

**OFFICE OF THE PRINCIPAL COMMISSIONER OF GST AND CENTRAL EXCISE**  
**COIMBATORE COMMISSIONERATE, 6/7 A.T.D. STREET,**  
**RACE COURSE ROAD, COIMBATORE 641018 :: TAMILNADU**

NOTICE INVITING e-TENDERS FOR ANNUAL CONTRACT FOR SUPPLY OF MAN POWER FOR HOUSE-KEEPING (SWEEPING & CLEANING) SERVICES FOR THE OFFICE BUILDINGS AT THE LOCATIONS TABLED BELOW FOR THE PERIOD FROM 1<sup>st</sup> APRIL, 2018 TO 31<sup>st</sup> MARCH, 2019.

**1. Details of Work area:-**

S. NO	NAME OF THE OFFICE AND ADDRESS	LOCATION	COVERED AREA (IN SFT)	OPEN AREA (IN SFT)	TOTAL AREA (IN SFT)
1	OFFICE OF THE PRINCIPAL COMMISSIONER OF GST AND CENTRAL EXCISE , COIMBATORE.	6/7 .AT.D. STREET, RACE COURSE, COIMBATORE - 641018 (Area B)	34,759	0	86,912
	COMMISSIONER OF GST & CEX (AUDIT), COIMBATORE		4,815		
	COMMISSIONER (APPEALS), COIMBATORE		2,870		
	DGGSTI, COIMBATORE ZONAL UNIT		783		
	PAY AND ACCOUNTS OFFICE, COIMBATORE		1,679		
	COMMON AREA (CORRIDORS, STAIRCASES, CAR PARKING, GARDEN, AUDITORIUM, GUEST SUITES, ETC)		42,006		
2	OFFICE OF THE DEPUTY/ ASSISTANT COMMISSIONER OF GST AND CENTRAL EXCISE, COIMBATORE I / II / III / IV DIVISIONS & CBE II A / II B / IV B / IV C, III C RANGES, 1237 ELGI BUILDINGS, TRICHY ROAD, COIMBATORE 641018	TRICHY ROAD, COIMBATORE (Area B)	20503	4148	24651
3	OFFICE OF THE SUPERINTENDENT OF CENTRAL EXCISE, COIMBATORE I A/ I B/ II C/ II D/ II E/ III A/ III B RANGES, 5 <sup>TH</sup> FLOOR, A.P. ARCADE, SINGAPORE PLAZA, 333 CROSSCUT ROAD, COIMBATORE 641012.	CROSSCUT ROAD COIMBATORE (Area B)	8872	0	8872
4	OFFICE OF THE SUPERINTENDENT OF CENTRAL EXCISE, COIMBATORE I C/ I D / I E RANGES, NO. 68, OOTY ROAD, PERIYANAICKENPALAYAM, COIMBATORE 641020.	PERIYANAICKEN PALAYAM (Area B)	2043	0	2043
5	OFFICE OF THE SUPERINTENDENT OF CENTRAL EXCISE, COIMBATORE III E RANGE, 14/1 SRINIVASA NAGAR, SIDCO INDUSTRIAL ESTATE (PO), MADUKKARAI ROAD, COIMBATORE 641021	KURICHI COIMBATORE (Area B)	959	0	959
6	OFFICE OF THE SUPERINTENDENT OF CENTRAL EXCISE, COIMBATORE III F & III G RANGE, 9/4-1 RAMANUJA NAGAR, BK PUDUR, KUNIAMUTHUR, COIMBATORE 641008.	KUNIAMUTHUR, COIMBATORE (Area B)	1000	0	1000
7	OFFICE OF THE SUPERINTENDENT OF CENTRAL EXCISE, COIMBATORE ARASUR, NEELAMBUR AND IV C RANGES, NO. 18-A, A.K.RAMASAMY NAGAR, SULUR, COIMBATORE 641402	SULUR, COIMBATORE (Area B)	1691	0	1691
8	OFFICE OF THE SUPERINTENDENT OF CENTRAL EXCISE, COIMBATORE IV D RANGE, NO. 4/3 B SARASWATHY NAGAR, SULUR, COIMBATORE 641402	SULUR, COIMBATORE (Area B)	1357.77	0	1357.77

