



भारतसरकार GOVERNMENT OF INDIA  
वित्त मंत्रालय MINISTRY OF FINANCE  
राजस्व विभाग DEPARTMENT OF REVENUE  
सीमाशुल्क आयुक्त का कार्यालय (निवारक)

नं 1. विल्लियमरोड 620001-तिरुच्चिरापल्ली, कैटोनमेंट,

**OFFICE OF THE COMMISSIONER OF CUSTOMS (PREVENTIVE)**

NO.1 WILLIAMS ROAD, CANTONMENT, TIRUCHIRAPPALLI - 620 001.

फोन नं Phone 0431 - 2410672

फैक्स Fax: 0431- 2412204

C.No.II/39/06/2018 Estt. Cus.

Date 03.05.2018

**NOTICE INVITING e-TENDER FOR PROVIDING HOUSEKEEPING SERVICES ON CONTRACT BASIS FOR CUSTOMS(PREVENTIVE) COMMISSIONERATE, TIRUCHIRAPPALLI AT VARIOUS OFFICE PREMISES LOCATED AT DIFFERENT PLACES FOR THE YEAR 2018-2019**

E-Tender/Bids are invited from reputed Manpower Supply Agencies for providing “**Housekeeping Services**” on contract basis for the office building at the location detailed in the table below:

Sl. No	Name and Address of the Office for which requirement received from Divisions	Area in Sq.ft.
	<b>Customs Hqrs. Office, Tiruchirappalli</b>	
1	Customs Hqrs. Office, No.1, Williams Road, Cantonment, Tiruchirappalli.	34483*
2	Dog Kennels –Two numbers, at Customs Airport/Customs Airport (round the clock)	1440
3	Office of the Superintendent of Customs, Legal Cell(T) at Chennai	402.8
	<b>Customs Division, Tiruchirappalli</b>	
4	O/o. the Asst. Commr. of Customs, Cus. Division, Tiruchirappalli. (including Legal & Review Sections of Hqrs. Office)	4148
5	Office of the Superintendent of Customs, Customs Retail Shop, No.1, Williams Road, Cantonment, Tiruchirappalli-1	1376
6	Office of the Superintendent of Customs, Customs Preventive Unit, Room No. 25,32,& 33, Phase II, Third Floor, No.6/7, A.T.D. Street, Race Course Road, Coimbatore – 641018.	400
7	Customs Air Port Baggage Area, Coimbatore	1350
8	Air Cargo Complex: Coimbatore	1700
	<b>Customs Division, Cuddalore</b>	
9	Office of the Assistant Commissioner Customs Division, First Floor, & Second Floor No.60 Mohan Singh Road, Cuddalore.(2152 sq.ft. x 3 floors)	6456
10	Office of the Superintendent of Customs Customs Preventive Unit, Beach Road, Portnovo – 608502	1684

<b>Customs Division, Nagapattinam</b>		
11	Office of the Assistant Commissioner Customs, Customs Division, Nagapattinam.	33368
12	Office of the Superintendent of Customs, Customs Preventive Unit, No.6, Godown Street, Thoputhurai – 614809	2250
13	Office of the Superintendent of Customs, Customs Preventive Unit, No.7, East Street, Point Calimere – 614807	3000
<b>Customs Division, Ramnad</b>		
14	Office of the Superintendent of Customs, Customs Preventive Unit, Rameswaram	12140
<b>Customs Division, Tuticorin</b>		
15	Office of the Assistant Commissioner Customs Division, No.66, Beach Road, Tuticorin.	14257
16	Office of the Superintendent of Customs, Customs Preventive Unit, 3 <sup>rd</sup> Floor Central Revenue Building Bibikulam, Office of The Commissioner of Central Excise, Madurai-625002	2850
17	Office of the Superintendent of Customs, Customs Preventive Unit, 6/63, Kovalam Road, Kanyakumari – 629702	6430

### **1. Document Download:**

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

### **TIME SCHEDULE OF TENDER**

<b>S.No</b>	<b>Particulars</b>	<b>Date</b>	<b>Time</b>
1	Tender e-publish date	05/05/2018	12:30 Hrs
2	Document download start date	05/05/2018	13:00 Hrs
3	Start date for seeking clarification (on-line)	05/05/2018	13:30 Hrs
4	Last date for seeking clarification (on-line)	08/05/2018	17:00 Hrs
5	Bid submission start date	08/05/2018	17:30 Hrs
6	Bid submission last date	24/05/2018	11:00 Hrs
7	Tender opening date (Technical)	25/05/2018	15:00 Hrs

### **2. Bid Submission:**

- i. Bids shall be submitted online only at CPP Portal website: <https://eprocure.gov.in/app> Tenderer/Contractor are advised to follow the instructions “Instructions to Bidder for Online Bid Submission” provided in the **Annexure VI** for online submission of bids.

ii. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

3. Not more than one tender shall be submitted by one contractor or contractors having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.

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

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

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

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

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

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

For further details / queries Shri. T. Senraj, Assistant Commissioner (P&V.) may be contacted at 0431-2410550/2461904

**NOTE:** The Department reserves the right to postpone the date of opening or to accept or reject any or all the bids, without assigning any reasons.

-Sd/-

(J.MD. NAVFAL)  
JOINT COMMISSIONER(P&V)



भारतसरकार GOVERNMENT OF INDIA  
वित्त मंत्रालय MINISTRY OF FINANCE  
राजस्व विभाग DEPARTMENT OF REVENUE  
सीमाशुल्क आयुक्त का कार्यालय (निवारक)

नं 1. विल्लियमरोड 620001-तिरुच्चिरापल्ली, कैटोनमेंट,

**OFFICE OF THE COMMISSIONER OF CUSTOMS (PREVENTIVE)**

NO.1 WILLIAMS ROAD, CANTONMENT, TIRUCHIRAPPALLI - 620 001.

