



माल, सेवा कर और केन्द्रीय उत्पाद के प्रधान आयुक्त का कार्यालय, चेन्नई - उत्तर
**OFFICE OF THE PRINCIPAL COMMISSIONER OF GOODS, SERVICE TAX
AND CENTRAL EXCISE, CHENNAI NORTH**
26/1, महात्मा गांधी मार्ग, नुंगम्बाक्कम, चेन्नई - 600 034
26/1, Mahatma Gandhi Road, Nungambakkam, Chennai 600 034.

C.NO:I/22/3/2018- Stores

Dated : .02.2023

**NOTICE INVITING e-TENDER FOR PROVIDING 'HOUSEKEEPING / SECURITY
SERVICES' AT MOGAPPAIR AND SHANTHI COLONY QUARTERS**

The Office of the Principal Commissioner of Central Excise, Chennai North Commissionerate, Chennai-34 invites e-tender quotations from reputed Parties engaged in the business of providing **Outsourcing of 'Housekeeping / Security Services' for the 90 nos. of departmental residential quarters situated at Mogappair, Chennai – 600 037 & 32 nos. of department residential quarters situated at Shanthi colony, 7th Main Road, Anna Nagar, Chennai – 600 040 for the period from 01.04.2023 to 31.03.2024.**

1. Document Download:

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

TIME SCHEDULE OF TENDER

S.No	Particulars	Date	Time
1	Tender e-publish date	02.03.2023	09.00 A.M
2	Document download start date	02.03.2023	09.00 A.M
3	Bid submission start date	02.03.2023	09.00 A.M
4	Bid submission last date	16.03.2023	02.00 P.M
5	Tender opening date (Technical)	17.03.2023	03.00 P.M

2. Bid Submission:

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

3. Not more than one tender shall be submitted by one 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.

tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.

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

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

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

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

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

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

SCOPE OF WORK OF 'HOUSEKEEPING / SECURITY'

The Contractor to be engaged is herein referred to as 'HOUSEKEEPING & SECURITY CONTRACTOR'.

The persons provided for getting the work done are collectively referred herein as 'STAFF'.

SECURITY:

- The Housekeeping & Security Contractor should provide round the clock Security and the Guard should keep proper vigil and go around the premises at regular intervals and will maintain the register or a record for this purpose.
- The Security Guard should maintain a visitor's register, which will be inspected by the officers of Chennai North Commissionerate.
- It will be the responsibility of the firms to ensure that security is provided all the 24 hours in a day. The security guards should be in proper uniform.

HOUSEKEEPING:

- The Housekeeping & Security Contractor should can show only one number of Sweeper for sweeping the areas at both the Quarters who can be employed at Shanthi Colony and Mogappair on alternate days.. The entire common area around the blocks shall be kept neat and tidy. Parking areas, staircases & foyers would be kept clean. The car parking area should be kept neat and tidy. Watering lawns and plants would also be undertaken by the above firm every day. Maintenance of lawn and removal of weeds should also be undertaken by the Housekeeping & Security Contractor.

- Cleaning materials and other consumables like Liquid soap, Phenol, Brooms, Mops, Dusting / Cleaning cloths etc. shall be provided by the Housekeeping & Security Contractor.

GENERAL MAINTENANCE:

- **Staff Attendance Register:** The Housekeeping & Security Contractor shall maintain Staff Attendance Register to be signed by all STAFF before commencement and after finishing duty on any given day.
- The Housekeeping & Security Contractor will compensate the Department for any loss or damage to the electrical appliances such as Motor, Fan, etc. available on the premises as well as those available inside the individual flats for the negligence of the personnel of the Housekeeping & Security Contractor.
- The trees in the quarter's premises should be trimmed once in 6 months, in consultation with the officers of Chennai North Commissionerate.
- The pathway meant for the metro water lorry to drop water in the sump should be maintained well in order to ensure that the path is always slush-free for the lorries to come in.
- The terraces and water tank stilts should be cleaned and all weeds/moss should be removed, once every month.
- No stagnation of waters to be run in the premises so as to have mosquito free zone.

