



भारत सरकार/ GOVERNMENT OF INDIA
वित्त मंत्रालय/ MINISTRY OF FINANCE
राजस्व विभाग /DEPARTMENT OF REVENUE
सीमा शुल्क आयुक्त का कार्यालय /OFFICE OF THE COMMISSIONER OF CUSTOMS
सीमा शुल्क भवन, मार्मागोआ, गोवा - ४०३८०३ /CUSTOM HOUSE, MARMAGOA , GOA - 403803.
दूरभाष क्रमांक-०८३२-२५२०६१५, फैक्स-०८३२-२५२०७४४ / Telephone No. 0832-2520615, Fax-0832-2520744

निविदा सूचना TENDER NOTICE

e-Tenders are invited from Housekeeping Service providers to provide House Keeping Services at Custom House, Marmagoa, Goa for a period of one year from the date of award of contract. **The floor area of Customs House is 30738.28 Sq. foot approximately.**

The detailed eligibility criteria, Technical Bid, Financial Bid, terms and conditions, including the Performa in which the application is to be made, is enclosed as Annexure-I to VII and is available on the official websites <http://eprocure.gov.in> ,<http://www.cbic.gov.in> & <http://www.goacustoms.gov.in>.

Bid Submission: Bids shall be submitted online only at CPPP website: <http://eprocure.gov.in/eprocure/app>. Tenderers/suppliers are advised to follow the instructions "Instructions to Bidder for Online Bid Submission" provided in the Annexure-VI for online submission of bids.

Bidders have to go through the "Terms & Conditions" provided in Annexure-I. "Requirement of Bidder for Online Bid Submission" i.e. "Technical Bid/Financial Bid" 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 and Bid Checklist as prescribed under Annexure-VII. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. 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.

The bid forms and other details can be obtained from the website www.eprocure.gov.in(CPPP Portal). The bid forms and other details can be obtained from the website www.eprocure.gov.in (CPPP Portal). The critical dates for the Tender Submission and processing are as follows:-

Published date	01/06/2021 (17:00 HRS.)
Bid Document Download Start Date	01/06/2021 (17:30 HRS.)
Bid Submission start date	02/06/2021 (10:00 HRS.)
Bid Document Download End Date	22/06/2021 (17:30 HRS.)
Bid Submission End Date	22/06/2021 (18:00 HRS.)
Technical Bid Opening Date	24/06/2021 (11:30 HRS.)
Financial Bid Opening date (Those bidders who have qualified in the Technical Bids)	25/06/2021 (11:30 HRS.)

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

Interested suppliers are advised to visit CPPP website <http://eprocure.gov.in/eprocure/app> regularly till closing date of submission of tender for any corrigendum/addendum/ amendment.

Not more than one tender shall be submitted by one supplier or suppliers having business relationship. Under no circumstances 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)/directors(s) are common) be allowed to tender for the same supply as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.

Signed by Sunil Kumar Sahjlan

Date: 01-06-2021 11:48:28

Reason: Approved

(SUNIL KUMAR SAHJLAN)

ASSISTANT COMMISSIONER OF CUSTOMS
CUSTOM HOUSE, MARMAGOA, GOA.

संलग्न - अनुलग्नक- I से VII.

Enclosures: Annexure - I to VII.

Copy to:

1. The Notice Board of the Custom House, Marmagao, Goa.
2. The CBIC webmaster with a request to upload the same on the official website www.cbic.gov.in
3. The Superintendent (website) with a request to upload the same in the official website www.goacustoms.gov.in.

अनुलप्रक- I
ANNEXURE T'

MINIMUM QUALIFYING CRITERIA, SCOPE OF WORK AND OTHER TERMS & CONDITIONS

1. MINIMUM QUALIFYING CRITERIA:

Tenderer must fulfil the minimum qualifying criteria:

The Service providers should be in the business of Housekeeping for minimum three years and should submit a certificate of work experience in this regard.

2. SCOPE OF WORK:

(i) Daily Cleaning:

OFFICE AREA:

- a) Cleaning, sweeping and wet mopping of the entire office premises in and around the Custom House, Marmagoa, Goa including the lobby, toilets/washrooms and lift shafts etc. on every working day.
- b) Collection of all sweepings, garbage and waste material and their effective disposal.
- c) Thorough cleaning of toilets including urinals along with attached water tanks and wash basins, using disinfectants like Phenyl, Harpic, Vim and Surf etc. Four times a day and whenever required. Cleaning of all sanitary fittings, tiles and mirrors in the toilets walls. Shifting of furniture, files and other office equipment, whenever required.
- d) Dusting and cleaning of all furniture like tables, chairs, racks, Almirahs, computer table/ chair/sofa sets and electronic gadgets like computers, telephone, fax machines, photo copier machines, fans etc.
- e) Cleanings of pantry area, wiping and cleaning of wooden Formica and glass surfaces, window sills and frames and plant pots and removal of stagnant water.
- f) Removal of blockages and clogging in the wash basin and other sanitary fittings for smooth outflow of waste water.
- g) Watering of plants and garden in and around the building and cleaning on garden area on daily basis.
- h) General maintenance and upkeep of the entire office premises.

