

Tender for Annual contract for Providing Housekeeping Services on Contract basis at  
National Academy of Customs, Indirect Taxes & Narcotics, Mumbai (NACIN)

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# TENDER DOCUMENT

FOR

# HOUSEKEEPING SERVICES

NATIONAL ACADEMY OF CUSTOMS, INDIRECT TAXES &  
NARCOTICS,  
Post Office Lane, Bhandup(East) Mumbai-400042

Tender No :IX-Admn(4)27/2018

**Date: 19.11.2018**

**Tender for Annual contract for Housekeeping Services at National Academy of Customs, Indirect Taxes  
& Narcotics, Mumbai (NACIN)**

**Client**

National Academy of Customs Indirect Taxes & Narcotics, NACIN Complex,

Post Office Lane, Bhandup(East) Mumbai-400042

Sd/- 19.11.2018  
**(G.B. Tilve)**  
**Assistant Director**  
**NACIN, Mumbai**

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## Chapter –1

### Scope of Work

#### 1.1 About the Institute

##### National Academy of Customs, Indirect Taxes & Narcotics, (NACIN) Mumbai

National Academy of Customs Indirect Taxes & Narcotics or NACIN is the apex Institute of Government of India for capacity building in the field of indirect taxation. It also plays a vital role in capacity building by imparting training to officers of various countries in the field of Customs, Drug Laws and Environment protection.

NACIN, Mumbai has been successfully conducting professional training of the officers of Indian Revenue Service (Customs & Central Indirect Taxes). It has also been imparting in- service training to the officers of Government of India across several departments in the field of Customs, Central Indirect Taxes, Drug Laws, etc. as important part of calendar.

NACIN, Mumbai operates from its vast complex located at Bhandup East, Post office lane, Mumbai 400042, Maharashtra which is spread over an area of 89716.29 sq. feet consisting of Administrative Offices, Hostel, Officers Mess, Sports Facilities ,Gymnasium, Auditorium etc. Presently the entire complex of NACIN, Mumbai is maintained with 15 housekeeping staff out of which three are females which are required for maintaining of ladies washroom and hostel rooms occupied by lady officers.

#### 1.2 Broad Scope of work

**The prime object of housekeeping services is to maintain the entire premises in neat, clean, tidy and hygienic conditions.**

##### 1.2.1 AREA:

The area of NACIN Complex is approximately 89716.29 Sq. feet and includes the followings:-

S.No.	Name of Building / Location	Area (Sq. ft)	Remarks
1	Office building	24579.82	Office building consists of 3 floors having officers staff cabin, classrooms, computer lab, pantry, library, store room/ yoga hall / toilets
2	Hostel building	24770.56	Hostel building consists of 63 rooms, gymnasium, warden room, hostel lobby, multipurpose hall, ladies TV room, table tennis room, canteen, Auditorium, Security cabin, pump room and all toilets
3	Open space	40365.91	Open space consisting of garden, approach road, internal roads, open area surrounding premises of the above said buildings, drainage & gutter.
	Total area	89716.29	

### 1.2.2 DETAIL SCOPE OF WORK

Further purpose of housekeeping the offices shall be functional for 6 days in a week and hostels/ Officers Mess for all 7 days in a week.

The housekeeping staff has to ensure proper maintenance and upkeep of the entire NACIN Complex.

#### **Operations to be done daily**

- 1.3 The first round of cleaning and dusting working the entire complex should be completed before 9.15 AM daily by deploying adequate number of persons.
- 1.4 Sweeping and wet mopping of the entire covered area of buildings including corridors/verandah/lobby area daily. The verandah and lobby area must be mopped thrice daily.
- 1.5 Sweeping of the internal roads and Auditorium and open area daily.
- 1.6 Removal of blockages and clogging in the wash basins and other sanitary fittings in the toilets for smooth outflow of waste water.
- 1.7 Cleaning of main gate, Brass plates, Name Plates, Sign boards etc.
- 1.8 Cleaning drinking water cooler areas including attached sinks and tiles etc.
- 1.9 Dusting of all furniture such as tables, chairs, sofas, almirahs etc, and all the electronic gadgets like computers, telephones, fax machines, photo copier machines etc. on daily basis. The doors, windows, partitions including the particle board, glass and aluminium channels in the entire complex should be cleaned daily.
- 1.10 Sweeping of terrace in each building shall be completed daily as per norms.
- 1.11 Collection of all the sweepings, garbage and waste and its disposal
- 1.12 Cleaning of all the Toilets in the administrative block, Officers' Mess, Gymnasium, Auditorium thrice daily and once in other areas.
- 1.13 Washing of urinal Pots/WC pans/sinks/wash basin and cleaning all sanitary fittings and fixtures with clean cloth.
- 1.14 Filling of liquid soap in soap containers and putting of air freshener/sanitary cubes/naphthalene balls in urinal pots, urinal mats, etc.
- 1.15 The house keeping personnel shall be deployed on Saturdays also for the removal of cobwebs in the corridors, rooms, chambers and lavatories, removal of dust accumulated on the walls, window panes and ventilators in the toilets and thorough washing, rubbing and cleaning of corridors.
- 1.16 Shifting of furniture and other equipments, files etc. whenever required.
- 1.17 Indoor plants pots, mats and carpets are to be cleaned and its periodical shifting(for exposure to sunlight)
- 1.18 It shall be ensured that while carrying out the activities of dusting and cleaning the files/papers/documents etc. and the electronic gadgets etc. are not tampered with in any manner. In case such an incidence comes to the notice of the administration, strict action, as applicable shall be initiated against the person responsible.
- 1.19 Any other work assigned by the administration/authority concerned.

**Operations to be carried out fortnightly/on demand**

- a. Scrubbing of floors of corridors/verandah/lobby with scrubbing machine and scrubbing of staircases manually with brushes
- b. Removal of dirt and dust collected on the ceiling domes in the administrative block with high pressure and water jet machine.
- c. Removal of dirt and dust from the exterior walls of the buildings, floor tiles in the open area etc. and any other area with high pressure water jet machine as and when desired by the NACIN administration.
- d. Vacuum cleaning of the sofas and other places and items as directed by the NACIN administration.