**Note :** As per the Ministry of Labour and Employment's Notification in the Gazette of India, dated 7<sup>th</sup> August, 2008, Coimbatore and its UA (Urban agglomeration) has been classified as Area-B and places other than Coimbatore (UA) have been classified as Area-C for determining the rate of Minimum wages per day

S. NO	NAME OF THE OFFICE AND ADDRESS	LOCATION	COVERED AREA (IN SFT)	OPEN AREA (IN SFT)	TOTAL AREA (IN SFT)
9	OFFICE OF THE SUPERINTENDENT OF CENTRAL EXCISE, PALLADAM RANGE, NO. 113 GANDHI ROAD, FIRST FLOOR, PALLADAM 641664	PALLADAM (Area C)	2456	169	2625
10	OFFICE OF THE DEPUTY/ ASSISTANT COMMISSIONER OF GST AND CENTRAL EXCISE, POLLACHI DIVISION, POLLACHI I / II / III RANGES, UDUMALPET I & II RANGES, JOTHI NAGAR D COLONY, POLLACHI 642001.	POLLACHI (Area C)	7810	21678	29488
11	OFFICE OF THE DEPUTY/ ASSISTANT COMMISSIONER OF GST AND CENTRAL EXCISE, TIRUPUR DIVISION, 1 <sup>ST</sup> FLOOR, KUMARAN SHOPPING COMPLEX, KUMARAN ROAD, TIRUPUR 641601.	TIRUPUR (Area C)	5686	0	5686
12	OFFICE OF THE SUPERINTENDENT OF CENTRAL EXCISE, TIRUPUR I, II, III & IV RANGES, 2 <sup>ND</sup> FLOOR, HALL NO.7, MARKET COMMITTEE COMMERCIAL COMPLEX, COTTON MARKET COMPOUND, KAMARAJ ROAD, TIRUPUR 641 601.	TIRUPUR (Area C)	4118	0	4118
13	OFFICE OF THE SUPERINTENDENT OF CENTRAL EXCISE, ANNUR I & II RANGES, NO.24 AGRAHARAM STREET, ANNUR, COIMBATORE 641653	ANNUR (Area C)	1253	0	1253
14	OFFICE OF THE DEPUTY/ ASSISTANT COMMISSIONER OF GST AND CENTRAL EXCISE, COONOOR DIVISION & COONOOR RANGE, NO.68 BROOK LANDS MAIN ROAD, LORD HOBART ROAD, QUAIL HILL, COONOOR 643101	COONOOR (Area C)	6613	0	6613
15	OFFICE OF THE SUPERINTENDENT OF CENTRAL EXCISE, METTUPALAYAM RANGE, NO. 68 B KARAMADAI ROAD, METTUPALAYAM 641305.	METTUPALA YAM (Area C)	1172	0	1172
16	OFFICE OF THE SUPERINTENDENT OF CENTRAL EXCISE, OOTY RANGE, NO.59 NEW CASTLE, TNDDC GUEST HOUSE ROAD, OOTACAMUND.	OOTY (Area C)	1564	0	1654
17	OFFICE OF THE SUPERINTENDENT OF CENTRAL EXCISE, GUDALUR RANGE, BSNL BUILDING, GUDALUR, COONOOR 643101.	GUDALUR (Area C)	705	0	705
18	OFFICE OF THE SUPERINTENDENT OF CENTRAL EXCISE, KARAMADAI RANGES, NO.56 7 57, RAHUL NIVAS, GANDHI MAITHANAM, KARAMADAI 641104.	KARAMADAI (Area C)	921.8	0	921.8

**Note :** As per the Ministry of Labour and Employment's Notification in the Gazette of India, dated 7<sup>th</sup> August, 2008, Coimbatore and its UA (Urban agglomeration) has been classified as Area-B and places other than Coimbatore (UA) have been classified as Area-C for determining the rate of Minimum wages per day