- i) The Contractor shall be responsible for the proper sweeping, mopping and cleaning of the work place and should keep the office, other rooms, toilets etc neat and tidy. Any breach of these conditions will result in the immediate termination of the contract.
- j) If some special cleaning is required in exigencies like VVIP's visit, in such cases, the programme will be informed in advance.
- k) Any other miscellaneous work related to the above.

COMMON AREA:

- a) Sweeping the corridors and stair cases daily.
- b) Removing of Garbage daily.

(ii) JOBS TO BE CARRIED OUT WEEKLY:

- a) Cleaning of window panels with mild detergent such as Colin and any other cleaning operation assigned/required.
- b) Internal and external cleaning of window panels, doors and fans/electrical fittings.
- c) Cleaning of entire floor space, glasses and pantry with detergents.

(iii) JOBS TO BE CARRIED OUT FORTNIGHTLY:

- a) Vacuum cleaning in the Computer section, all computers in the office and the sofa-sets, once in a fortnight.

(iv) JOBS TO BE CARRIED OUT BY DEDICATED PERSON:

- a) Miscellaneous Services including serving of drinking water / refreshment, etc., during Conference / Meetings / Seminars and during visit of Assesse in Headquarters office, running of Xerox machines, fax machine and making of course material etc and including those which may be required by this office by deploying dedicated personnel.

3. CLEANING MATERIALS:

The cleaning material will be provided by the Department in such quantity and of such quality as determined by proper officer of the Department.

4. TERMS AND CONDITIONS:

1. Bidder/s should have experience in housekeeping for at least past 03 years. Bidder/s providing similar service to other Government Departments will be given preference. Testimonials of good service and good behaviour of labour employed with past and current clients would also be preferred.
2. Bidder/s shall be duly registered with ESIC, Provident Fund, GST and other relevant statutory authorities dealing with employment of labour. All existing statutory requirements of both the State as well as the Central Government shall be adhered to by the Contractor and all the records maintained thereof shall be available for scrutiny by this office. Any failure to comply with any of the above regulations or any deficiency in service will render this contract liable for immediate termination without any prior notice. CONTRACTORS not registered under the ESIC and Provident Funds Act and other relevant statutory enactments dealing with employment of labour need not apply.
3. The bidder/s should have complied with various statutory provisions of GST, EPFO, ESIC and other applicable Acts in previous three years. Any blacklisting of any of the above authorities should be made know as part of Annexure, while submission of tender documents.
4. The Contractor shall bear all expenses regarding uniforms, preparation of their Identity Cards, compensations, wages and allowances D.A., H.R.A., PF, ESI, Bonus, Leave Wages as applicable relating to the personnel engaged by him and abide by the provisions of various labour legislations including weekly off and working hours. The contractor shall pay the wages to the contract workers on or before 7th day of every succeeding month, irrespective of the delay in payment of bills by this office for whatever reason.
5. Wages and allowances payable shall not be less than the minimum wages as prescribed by the respective Central and State Government authorities as and when amended from time to time.
6. The supplied manpower should adequate, sufficient and competent enough to execute the housekeeping work for **30738.28 Sq. foot** of area. The contract workers deployed shall be healthy, active and not less than 18 years of age. Nobody should be having any communicable diseases. Employing local persons will be given preference.
7. The person employed will be required to work on all days except Sundays and Holidays declared by the Government of India/Local State Authority. All persons employed are expected to be committed, courteous and to follow instructions given to them by this office.
8. Contractor or its persons employed are barred from forming association and indulging in any Union activities. Such activities on this count would render the contract liable to termination.
9. The number of deployed housekeeping staff should also consist of some skilled staff apart from cleaning staff, which may be utilized at the disposal of Commissioner/Additional Commissioner's Cabin in the event of any meeting or other

