



**GST & CENTRAL EXCISE AUDIT COMMISSIONERATE :: CHANDIGARH**  
**CENTRAL REVENUE BUILDING, PLOT NO. 19 SECTOR 17 C, CHANDIGARH**  
C.No.I-22(4)Admn/Hqrs/Audit/2017/796-798 Dated: 17.04.2018  
18/4/18

**TENDER NOTICE FOR HOUSEKEEPING SERVICES**

1. Online bids are invited on single stage two bid system for "providing **housekeeping services** for the premise of the Office of the Commissioner of GST & Central Excise Audit Commissionerate, first floor, Plot No. 19, C.R. Building, Sector -17/C, Chandigarh-160017. **The job specification is as per Annexure I. Manual bids shall not be accepted.**

2. The requirement of Housekeeping contract worker is as per the schedule given below-

Sr. No.	ADDRESS	AREA (In sq. Feet)	PERIOD OF HIRING	REMARKS
1	Office of the Commissioner, GST & Central Excise Audit Commissionerate Chandigarh, 1 <sup>st</sup> floor, Plot No.19, Sector-17-C, Chandigarh.	9902	01.06.2018 to 31.05.2019	To be used for 25 days in the month (Including Sundays and other holidays)

3. Document Download: Tender documents may be downloaded from [www.cexchd1.gov.in](http://www.cexchd1.gov.in) and CPPP site <https://eprocure.gov.in> as per the schedule as given in CRITICAL DATE SHEET as under.

**CRITICAL DATE SHEET**

Published Date	18.04.2018 (17.00 Hrs)
Bid Document Download / Sale Start Date	18.04.2018 (17.30 Hrs)
Bid Submission Start Date	19.04.2018 (09.00 Hrs)
Bid Submission End Date	09.05.2018 (0400 Hrs)
Technical Bid Opening Date	11.05.2018 (1200 Hrs)

4. Bid Submission:

Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in>.

Tenderer/Contractor are advised to follow the instructions "Instructions To Bidder for Online Bid Submission" provided in the Annexure " A " for online submission of bids. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

5. 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 to rejection.

6. Tenderer who has downloaded the tender from the website [www.cexchd1.gov.in](http://www.cexchd1.gov.in) and Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in>, shall not tamper/modify the tender forms 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 tenderer is liable to be banned from doing business with GST & Central Excise Audit Commissionerate, Chandigarh.

7. Intending tenderers are advised to visit again website [www.cexchd1.gov.in](http://www.cexchd1.gov.in) and CPPP website <https://eprocure.gov.in> regularly till closing date of submission of tender for any corrigendum / addendum/ amendment.

8. Bids will be opened as per date/time as mentioned in the Tender Critical Date Sheet.

#### Submission of Tender

The tender shall be submitted online in - Two part, viz., technical bid and financial bid.

All the pages of this tender document bid(**except Annexure-III which is to be uploaded only at portal in BoQ**) being submitted must be signed in token of being read carefully and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.

The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.


#### Technical Bid

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

- i) Signed and Scanned copy of Certificates/documents mentioned in the tender document.
- ii) Signed and Scanned Copy of Tender Acceptance Letter as mentioned in the Annexure IV.
- 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 on account of any services.
- iv) Tender Data Sheet- Annexure-II
- v) Price bid undertaking

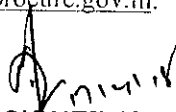
#### Financial Bid

- (a) Schedule of price bid in the form of BOQ\_XXXX.xls (Annexure-III)

  
ASSISTANT COMMISSIONER (ADMN)  
GST & CENTRAL EXCISE, AUDIT COMMISSIONERATE,  
CHANDIGARH

Copy to:

- 1) The Superintendent (System), GST & Central Excise Commissionerate, C.R. Building, Plot No.19, Sector-17-C, Chandigarh for posting the said Tender Notice on [www.cexchd1.gov.in](http://www.cexchd1.gov.in) immediately.
- 2) Shri Raj Kumar, Inspector for posting of the tender on website [www.eprocure.gov.in](http://www.eprocure.gov.in).