- The Tender enquiry documents will be available on official website <http://eprocure.gov.in>, [www.cbec.gov.in](http://www.cbec.gov.in) and [www.cenexkovai.tn.nic.in](http://www.cenexkovai.tn.nic.in) on from **09.02.2018. (04.00 pm onwards)**.**
- Bid Submission:** Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>. Tenderers/Contractors are advised to follow the "Instructions To Bidder for Online Bid Submission" provided in the **Annexure VII** for online submission of bids.
- Service Providers have to follow the "**terms and conditions**" provided in **Annexure-I**, Scope of work as provided in Annexure-VI and "Requirements of Bidder for Online Bid Submission" i.e. **Technical/Financial Bids**" provided in the **Annexure-II & Annexure-III** for online submission of bids and **submit an undertaking as prescribed under Annexure-IV** and **tender acceptance letter as prescribed under Annexure-V**. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

The tender shall be submitted online in two parts viz. **technical bid and financial bid**. 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. The offers submitted by Telegram/Fax/email etc. shall not be considered. No correspondence will be entertained in this matter.

- 5. Earnest Money Deposit (EMD)** or bid security of Rs. 50,000/- (Rs. Fifty Thousand Only) shall be submitted by bidders in the form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee, from any of the Commercial Banks in India, drawn in favour of The Commissioner of Central Excise, Coimbatore. **The Hard Copy of original documents in respect of Earnest Money, must be produced**, on or before Technical bid opening date/time as mentioned in critical date sheet.
- Tenders will be treated as non-responsive and will be rejected, at the initial stage itself, if hard copy of EMD is not received on or before opening of Technical Bid.**
- 6. The bid forms and other details can be obtained from the website [www.eprocure.gov.in](http://www.eprocure.gov.in) (CPPP Portal).**
7. A 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 including downloaded price bid template in any manner**. In case if the same is found to be tampered / modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned.
8. The Critical Dates for the Tender Submission and processing are as under:

<b>Published Date</b>	<b>9th FEBRUARY, 2018 (05.00 P.M.)</b>
<b>Bid Document Download Start Date</b>	<b>9th FEBRUARY, 2018 (05:30 P.M.)</b>
<b>Bid Submission Start Date</b>	<b>9 th FEBRUARY, 2018 (05:45 P.M.)</b>
<b>Premise(s) Visit</b>	<b>12<sup>th</sup> &amp; 13<sup>th</sup> FEBRUARY, 2018 ( 9:30 A.M. to 05:00 P.M)</b>
<b>Bid Document Download End Date</b>	<b>3<sup>RD</sup> MARCH, 2018 (04:00 P.M.)</b>
<b>Bid Submission End Date</b>	<b>3<sup>RD</sup> MARCH,, 2018 (05:00 P.M.)</b>
<b>Bid Opening Date</b>	<b>5<sup>TH</sup> MARCH, 2018 (11:00 A.M.)</b>

9. Interested service providers 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.
10. Not more than one tender shall be submitted by one contactor or contractors having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parities liable for rejection.
11. In the event of any of the above-mentioned date being subsequently declared as a holiday /closed day for this office, the tenders will be opened on the next working day at the scheduled time.

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(MINU PRAMOD)  
ADDITIONAL COMMISSIONER(P&V)  
For COMMISSIONER  
CENTRAL EXCISE, COIMBATORE  
COMMISSIONERATE