- requirements. Those skilled staff will not be allowed to cleaning toilets or office premises. Further, there should also be unskilled staff which may be utilized during shifting of office furniture, loading, unloading of purchased goods etc.
10. The duty hours of housekeeping staff would be decided by the Office of the Commissioner of Customs, Custom House, Marmagao, Goa. This office reserves the right to call for the services of the housekeeping staff, if required, even on Sundays/Holidays also.
 11. Bidder should submit their price bids as rate per Sq. foot per calendar month basis only to be quoted in the form of BoQ provided and not anywhere else or in any other manner whatsoever. The number of labourers to be employed should also be specified.
 12. Bidder should comply with statutory requirements pertaining to child labour.
 13. Contractor shall be solely responsible for payment of wages/salaries with other benefits and allowances to his personnel that might become applicable under any Act or Order of the Govt. The Commissionerate shall have no liability whatsoever in this regard and the Contractor shall indemnify this Commissionerate against any/all claims which may arise under the provisions of various Acts, Govt. Orders etc.
 14. Period of the contract shall be **for one year from the date of award of contract** and as per the requirement of this office as decided by the appropriate authority.
 15. Contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.
 16. It is clarified in no ambiguous terms that the engagement of the service provider does not in any way confer any right to the service provider or the persons that may be deployed by him in the official premises for claiming any regular or part time employment in this office or any other Govt. Office. Any litigation on this account would render the contract liable for termination.
 17. The Contractor will provide his staff with the necessary uniform (for Gents- Shirt - Sky blue / trouser - navy blue; for Ladies- Salwaar Kameez/ Saree in similar combination and Shoes). The cost will be borne by the service provider. Contractor is required to verify the antecedents of persons employed including past police records, before deploying the persons in this office.
 18. Photographs, documents with full address proof and telephone number of all housekeeping personnel should be provided to the competent authority of this department for records.
 19. 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 all persons deployed by him for short duration. The Commissionerate shall not entertain any claim arising out of mishap, if any, which may take place. In the event of any liability/claim falling on this Commissionerate, the same shall be indemnified by the Contractor on his cost.
 20. Contractor shall in no case lease/transfer/sublet or appoint care taker for services.

21. No other person except Contractor's authorized representative shall be allowed to enter the premises of the Commissionerate.
22. The Competent authority reserves the right to postpone and/or extend the date of receipt/opening of Rates/Quotation or to withdraw the same, without assigning any reason thereof.
23. The Contractors are required to submit the complete Rates / Quotations only after satisfying each and every condition laid down.
24. Any violation of instructions/agreement or suppression of facts will attract cancellation of agreement without any reference.
25. The Contractors must comply with the Rates/Quotations, specification and all terms and conditions of contract. No deviation in the Terms & Conditions of the Contract shall be entertained unless specifically mentioned by the contractor in the Rates/Quotations and accepted by the Commissionerate.
26. No other allowances of any kind including transport/food/clothing/washing/overtime etc. will be paid by this office.
27. Notwithstanding anything contained herein, the Commissionerate reserves the right to terminate the contract by giving 1 (one) months' notice in writing without assigning any reason and the Contractor intends to terminate the contract with this Dept., has to give the termination notice within three months prior notice with proper reasons in writing.
28. The contractor will be responsible for the good conduct and high degree of discipline of all workers deployed and will be liable legally for any harm or loss arising to any person whomsoever, in whatever form, from misconduct or any act of negligence. Omission or commission whether intentional or otherwise, of the contractor or any of the worker deployed by the contractor in the course of providing any services stated in this contract and will bear full responsibility and cost of the same behaviour.
29. The department will not be a party to any dispute between Contractor and workers engaged by the Contractor. The issues/disputes relating to the contractor and their workers have to be redressed by the Contractor himself. The department will not be responsible for any dispute relating to their welfare, health and other facilities including their deployment and retrenchment etc., or any other issues either with any Government department or otherwise.

5. EARNEST MONEY DEPOSIT (EMD):

- a) Bid Security equal to an amount of Rs.50000/- (Rupees Fifty Thousand Only) in the form of A/C Payee Demand Draft/Fixed deposit receipt from a Commercial Bank/Bank Guarantee from a Commercial Bank which should remain valid at least for a period of 45 days beyond the final bid validity period payable to the **Chief Accounts officer (CAO), Custom House, Marmagoa, Goa** payable at **State Bank of India, Harbour Branch, Marmagoa, Goa**, must accompany the tender. Tenders not accompanied with prescribed EMD or EMD submitted in any other form i.e. Cheque or Cash etc. will not be considered for evaluation.

- b) Bid Security (also known as Earnest Money) is to be submitted by all bidders except Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or is registered with the Central Purchase Organisation or the concerned Ministry or Department.