  
ASSISTANT COMMISSIONER (ADMN)  
GST & CENTRAL EXCISE, AUDIT COMMISSIONERATE,  
CHANDIGARH

PRICE BID UNDERTAKING

From: (Full name and address of the Bidder) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

To,

Dear Sir/Madam,

I submit the Financial Bid for \_\_\_\_\_ (No. of persons) 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, exclusive of GST.

Yours Faithfully

Signature of Authorized Person

**TERMS AND CONDITIONS:-**

1. Separate Staff should be deployed for housekeeping services.
2. The scope of work should be earmarked for the housekeeping as per **Annexure I** enclosed.
3. The office of the Commissioner of GST & Central Excise Audit Commissionerate may at its discretion at any point of time during the validity of the contract require the service provider to dismiss or remove from the site of work, any persons or persons, as employed by the service provider, who may be incompetent or for his/her/their misconduct and the service provider shall forthwith comply with such requirements.
4. The Service provider shall **replace** immediately any of its personnel, if they are unacceptable to the office because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from the Office.
5. The service provider's personnel should be **polite**, cordial, positive and efficient, while handling the assigned work and their actions should promote good-will and enhance the image of the Dept. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by him.
6. The service provider's personnel shall not divulge or **disclose** to any person, any details of office, operational process, technical know-how, security arrangements, administrative; organizational matters as all are of confidential/secret nature. In case the Department comes to know about any such act done by the Service Provider's Personnel, the Office reserves the right to cancel the contract. The officer reserves the right to cancel the contract and in that case the security deposit will be liable to be forfeited.
7. The service provider's persons shall **not claim any benefit/** compensation / absorption; regularization of services with office under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970. Undertaking from the individual (whose services are hired from the Service Providers) persons to this effect will be required to be submitted by the service provider to this office.
8. The persons deployed by the service provider shall not have any claim to any 'Master & Servant' relationship against this office.
9. The service provider shall ensure proper conduct of his persons in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.
10. The work performance should be satisfactory.
11. The Service Provider shall exercise proper supervision of the work turned out by the deployed persons by providing the services of a Supervisor who will be stationed in the premises throughout the day.
12. He will also provide uniforms for the housekeeping staff so as to distinctly identify his personnel in the office at his cost. The service provider's personnel should be in uniform at all times in the office and should possess Identity card during the office hours.
13. **The transportation, food, medical and other statutory requirement under the various Acts/Government, Regulations in respect of each personnel of the service provider will be the sole responsibility of the service provider.**
14. **The service Provider shall comply with the statutory provisions of the Labour Laws like minimum wages, bonus etc and shall pay the personnel deployed, the minimum wages as per the Central Minimum Wages Act. Complying with the legal rules and**

**regulations of the Central/State Govt. governing such housekeeping contracts would be the sole responsibility of the contractor.**

15. The service provider shall furnish the bill (in duplicate) towards his services during the month in the first week of the following month. Evidences for ESI / PF benefits given to employees should be furnished.

16. Income tax as applicable shall be deducted at source.

17. The Service provider shall not sublet transfer or assign this contract or any part thereof to a third party without the prior approval of the Commissioner of Central Excise, Audit Commissionerate, Chandigarh.

18. For any damage occurred while carrying out the work, the contractor shall bear responsibility to fulfill it. Violation of the terms and condition of the contract will be viewed seriously and legal action will be initiated against the contractor. In case of any absence of contractor's personnel, he should deploy other persons / manpower to undertake the housekeeping activities and ensure that the required work will be completed.

19. The rates shall be valid and fixed for a period of one year from the date of commencement of the contract, there will be no revision of contract rate in any situation, change in wage rate/tax and in any other regulation will the responsibility of the Contractor.