## ANNEXURE-I

### GENERAL TERMS AND CONDITIONS

The "Terms and Conditions" are as under:-

1. The applicants should be capable of providing services of such nature and should furnish an undertaking to the effect that all relevant labour laws are being complied with and also that they are capable of holding and controlling the man power without any legal encumbrances; the firm must be registered with the Labour Commissioner, for providing the required number of labourers, and should also possess valid PAN number, Service Tax Registration (if applicable), ESI, EPF registration/GSTIN number as applicable.
2. **For the aforesaid work, the Service Provider shall quote rate per Square feet per month which should be inclusive of wages as per Minimum Wages Act Central/State, EPF, ESI, & levies, service charges, if any, etc. but exclusive of GST along with the no. of persons to be deployed for the work. The prevailing rate of basic wages as per the location of the offices may be quoted.**
3. The deduction towards PF and ESI etc. be factored in rates being quoted on per square feet per month basis and the same would not be payable by the department over and above the rates thus quoted. The contractor would be liable for ensuring compliance with the relevant rules and regulations as notified in this regard from time to time.
4. The Sweeping & Cleaning services should be provided on all days from 08.00 am to 04.30 pm (including lunch-break of half hour) except Sundays and services as required on all days in the Guest suites.
5. Skeleton staff should be deployed beyond 04.30 pm on all working days to cater for emergency services.
6. **The personnel employed should attend to work punctually and complete the cleaning work of the entire office premises before 09.30 am daily. The personnel will perform all the duties assigned by the Service Provider and as specified by the Department from time to time.**
7. The successful bidder will be required to give letter of acceptance within 3 days of being informed and enter into an agreement for the work contract.
8. The Service Provider shall deploy only those personnel whose antecedents have been verified by the Police.
9. The Contractor's authorized representative carrying valid ID cards shall only be allowed to enter this office. Within the premises of the office, the contractor's personnel shall not do any private work, except their assigned duties, and will not entertain any guests/outsideers etc.
10. The Service Provider shall arrange necessary Insurance cover for all the persons deployed by him.
11. This Office shall not entertain any claim arising out of mishap, etc, if any, that may take place while discharging the duties by the personnel(s) provided by the Service Provider. In the event of any liability/ claim falling on this Commissionerate, the same shall be reimbursed/ indemnified by the Service Provider.
12. **The workers engaged by the Service Provider for the said work will not have any right / claim whatsoever, for direct recruitment of temporary or permanent employment in the Government of India.**
13. The Contractor shall be fully responsible for theft, burglary, loss, breakage or fire etc. or any mischievous deeds by his staff.
14. The Contractor should not indulge in employing child labour.

15. The Service Provider who is awarded the work by the Department is not permitted to Sub-contract the subject work.
16. The Service Provider should deploy one supervisor with mobile phone who shall be available every day in Headquarters Office complex in Race Course Road, Coimbatore 18.
17. **The Cleaning material will be supplied by the department.**
18. The personnel deployed should be well experienced and trained adequately and should be of sound health. They should be well behaved and well mannered.
19. The personnel will report to the officer in charge assigned by the department i.e. caretaker/PRO/Estate Officer. If a particular person is absent on any day, another person shall be deployed in his/her place. For any absence and non-engagement, no housekeeping charges shall be paid.
20. The service provider shall ensure that there is no scope for any grievance from the personnel on delayed payment of housekeeping charges.
21. **The Service provider shall pay wages to the labourers engaged by them for the work as per Minimum Wages Act, fixed by Central/State Government, as amended from time to time. Any anticipated increase in the wages must be factored in the rates being quoted. The department shall be in no way responsible or liable for payment of salaries, bonus, gratuity, allowances or any type of payment to them.**
22. **All deductions towards PF, ESI etc must be factored in the rates being quoted per sq. ft per month basis.**
23. Against Income Tax, Under Section 194(c) of Income Tax Act and the rules framed there under, the Department is free to deduct the amount at the rate applicable under the rules from the monthly due and payable to the Agency as TDS and shall issue suitable TDS certificate to that effect to the Agency.
24. The Service Provider shall indemnify and keep indemnified this office against any acts of omission or commission from the personnel engaged for work and this office shall not be liable to pay any damages or compensation to such person or to third party. All such damages caused by the housekeeping personnel shall be charged to the Service Provider and recovered from its dues/ bills.
25. The bidders who intend to bid and intend to visit the aforesaid premises to acquaint themselves of the work to be carried out in the said premises, the scope of work etc. can do so on **12<sup>th</sup> and 13<sup>th</sup> February, 2018** during the office hours i.e. 09.30 hrs to 17.00 hrs. The name of contact persons are as under: -

**Headquarters Office : PRO / Caretaker / Estate Officer**  
**ELGI Buildings : Shri. E.T.Muralidharan, Supdt. Cbe IV Division**  
**Pollachi Division : Shri. K.G. Sanishkumar, Supdt. Pollachi Division**  
**Tirupur Division : Shri. S. Radhakrishnan, Supdt, Tirupur Division**  
**Coonoor Division : Shri. T.A. Vijayakumar, Supdt. Coonoor Division**

26. It will be the prerogative of the Department to decide whether the aforesaid contracts are to be given to one Contractor or to different contractors.
27. The contract can be terminated by the department without assigning any reason at any time. The Service provider shall not terminate the contract without giving proper notice of at least two months.
28. Online Bidding should be done within stipulated date and time.

## 29. TERMS OF PAYMENT

- i. The contractor will submit the monthly bill in duplicate for reimbursement alongwith certificate of work completion by the officer in charge. The bill will be paid after making recovery, if any.
- ii. The contractor shall make regular and full payment to its personnel / labourers as per the law and furnish necessary proof in this regard as and when required by the department.
- iii. In case of any complaint of non-fulfilment of any obligation under contract executed between the Service provider and department, this office reserves the right to deduct the amount due from contract from monthly bills as well termination of the contract.

## 30. PENALTIES

- i. The Contractor will attract a penalty of an amount of Rs. 500/- (Rs. Five Hundred Only) per day per person, in addition to deduction of the wages, in case a person fails to carry out the housekeeping services due to his absence or any other reason, which shall be recovered from the bills or otherwise.
- ii. The contractor would ensure that all its personnel deployed with this office behave courteously and decently with the employees/officers of this office.
- iii. In the event of failure in maintaining the housekeeping services on any day up to the desired standard, in part or full, the contractor is liable to penalty @ Rs. 2000/- (Rs. Two Thousand Only) per day, which shall be recovered from the bills or otherwise.

31. **Security Deposit/Performance Security:** On acceptance of tender, the successful bidder must provide Security Deposit/Performance Guarantee in the form of Account Payee Demand Draft, Fixed Deposit Receipt or Bank Guarantee from any of the Commercial Banks in India, equal to ONE month's value of the Contract in favour of The COMMISSIONER OF GST AND CENTRAL Excise, Coimbatore. Performance security should remain valid for a period of **Sixty days** beyond the date of completion of all contractual obligations of the contractor. The Security Deposit will be refunded only after the successful completion of the contract. The deposit is liable to be forfeited, if during the period of contract the services of the contractor are found to be unsatisfactory in any respect, and/or any of the conditions of the contract is contravened/ breached, and/or towards any damage caused due to negligence of the contractor or his employees. This forfeiture will be in addition to any action by the department that the contractor firm may invite upon themselves due to any of the reasons specified above.

32. The Bidder should clarify any doubt/query regarding the specification from Superintendent(PRO), Headquarters Office, Coimbatore, on any working day between 9:30 am to 5:00 pm **before 13.02.2018.**

## Annexure-II

## TECHNICAL BID (QUALIFYING BID DOCUMENT)

1	Name of the Registered Firm / Company	
2	Status of ownership Proprietary /Partnership / Company	
3	Address of the Firm / Company (with Tel. no./ Fax no. and E-mail)	
4	Name & Address of the Proprietor / Partners / Director with mobile numbers	
5	Contact Person (s) (with mobile number)	
6	Details of EMD of Rs. 50,000/-	
7	PAN No. of the firm as allocated by the Income Tax Department	
8	Service Tax Registration Number, if applicable	
9	Details of registration with E.S.I & Provident Fund	
10	Annual turnover for 3 years	
11	No. of persons to be deployed for contract ( location wise for SI.No. 1 to 5)	
11	Licence No. obtained from Labour Commissioner	
12	List of present clients along with proof of Job order certificate.	