6. FORFEITURE OF EMD: The EMD will be forfeited under the following conditions:

- (a) If the tenderer withdraws or amend, impairs or derogates from the tender in any respect within the period of validity of the tender.
- (b) If the bidder withdraws the bid before the expiry of the validity period of 90 days of the bid or within the time frame of extension given by COMMISSIONER OF CUSTOMS, CUSTOM HOUSE, MARMAGOA, GOA in special case communicated before the expiry of the bid.
- (c) If the bidder fails to comply with any of the provisions of the terms and conditions of the bid document.
- (d) If the selected bidder fails to execute agreement in prescribed format and Furnish the bank guarantee within the prescribed time.

7. RETURN OF EMD:

- (a) The earnest money of all the unsuccessful bidders will be returned as early as possible after the expiry of the period of the bid validity but not later than 30 days of the issue of the work order to the successful bidder.
- (b) The EMD of successful bidder shall be returned after receiving the Bank Guarantee or may be adjusted against the BG.
- (c) No interest will be paid by this office on the Earnest Money Deposit.

8. PERFORMANCE SECURITY:

- i) **The successful bidder has to submit Performance Security equivalent to 10% of the contract amount in the form of A/C Payee Demand Draft/ Fixed deposit receipt from a Commercial Bank/Bank Guarantee from a Commercial Bank which should remain valid at least for a period of 60 days beyond of date of completion of contractual obligations and payable to the Chief Accounts officer (CAO), Custom House, Marmagoa, Goa payable at State Bank of India, Harbour Branch, Marmagoa, Goa.**
- ii) If deposited by the successful bidder in the form of FD/BG shall be returned at the end of the contract period or after termination of contract.
- iii) If deposited by the successful bidder in the form of DD, will be paid at the end of contract period without any interest.

9. TERMS OF PAYMENT:

a) The tenderers will quote their rate only as "rate per square foot per calendar month" basis and not based on the number of persons to be deployed or per person basis. The deduction towards PF and ESI and the annual bonus paid to the employees of the contractor, if any, etc. should be inclusive in the rates quoted as "rate per square foot per calendar month" and the same would not be payable over and above the rate thus quoted.

b) The contractor will submit the monthly bill for reimbursement in duplicate which shall be got certified by the officer-in charge as per his satisfaction regarding the provision of services. The contractor shall make regular and full payment of labour wages which should not be less than that fixed under Minimum Wages.

c) The Contractor is responsible for payment of salaries and other statutory payment to the workers on monthly basis as applicable to them under law. The contractor should ensure that the same are paid on time in every month without waiting for the payment of the bill by the Department.

10. PENALTY CLAUSE:

This office reserves the right to deduct the amount as determined by this office on reasoned and proportionate basis, in case if any irregularity in provision of services or of any non-compliance of directions of this office effects the provision of services.

11. MODE OF SUBMISSION OF TENDER:

The bidders are required to submit their bids online on CPP Portal. Certified copies of all the requisite documents as under should be uploaded online as per the specifications

- (i) Details of his PAN number, Applicable GST registration and details of ESIC, PF etc. (attach photo copy).
- (ii) Details about his experience in the field, and the other organizations for which he is providing such services along with testimonial.
- (iii) Details regarding compliance of statutory laws, number of persons proposed to be deployed, etc. In the financial bid he will submit the quotation for his charges.
- (iv) The Bidders shall submit the documentary evidence regarding statutory compliances viz. GST/GST Returns as applicable, Returns and payment of ESIC and E.P.F.O. for previous year along with Technical Bid and any instance of blacklisting by any statutory authority for violation of any laws prevailing.

In the event of any difference or dispute between the Agency, the employee of the Agency and/or third parties and in the event of any discontinuance, stoppage or disruption, it shall be the right of the Commissioner of Customs, Goa to terminate this agreement forthwith without being required to give any notice in that behalf and without payment or any compensation, in lieu thereof. Provided, however, that in the event of the Commissioner not exercising its aforesaid option of termination, the Agency shall not be entitled for any payment or consideration whatsoever for the period of such discontinuance, stoppage or

disruption whereas the Agency shall be liable to fully compensate the department or any damage or loss that may result from such discontinuances, stoppage or disruption.

This Office reserves the right to reject any tender, even the lowest one or all the Tenders, without assigning any reasons thereof.

FOR ANY CLARIFICATION IN THE MATTER AND/OR FOR INSPECTION OF THE PREMISES, PRIOR APPOINTMENT MAY BE MADE WITH ASSISTANT COMMISSIONER (P), COMMISSIONERATE OF CUSTOMS, CUSTOM HOUSE, MARMAGOA, GOA-403803, Phone No.0832-2951114.