20. The rates quoted should be exclusive of the GST component. No GST will be paid if the contractor fails to provide proof of valid GST registration certificate.

21. The contract for housekeeping services shall be valid for one year, but can be terminated after one month notice to either party.

22. Insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948 shall be taken by the contractor. The contractor shall arrange necessary insurance cover for any persons deployed by him even for short duration. This office shall not entertain any claim arising out or mishap, if any, that may take place. In the event of any liability/ claim falling on the GST & Central Excise Audit, Chandigarh, the same shall be reimbursed/ indemnified by the Contractor.

23. The Service Providers shall be solely responsible for payment of wages/ salaries other benefits and allowances to his personnel that might become applicable under any Act or Order of the Govt. GST & Central Excise Audit, Chandigarh shall have no liability whatsoever in this regard and the Contractor shall indemnify this GST & Central Excise Audit, Chandigarh against any/ all claims which may arise under the provisions of various Acts, govt. Orders etc.

24. The Service Provider shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.

#### **25. TERMS OF PAYMENT**

a. The contractor will submit the monthly bill for reimbursement in duplicate enclosing certificates as indicated below, which shall be got duly certified by the officer-in-charge and the same shall be paid thereof after making recovery, if any.

b. The contractor shall make regular and full payment of labour charges, salaries and other payment as je, as per the labour laws to its personnel deputed under service contract and furnish necessary proof whenever required.

- c. Actual deployment of personnel & their attendance.
- d. Proof of payment made to your personnel for previous months.
- e. 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.
- f. GST & Central Excise Audit Commissionerate, Chandigarh shall release due amount after making recoveries, if any, through crossed account payee cheque in favour of contractor.
- g. The contractor shall promptly make payment to Regional Provident Fund Commissioner in respect of Provident Fund Contribution by Contractor and amount deducted from salary/wages of deployed personnel towards their contribution to provident fund.

In case, this Commissionerate receives any complaint regarding non-payment of wages to your personnel the amount payable to these personnel will be recovered from your bill and paid to such personnel.

## 26. PENALTIES

- I. Contractor will attract a penalty proportionately, per person, in case the person fails to carry out the house keeping services due to his absence or any other reason.
- II. In the event of failure in maintaining the house keeping services on any day upto the desired standard, in part or full, the contractor is liable to penalty proportionately per day, which shall be recovered from the bills or otherwise. For the purpose of imposing penalty, the decision of the Audit Commissionerate, Chandigarh will be final and binding on the contractor and shall not be subject to dispute or arbitration.
- III. Contractor shall ensure that peace and order is maintained in the premises.

27. The service provider's persons shall not claim any benefit/compensation/absorption / regularization of services from/in this office under the provision of Industrial Disputes Act, 1947 or Contract Labor (Regulation & Absorption) Act. 1970. Undertaking from the persons to this effect shall be submitted by the service provider to this office.

28. That the Service Provider will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislations as applicable to it from time to time including Minimum Wages Act, Employees Provident Fund ESI Act etc and this office shall not incur any liability for any expenditure whatsoever on the persons employed by the Service Provider on account of any obligation. **The Service Provider will require to provide particulars of EPF, ESI of its employees engaged in this office.** The Agency will comply all statutory provisions of law, rules and regulations of Act and keep this office informed about any amendment in the law from time to time.

**29. Payments to the Service Provider would be made only after the receipt of Satisfactory certificate from the Office of respective formation/premises. In case of unsatisfactory performance of work or partial completion of work on any**

**day/period, no charges would be paid for that day /period.**

30. The Service Provider shall keep this office fully indemnified against any loss or damage caused by the staff deployed by him. Any accident/casualty occurred during the course of working to any staff engaged by the Service Provider shall be borne by firm and this office will no way be responsible for it or any other clause mentioned above

31. In the event, if any dispute arises touching any of the clauses of the agreement, the matter will be referred to the Commissioner, GST & Central Excise Audit Commissionerate, Chandigarh, whose decision shall be binding on both the parties.