**Supply of machinery / consumable materials required for cleaning.**

All the Housekeeping materials/ consumables, such as Brooms, Mop sticks and other cleaning materials etc. / machinery like vacuum cleaner and any other machinery as required to execute the above jobs will be supplied by the department.

## Chapter 2

### Notice Inviting Tenders and Schedule of Events

Name of work	Tender for Annual Contract for Housekeeping Services at National Academy of Customs, Indirect Taxes & Narcotics, Western Region, Bhandup East, Mumbai – 400042
Tender No.	
Earnest Money Deposit	Earnest Money Deposit Rs.15,000/- (Rupees Fifteen Thousand Only) shall required to be furnished by way of DD/pay order issued by Nationalized/Scheduled Bank only in favour of Additional Director General, NACIN, Mumbai payable at Mumbai. <b>Please upload copy of DD/PO or self attested copy of exemption from MoMSME certificate registered for Housekeeping services. The original hard copy of DD/PO &amp; for exemption from EMD hard copy of self certified MoMSME certificate registered for Housekeeping services</b> should be sent to Joint/ Additional Director (Admn),NACIN, Mumbai, Western Region, Post office lane, Bhandup East, Mumbai -400042 through courier/speed post/hand delivery to reach before the closing of bids. Non submission of hard copy within the period would automatically disqualify the bidder. Final decision in this regard would be taken by NACIN, Mumbai based on office records.
Contract Performance Guarantee	<p>1. A Contract Performance Guarantee/Security Deposit (SD) equivalent to 10% of the total contract value shall be required to be furnished by way of Demand Draft drawn in the name Additional Director General, NACIN Mumbai payable at Mumbai, for the due performance of the Contractors obligations. The said SD shall be retained by Additional Director General, Mumbai during the entire contract period and for a further period of 24 months after the determination of the contract period. The same shall be returned to the Contractor after settlement of all dues.</p> <p>2. In the event, the Contract is terminated by NACIN, Mumbai on account of the fault of the Contract or completion of the Contract period, or the Contractor abandons the work and its obligations under the Contract during the Contract period, then the SD amount shall be forfeited by the Additional Director General, Mumbai.</p> <p>3. Any delay in submission of initial SD will entitle NACIN, Mumbai to cancel the contract.</p>
Contract Period	The initial period of contract will be for one year with a provision to extend the contract for further period of one year subject to satisfactory performance, on the same terms and conditions at the absolute discretion of Additional Director General, NACIN.
Issue of tender	For details and bid documents please visit website: <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> <a href="http://www.cbic.gov.in">www.cbic.gov.in</a>
Online Submission of tender	Start from 20.11.2018 till 04.12.2018 at 03.30 P.M.
Opening of tender	<p><b>Part-I- Technical Bid-</b> shall be opened at 04.00 p.m. on 5.12.2018 only of those bidders who have submitted original Earnest Money Deposit in physical form or self attested hard copy of MoMSME certificate registered for housekeeping services on or before 03.30 p.m on 04.12.2018 at the office of Joint/Additional Director (Admn), NACIN, Bhandup (E), Mumbai 400042.</p> <p><b>Part-II- Financial Bid-</b> Only of those bidders whose technical bids have qualified/ accepted will be opened at 11.00 a.m. on 07.12.2018.</p>

1. Online tenders under two bid systems are invited from experienced & reputed Service providers of sound financial standing, meeting the qualifying requirement for the services.

2. Notes:

2.1 The prices shall be filled up both in figures and in words. Any correction shall be legible and signed by the authorized signatory.

2.2 The Academy reserves the right to modify any terms and conditions before submission of the bids. Such changes will be put on the website at least three (03) days prior to the submission of bids.

2.3 All tender related documents should be uploaded through E-procurement portal only. NACIN, Mumbai shall not accept any tender related documents except DD/PO/Self attested copy of Certificate of exemption which in original must be sent by speed post/courier/hand delivery.

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### Chapter-3 (Technical Bid)

**3.1 Qualification Criteria:** Only those bidders who meet the following minimum criteria will be considered for evaluation of financial bids.

Sr. No	Description	Requirement	Remarks(Documents to be uploaded)
1	Minimum years in the business of housekeeping services.	Three years as on 31.03.2018 out of the last five financial years.	Attach Copy of Proprietorship OR Partnership Deed OR Memorandum and the Articles of Association
2	Place of Business	Having Registered office within the limits of Municipal Corporation of Greater Mumbai.	Proof of Registered office within the limits of Municipal Corporation of Greater Mumbai and an undertaking/self declaration to that effect should be submitted.
3	EMD	Earnest Money Deposit Rs.15,000/- (Rupees Fifteen Thousand Only) shall be required to be furnished by way of DD/pay order issued by Nationalized/Scheduled Bank only in favour of Additional Director General, NACIN, Mumbai payable at Mumbai . Those seeking exemption from EMD should furnish a hard copy of self certified certificate registered for <b>housekeeping services</b> with MoMSME.	<b>Please upload scanned copy of DD/PO &amp; for exemption from EMD scanned copy of self attested MoMSME certificate registered for Housekeeping services. The original DD/PO in physical form &amp; for exemption from EMD hard copy of self certified MoMSME certificate registered for Housekeeping services should be sent to Joint /Additional Director(Admn), NACIN, Mumbai, Western Region, Post office lane, Bhandup East, Mumbai -400042 through courier/speed post/hand delivery to reach before the closing of bids. Technical Bid- shall be opened only of the bidders who have submitted original Earnest Money Deposit in physical form &amp; or self attested copy of MoMSME certificate registered for Housekeeping services on or before 03.30 pm on 04.12.2018. at the office of Joint/Additional Director (Admn), NACIN, Bhandup(E), Mumbai 400042.</b>
4	Minimum annual turnover	Rs. 25 lakhs in each of the last three financial year ending 31.03.2018.	<ol style="list-style-type: none"> <li>1. Attach certified copy of ITR, Profit and Loss of Account, Balance Sheet for the last 3 financial years.</li> <li>2. Audit report duly certified by chartered accountant for the last 3 financial years.</li> <li>3. Certificate from C.A. certifying of annual turnover of Rs.25 lakh for last 3 financial years.</li> </ol>
(a)	FY 2015-16		
(b)	FY 2016-17		
(c)	FY 2017-18		