## DECLARATION

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

(Signature of Authorized Signatory with date)

The following documents are to be furnished/ uploaded by the Service Provider along with **Technical Bid** as above:

- i) Signed and Scanned copy of **proof for payment of Earnest Money Deposit**
- ii) Signed and Scanned copy Certificates like PAN No, Service Tax Registration (if applicable), ESI, EPF Registration etc.
- iii) Signed and Scanned Copy of **Tender Acceptance Letter & Letter of authorization to submit bid.**
- iv) 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 IT services.
- v) Signed and Scanned copy of Labour Licence obtained from Labour Commissioner.
- vi) Signed and Scanned copy of Balance Sheets of last 3 financial years.
- vii) Signed and Scanned Copy of **Technical Bid Format.**

**ANNEXURE-III**  
**PRICE/ FINANCIAL BID DOCUMENT**

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

**PRICE BID UNDERTAKING**

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

To,

The COMMISSIONER OF GST AND CENTRAL Excise

Coimbatore .

Dear Sir/Madam,

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

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

Yours faithfully

Signature of  
Authorized Representative





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

Date:

To,

The COMMISSIONER OF GST AND CENTRAL Excise  
6/7 A.T.D. Street  
Race Course Road  
Coimbatore 641018.

Sub: Acceptance of Terms &amp; Conditions of Tender.

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

Name of Tender / Work: -

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Dear Sir,

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

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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 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/ 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.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

## Annexure- VI

### SCOPE OF WORK

#### **1. The scope of work for housekeeping of office buildings is as under:-**

- (i) Cleaning, sweeping and wet mopping of the entire area including the lobby, Stair-cases, corridors, passages etc.
- (ii) Collection of all sweeping garbage and waste materials and their effective disposal.
- (iii) Cleaning of toilets, urinals, W/C along with attached water tanks and washbasins, using disinfectants like phenyl, Harpic, Vim, Surf etc. twice a day and as further required.
- (iv) Shifting of furniture, files and other office equipments whenever required.
- (v) Dusting and cleaning of all furniture like table, chairs, racks, almirahs, computer tables/chairs and electronic gadgets like computers, telephones, fax machines, photo copier machines, sofa sets, fans etc.
- (vi) Cleaning and wiping of wooden Formica, glass surfaces, window sills, frames, plant pots and removal of stagnant water. Filling of water in coolers/watering indoor plants in the office.
- (vii) Services such as serving of drinking water/ refreshments etc. during Conferences/ meetings, Seminars and visit of assesses to headquarters. Cleaning of open area within the office campus and in front of the main gate. case of emergency.
- (viii) Cleaning the area within the lifts (two nos.), the mirrors in the lifts and the outer and inner door panels of the lifts.
- (ix) Maintaining the name boards (Brass and plastic) of all the officers/sections, notice boards and all such other display boards that require regular cleaning and polishing.

#### **2. Miscellaneous Conditions:**

- i) Sweeping, cleaning, dusting etc. shall be completed before 9:30 a.m. everyday.
- ii) The Contractor shall on award of the contract, furnish the list containing name and addresses of the workmen sent to this office for performing Housekeeping services.
- iii) The Contractor shall maintain an Attendance Register of personnel and this register of personnel shall be subject to check by the concerned officer of this office.
- iv) The personnel will render services everyday including Saturday except on National Holiday. In case of emergencies, very rarely, work may be required on Sundays also.
- v) They will attend to any extra cleaning jobs in the said premises as and when required. No extra payment for this will be made.
- vi) Materials, consumables required for housekeeping and maintenance of toilet/bathroom shall be provided by the department.

## **Annexure-VII**

### **Instructions for Online Bid Submission:**

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

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

#### **REGISTRATION**

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

#### **SEARCHING FOR TENDER DOCUMENTS**

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

#### **PREPARATION OF BIDS**

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available

to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

### **SUBMISSION OF BIDS**

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid 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.

## CHECK LIST OF DOCUMENTS TO BE SUBMITTED.

**BID CHECKLIST**

Bidder is required to fill-up this checklist and enclose along with the envelope containing the Earnest Money:

<b>Sl.</b>	<b>Item Description</b>	<b>Yes/No</b>	<b>Bid Reference</b>
1.	Earnest Money Enclosed		
2.	Tender Acceptance Letter		
3.	Letter of authorization to submit bid.		
4.	An undertaking that the agency hasn't been blacklisted		
5.	Financial/Price Bid Undertaking		