**ASSISTANT COMMISSIONER (ADMN)  
GST & CENTRAL EXCISE, AUDIT COMMISSIONERATE,  
CHANDIGARH**



#### **SPECIAL TERMS AND CONDITIONS FOR HOUSEKEEPING:-**

1. The prime object of housekeeping services is to maintain the entire premises in clean and hygienic condition for the full duration of office hours. The premise is to be maintained from hygiene point of view. Staff should be present from 09.00 am to 05.30 pm on all working days and on holidays as and when required. **Bidders should indicate numbers of persons proposed to be employed by him. The minimum manpower requirement/estimation is 3 persons, which can be considered as a minimum number required and rates quoted should fulfill the requirements in this area. Rates should only be given per square foot per month basis only & not as per person basis.**

**2. The Bidder should inspect the site before filling in and submitting the tender to get fully acquainted with the scope of work** as no claim whatsoever will be entertained for any alleged ignorance thereof. Tender must be submitted in original and without making any additions, alternations, and as per details given in other clauses given hereunder. The requisite details shall be filled in by the Bidder in the Tender Document wherever required.

3 The Commissioner, GST & Central Excise Audit Commissionerate is not bound to accept the lowest tender and reserves the right to reject any or all the tenders, without assigning any reasons whatsoever;

4. The Commissioner, GST & Central Excise Audit Commissionerate reserves the right to negotiate with lowest of the Tenderers for finalization of the same;

5. Tender will be accepted and contract will be finalized only with those of the Tenderer who in the opinion of the Commissioner, Audit Commissionerate are having the capacity and resources to execute the assigned in the prescribed time;

6. The successful Tenderer will have to execute an agreement in non-judicial stamp paper of Rs.100/- and cost of stamp paper is to be borne by the contractor and he shall be bound by the terms and conditions in the agreement, which in turn will be the same terms and conditions as mentioned in the tender document;

7. Any counter conditions from the contractor other than those specified in the tender document will not be accepted;

#### **TENDER SCHEDULE / QUOTATION:-**

1. If the rates quoted by any Tenderer are less than the Minimum wages including statutory payment, prescribed by Central Government, such Tenders will be rejected outright. All columns in the Proforma are to be filled up. In case some columns are not applicable, full justification with documentary proof is to be submitted. **Decision of the Commissioner, GST & Central Excise Audit Commissionerate, in this regard is final & binding;**

**2. In case of any variation/revision of taxes after agreement and during the operation of the agreement, the Dept/ GST & Central Excise Audit Commissionerate shall not revise the contract rate, rate of contract and number of persons deployed will be unchanged during the period of contract;**

3. After awarding the contract, the contractor has to produce copies of wage sheets, the details of paid receipt to the concerned organizations like EPF/ESI/SERVICE TAX;

4. Half yearly returns of ESI in Form No. 6;

5. Annual returns of EPF in Form No. 6A;

6. The contractor should remit EPF/ESI amount every month as per the rules in force and he has to submit a certificate showing EPF/ESI Account No....., Name of the employee, wages paid, employers & employees share and total and it should be supported by the copy of the receipted challans;

**REGISTRATION WITH LABOUR COMMISSIONER:-**

Successful Tenderer shall register themselves with the Assistant Labour Commissioner (Central) as per Central Labour Act 1972 and Contract Labour Rules 1971 as applicable within 10 DAYS of receipt of letter of acceptance of tender. (If applicable).

**APPLICABLE LAW AND JURISDICTION:-**

All matters connected with this contract shall be governed by the state law both substantive and procedural, for the time being in force and shall be subject to the exclusive jurisdiction of state Courts at Chandigarh.