फोन नं Phone 0431 - 2410672

फैक्स Fax: 0431- 2412204

C.No.II/39/06/2018 Estt. Cus.

Date 03.05.2018

**NOTICE INVITING e-TENDER FOR PROVIDING HOUSEKEEPING SERVICES ON CONTRACT BASIS FOR CUSTOMS(PREVENTIVE) COMMISSIONERATE, TIRUCHIRAPPALLI AT VARIOUS OFFICE PREMISES LOCATED AT DIFFERENT PLACES FOR THE YEAR 2018-2019**

E-Tender/Bids are invited from reputed Manpower Supply Agencies for providing “**Housekeeping Services**” on contract basis for the office building at the location detailed in the table below:

Sl. No	Name and Address of the Office for which requirement received from Divisions	Area in Sq.ft.
	<b>Customs Hqrs. Office, Tiruchirappalli</b>	
1	Customs Hqrs. Office, No.1, Williams Road, Cantonment, Tiruchirappalli.	34483*
2	Dog Kennels –Two numbers, at Customs Airport/Customs Airport (round the clock)	1440
3	Office of the Superintendent of Customs, Legal Cell(T) at Chennai	402.8
	<b>Customs Division, Tiruchirappalli</b>	
4	O/o. the Asst. Commr. of Customs, Cus. Division, Tiruchirappalli. (including Legal & Review Sections of Hqrs. Office)	4148
5	Office of the Superintendent of Customs, Customs Retail Shop, No.1, Williams Road, Cantonment, Tiruchirappalli-1	1376
6	Office of the Superintendent of Customs, Customs Preventive Unit, Room No. 25,32,& 33, Phase II, Third Floor, No.6/7, A.T.D. Street, Race Course Road, Coimbatore – 641018.	400
7	Customs Air Port Baggage Area, Coimbatore	1350
8	Air Cargo Complex: Coimbatore	1700
	<b>Customs Division, Cuddalore</b>	
9	Office of the Assistant Commissioner Customs Division, First Floor, & Second Floor No.60 Mohan Singh Road, Cuddalore.(2152 sq.ft. x 3 floors)	6456
10	Office of the Superintendent of Customs Customs Preventive Unit, Beach Road, Portnovo – 608502	1684

<b>Customs Division, Nagapattinam</b>		
11	Office of the Assistant Commissioner Customs, Customs Division, Nagapattinam.	33368
12	Office of the Superintendent of Customs, Customs Preventive Unit, No.6, Godown Street, Thoputhurai – 614809	2250
13	Office of the Superintendent of Customs, Customs Preventive Unit, No.7, East Street, Point Calimere – 614807	3000
<b>Customs Division, Ramnad</b>		
14	Office of the Superintendent of Customs, Customs Preventive Unit, Rameswaram	12140
<b>Customs Division, Tuticorin</b>		
15	Office of the Assistant Commissioner Customs Division, No.66, Beach Road, Tuticorin.	14257
16	Office of the Superintendent of Customs, Customs Preventive Unit, 3 <sup>rd</sup> Floor Central Revenue Building Bibikulam, Office of The Commissioner of Central Excise, Madurai-625002	2850
17	Office of the Superintendent of Customs, Customs Preventive Unit, 6/63, Kovalam Road, Kanyakumari – 629702	6430

### **1. Document Download:**

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

### **TIME SCHEDULE OF TENDER**

<b>S.No</b>	<b>Particulars</b>	<b>Date</b>	<b>Time</b>
1	Tender e-publish date	05/05/2018	12:30 Hrs
2	Document download start date	05/05/2018	13:00 Hrs
3	Start date for seeking clarification (on-line)	05/05/2018	13:30 Hrs
4	Last date for seeking clarification (on-line)	08/05/2018	17:00 Hrs
5	Bid submission start date	08/05/2018	17:30 Hrs
6	Bid submission last date	24/05/2018	11:00 Hrs
7	Tender opening date (Technical)	25/05/2018	15:00 Hrs

### **2. Bid Submission:**

- i. Bids shall be submitted online only at CPP Portal website: <https://eprocure.gov.in/app> Tenderer/Contractor are advised to follow the instructions “Instructions to Bidder for Online Bid Submission” provided in the **Annexure VI** for online submission of bids.

ii. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

3. Not more than one tender shall be submitted by one contractor or contractors having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.

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

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

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

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

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

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

For further details / queries Shri. T. Senraj, Assistant Commissioner (P&V.) may be contacted at 0431-2410550/2461904

**NOTE:** The Department reserves the right to postpone the date of opening or to accept or reject any or all the bids, without assigning any reasons.

-Sd/-

(J.MD. NAVFAL)  
JOINT COMMISSIONER(P&V)



भारतसरकार GOVERNMENT OF INDIA  
वित्त मंत्रालय MINISTRY OF FINANCE  
राजस्व विभाग DEPARTMENT OF REVENUE  
सीमाशुल्क आयुक्त कार्यालय (निवारक)

नं 1. विल्लियमरोड 620001-तिरुच्चिरापल्लि, कैटोनमेंट,

**OFFICE OF THE COMMISSIONER OF CUSTOMS (PREVENTIVE)**

NO.1 WILLIAMS ROAD, CANTONMENT, TIRUCHIRAPPALLI - 620 001.

फोन नं Phone 0431 – 2410672

फैक्स Fax: 0431- 2412204

C.No.II/39/06/2018 Estt. Cus.