5	Three years experience in manpower supply for housekeeping services within last five financial years ending 31.03.2018	Combined value of executed service contract in housekeeping services of Rs.40 lakhs within the limits of Municipal Corporation of Greater Mumbai.	<ol style="list-style-type: none"> <li>1. Attach the work order and satisfactory work done certificate.</li> <li>2. The Bidder must note that they should have carried out and completed similar works in their own name as principal contractor and not in any other name as per MOU signed with other parties.</li> </ol>
6	Registration Certificate	<ol style="list-style-type: none"> <li>1) Employee State Insurance (ESIC)</li> <li>2) Provident Fund</li> <li>3) Labour Department</li> <li>4) Goods and Services Tax</li> <li>5) Income Tax</li> <li>6) Shop and Establishment Registration</li> </ol>	Attach the copies of respective Registration Certificates/PAN No.
7	Acceptance of Terms & Conditions given in Annexure-III	The Bidder should agree & fulfill all terms and conditions of the contract given in Annexure-III to tender notice.	The Bidder should upload a scanned copy of terms and conditions given in Annexure-III duly signed on each page as a token of agreeing to them.

### 3.2 Online submission of documents:

**3.2.1 Pre-Bid Meeting: A pre-bid meeting for interested Bidders would be conducted at 11.00 a.m. on 26/11/2018 in NACIN, Bhandup East, Administrative Bldg. IIIrd floor, Room No.32. Interested Bidders will be allowed to seek clarification and get their doubts cleared during pre-bid meeting. In response of pre bid meeting, the amendments, if any, shall be the part of tender documents and the response sheet shall be uploaded on CPP Portal.**

3.2.2 The bidders have to submit the tenders online at <http://eprocure.gov.in/eprocure/app> in two bid system (Technical bid & Financial bid) in the prescribed proforma. Tenders are to be submitted only through the e-procurement Portal. Bidders must submit (upload) the documentary proof in support of meeting the qualification criteria. Simply undertaking by the bidder for any item of the criteria shall not suffice the purpose. Tender sent by any other mode shall not be accepted.

3.2.3 The technical bids shall be opened online on 05.12.2018 at 04.00 p.m. by the Committee authorized by the competent authority at the office of Joint/Additional Director, NACIN, Mumbai.

3.2.4 After opening the technical bids and verifying the EMD amount and certificate for exemption from EMD if any, the valid bids i.e. those accompanied with EMD amount & valid exemption certificate, shall be subjected to detailed evaluation.

3.2.5 The financial bids of only those bidders who qualify at technical bid stage shall be opened online on 07.12.2018 at 11.00 a.m. by the Committee authorized by the competent authority at the office of Joint / Additional Director, NACIN, Mumbai.

- 3.2.6 Absence of bidder(s) or their representatives shall not impair the legality of the opening procedure.
- 3.3 Terms & Conditions:**
- 3.3.1 The Bidder should have minimum three years of experience in manpower supply for housekeeping services in last five years ending 31.3.2018 within the limits of Municipal Corporation of Greater Mumbai.
- 3.3.2 The Bidder should have minimum annual turnover of Rs.25 lakh in each of the last three financial year ending 31.03.2018.
- 3.3.3 Combined value of executed service contract in housekeeping services of Rs.40 lakh within the limits of Municipal Corporation of Greater Mumbai.
- 3.3.4 The Bidder must note that they should have carried out and completed similar works in their own name as principal contractor and not in any other name as per MOU signed with other parties.
- 3.3.5 The bidder shall upload the self attested copies of the following documents:
- a) PF Registration with PF code number.
  - b) ESI Registration.
  - c) Valid Licence(Registration) issued by jurisdictional Labour Commissioner.
  - d) Three years experience in manpower supply for housekeeping services within last five financial years ending 31.03.18 and certificate of the employer.
  - e) Copies of balance sheet and profit & loss A/C of previous three financial years ending on 31.03.2018 duly certified by C.A.
  - f) List of Arbitration cases(if any).
  - g) Copies of certificates/allotment letter of GST and PAN number.
  - h) Details of managerial, supervisory and other staff.
  - i) Undertaking of the agency confirming the availability of the adequate manpower of requisite qualification and experience for deployment at NACIN, Mumbai.
  - j) Copy of last Income Tax return for the last three financial years ending 31.3.18.
  - k) Copy of shop and establishment registration(Gumasta Licence)
- 3.3.6 The bidder shall upload details of organizations, where he has undertaken such similar services as per Annex-I. The scope and details of the work to be carried out by the bidders at NACIN, Mumbai is given in Annex-II.
- 3.3.7 General terms and conditions of the contract to be fulfilled by the bidder are given in Annex-III and the bidder shall upload a scanned copy duly signed on each page as a token of agreeing to them.
- 3.3.8 The bidder may be a Proprietary firm, Partnership firm, Limited company, Corporate body legally constituted, as per law with valid registration on the last date of submission of the bid.
- 3.3.9 The bidder should have a registered office within the municipal limits of Municipal Corporation of Greater Mumbai.
- 3.3.10 There should be no case pending with the police against the proprietor/firm/partner or the company(agency) and should also not have been black listed/Holiday Listed by any Govt/Semi-Govt/PSUs. The firms should give such an undertaking with the bid.
- 3.3.11 The bidder shall pay Bid Security(EMD) of Rs. 15,000/- (Rupees Fifteen Thousand Only) in the form of Bank Draft/Pay Order from a Nationalized/Scheduled Bank in favour of Additional Director General, Mumbai payable at Mumbai & for claiming exemption from EMD self attested copy of MoMSME certificate registered for housekeeping services with validity. Bids received without Earnest Money Deposit(EMD) in original & for claiming exemption from EMD self attested hard copy of MoMSME certificate registered for housekeeping services with validity should reach this office before closing of Bid otherwise shall stand rejected and thus shall not be considered for evaluation at any stage. The bid security without interest shall be returned to the unsuccessful bidders after finalization of contract.

- 3.3.12 SSI, Micro and small enterprises registered as OEM for stores and services specified in this tender with any government bodies specified by Ministry of Micro, Small & Medium Enterprises(MoMSME) are exempted for submitting tender fee & EMD. Moreover they should also produce documentary evidence showing that the firm is MoMSME registered for the items tendered for. Firms other than SSI registered for stores and services with DGS&D/NSIC, are also exempted for submitting of EMD. The exemption and relaxation in tender fee & EMD are subject to validity of their registration on the date of opening of tender.
- 3.3.13 The EMD deposited by successful agency will be adjusted towards the Performance Security deposit as specified in the tender document. If the successful bidder fails to furnish the difference amount between Security Deposit and EMD within 15(fifteen) days after the issue of letter of award of work, his bid security shall be forfeited unless time extension has been granted by Additional Director General, NACIN, Mumbai.
- 3.3.14 The bid shall be valid and open for acceptance of the Competent Authority of NACIN for a minimum period of 90 days from the date of opening of the tenders and no request for any variation in quoted rates and withdrawal of tender on any ground by successful bidder shall be entertained.
- 3.3.15 An agreement shall be signed with the successful bidder as per specimen enclosed.
- 3.3.16 Counter terms and conditions will not be accepted as also any additions/deletions or change in our format will not be allowed.
- 3.3.17 Tenders received late (including postal delay) / in open condition/ without EMD/ not meeting the tender condition/incomplete in any respect are liable to be rejected.
- 3.3.18 The bidders should quote their rate only on per sq.ft. per month and not based on the number of persons to be deployed or per person basis. The deductions towards PF, ESIC, Bonus, Leave Salary, HRA etc. should be factored in the basic rates being quoted on 'per square feet per month' basis.
- 3.3.19 The rates should be indicated both in words and figures. In case of discrepancy between the figures (numbers) and words, the rates given in the words only will be taken as authentic and no further clarification will be sought from the bidder.
- 3.3.20 The Earnest Money is liable for forfeiture in the event of: (a) withdrawal of offer during the validity period of the offer, (b) Non-acceptance of orders when placed, or (c) Non-confirmation of acceptance of orders within the stipulated time after placement of offer (d) Any unilateral revision made by the bidder during the validity period of the offer.
- 3.3.21 In case there is only one successful bidder after the Technical bid opening, the decision to award the contract to the said bidder would be taken by the Additional Director General, NACIN Mumbai.
- 3.3.22 In case of tie in financial bid, NACIN Mumbai reserves the right to determine the factors which would determine for awarding contract to successful bidder.

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#### Chapter-4

To,

**The Additional Director General,  
National Academy of Customs, Indirect Taxes and Narcotics.  
Post Office Lane, Bhandup(East)  
Mumbai-400042.**

Subject: Tender for providing Housekeeping services on contract basis at NACIN,Mumbai.

Sir,

In response to your tender inviting notice for the above mentioned contract, I/We, a Company/  
Partnership/ Sole Proprietor submit the tender with following particulars:

Sr.no.	Description	Particulars
	(Full Name of the Firm)	
1	Constitution & Nature of Firm (State whether sole proprietor/partnership firm/limited company)	
2	Year of Establishment	
3	Registration Number under applicable act with a copy of registration certificate	
4	Registered Postal Address	
5	Telephone No. Fax No. Mobile No.	
6	Address of Branches	
7	Name and address of Directors ,in case of Company Name and address of Sole proprietor Name and address of partners; in case of partnership firm	
8	(a) Name of Bankers & Branch with full address (b) Style of Account & Number (c) Name(s) of person(s) operating the account (enclose banker's certificate)	
9	PF Code allotted by the jurisdictional PF Commissioner with photo copy of certificate	

Having acquired the requisite information related to the subject work after visit of the site and examining the form of contract, nature, quantum of work as effecting the tender invited by on behalf of the National Academy of Customs, Indirect Taxes & Narcotics, Mumbai, I/We, the undersigned hereby offer for providing qualified staff as indicated in the Tender Document to provide manpower strictly in accordance with the terms and conditions as indicated by you in the said documents. I/We confirm that adequate manpower of requisite qualification and experience is available with me/us for deployment at NACIN, Mumbai.

We also agree to submit the bill on monthly basis and accept the payment to the workers as per the Minimum wages declared by the Central Government/State Government from time to time. I/We also agree for the compliance of applicable Labour and other Laws in force and other Govt. orders. All workers engaged by me/us would be suitably compensated by me/us complying with Minimum Wages Act. All other payment like payments under Workmen Compensation Act etc. shall be borne and payable by me/us. I/We will always keep NACIN, Mumbai indemnified of any claim/damages that NACIN, Mumbai have to pay with respect to the service and the deputation of any workers to NACIN, Mumbai.

I/We fully understand that NACIN reserves the right to reject any or all the bids or to reject the lowest bids without assigning any reasons and that NACIN, Mumbai further reserves the right to terminate the contract during its tenure at any time without assigning any reasons.

I/We further pay and have enclosed Earnest Money amounting to Rs. 15,000/- (Rs. Fifteen Thousand only) in the form of Demand Draft/Pay Order from a Nationalized / Scheduled Bank only drawn in favour of **Additional Director General, NACIN, Mumbai payable at Mumbai**, along with the Technical Bid which will remain with NACIN up to final award of contract. However, no interest shall be payable on Earnest money. Earnest money of successful bidder shall be adjusted against the security deposit..

Thanking you,

Yours faithfully,

(Name)Signature  
Signed as proprietor/partner/Director  
that holds power of Attorney on behalf of firm

Name of firm/company

Address

**Copy of the Power of Attorney to be submitted which will be compared with the original in case the tender is awarded)**

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## CHECK-LIST

### SUMMARY OF COMPLIANCE TO REQUIREMENT OF TENDER

Sr.no.	Description of requirement	Yes/No	Page No
1	The firm is registered with the jurisdictional Labour Commissioner <u>under provisions of contract Labour Act and its validity date</u>	Yes/No	
2	Copies of <b>Balance Sheet and P&amp;L A/c</b> for the last 3 years duly certified by C.A. and/or Audit report duly certified by C.A. and certificate from C.A. certifying annual turnover of Rs.25 lakh.	Yes/No	
3	Registration certificate of jurisdictional Provident Fund Commissioner along with PF registration code uploaded.	Yes/No	
4	Copy of Registration certificate/ allotment letter of GST number	Yes/No	
5	Copy of Registration certificate/allotment letter PAN from Income Tax Department	Yes/No	
6	Registration certificate of ESIC uploaded	Yes/No	
7	Proforma containing details of other organization where such contracts were/are undertaken(attach supportive documents)	Yes/No	
8	DD/PO of Rs. 15,000/- as EMD	Yes/No	
9	For Exemption from EMD, MoMSME Registration Certificate with validity attached.		
10	Financial/Price bid	Yes/No	
11	List of Arbitration cases (if applicable). Do not leave it blank. If there are no such cases, write "Not Applicable".	Yes/No/ NA	
12	Acceptance of terms and conditions attached. Each page of terms and conditions laid in Annexure-III to be duly signed as token of acceptance and submitted as part of tender document.	Yes/No	
13	Copy of last Income Tax return for the last 3 financial years	Yes/No	
14	Undertaking by the bidder to the effect that there is no police case pending against the bidder/proprietor/firm/parties relating to previous service Contracts and that the bidder has not been black listed/Holiday listed by any Gov./Semi Govt./PSUs.	Yes/No	
15	Proof of registered office within the limits of Municipal Corporation of Greater Mumbai and undertaking/Self declaration to that effect should be submitted.	Yes/No	
16	Three years experience in manpower supply for housekeeping services within last five financial years ending 31.3.2018.	Yes/No	

#### Declaration by the Tenderer/Bidder:

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.

Encls: 1. DD/Pay Order No.....  
2. Terms & conditions(each page must be signed and sealed)

Date:

(Signature of Tenderer/Bidder  
with seal) Name:  
Seal:  
Office Address:  
Phone No(O):

**NOTE: Submission of all the documents mentioned above along with declaration, is mandatory. Non submission of any of the information above may render the bid to be rejected.**

**ANNEX-I**

**Details of other organizations where similar contracts undertaken during last three years in the jurisdiction of limits of Municipal Corporation of Greater Mumbai.**

**(enclose supporting documents).**

Sr.no.	Name & Address of the organization, contact no	No. of personnel supplied	Period of contract	Whether Govt/semi Govt/Autonomous bodies/PSUs/Industries etc. <b><u>(pls.specify)</u></b>	Amount of contract	Reasons for termination (if currently not valid)
1.						
2.						
3						

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## Annex-II

### **Area and Scope of Housekeeping work to be provided in NACIN, Mumbai:-**

The prime object of housekeeping services is to maintain the entire premises in neat, tidy and hygienic conditions.

#### **1 AREA:**

**The area of NACIN Complex is approximately 89716.29 sq. feet and includes the followings:-**

S.No.	Name of Building / Location	Area (Sq. ft)	Remarks
1	Office building	24579.82	Office building consists of 3 floors having officers staff cabin, class rooms, computer lab, pantry, library, store room/ yoga hall / toilets
2	Hostel building	24770.56	Hostel building consists of 63 rooms, gymnasium, warden room, hostel lobby, multipurpose hall, ladies TV room, table tennis room, canteen, Auditorium, Security cabin, pump room and all toilets
3	Open space	40365.91	Open space consisting of garden, approach road, internal roads, open area surrounding premises of the above said buildings, drainage & gutter.
	Total area	89716.29	

#### **2 SCOPE OF WORK:**

For the purpose of housekeeping the office shall be functional for 6 days in a week and the administrative block and hostels/ Officers Mess /Cafeteria for all 7 days in a week. The housekeeping staff has to ensure proper maintenance and upkeep of the entire NACIN complex.

#### **Operations to be done daily:**

- a) The cleaning and dusting work in the entire Complex should be completed before 9.15a.m daily.
- b) Sweeping and wet mopping of the entire covered area of buildings including corridors/ verandah/ lobby area daily. The verandah/ lobby area must be mopped thrice daily.
- c) Sweeping of the internal roads and Sports complex and open area daily.
- d) Removal of blockages and clogging in the wash basins and other sanitary fittings in the toilets for smooth outflow of waste water.
- e) Cleaning of main gate, Brass plates, Name plates, sign boards etc.
- f) Cleaning drinking water cooler areas including attached sinks and tiles etc.
- g) Dusting of all furniture such as tables, chairs, sofas, almirahs etc. and all the electronic gadgets like computers, telephones, fax machines, photo copier machines etc. on daily basis. The doors, windows, partitions including the particle board, glass and aluminum channels in the entire complex should be cleaned daily.
- h) Sweeping of terrace in each Building shall be completed daily.
- i) Collection of all the sweepings, garbage and waste and its disposal in the nearest pit provided by the local Municipal Corporation by adhering to the applicable environmental laws.
- j) Cleaning of all the Toilets in the administrative block, Officers' Mess, Gymnasium, thrice daily and once daily in other areas;
- k) Washing of urinal pots/WC pans/sinks/wash basin and cleaning all sanitary fittings and fixtures with clean cloth;
- l) Filling of liquid soap in soap containers and putting of air fresheners/ sanitary cubes/ naphthalene balls in urinal pots etc.;

- m) The housekeeping personnel shall be deployed on Saturdays also for the removal of cobwebs in the corridors, rooms, chambers and lavatories, Removal of dust accumulated on the walls, window panes and ventilators in the toilets and thorough washing, rubbing and cleaning of corridors.
- n) Shifting of furniture and other equipments, files, Photocopy work, etc. whenever required.
- o) Artificial plants, mats and carpets are to be cleaned.
- p) It shall be ensured that while carrying out the activities of dusting and cleaning the files/papers/documents etc. and the electronic gadgets etc. are not tampered within any manner. In case such an incidence comes to the notice of the administration, strict action, as applicable shall be initiated against the person responsible.
- q) Any other work assigned by the administration/authority concerned.

**Operation to be carried out fortnightly/on demand:**

- a) Scrubbing of floors of corridors/verandah/lobby with scrubbing machine and scrubbing of staircases manually with brushes.
- b) Removal of dirt and dust collected on the ceiling domes in the administrative block with high pressure water jet machine.
- c) Removal of dirt and dust from the exterior walls of the buildings, floor tiles in the open area etc. and any other area with high pressure water jet machine as and when desired by the NACIN administration.
- d) Vacuum cleaning of the sofas and other places and items as directed by the NACIN administration.