TERMS AND CONDITIONS TO BE SATISFIED IN THE QUALIFYING BID:

1. Bidder should have minimum three years of experience in providing housekeeping services to various organization; and should have completed at least two such works with an Annual Contract Value of **Rs. 30 lacs p.a.** in the similar activity, in the last three years ended 31.03.2022.
2. The bidder should have experience in providing similar 'HOUSEKEEPING / SECURITY' services at any two sites measuring not less than quantity of residential houses / quarters / apartments, such reference to be attached.
3. The bidder must have registered with 'ESI' and 'EPF' before 01.04.2022. The bidder must also have GST Registration.
4. The bidder must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961 and GST Registration No.
5. The evidence for filing of Income-Tax returns along with Profit and Loss Account and Balance Sheet for past three financial years 2019-20, 2020-21 & 2021-22 and Payment Challans upto March, 2022 towards proof of payment of Income Tax and the same certified by a Chartered Accountant should be enclosed.
6. The bidder must have an Annual Average Turnover of not less than Rs. 50 Lakhs during the last three financial years 2019-20, 2020-21 & 2021-22 and GST Challan copies and the same should be certified by a Chartered Accountant.

7. The bidder should not have incurred loss in any 2 years during the last 3 years as on 31.03.2022.
8. The bidder must produce a **solvency certificate** from his banker for an amount not less than **Rs. 30 Lakhs** within one month from the date of awarding the contract. The bidder shall obtain a license under the Contract Labour (R & A) Act, from the licensing authority.
9. The bidder should have licence for Security Services as per The Tamil Nadu Private Security Agencies Rules, 2008.

CONDITIONS TO BE SATISFIED IN THE FINANCIAL BID:

The 'Qualifying Bids' uploaded / furnished by the Housekeeping & Security Contractors will be processed first. The 'Financial Bids' uploaded/ furnished by the Housekeeping & Security Contractors who fulfilled the conditions in the 'Qualifying Bids' will only be considered for process. The Housekeeping & Security Contractor who has submitted the lowest amount in the 'Financial Bid' will be awarded the work.

WORKING TERMS AND CONDITIONS:

The indicated number of persons provided for the contract work (hereinafter referred to as **STAFF**)

1. The total No of STAFF proposed to be provided should be indicated mandatorily with break-up of number of Sweeper/ Security Guard etc.
2. The indicated number of STAFF should be available on all days. Shortage of Staff on any day will entail pro-rata deduction in the monthly payment based on man-days lost and number of days in the concerned month.
3. The STAFF should be well behaved and well mannered. The STAFF during their presence in residential quarters should be in neat uniform and should be provided with 2 sets of uniforms and identity cards which must be prominently displayed. The STAFF should have knowledge of local language.
4. The STAFF should attend to work punctually and complete the specified cleaning work of the entire area daily. The STAFF will perform all the duties assigned to the Housekeeping Contractor and as specified by the department from time to time.
5. The Housekeeping Contractor should provide Mobile Phone No. of a responsible person of their firm and the same should be communicated to this office for any emergency need, if any. In case of emergency and residual situations the Housekeeping Contractor should make the STAFF available to cater for emergency services & urgent works entrusted by this office as and when need arises.
6. The Housekeeping Contractor should pay to all their STAFF a minimum wage at the prevailing rate as fixed under Minimum Wages Act prescribed by O/o The Chief Labour Commissioner (Central). Any breach of this condition will result in termination of the contract and the same would be dealt with accordingly. Besides, E.S.I. and P.F. wages per head at the current rate should be paid by the Housekeeping Contractor every month as per the existing rules and copies of paid cash challans should be submitted every month to this office. Also the Housekeeping & Security Contractor should provide the copies of Bank Challans as proof for payment of GST to this office.
7. The Housekeeping & Security Contractor is responsible for payment of monthly salary including leave salary, bonus, gratuity etc., to the STAFF as applicable to them.