Date 03.05.2018

**NOTICE INVITING e-TENDER FOR PROVIDING HOUSEKEEPING SERVICES ON CONTRACT BASIS FOR CUSTOMS(PREVENTIVE) COMMISSIONERATE, TIRUCHIRAPPALLI AT VARIOUS OFFICE PREMISES LOCATED AT DIFFERENT PLACES FOR THE YEAR 2018-2019**

**TENDER DOCUMENT**

E-Tender / Bids are invited from reputed Manpower supply agencies for providing “Housekeeping Services” on contract basis for Customs(Preventive) Commissionerate, Tiruchirappalli at various office premises located at different places for year 2018-2019

INDEX

Sl. No.	Particulars	Page No.
01	Tender Notice	1-3
02	Terms & conditions- Annexure –I	5 -27
03	Offer letter of the Bidder- Annexure-II	28
04	Technical Bid-Annexure-III(A), Annexure-III(B) & Annexure-III(C)	29-33
05	Annexure-IV(Bidder undertaking)	34-35
06	Financial Bid(Annexure-V& Annexure- V-A), Price Bid Document(Annexure- VI )	36-39
07	Annexure-VII( undertaking by bidder)	40
08	Annexure-VIII(Instructions for online bid submission)	41-43

Signature and stamp of the Owner/ bidder/ authorized Signatory with complete Name, Address, Contact No.(s), Including Mobile No.(s). (also Indicate the category in which signing, whether on his own behalf of as Power of Attorney/ Authorized signatory of the owner)

**Annexure-I**  
**Terms & Conditions**

General Rules and Directions for the Guidance of the Bidder (**Section I**),

1.1. Scope of Tender

1.1.1 The office of the Commissioner of Customs(Preventive), Tiruchirappalli (hereinafter referred to as the Buyer), invites e-tenders/Bids for “Providing Housekeeping services for its office premises located at various places” as defined in the tender documents (hereinafter referred to as the “Service”).

1.1.2 Duration of the Contract:

The Contract period is from the date award of contract to 31/3/2019.

1.1.3 All equipment and cleaning supplies will be provided by the Headquarters **Office/ Divisional & Formation offices of Customs(Preventive) Commissionerate, Tiruchirappalli.**

1.1.4 Area:

Sl. No	Name and Address of the Office for which requirement received from Divisions	Area in Sq.ft.
	<b>Customs Hqrs. Office, Tiruchirappalli</b>	
1	Customs Hqrs. Office, No.1, Williams Road, Cantonment, Tiruchirappalli.	34483*
2	Dog Kennels –Two numbers, at Customs Airport/Customs Airport (round the clock)	1440
3	Office of the Superintendent of Customs, Legal Cell(T) at Chennai	402.8
	<b>Customs Division, Tiruchirappalli</b>	
4	O/o. the Asst. Commr. of Customs, Cus. Division, Tiruchirappalli. (including Legal & Review Sections of Hqrs. Office)	4148
5	Office of the Superintendent of Customs, Customs Retail Shop, No.1, Williams Road, Cantonment, Tiruchirappalli-1	1376
6	Office of the Superintendent of Customs, Customs Preventive Unit, Room No. 25,32,& 33, Phase II, Third Floor, No.6/7, A.T.D. Street, Race Course Road, Coimbatore – 641018.	400
7	Customs Air Port Baggage Area, Coimbatore	1350
8	Air Cargo Complex: Coimbatore	1700
	<b>Customs Division, Cuddalore</b>	
9	Office of the Assistant Commissioner Customs Division, First Floor, & Second Floor No.60 Mohan Singh Road, Cuddalore.(2152 sq.ft. x 3 floors)	6456



10	Office of the Superintendent of Customs Customs Preventive Unit, Beach Road, Portnovo – 608502	1684
	<b>Customs Division, Nagapattinam</b>	
11	Office of the Assistant Commissioner Customs, Customs Division, Nagapattinam.	33368
12	Office of the Superintendent of Customs, Customs Preventive Unit, No.6, Godown Street, Thoputhurai – 614809	2250
13	Office of the Superintendent of Customs, Customs Preventive Unit, No.7, East Street, Point Calimere – 614807	3000
	<b>Customs Division, Ramnad</b>	
14	Office of the Superintendent of Customs, Customs Preventive Unit, Rameswaram	12140
	<b>Customs Division, Tuticorin</b>	
15	Office of the Assistant Commissioner Customs Division, No.66, Beach Road, Tuticorin.	14257
16	Office of the Superintendent of Customs, Customs Preventive Unit, 3 <sup>rd</sup> Floor Central Revenue Building Bibikulam, Office of The Commissioner of Central Excise, Madurai-625002	2850
17	Office of the Superintendent of Customs, Customs Preventive Unit, 6/63, Kovalam Road, Kanyakumari – 629702	6430

1.1.5 “Additional requirement of Housekeeping personnel, if any required due to forming of New Formations, the required number of Housekeeping personnel will be provided by the Bidder at the same rate quoted by the L-1 Bidder and finalized/ mutually accepted by Department and the Bidder”.

#### 1.1.6 Cleaning Schedule:

The contractor’s cleaning schedule shall be planned to include Daily, Weekly and Monthly cleaning activity. The contractor shall periodically review and revise the cleaning schedule in consultation with this office and submit a copy of the same to the Public Relations officer.

#### **(A) OFFICE SPACES:**

(i) All the office floor area including officers' chambers, staff halls, visitors rooms, form stores, record rooms, facilitation counter etc. shall be cleaned and mopped once daily and scrubbed and vacuum-cleaned once in a week. They shall do extra mopping at entrance of this Building on rainy days to avoid slippage.

(ii) Furniture like tables, chairs, visitors' chairs, computer tables,

almirahs etc. and electronic gadgets like computers, telephones, fax machines, photocopier machines etc. installed in the above mentioned areas shall be made dust-free and dusting shall be done daily. The compactors, doors, windows, partition, Venetian blinds and curtains shall also be kept clean by wiping them once in a week.

(iii) All records are kept in the compactors, almirahs and racks. The dust getting accumulated over them shall be vacuum cleaned once in a fortnight, that too only on a working day in the presence of the official who is in possession of such records or such other designated official.

(iv) The lobbies at the building shall be spic-and-span and dry mopping of dust and dirt shall be done as and when stains or foot marks appear. All items of furniture installed at the lobbies viz. tables, chairs, glass doors partitions etc., shall be dusted at regular intervals on all working days.

(v) The electrical fittings like tube lights, fans, etc. shall be cleaned once in a week. Artificial plants, door mats and carpets shall be cleaned on a weekly basis.

(vi) All officers' chambers shall be sprayed with room fresheners and where automatic dispensers are installed, the contractor shall follow a schedule for timely replacement of empty refills and provide account for refills supplied by this office.

(vii) The contractor is also liable for cleaning and maintenance of any additional office area/toilets/common area added up during the contract period.

(viii) A Duty chart with details of the daily cleaning work undertaken by all the housekeeping persons deployed by the contractor shall be prepared by the contractor and maintained with the initials of the Supervisor in it as a mark of having completed of the cleaning operation. A column shall also be provided on the same for the designated Officer of this Building for making his initials and entering his remarks on the quality of work done.

**(B) TOILETS:**

(i) The office building has common toilets and attached toilets. All the toilets shall be cleaned and made fit for use by 8.45 a.m. on working days. Care shall be taken that the cleaning operation does not obstruct the use of toilets for a very long time. The common toilets in the office,

urinals, commodes, wash basins, mirrors, tap fittings etc. shall be cleaned at least four times daily. Toilet floors shall always be kept dry.

(ii) Toilet fresheners, naphthalene balls and urinal cubes shall be used in all toilets by the contractor. Where automatic dispensers (airfreshner / liquid soap) are installed, the contractor shall follow a schedule for timely replacement of empty refills and provide account for refills supplied by this office.

(iii) The electrical fittings like tube lights, fans, exhaust fans etc, shall be cleaned once in a week.

(iv) Any leakage in the toilets, faulty taps and valves shall be brought to the notice of the Public Relations Unit, immediately.

(v) A time chart of the cleaning work undertaken shall be kept at the rear side of the toilet door with the initials of the housekeeper and the supervisor in it as a mark of having completed the cleaning operation as per the guidelines. A column shall also be provided on the same for the designated Officer of this Building for making his initials and entering his remarks on the quality of work.

**(C) COMMON AREA:**

(i) The corridor area, staircase and its railings, bannisters and the lifts shall be cleaned and mopped twice a day. The corridors and staircases shall also be cleaned using a floor scrubber machine once in a week.

(ii) The electrical fittings like tube lights, fans, exhaust fans etc. in the corridor, staircases and lifts shall be cleaned once in a fortnight.

(iii) The doors, windows, glass, partitions, walls skirting, plants holders, door mats, carpets, paintings, name boards, fire extinguishers etc. in the corridors and staircases shall also be wiped clean once in a week.

(iv) Apart from periodic cleaning, if stains, spills or footmarks or by any act of human or nature, or if anything is found or reported in these areas, the same shall be cleaned immediately.

(v) The surroundings areas of the toilets should also be kept in a neat and tidy manner.

(vi) Honeycombs if found or reported anywhere, shall be removed immediately.

(vii) All rubbish and waste items that gets accumulated at the Office space / toilets/ corridors and staircases and dustbins shall be relocated

daily to the dumping points set up by the Department/Corporation and there shall be no left overs at the end of the day. All waste for disposal shall be- segregated into organic and inorganic (plastics, thermocool, metal, coconut shells, rubber etc) as per the norms set by the Corporation. The containers/ carry bags for segregation and storage of waste and the like will be provided by the Buyer. The cost of disposal of such waste through collection agents or Corporation shall also be met by the contractor.

(viii) A time chart of the cleaning work undertaken in the peripheral areas shall be kept with the initials of the housekeeper assistants and the supervisor in it as a mark of having completed of the cleaning operation. A column shall also be provided on the same for the Caretaker of the Department for making his initials and entering his remarks on the quality of work.

## **1.2. Eligibility Criteria**

The tender/Bid is invited in TWO BID SYSTEM (Technical/Qualifying Bid & Financial Bid) and is open to all contractors who fulfill the following eligibility criteria:

### **1.2.1 Experience – No of years in the Business:**

Bidder should have minimum three years of experience in providing housekeeping services to various organizations in the last three years ended 31.03.2018.

[Mode of Proof: Copies of the Work order/Agreements/Work Completion certificate for the five year period to be uploaded alongwith bid document]. “Similar Service Contract” means contract for providing Housekeeping services with Government/Semi-Government/Public Sector/ National level educational institutes like IIT, IIM, NIT and Universities/Banks/Public Limited Companies

### **1.2.2 Experience – Completion of similar works:**

The Bidder should have satisfactorily completed similar service contracts, involving values as listed below during the last 3 years i.e. since 2014-15:

- a) At least One Service contract of similar nature valued at Rs.30 Lakhs.
- b)At least Two Service contracts of similar nature each valued at Rs.20 Lakh OR

c) At least Three Service contracts of similar nature each valued at Rs.15 Lakh.

[Mode of Proof: Copies of the Work order/Agreement and Work Completion certificate for the work Completed with TDS certificates to be uploaded alongwith bid document].

#### 1.2.3 Turnover

The Bidder should have had average annual turnover of at least Rs.40 Lakhs during the last 3 financial years i.e. 2014-15, 2015-16 & 2016-17

[Mode of Proof: Average Annual turnover certificate duly certified by Chartered Accountant to be uploaded alongwith bid document].

#### 1.2.4 Possession of Valid PAN

The bidder should have a valid Income Tax Registration Number / PAN and other statutory requirements as per Rules in force. The bidder should have filed Income tax returns for the assessment years 2015-16, 2016-17 and 2017-18 and should not have incurred any loss during the F.Y. 2014-15, 2015-16 and 2016-17.

[Mode of Proof: Copy of the PAN Card and ITR's of above three assessment years and Balance sheet/ Profit & Loss accounts for the above three financial years certified by the chartered accountant to be uploaded along with bid document]

1.2.5 The bidder should have been registered with the ESI and PF authorities.

[Mode of Proof: Copies of Respective Registration Certificates along with the Receipts for the remittances made during the last 6 months (October 2017 to March 2018) and declaration to this effect to be uploaded along with bid document]

1.2.6 The bidder should have not less than 50 personnel on their rolls during the financial year 2017-18 from October 2017 up to the month of March 2018.

[Mode of Proof: Copies of statutory remittances made/returns filed during the financial year 2017-18 (October 2017 to March 2018) and a declaration to this effect to be uploaded along with bid document]

1.2.7 Should not have been black listed by this department. [Declaration to this effect to be uploaded alongwith bid document]

1.2.8 The bidder must produce a solvency certificate obtained from his banker during the F.Y. 2017-18 for an amount not less than Rs.40 lakhs and uploaded alongwith bid document. Solvency certificate obtained during earlier financial years will not be accepted.

1.2.9 The bidder must be registered with the GST department (GST registration certificate to be uploaded along with bid document)

1.2.10 The bidder shall submit self-declaration along with the Technical Bids(Qualifying Bid) (**Annexure – I**) that they do not have any litigation with any Government or Private Agency where their services are utilized.

With regard to the various proof/supporting documents produced by the bidders for establishing that they meet the various eligibility conditions, it shall be the department's prerogative to decide whether the document produced is valid evidence or not and to call for additional proof, if required.

**All the Documents in proof of meeting eligibility criteria uploaded with the tender are to be duly signed by the bidder**

### **1.3. General Conditions:-**

1.3.1 The Technical Bid Uploaded will be evaluated based on the details uploaded under Technical Bid, in the prescribed formats to ascertain whether the bidders qualify. After evaluation of technical bid, all bidders will get information regarding their eligibility/qualification on website. Thereafter a system generated mail confirmation will be sent to all successful bidders. The bidders can check the same from the portal. The Financial Bid of only those firms who qualify in technical bid will be decrypted and opened online.

1.3.2 The Bids should be signed in all pages only by the duly authorized signatory (ies) of the entity. The person(s) authorized to sign the tender shall sign all the pages of the tender and other documents including those which are required to be submitted as per Clause 1.2

1.3.3 Bidder should upload all the details in the prescribed Proforma and as per the requirements set out in the tender documents. Bids and Tender documents should be complete in all respects and any incomplete Bids/tender will be rejected.

#### **1.4. Cost of Tendering :-**

The bidders shall bear all costs associated with the preparation and submission of their tenders and the Customs(Preventive) Department will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process or the cancellation, if any, of tender by the Commissioner of Customs(Preventive), Tiruchirappalli.

#### **1.5. Rejection of Tender Documents :-**

The bidder shall read and understand the contents of the tender documents, carefully. Failure to comply with the requirements of tender submission will render the tender liable for rejection. Tenders, which are not responsive to the requirements of the tender conditions, will be rejected.

#### **1.6 Clarification of Tender Documents:-**

1.6.1 A bidder requiring any clarification regarding the tender documents may seek the same online within the time schedule prescribed. The Customs(Preventive) department will respond online to any such request for clarification, received.

#### **1.7 Amendment to Tender Documents**

1.7.1 At any time prior to the deadline for uploading the response to clarification, Commissioner of Customs(Preventive), Tiruchirappalli may, for any reason, suo motu or in response to a clarification by a prospective bidder, modify the tender documents by issuing amendments (addenda/corrigenda etc.)

1.7.2 Any amendments (addenda/corrigenda) thus issued will be hosted on the website up to two days prior to the last date specified for submission of the bids. All the bidders who have downloaded the Bid Document shall verify if any such amendments have been issued by this department, before submitting their bid and shall take cognizance of and include such amendment(s) in their submission. In any case, the amendment(s), if any, shall be binding on the Bidder. No separate notice / intimation of amendments will be sent to the bidders.

#### **1.8. Preparations and Submission of Tenders :-**

##### **1.8.1 Language of Tender**

The tender, and all correspondence and documents, related to the tender, exchanged between the bidder and the buyer shall be written in

the English language only. If the bidder along with their offer furnish any printed literature written in any other language, such documents shall be supplemented with their English translation also. For the purpose of interpretation of the tender, the contents in the English translated version alone shall be taken into consideration.

### 1.8.2 Documents comprising the Tender

The Bids/tender submitted by the Bidder shall comprise the following and should be read in conjunction with any Amendments issued in accordance with Clause 1.9

(i) Documents to be uploaded with Technical Bid documents.

- a) Scanned copy of Earnest Money Deposit (EMD)/Exemption from payment of EMD.
- b) Scanned copy of entire tender document, signed & sealed on all pages.
- c) Scanned copy of Offer Letter (Annexure II).
- d) Scanned copies of Annexures III A, III B, III C, IV, with necessary enclosures.

(ii) Financial Bid

- a) Scanned copy of Financial Bid (Annexure-V & VA ).
- b) Scanned copy of financial bid undertaking (Annexure-VI).
- c) Financial bid document in the form of BOQ\_XXXX .xls.

### **I. TENDER PROCESS:**

1. Tenders are invited in two parts i.e. (1) Technical Bid(Qualifying Bid) & (2) Financial Bid.
2. The tender form for Technical Bid(Qualifying Bid) in pro-forma prescribed in Annexure - III and the tender form for the financial bid in pro-forma prescribed in Annexure - V complete in all aspects shall be uploaded on CPP Portal. The Technical Bids (Qualifying Bids) will be opened online on **25.05.2018 at 03.00 p.m.** at the **Office of The Commissioner of Customs (preventive), Tiruchirappalli** Bidders may observe the tender opening online. The date and time of opening of “Financial Bid” will be intimated to the eligible bidders after evaluating the “Technical Bid(Qualifying Bid)”. The Financial Bids of those bidders who qualify on evaluation of Technical Bids would be decrypted and opened online.

### 1.9. Conditions stipulated by the bidder:

The bidder shall note that no alternative or counter or qualifying tender conditions by the bidder will be acceptable to the Customs (Preventive)



Department. Tenders containing any qualifying conditions or even bidder's clarifications in any form will be treated as non-responsive and will run the risk of rejection.

#### **1.10. Filling up of Forms, Completeness & Mode of Submission of Tender:**

1.10.1 The bidder shall submit all the documents required to be uploaded/ submitted as per Clause 1.2 duly filled in along with their covering letters, data and other information so that the tender is complete in all respects.

1.10.2 The tender/Bids shall be uploaded/filled and signed only by the entity/firm/corporation in whose name the tender documents have been issued.

1.10.3 Bids sent by telex, fax, Email etc. (i.e. modes other than by ways prescribed in **Annexure - VI**) shall not be accepted.

#### **1.11. Tender Prices**

1.11.1 The contract shall be for the whole Services or for individual component or components as may be decided by The Commissioner of Customs (Preventive), Tiruchirappalli department and as described in Sub - clause 1.1.1, based on the unit rates and prices quoted by the bidder in Bill of quantities. Bidders shall quote the rate per square feet per month and not based on the rate per person per month.

1.11.2 Items against which no rate or price is entered by the bidder will not be paid for and when executed, such items, shall be deemed to have been covered by the other rates and prices in the Bill of quantities. Tender price, covers contractor's all obligations mentioned in or to be reasonably inferred from the Tender document in respect of providing the housekeeping services at Customs(Preventive),Tiruchirappalli. This includes all the liabilities of the contractor such as cost of identity cards, uniforms of personnel deployed by the contractor and all other statutory liabilities like Minimum Wages, ESI, PF contributions, bonus, service charges, all kinds of taxes etc. which should be clearly stated by the contractor.

1.11.3 The rate quoted shall be responsive and the same should be inclusive of all statutory obligations such as Minimum Wages, ESI, PF contributions, bonus, service charges, all kinds of taxes etc. **The offers of those prospective bidders which do not meet the statutory**

**requirements of Applicable Minimum Wages, ESI & PF and Bonus (as in Annexure III B)** in respect of manpower deployment proposed by them in **Annexure-III C** are liable to be rejected.

1.11.4 Minimum wages as fixed and revised from time to time by the Office of the Deputy Chief Labour Commissioner (Central) as applicable to “housekeeping persons” should be paid by the contractor. The highest of the applicable wages rates (where multiple rates are available for housekeeping persons) should be paid by the contractor.

1.11.5 Whenever Minimum wages is revised by the respective Labour authorities, it shall be the duty of the contractor to immediately pay such revised minimum wages to the contract personnel deployed and then claim re-imburement from The Commissioner of Customs(Preventive),Tiruchirappalli by providing copies of such orders and proof of disbursement to the contract personnel deployed in the office of the Commissioner Customs(Preventive),Tiruchirappalli.

1.11.6 No escalation in price whatsoever would be allowed during the pendency / currency of the contract except in circumferences as in clause 1.11.5.

## **1.12. Tender Validity**

1.12.1 Tenders shall remain valid for 120 days from the last date for submission of tender.

## **1.13. Earnest Money Deposit (EMD)**

**1.13.1 Each tender/Bid should be accompanied by an Earnest Money Deposit (EMD) amounting to Rs.50,000/-(Rupees Eighty Thousand Only) which shall be in the form of Demand draft from any Scheduled Bank drawn in favour of “COMMISSIONER OF CUSTOMS(PREVENTIVE), TIRUCHIRAPPALLI”, payable at Tiruchirappalli and shall be submitted in person to the Public Relations Officer Customs (Preventive), Tiruchirappalli on or before the bid submission last date i.e. **24.05.2018** before 10:00 hours. Technical Bids (Qualifying bids) without Earnest Money Deposit will be rejected. EMD will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD shall be forfeited in case the successful bidder withdraws or the details furnished found to be incorrect or false during the tender selection**

**process. No interest shall be paid on the Earnest Money Deposit.**

1.13.2 No other form of deposit towards Earnest Money shall be accepted.

**1.13.3 Tenders not accompanied by the Earnest Money Deposit in the manner prescribed in 1.13.1 will be summarily rejected.** No exemption from payment of EMD is available to any bidder for any reason whatsoever, except MSE's as defined in the MSE Procurement Policy issued in Department of MSME (or) are registered with the Central Purchase Organization or with the Finance Ministry or this department. **Tender will be treated as non-responsive and will be rejected, at the initial stage it self, if hard copy of EMD/valid MSME/SSI certificate is not received at the time of opening of Technical Bid. The EMD of the unsuccessful bidders will be returned within 15 days from the date of completion of the selection process.**

1.14 Tender Opening, Bidder Participation, Stages of Evaluation (Technical and Financial)

1.14.1 Technical bids will be opened online at the Office THE COMMISSIONER OF CUSTOMS(PREVENTIVE), TIRUCHIRAPPALLI" at 15:00 hours on 25.05.2018. Bidders may observe the tender opening online. In the event of the specified date of tender opening being declared as a holiday for the department, the tender shall be opened at the specified time on the next working day.

1.14.2 The information furnished by the bidder in technical bid in the prescribed format supplied by this department will form the basis for the evaluation. In exceptional cases The Commissioner of Customs(Preventive),Tiruchirappalli or his representative reserves the right to obtain the clarifications from any of the bidder without vitiating the tendering process. If, in the opinion of the Commissioner Customs(Preventive),Tiruchirappalli information and documents supplied in support of the tender do not indicate meeting the requirements of the tender specifications, the tender may be determined as non-responsive and may be rejected by the Commissioner of Customs(Preventive),Tiruchirappalli . After satisfying that all / or some of the bidder have attained the minimum qualifying criteria as detailed above, a suitable date and time for opening of the Finance Bids will be fixed and those bidder(s) who are qualified will be intimated about the opening of Financial Bids. The Financial Bids of the qualified bidders will be decrypted and opened online. The procedures for opening

financial bid will be the same as the procedures outlined in Clause 1.14.1.

1.14.3 After evaluating the financial bids received , the bidder who ranked the lowest (L-1) Price will be awarded the work. In case the financial bid of more than one agency is same as L-1, then the Joint Commissioner of Customs(Preventive),Tiruchirappalli will be assigning marks to various eligibility parameters like turnover, number of years of relevant experience etc. of such L-1 bidders and work will be awarded to the bidder who score highest marks, among the L-1 bidders.

#### 1.15. Influencing prohibited

Any effort by a bidder to influence the buyer during the processing of tenders or award decision will result in the rejection of his / their bid offered.

#### 1.16. Correction of Errors (in Financial Bid)

The Tenderer shall quote the rates both in figures as well as words. The cost of individual items shall also be worked out and mentioned in the financial bid (both in figures and words). On check if there are differences between the rates quoted by the tenderer in words and in figures or in the amount worked out by him, the following procedure shall be followed:

i) If, in the price structure quoted for the required goods, there is discrepancy between the unit price and total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price corrected accordingly;

ii) If there is an error in a total corresponding to the addition or subtraction of sub-totals, the sub-totals shall prevail and the total shall be corrected; and

iii) If there is a discrepancy between words and figures, the amount in words shall prevail;

iv) Such a discrepancy in an offer should be conveyed to the tenderer asking him to respond by a target date and if the tenderer does not agree to Procuring Entity's observation, the tender is liable to be rejected.

1.17. The Commissioner of Customs(Preventive),Tiruchirappalli reserves the right to accept any tender and to reject any or all tenders and to

annul the tendering process, at any time prior to the award of contract, without thereby incurring any liability to the Affected bidder or bidder or any obligation to inform the affected bidder or bidder of the grounds for the action.

#### 1.18. Security Deposit

1.18.1 Within 15 days of the successful bidder's receipt of notification of Award of Contract from the Commissioner of Customs(Preventive),Tiruchirappalli the Bidder shall furnish a Security Deposit equal to 01 month's value of the contract or at the rate of 5% of the annual contract value in the form of an Bank guarantee from any scheduled banks in India. If the bidder fails to submit the Security deposit to the Commissioner of Customs(Preventive),Tiruchirappalli within the stipulated time, the Commissioner of Customs(Preventive),Tiruchirappalli shall without prejudice to any other right or remedy, be at liberty to forfeit the Earnest Money deposited by such person absolutely or may, at its sole discretion, treat the bidder as having lost his eligibility for the award of the contract.

1.18.2 The Security Deposit will be discharged by the Commissioner of Customs(Preventive),Tiruchirappalli and returned to the service provider not later than 90 days following the date of completion of the service providers performance obligations.

1.18.3 The proceeds of the Security Deposit shall be payable to the Commissioner of Customs(Preventive),Tiruchirappalli as compensation for any loss(es) incurred by the department resulting from the failure of the Service provider to meet out its obligations under the Contract, as determined by the Commissioner of Customs(Preventive),Tiruchirappalli. This shall be in addition to any other action/penalty taken by the Commissioner of Customs(Preventive), Tiruchirappalli for delays/default/failure on the part of the Service provider.

1.18.4 No interest will be allowed on the Security Deposit from the date of its receipt until it is refunded.

#### 1.19. Refund of EMD

1.19.1 The EMD will be refunded to all the bidder(s) other than the three lowest technically qualified bidders within one month from the date of opening of Financial bid.

1.19.2 The EMD of the two bidders other than the bidder whose offer is accepted will be refunded within a period of one month after finalization of the award of contract.

1.19.3 The EMD of the successful bidder will be refunded only after the remittance of security deposit in the manner as aforesaid. Till such time, the earnest money shall retain its character, as such, till the successful bidder furnishes the security deposit.

1.19.4. Where a person whose tender has been received on behalf of the Commissioner of Customs(Preventive),Tiruchirappalli intimates that they are withdrawing their tender before the validity period or makes any modification in the terms and conditions of the tender which are not acceptable to the Commissioner of Customs(Preventive),Tiruchirappalli (or) fail to furnish the security deposit within the prescribed time, the Commissioner of Customs(Preventive),Tiruchirappalli shall without prejudice to any other right or remedy, be at liberty to forfeit the Earnest Money deposited by such person absolutely.