**Supply of consumable materials/ machinery required for cleaning:**

**All the Housekeeping materials / consumables, such as Brooms, Mop sticks and other cleaning materials, etc., and also machinery like vacuum cleaner and any other machinery as required to execute the above jobs will be supplied by the department.**

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Annexure-III

**TERMS AND CONDITIONS OF CONTRACT  
FOR PROVIDING HOUSEKEEPING SERVICES at NACIN, Mumbai  
(Annexure to Agreement)**

**A. SCOPE OF WORK:**PROVIDING HOUSEKEEPING SERVICES ON CONTRACT BASIS at the National Academy of Customs, Indirect Taxes & Narcotics, Mumbai.

**B. TERMS & CONDITIONS:**

1. The Additional Director General, NACIN, Mumbai reserves the right to postpone and/or extend the date of receipt / opening of bids or to withdraw the same without assigning any reason thereof.
2. The Financial bids of those bidders only would be opened who are found to be eligible based on the Technical bids opened on the stipulated dates by the Tender Committee.
3. The said contract will be initially for a period of one year commencing from the date of signing the contract which may be extended further for a maximum period of one year with same terms & conditions subject to mutual consent of both the parties and subject to satisfactory performance of contract. However, in normal circumstances the Agreement is terminable by giving two month notice in writing by either party to the agreement.
4. **NACIN reserves the right to reject any bid(including the lowest one)which in its opinion is not responsive or violating any of the conditions/specifications or which is found to be adopting unethical business practices including but not limited to non payment of minimum wages & other statutory dues; without bearing any liability or any loss whatsoever it may cause to the bidder in the process. In case the quoted rates (per square feet basis) are found to be less than the sum total of minimum wages and other statutory dues payable to specified number of workers, such bids shall be summarily rejected without assigning any reasons whatsoever.**
5. Selection of the bidder would be made after taking all the relevant factors like past performance, credentials, responsible business practices, competency to execute such contracts, credentials of fulfillment of provisions of labour laws with past contracts and above conditions into account together. Mere lowest rates are not the sole criteria of selection. NACIN is not bound to accept the lowest rates.
6. **Wages payable shall not be less than the minimum wages payment as declared by the Central Government/State Government.**
7. **Without affecting the sanctity of the above criterion NACIN, Mumbai has power to relax any condition of eligibility criteria qualifying the bid(s) based on merit of each case and the situation so warrants in the interest of work of NACIN.**
8. **The payments to workers by the contractor shall be made directly to the bank account of employees by electronic means/cheque only.**

**The Contractor shall render the following services to NACIN:**

- (i) To **PROVIDE HOUSEKEEPING SERVICES ON CONTRACT BASIS** in NACIN, Mumbai. The supplied manpower should be adequate, sufficient and competent enough to execute the housekeeping work for 89716.29 q. ft. of area.
- (ii) The first round of cleaning and dusting working the entire complex should be completed before 9.15 a.m. daily.
- (iii) The contract workers shall attend to all work assigned to them by the sectional in-charge/competent authority concerned.
- (iv) The contract workers deployed shall be healthy, active and not less than 18 yrs of age. Nobody shall have any communicable diseases.

- (v) The contract workers deployed shall be in proper uniform and shall always carry Identity Card issued by the agency. The agency shall provide fully trained and disciplined personnel who should be well behaved and well mannered.
- (vi) The contractor shall bear all expenses regarding uniforms, preparation of their Identity card, compensations, wages and allowances (DA), H.R.A, PF, ESI, Bonus, Leave Wages as applicable relating to 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 the 7<sup>th</sup> day of every succeeding month, irrespective of delay in payment of Bill by the NACIN for whatever reason. Wages payable shall not be less than the minimum wages payment as declared by Central Government/ State Govt.
- (vii) The Contractor shall submit workers EPF number and proof of submission of EPF, ESI etc as applicable every month for the previous month along with the monthly bill with respect to all employees deployed by him at NACIN. The contractor shall specifically ensure compliance of various Labour Laws/Acts including but not limited to with the following and their re-enactments/amendments/modifications:
  - The Payment of Wages Act, 1936
  - The Employees Provident Fund Act,1952
  - The Factory Act,1948
  - The Contract Labour (Regulation & Abolition)Act,1970
  - The Payment of Bonus Act,1965
  - The Maharashtra Workmen's Minimum House Rent Allowance Act, 1983
  - The Employees State Insurance Act,1948
  - The Employment of Children Act, 1938
  - The Minimum Wages Act,1948
  - The Bombay Shop & Establishment Act, 1948
- (viii) The contractor shall neither deploy nor remove from deployment any worker without written approval of the purchaser.
- (ix) In case of any loss that might be caused to the NACIN due to lapse on the part of the personnel deployed by the contractor discharging their responsibilities, the such loss shall be compensated by the contractor and in this connection, the NACIN shall have the right to deduct appropriate amount from the bill etc. to make good of such loss to the NACIN besides imposition of penalty. In case of any deficiencies/lapses on the part of the personnel deployed by the contractor, the NACIN shall be within its right to terminate the contract forthwith or take any other action without assigning any reason whatsoever.
- (x) If case of a death or mishap occurred during discharging the duty, the compensation liability will solely rest with the Contractor.
- (xi) That Contractor's authorized representative(Owner/Director/Partner/Manager) shall personally contact Head of the NACIN or the office in charge of Administration at NACIN at least once a month to get a feedback on the services rendered by the contractor viz-a-viz corrective action required to make the services more efficient
- (xii) In the event of contract personnel being on leave/absent, the contractor shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities, the contractor shall make provision for `leave reserve; Failure on this account shall attract penalty of Rs.500/- per day per person who is found missing / absent from duty payable by the Contractor for such absence.
- (xiii) The successful bidder would have to deposit an amount of 10% (Fifteen percent) of Annual contract value towards performance security deposit through Pay Order/Demand Draft / FDR/or Bank Guarantee from a Nationalized / Scheduled bank only in favour of **Additional Director General, NACIN, Mumbai payable at Mumbai** which would remain with NACIN during the contract period and no interest shall be payable on the performance Security Deposit amount. In case of FDR, it should be valid for minimum period of 24 months.

- (xiv) The contractor shall arrange to maintain the daily shift-wise attendance record of the contract personnel deployed by him. This attendance record is to be submitted every week to NACIN with an attested photo- copy of the attendance record of the personnel to which it pertains. The attendance record shall be produced for verification on demand by the NACIN at any other point of time.
- (xv) If at any point of time it come to the notice of the NACIN that the contract personnel deployed are different from the list provided (with attested photographs), NACIN will be well within its right to impose penalty not exceeding five times the wages payable to contractor for each such personnel identified.
- (xvi) The contractor shall be solely liable for all payment/dues of the workers employed and deployed by him with reliable evidence provided to the NACIN. In the event, NACIN makes any payment or incurs any liability, the contractor shall indemnify the NACIN completely.
- (xvii) In case of any dispute arising out of this agreement then **Additional Director General, NACIN, Mumbai** shall nominate any officer of the NACIN as a sole arbitrator to adjudicate upon the issue involved in the dispute and the provisions of the Arbitration Act shall be applicable. In case of any dispute with regard to providing services and interpretation of any clause of the Agreement, Mumbai Local Court will have the jurisdiction to settle and decide all the disputes.
- (xviii) TDS shall be deducted from the bills of the contractor as per applicable laws.
- (xix) Any violation of instructions/ agreement or suppression of facts will attract cancellation of agreement without any reference.
- (xx) In case the NACIN suspects or finds any work is entrusted to any sub-contractor on piecemeal basis or on regular terms, the NACIN reserves the right to terminate the contract without assigning any reasons.
- (xxi) Personnel engaged on day-to-day works should not be utilized for carrying out the occasional work for which contractor has to engage extra personnel.
- (xxii) The contractor will be held wholly responsible for any action taken by statutory bodies for violation/non-compliance of any provision/rule.
- (xxiii) The contractor shall, at all times, maintain all the statutory records and documents, in proper format, as prescribed under the various Acts / Rules / Laws applicable to contract labours/personnel and shall ensure filing of all prescribed returns in proper format to the concerned authorities well within the time limit specified under the respective Acts/ Rules/ Laws.
- (xxiv) The contractor shall, on demand by NACIN, produce all such records / documents / returns for inspection as NACIN deems fit for ensuring proper compliance towards the provisions of applicable Acts/Rules/Laws is being done by the contractor.
- (xxv) The contractor should obtain a Licence from the Jurisdictional Labour Commissioner to engage the Contract labour/personnel as per Contract Labour (Regulation & Abolition) Act within a period of one month from the date of award of contract by the NACIN.
- (xxvi) The contractor shall ensure that the payment of wages to his workmen deployed for carrying out his contractual obligations shall not be less than the minimum wages prescribed by the Central Government/State Government namely under Minimum Wages Act, Payment of Bonus Act, Bombay Shop and Establishment Act as applicable during the contract period.
- (xxvii) The contractor should ensure payment of wages to his workmen on or before 7<sup>th</sup> of every succeeding month.
- (xxviii) The wages shall be paid to workmen without any deduction except those under the payment of Wages Act and Minimum Wages Act.
- (xxix) The Contractor should ensure that his workmen are granted Holidays/Leave with wages as per applicable Act/Rules.
- (xxx) The NACIN reserves its rights to withhold bills, if the contractor fails to produce proof for having remitted the ESI/PF dues.

- (xxxix) The contractor must get police verification of all his personnel employed at NACIN and submit the report to this office along with voter IDs, and other valid proof of residence and qualifications. The Contractor also has to submit the attested photocopies of his voter ID, PAN, residential address, educational qualifications etc.
- (xxxvii) If any of the personnel of the contractor indulges in theft or any illegal/irregular activities, misconduct, the contractor will take appropriate action as per law and rules against its erring personnel in consultation with this office and intimate the action taken to this office. Such personnel who indulge in such type of activities should not be further deployed in this office by the contractor in any case. All such losses shall be make good by the contractor.
- (xxxviii) Whenever there is a duplication of clause either in the terms and conditions or in the agreement, the clause which is beneficial to the NACIN will be considered applicable at the time of any dispute/ following any statutory rules.
- (xxxix) The contractor shall appoint at least one Supervisor on his behalf to coordinate with NACIN and supervise the work done by the personnel deployed to the satisfaction of NACIN. The details of the Supervisor shall be provided separately to NACIN before commencement of the work and any change shall also be duly intimated. The duty hours of housekeeping staff would be decided by the purchaser and may also include working in shifts.
- (xl) The Contractor shall provide additional labour if any required, on any occasion, over and above the number of persons contracted to be provided by him during the normal course. The purchaser shall make the payment to the supplier for the additional labour on pro-rata basis of the normal payments made to the supplier for the number of persons and number of days they are employed.
- (xli) The contractor shall ensure that there is no scope for any grievance from the personnel deployed by him on account of delayed payment of wages.
- (xlii) The bids shall be written in English language.
- (xliii) In accordance with O.M. No. 29(1)/2014-PPD dated 28.01.2014 of Department of Expenditure, Ministry of Finance, bids quoting 'Nil' consideration/service charges shall be treated as unresponsive and will not be considered.
- (xliv) The Academy holds the right to cancel the lowest bidder (irrespective of status in financial bid) in case it does not include wages as per Minimum Wages Act as per the directives laid down by Central/ State Government.
- (xlv) Tender Document while uploading need to be page-wise numbered with Index of document.

**C. Terms of Payment:**

No advance payment will be made. Payment will be made on monthly basis after satisfactory completion of work.

- i) The contractor shall submit the pre-receipted bill (three copies) for every month by the first day of next month duly certified by the Caretaker. No interim bills will be entertained. All attempts would be made to pay the bills through ECS only within 20 days from the date of submission of bill provided there is no dispute in respect of rates, quantity and quality of work and on the basis of endorsement made by the respective Caretaker. The payment is subject to TDS applicable as per Income Tax Act,1961.
- ii) In case of any complaint of non-fulfillment of any obligation under the contract, the Additional Director General, NACIN Mumbai reserves the right to deduct the payments due from the contractor from monthly bill(s),
- iii) Proof of challan/receipt for the payment made towards wages to each employee should be furnished to this office along with the monthly charges bill to be submitted for reimbursement.