Sd/-

(SUNIL KUMAR SAHJLAN)
ASSISTANT COMMISSIONER OF CUSTOMS
CUSTOM HOUSE, MARMAGOA, GOA.

अनुलग्नक- II
ANNEXURE - II

PERFORMA FOR TECHNICAL BID

- 1] Name of the Party :
 - 2] Postal Address :
 - 3] Telephone No. :
 - 4] Mobile No. :
 - 5] Name of Contact Person / Authorized :
 - 6] Mobile No. of Authorized Person :
 - 7] Permanent Account Number (PAN) :
 - 8] Service Tax / GST Registration No. :
 - 9] Employees Provident Fund
Registration No. :
 - 10] Employees State Insurance Corporation
Registration No. :
 - 11] Contract Labour Act Licence No.
& Date & its validity period :
 - 12] Name & Address of Customer to whom
Housekeeping & Cleaning Services
Provided.
Copy of work order of Govt. department
may be submitted if any :
 - 13] Details of experience in the field
& turnover within three years :
 - 14] Copy of ITR of last three years :
 - 15] Total staff/workers of the firm :
 - 16] Whether Terms and Condition
are fulfilled or not. :
- (Note: - Attach attested photo copies of all the above Documents.)

Declaration

I/We hereby certify that the information furnished above is full and correct and best of my/our knowledge. I/We understand that in case any deviation is found in above statement at any stage, the company/firm will be blacklisted and will not deal with the department in future.

[Signature of Authorized Person with stamp]

अनुलग्नक- III
ANNEXURE - III

PRICE/FINANCIAL BID DOCUMENT

Price bid undertaking

Schedule of price bid in the form of BoQ. (to be uploaded on CPP portal)

PRICE BID UNDERTAKING

From: (Full name and address of the bidder).....

To,
The Assistant Commissioner (P),
Commissionerate of Customs,
Custom House, Marmagoa,
Goa-403803.

Dear Sir,

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

I have thoroughly examined and understood all the terms and conditions as contained in the
Bid document, and agree to abide by them.

I offer to work at the rates as indicated in the price bid uploaded in the form of BoQ.

Yours Faithfully,

Signature of Authorized Representative

Seal

अनुलग्नक-IV

ANNEXURE- IV

UNDERTAKING BY THE BIDDER

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

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.

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

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

I /We understand that in any 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.

Place:

Date:

Signature of the authorized Signatory of
the Firm/company/Organization

Office Stamp/Seal:

अनुलग्नक-V

ANNEXURE- V

TENDER ACCEPTANCE LETTER

(To be given on Company Letter Head)

Date:

To,

The Assistant Commissioner (P),

Commissionerate of Customs,

Custom House, Marmagoa,

Goa-403803.

Sub: Acceptance of Terms and Conditions of Tender.

Tender Reference No.:

Name of Tender/Work:-

Dear Sir,

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

as per your advertisement, given in the above mentioned website(s).

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, etc.) Which form part of the contract agreement and I/We shall abide hereby by the terms/conditions/clauses contained therein.

The corrigendum(s) issued from time to time by your department/organization too have also been taken into consideration, while submitting this acceptance letter.

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

I/We do hereby declare that our firm has not been blacklisted/ debarred by any Govt. department/Public sector undertaking.

I/We certify that all information furnished by our firm is true and 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 authorized Signatory of
the Firm/company/Organization
Office Stamp/Seal:

अनुलक्षक-VI

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

- 1) Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrolment" on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / 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 / email 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.

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.

अनुलप्रक-VIIANNEXURE-VIIBID CHECKLIST

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

BID CHECKLIST		
This is to certify that I have enclosed copies & the following documents in support of my tender.		
Sl. No.	Type of Documents	Whether Yes or No
01	Tender Acceptance Letter	
02	Letter of authorization to submit bid	
03	An Undertaking that the agency hasn't been blacklisted	
04	Financial/Price Bid Undertaking	
05	Registered with registrar of Companies	
06	Commissioner, Employees Provident	
07	ESI Corporation	
08	License issued from Ministry of Labour, Goa	
09	Income Tax Returns for the last three years	
10	Brief profile of the Agency	
11	List of clients for showing experience in the field	
12	Order regarding Minimum Wages applicable	
13	Supporting documents regarding monthly basic wage	
14	GST Registration Certificate	
15	Supporting documents for getting ISO Certified Co. (if any)	

This is to certify that I/We before signing this Tender have read and fully understood all the terms and conditions contained herein and undertake myself / ourselves to abide by them and all of it is included in cost.

Signature:

Name of the Authorized Signatory:

Seal / Stamp: