorship firm and the person signing the bid document is the sole proprietor/constituted attorney of sole proprietor/constituted attorney of sole proprietor.

OR

A partnership firm and the person signing the bid document is a partner of the firm and he has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement/by virtue of general power of attorney.

OR

A Company and the person signing the bid document is the constituted attorney. (Note:-Delete whatever is not applicable. All corrections/deletions should invariable be duly attested by the person authorized to sign the bid document.)

Yours faithfully,

Signature and Name of the bidder Name  
and address of the Firm \_\_\_\_\_

## **ANNEXURE- V**

### **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 Enrolment" 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 / n Code / e Mudhra 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 / XIS / 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 PDF 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 PDF file.

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

10) 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.

**ANNEXURE-VI**

**TENDER ACCEPTANCE LETTER**

(To be given on Company Letter Head)

Date:

To,

\_\_\_\_\_  
\_\_\_\_\_

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 to 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.

Yours Faithfully

Signature of the Bidder,  
(with Official Seal)