- iv) The contractor shall strictly comply with the provisions of the Employee Provident Fund Act, 1952 and the provisions of Employees' State Insurance Act,1948. The contractor shall deposit Employees and Employer Contributions in the designated account with the designated authority every month. The contractor shall furnish along with each running bill, the challan / receipt for the payment of Provident Fund and ESI made on account of the workers for the preceding month together with their ESIC Ins.No./EPF subscriber no.
- v) The Purchaser shall make the contract payment as per the payment schedule mentioned below:
  - The bills submitted by the supplier should include requisite proforma duly filled in, certified by the designated authority, as specified by the purchaser, stating performance of the job, for releasing the payments. The supplier will maintain proper record of all statutory payments made by it and will annex it along with monthly bills. The bills shall carry a self-declaration about payment of all statutory dues/taxes etc.
  - If at any time during currency of JOB, the scope of work for which this job has been awarded is reduced from the stipulated number for any period, the payment/value of this job order shall be reduced on pro-rata basis by the purchaser and would be binding on the supplier.
  - No escalation of the price whatsoever would be allowed during the pendency/currency of the contract except in the increase in wages, if there has been increase in wages, D.A etc. by the statutory Authority empowered to do so and corresponding charges of service provider and applicable taxes. The increase has to be intimated immediately to the purchaser by the service provider.

**Note: These terms and conditions are part of the Contract/Agreement as indicated in the Agreement between NACIN and the Agency and any non-compliance shall be deemed as breach of the Contract/Agreement.**

**We agree to the above terms and conditions.**

**Signature with Date**  
**Name of the Firm**  
**Seal**

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

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(To be made on Rs.500.00 Non Judicial Stamp Paper)

**DRAFT AGREEMENT**

This Agreement is made on..... Day of..... Two Thousand Eighteen between National Academy of Customs, Indirect Taxes & Narcotics, Mumbai, as one part, herein after called NACIN and M/S..... Agency for providing housekeeping services on the other part.

Whereas NACIN is desirous to engage the Agency for providing housekeeping services (as explained in Annexure II of the Tender Document, a signed copy of which is attached herewith) for the National Academy of Customs, Indirect Taxes & Narcotics, Mumbai, on the terms and conditions stated below:

1. The agency shall be solely responsible for compliance to provisions of various Labour, Industrial and any other laws applicable and all statutory obligations, such as, wages, allowances, compensations, EPF, Bonus, ESIC, leave wages, etc relating to contract personnel deployed in NACIN, Mumbai. The NACIN, Mumbai shall have no liability in this regard.
2. The Agency shall be solely responsible for any accident/medical/health related liability/compensation for the personnel deployed by it at NACIN. The NACIN shall have no liability in this regard.
3. Any violation of instruction/agreement or suppression of facts will attract cancellation of agreement without any reference or any notice period.
4. The contract can be terminated by giving two months' notice on either side.
5. In case of non-compliance with the contract, the NACIN, Mumbai reserves its right to:
  - a) Cancel/revoke the contract, and/or
  - b) Impose penalty upto 10% of the total annual value of contract.
6. Performance Security deposit **equal to 10% of** the Annual Contract Value (refundable without interest after two months of termination of contract) in the form of pay order/ demand draft/ FDR/ or bank guarantee from a Nationalized/Scheduled bank only shall be furnished at the time of signing of the Agreement. In case of FDR, it should be valid for a minimum period of 24 months.
7. The Agency shall be fully responsible for timely monthly payment of wages and any other dues to the personnel deployed in NACIN, Mumbai.
8. The personnel provided by the Agency will not claim to become the employees of NACIN and there will be no Employee and Employer relationship between the personnel engaged by the Agency for deployment in NACIN, Mumbai.
9. There would be no increase in rates payable to the Agency during the contract period except reimbursement of the statutory wages revised by the Govt.
10. The agency also agrees to comply with annexed Terms and Conditions and amendments there to from time to time.
11. Decision of NACIN, Mumbai in regard to interpretation of the terms and conditions and the Agreement shall be final and binding on the Agency.
12. In case of any dispute between the Agency and NACIN, NACIN shall have the right to decide. However, all matters of jurisdiction shall be at the local courts located at Distt. Mumbai.

IN WITNESS WHERE OF both the parties have set and subscribe their respective hands with their seal in Mumbai in the presence of the witness:

**National Academy of Customs, Indirect Taxes & Narcotics, Mumbai**

Witness: 1.  
2.

**AGENCY**

Witness: 1.  
2.



Chapter 5

**SAMPLE FINANCIAL BID**

Tender inviting Authority :

Additional Director General, NACIN, Mumbai

Name of Work Housekeeping services

Name of the Bidder / Bidding Firm / Company								
<b><u>PRICE SCHEDULE</u></b>								
(This BOQ template must not be modified / replaced by this bidder and the same should be uploaded after filing the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder name and values only )								
S.No.	Item Description	Item code / Make	Quantity	Units	No. of persons	Basic rate in Figures. To be entered by the bidder in Rs.	Total amount in Rs.	Total Amount in Words
1	2	3	4	5	6	7	8	9
1	Housekeeping Services							
1.01	<b><i>Housekeeping services to National Academy of Customs, Indirect Tax &amp; Narcotics (please quote rate per sq. ft. per month including all charges like Basic, DA, HRA, Leave wages, ESI, PF, Bonus etc.)</i></b>							
1.02	GST							
Total in Figures								
Total in Words								

Please fill only blue coloured cells namely Name of Bidder, No. of persons & Basic rate

Quote rate per sq. ft. per month at column 7 and not for 89716.29 sq.ft. System will auto populate the other columns.

**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 shall be blacklisted and will not have any dealing with the department in the future. It is further submitted that the areas specified in the Tender verified and found correct. We shall not raise dispute in the areas specified.

Place

Date

Signature of Authorised Person

(With Date and Firm seal)

## Annexure – VI

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at : <https://eprocure.gov.in/eprocure/app>.

### REGISTRATION

- 1) Bidders are required to enroll on the E-Procurement module of the Central Public Procurement Portal (URL : <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrolment” on the CPP Portal which is free of charge.
- 2) As a 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/TCS/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 DSCs to others which may lead to misuse.
- 6) Bidder then logs into the site through the secured login by entering their used 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 they may seek it from the Helpdesk of CCP.

### 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 led 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/ SLS/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 documents. 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 sky blue 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 bidder’s 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 the 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 document becomes 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 and 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 acknowledgment of the submission of the bid.

#### Assistance to Bidders

Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24 X 7 CPP Portal Helpdesk. The contact number for the helpdesk is 0120 4200462 or 0120 4001082.