**ASSISTANT COMMISSIONER (ADMN)  
GST & CENTRAL EXCISE, AUDIT COMMISSIONERATE,  
CHANDIGARH**

## ANNEXURE - I

### JOB SPECIFICATIONS AND SCOPE OF WORK

#### BROAD DETAILS OF SCOPE OF WORK:-

1. Cleaning, sweeping moping and wiping of floor, staircase on daily basis including Saturdays or as required by Officer-In-charge. Cleaning activity shall start in the morning at 8.00 AM so as to complete all the dusting/ cleaning/ moping work before 9.30 AM;
2. Continuous moping to be done at IVTH floor during office hours.
3. Thorough cleaning of all toilets using required detergent by putting naphthalene balls and air purifier in all urinals, wash basins and WC area;
4. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, windows Venetian blinds, racks, sofas, typewriters, computers, telephones, curtains, wall mounted fans etc. with dry/wet cloth, feather brush and duster;
5. Cleaning and sweeping of open area including balconies and roof tops with brooms;
6. Maintenance of lawns & surroundings, cutting of hedges, cutting/shaping of plants by Mali and removal of garbage;
7. The bidder should possess or procure needful infrastructure, gadgets and other material required for smooth housekeeping services. No additional cost towards same will be borne by GST & Central Excise Audit Commissionerate.

#### A. JOBS TO BE CARRIED OUT DAILY:-

- i) Cleaning of general toilets twice daily (at 8.30 AM & 3.30 PM) with phenol and detergent etc. and maintain the toilets floors dry during office hours. Cleaning of windows and window sills of all toilets to be done regularly. Wash basins, urinals, WC are to be cleaned with suitable detergent. Flushing systems of all toilets are to be checked at regular interval every day.
- ii) Daily sweeping and wet moping of corridors staircases and common area with necessary disinfectant materials;
- iii) Cleaning & moping of pantries and electrical rooms once in a day during office hours;
- iv) Cleaning of office working areas, removing dust from floors, windows, doors, furniture's, fixtures, telephones, ashtray, cupboards, air conditioners, filing almirahs, cabinets, glass panes, computers etc. with dry/wet duster and or with suitable cleaning agent. Moping of floors with phenol;
- v) Collection of waste paper from rooms, waste paper, baskets, lobbies and putting in bags at the specified location;
- vi) Dusting and washing of towels, napkins provided from office
- vii) Cleaning of carpets by soft brush;
- viii) Cleaning of duct and shaft spaces, garbage, and removal and putting them in dustbin kept outside the building;
- ix) Cleaning/removal of any type of stains of ink etc. from the building premises and staircases;
- x) Cleaning, sweeping and wiping of floors, furniture and hand washing area etc. during office hours;
- xi) Cleaning of lift walls with silver/brass liquid cleaner;
- xii) Room fresheners in all office area to be used daily in the morning, supplied by the department.
- xiii) Cleaning of vinyl surfaces, polishing of brassware articles, if any, in office premises;
- xiv) Maintenance of lawns & surroundings, cutting of hedges, cutting/shaping of plants by Mali and removal of garbage;
- xv) Bring and serving water, beverages and lunch to the officers and also visitors if so desired by officers;

**B. JOBS TO BE CARRIED OUT WEEKLY:-**

- i) Acid cleaning of sanitary ware without damaging their shine, scrubbing and cleaning of floors and walls in toilets/rooms, corridors with soap, detergents, kerosene/petrol or any other chemicals, automatic mopper/scrubbing machine to be used at least once in a week;
- ii) Cleaning of carpets by soft brush;
- iii) Cleaning of glass panes on doors, windows & partitions with soap/cleaning agent;
- iv) Cleaning of fabric upholstered sofa sets with vacuum cleaners and leatherite upholstered sofa set and chairs with soap solution/ cleaning agent of approved quality;
- vii) Cleaning of brass letters by brasso (polish);