8. The Housekeeping & Security Contractor should ensure that there is no scope for any grievance from the STAFF on delayed payment of wages. The STAFF engaged by the Housekeeping Contractor for 'Housekeeping / Security' Services will be in the employment of the Housekeeping Contractor only and not of the CGST & Central Excise Department.

9. Periodicity of payments will be monthly and Mode of payments to the Housekeeping Contractor will be through Account Payee Cheques or Direct Bank Transfer as applicable under the Rules. The Income Tax shall be deducted at source as per the prevailing Income Tax Act from all payments.

10. The Housekeeping & Security Contractor shall indemnify and shall keep this office indemnified against Acts of omission or negligence, dishonesty or misconduct of the STAFF engaged for the work and this office shall not be liable to pay any damages or compensation to any such person or to third party. All damages caused by the STAFF shall be charged to the Housekeeping Contractor and recovered from its dues/bills.

11. The Contract can be terminated by either party on providing written notice of three months. However, this office reserves the right to terminate the services of the Housekeeping Contractor at any time without giving any notice whatsoever if the Housekeeping Contractor comes to the adverse notice of Law Enforcement agencies.

12. All existing statutory regulations both State & Central Governments shall be adhered to and complied with by the Housekeeping & Security Contractor and all records maintained thereof should be available for scrutiny by this office. The Housekeeping & Security Contractor to whom the contract is awarded shall strictly comply with the terms and conditions of the TENDER document. Failure by the Housekeeping & Security Contractor to comply with such statutory requirements and / or the terms of the agreement during the period of agreement or deficiency in services shall result in termination of the contract.

13. The contract will be in force from 01.03.2023 to 29.02.2024. This office reserves the right to extend the duration of the contract for one year subject to satisfactory performance and on mutually agreed terms and conditions.

14. No escalation of price whatsoever would be allowed during the pendency/ currency of the contract except in the increase in minimum wages, if there has been increase in wages by the Statutory authority empowered to do so. The increase has to be intimated immediately to this office by the Housekeeping & Security Contractor.

15. If at any time during currency of JOB, the SCOPE OF WORK for which this job has been awarded is reduced / abandoned, or if the number of persons employed by the supplier is reduced from the stipulated number for any period, the payment / value of this job order shall be reduced on pro-rata basis by this office and would be binding on the Housekeeping & Security Contractor.

16. Any dispute arising out of this agreement or that which may arise in future, shall be resolved by

taking recourse to mutual settlement, arbitration/conciliation clauses formulated by International Centre of Alternative Dispute Resolution (ICADR), failing which the dispute will be subject to Chennai jurisdiction only.

17. Officers nominated by the Principal Commissioner/ Additional Commissioner will supervise the work on daily or surprise basis and the monthly bill submitted by the Housekeeping Contractor should be countersigned and certified for satisfactory performance of the services.

18. If any service of urgent nature is not met / done as and when required, the same will be done by the Department and the expenditure involved will be deducted from the monthly payment due to the Housekeeping Contractor.

19. Any breach of contract will make the contract voidable at the option of the Department. The Department has the right to terminate the contract without further notice.

TENDER PROCESS

1. Tenders are invited in two parts i.e. (1) Qualifying Bid (2) Financial Bid.
2. The tender form for Qualifying bid in proforma prescribed in Annexure - I and the tender form for the financial bid in proforma prescribed in Annexure - II along with Financial Bid Enclosure complete in all aspects shall be uploaded on CPPP site. The Qualifying Bids will be opened online at Office of **The Principal Commissioner of GST & Central Excise, Chennai North Commissionerate, Chennai-34**. Bidders may observe the tender opening online. The date and time of opening of "Financial Bid" will be intimated to the eligible bidders after opening the "Qualifying Bids". The Financial Bids of those bidders who qualify on evaluation of technical bids would be decrypted and opened online.
3. **Bid Security Declaration Form** to be signed and uploaded.
4. **Performance Guarantee:** The Successful bidder has to submit **Rs 2,00,000/- (Rupees Two Lakh only)** as performance guarantee deposit in the form of **Bank guarantee from a Nationalized Bank / Demand Draft / Bankers cheque of a scheduled bank drawn in favour of "The Pay and Account Officer Central Excise, Chennai"** before awarding contract. The performance guarantee along with earnest money deposit shall be refunded to the selected bidder without any interest on the completion of contract period.
5. The tenderer shall sign and stamp each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms and conditions contained herein and upload / submit the same along with the qualifying bid. The tenderer would fill up the information in the Annexure I & II enclosed at the end of this document in clear and legible terms. The tender documents are not transferable.
6. **The bidders shall quote their rates for the service to be provided as "RATE for the services to be provided PER MONTH" (in both words and figures)** which should include deduction towards PF, ESI, BONUS etc. and the same would not be payable over and above the rates thus quoted.

7. This office reserves the right to postpone/and/ or extend the date of receipt/ opening of Rates/ Quotations or to withdraw the same, without assigning any reason thereof.

8. This office reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time, without thereby incurring any liability to the affected Bidder or Bidders or any obligations to inform the affected Bidder or Bidders of the grounds for such action.

9. Incomplete bid documents shall be rejected. The valid qualifying bids shall be scrutinized by the Department to short-list the eligible bidders. The financial bids of the short listed bidders will be opened later. The short listed tender along with the documents will be submitted to the “**Competent authority**” and upon approval by the “**Competent authority**” the successful bidders will be intimated about the award of contract to them.

Submission of Tender

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

Technical Bid

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

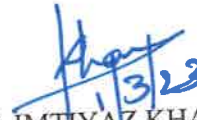
- i) Signed and Scanned copy Certificates like GST Register certificate, PAN No, GSTIN No.
- ii) Signed and scanned copy of Annexure-I – Qualifying Bid Document.
- iii) Signed and scanned copy of Annexure-IV - An undertaking (self-certificate) that the **agency hasn't been blacklisted** by a Central / State/UT Government institution and there has been no litigation with any government department on account of IT services.
- iv) Signed and Scanned Copy of **Annexure-V - Tender Acceptance Letter & Letter of**

authorization to submit bid.

- v) The bidder should have licence for Security Services as per The Tamil Nadu Private Security Agencies Rules,2008.

FINANCIAL BID

- a) Financial bid document in the form of BOQ_XXXX .xls
b) Signed copy of Annexure II with price / financial bid and financial bid enclosure with rate of wages .
c) Signed copy of Annexure-III – Price/Financial bid Document/Undertaking


(P. IMTIYAZ KHAN)
ADDITIONAL COMMISSIONER
CHENNAI NORTH COMMISSIONERATE

ANNEXURE-I
TO NOTICE INVITING TENDER FOR PROVIDING
'HOUSEKEEPING / SECURITY' SERVICES

QUALIFYING BID DOCUMENT

1	Name of the Service Provider	:	
2	Address (With Tel No., Fax No. & Email id.)	:	
3	Name & Address of the proprietor / Partners / Directors (With Mobile No.)	:	
4	Contact person(s) name (with mobile number)	:	
5	No. of years of experience in providing 'HOUSEKEEPING / SECURITY' Services (enclose proof such as Performance Reports from clients (or) TDS copies)	:	
6	Average Annual Turnover (in the last 3 years ended 31.03.2022) certified by Chartered Accountant	:	
7	Permanent Account Number (PAN) (The Evidence for filing of IT returns along with Profit and Loss Account & Balance Sheet for the last three financial years i.e. 2019-20 , 2020-21 & 2021-22 to be enclosed.	:	
8	Details of ESI & EPF Registration along with Evidence (Registered Before 1 st April, 2022)	:	
9	Details of GST Registration along with evidence	:	
10	Details of Licence obtained for Security Services as per The Tamil Nadu Private Security Agencies Rules,2008 alongwith evidence.	:	
11	Details of EMD	:	
12	Details of Solvency Certificate issued by Bankers	:	

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 seal & Date.

ANNEXURE-II
TO NOTICE INVITING TENDER FOR PROVIDING
'HOUSEKEEPING / SECURITY' SERVICES

PRICE / FINANCIAL BID DOCUMENT

1	Name of the Service Provider	:	
2	Address (With Tel No., Fax No. & Email id.)	:	
3	Name & Address of the Proprietor / Partners/Directors (With Mobile No.)	:	
4	Contact person(s) name (with mobile number)	:	
5	Amount quoted for providing 'HOUSEKEEPING / SECURITY' services in the 90 Nos. of departmental residential quarters situated at Mogappair, Chennai-600 037 and 32 nos. of department residential quarters situated at Shanthi Colony, Anna Nagar, Chennai-600 040.	:	

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 seal & Date.

-X-X-X-

FINANCIAL BID ENCLOSURE	
RATE OF WAGES	
Category of Work *:-	
Description	Amount in Rupees
Basic Pay *	
Variable DA	
Gross Daily Wages	
Wages for working days of the month	
Add : Statutory Contributions	
a) P.F	
b) Pension Fund	
c) E.S.I	
d) Bonus	
Add : Contractor's Service Charges	
TOTAL	
(% of Gross Wages)	
Wage Rate for the services to be provided per day (Rupees (excluding GST)	
Wages for services to be provided per day (Rupees (excluding GST)	
<p>* - For each category of work, appropriate pay specified by Office of the Deputy Chief Labour Commissioner (Central), Chennai 600 006 may be filled in this enclosure. In case different pay is fixed for 'Sweeper' / 'Security Guard' etc., appropriate "Basic Pay" is required to be filled in a separate FINANCIAL BID ENCLOSURE by making required copies of this form.</p>	
<p align="center">SIGNATURE OF THE AUTHORISED SIGNATORY WITH DATE</p>	

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 Principal Commissioner,
GST & Central Excise,
Chennai North Commissionerate,
Chennai.

Dear Sir/Madam,

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

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

Yours faithfully

Signature of
Authorized Representative

ANNEXURE-IV
UNDERTAKING BY THE BIDDER

I/We undertake that my/our firm M/s
..... has not been **blacklisted** by any
Govt. Department/Public Sector Undertaking/Autonomous Body.

2. I Son/Daughter/Wife of
Shri..... Proprietor/Partner/Director/Authorized
signatory of M/s am competent to sign this
declaration and execute this tender document.

3. I have carefully read and understood all the term and conditions of the tender and undertake to abide by them.

4. The information / documents furnished alongwith the above application are true and correct to the best of my knowledge and belief. I/ We, am/are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

5. I/We understand that in case any deviation is found in the above statement at any stage, my/our concern/firm/co. shall be blacklisted and shall not have any dealing with the Department in future.

Date:

Signature of the authorized Signatory of the firm/

Place:

Company/Organization

Office Stamp/Seal:

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

Date:

To,
The Principal Commissioner,
GST & Central Excise,
Chennai North Commissionerate,
26/1, Mahatma Gandhi Road, Nungambakkam,
Chennai - 600034

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/ 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/ organization shall
without giving any notice or reason therefore or summarily reject the bid or terminate the contract ,
without prejudice to any other rights or remedy including the forfeiture of the full said earnest money
deposit absolutely.

Yours faithfully,

(Signature of the Bidder, with Official Seal)

Annexure-VI

Instructions for Online Bid Submission:

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

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

REGISTRATION

- i) 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.
- ii) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- iii) 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.
- iv) 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.
- v) 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.
- vi) 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

- i) 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.
- ii) 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.
- iii) 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

- i) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- ii) 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.
- iii) 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.
- iv) 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

- i) 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.
- ii) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- iii) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- iv) 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.
- v) 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.
- vi) 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.
- vii) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- viii) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- ix) 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
- x) summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- xi) 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

- i) 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.
- ii) 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.