**C. JOBS TO BE CARRIED OUT FORTNIGHTLY BASIS:-**

- i) Polishing of brass items with approved brass cleaning material;
- ii) Cleaning of carpets in rooms by vacuum cleaners without damaging the carpet;
- iii) Dusting of false ceiling etc. with soft broom and cloth;
- iv) Lift lobby and all toilets floors and other areas, as may be directed by Officer-In-charge, shall be cleaned with floor scrubbing machine;

**D. JOBS TO BE CARRIED OUT ON MONTHLY BASIS:-**

- i) Staircase and IV floor shall be cleaned thoroughly with floor scrubbing machine with soap and water to remove all stains etc. After cleaning the floor with soap and water the floor shall be properly wax polished;
- ii) Total office area to be cleaned with floor scrubbing machine, wherever required as per directions of Officer-In-charge;

**E. WASTE DISPOSAL MANAGEMENT:-**

The bidder will ensure collection, mechanized screening / segregation of dry and wet garbage in the earmarked area. The bidder will also ensure segregation of bio degradable and non bio degradable garbage. Finally, the bidder will arrange for disposal of garbage at such a place as may be permissible by BBMP.

**F. GENERAL :-**

Shifting of furniture/fixture, if any, as authorized by concerned authorities;

Any other work allied to the above may also be entrusted by the competent authorities from time to time; **GST & CENTRAL EXCISE, AUDIT COMMISSIONERATE reserves the right for termination of the contract at any time by giving one month written notice, if the services are found unsatisfactory and also has the right to award the contract to any other agency at the cost, risk and responsibilities of bidder and excess expenditure incurred on account of this will be recovered by GST & CENTRAL EXCISE, AUDIT COMMISSIONERATE from pending bill or by raising a separate claim.**

**ASSISTANT COMMISSIONER (ADMN)  
GST & CENTRAL EXCISE, AUDIT COMMISSIONERATE,  
CHANDIGARH**

**ANNEXURE-II**  
**TENDER DATA SHEET**  
**HOUSEKEEPING SERVICES - TECHNICAL BID**

1	Name of the Organization / Firm	
2	Name(s) of the Proprietors/Directors	
3.	Registered Address	
4	Telephone No. and fax No.	
5	Whether firm is registered & license holder under Contract Labour (Regulation & Abolition ) Act	
6	Registration No. of the Firm (Copy to be enclosed)	
7	Permanent Account Number of the Firm (PAN)	
8	Copy of Income Tax clearance Certificate (ITCC) to be attached	
9	Provident Fund number allotted by Regional Provident Fund Office.	
10	ESI Registration No.	
11	Details of GST Registration along with evidence	
12	Total Staff/Workers of the Firm	
13	Name(s) of Public Sector/Govt. Organization to whom similar services have been provided by the firm during the last five years (Please attach the job order/service certificate from Govt. Office/Public Sector)	
14	Rate quoted complies with the Minimum Wages Act of Govt. of Punjab/Chandigarh with all other statutory provisions.	
15	Last three years Audited Statement from Chartered Accountant	
16	List of Clients indicating quantum of work executed with them	
17	Length of experience in the field	
18	Whether firm is blacklisted by any Government Department or any criminal case is registered against the firm or its owners/partners anywhere in India. (If no, a certificate is to be attached in this regard.	

**Signatures of authorized signatory**

Name \_\_\_\_\_

Designation \_\_\_\_\_

SEAL:

Annexure - IV

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

Date:

To,

The Commissioner

GST & Central Excise Audit Commissionerate, Chandigarh

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: \_\_\_\_\_

Name of Tender / Work: - Housekeeping services for GST & Central Excise Audit Commissionerate, Chandigarh

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/ organisation too has also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender 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/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely, if any.

Yours faithfully,

Place-

(Signature of the Bidder, with Official Seal)

## ANNEXURE-A

### 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 white 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 openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- 7) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) Upon the successful and timely submission of bids (ie 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.
- 9) 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.

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