1.19.5 No interest will be allowed on the Earnest Money from the date of its receipt until it is refunded.

#### 1.20. Commencement of Work:

The work shall be deemed to have been commenced from the date on which the contractor takes over based on Instruction from the Commissioner of Customs(Preventive),Tiruchirappalli. The period of contract is from the date of Award of Contract to 31/3/2019.

#### 1.21. Contract Agreement

The bidder shall, if his tender is accepted, enter into and execute an agreement in the form prescribed when called upon to do so with such modifications as agreed upon prior to the date of acceptance of the tender and until the formal agreement is prepared and executed, this tender together with the written acceptance shall form a binding contract between the buyer and the contractor. All costs, charges and expenses including stamp duty in connection with the contract as well as preparation and completion of agreement shall be borne by the bidder.

#### **1.22. Jurisdiction:**

Any dispute arising out of this agreement or that which may arise in future, shall be resolved by taking recourse to mutual settlement,

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

## **Section – II**

General description of Service and other conditions / Responsibilities of Contractor

2.1 General: Shift, Fitness, Attendance, Amenities, Bio-data & Antecedents:

**2.1.1** The housekeeping persons and headed by a Supervisor should be deployed between 08.00 a.m. and 04.30 p.m., Monday through Saturdays except on Sundays and National Holidays. Atleast 25% of the housekeeping persons and both Supervisors should be available even beyond 04:30 p.m. upto 06:30 p.m. Monday to Friday. The contractor shall so devise their deployment by giving them compensatory off on Saturdays. No such manpower provided by the contractor shall be on “part time” basis. The contractor shall deploy sufficient manpower for this purpose. No overtime charges shall be paid separately.

2.1.2 All personnel should be sincere, physically fit, active and energetic and aged between 20-55 years. No Minor Should be engaged.

2.1.3 The housekeeping persons should be provided with photo ID cards and sufficient sets of uniform by the contractor at his cost. Penalty may be imposed by the Commissioner of Customs(Preventive),Tiruchirappalli for personnel who are not in possession of photo ID cards as described in clause 2.5.

2.1.4 Attendance of personnel will be maintained by the service provider in the office of the concerned officer of this Commissionerate assigned for this purpose and copy of the same shall be provided along with the monthly bill to the office of the Commissioner of Customs(Preventive),Tiruchirappalli on the 1<sup>st</sup> working day of the following month.

2.1.5 On any given day, if any of contractor’s personnel(s) deployed under the contract is (are) absent or fails to report in time, the contractor must provide a suitable substitute in time; for this purpose the contractor must monitor on a daily basis the sanction of leave to the staff deployed.

2.1.6 Food arrangements for the personnel will not be made by the buyer and hence shall have to be made by the service provider.

2.1.7 The service provider should furnish to the department, the bio-data with photograph of the personnel to be posted in the office of the Commissioner of Customs(Preventive),Tiruchirappalli before posting them and intimate the concerned officer of this Commissionerate assigned for this purpose of any changes thereof within 24-hours of the same. The Commissioner of Customs(Preventive),Tiruchirappalli reserves the right to reject any person posted in this office without assigning any reason.

2.1.8 The antecedents of staff deployed shall be got verified by the service provider from local police authority at his own cost and shall be submitted to the of the concerned officer of this Commissionerate assigned for this purpose within 15 days from the date of commencement of work.

## 2.2 Statutory / Labour Legislations / Labour welfare Obligations:

2.2.1 The Contractor shall be responsible for any accident, damage or injury caused to any of his employees or property or any person or property in course of the Service and death while on service and shall not hold The Commissioner of Customs(Preventive),Tiruchirappalli responsible in respect of any claim made by any person for any reason whatsoever. The service provider shall be solely responsible for reporting to The Commissioner of Customs(Preventive),Tiruchirappalli and concerned authorities immediately of any serious or fatal accident.

2.2.2 The housekeeping persons provided shall be the employees of the Contractor and all statutory liabilities such as ESI, PF, bonus, Workmen's Compensation Act, etc. will be paid/complied with by the contractor. The list of staff going to be deployed shall be made available to The Commissioner of Customs(Preventive),Tiruchirappalli and if any change is required on part of the Department, fresh list of staff shall be made available by the agency after each and every change.

2. 2.3 The Statutory compliances including those pertaining to Provident Fund Act, Employees State Insurance Act, and Minimum Wages Act (Contract Labour (Regulation & Abolition Act 1970), Payment of Bonus Act and all other labour and other legislations as applicable from time to time, with regard to the personnel engaged by the contractor (service provider) for service to The Commissioner of Customs(Preventive),Tiruchirappalli , are the responsibility of the contractor.



2.2.4 It will be the responsibility of the contractor to provide details of manpower deployed by him, in the office of The Commissioner of Customs(Preventive),Tiruchirappalli, to the Labour department (Central). Within one month from the date of award of the contract, the successful bidder shall obtain a license under the Contract Labour (R&A) Act from the licensing authority.

2.2. 5 The Commissioner of Customs(Preventive),Tiruchirappalli shall not bear any damage / claim of any nature of the housekeeping persons in discharge of duties. The Service Provider, also called as “Contractor”, shall indemnify Commissioner of Customs(Preventive),Tiruchirappalli for any loss suffered by the office of Commissioner of Customs(Preventive),Tiruchirappalli in this regard.

2.2.6 The wages (per month) quoted by the bidder should not be less than Minimum Wages as referred in clause 1.11.4, as applicable as on the date of Issue of this Tender. ESI, PF and Bonus should not be less than the statutory provisions / Act. If the amount/rates quoted are less than the prescribed minimum as stated above, then the bid will be disqualified and rejected.

If there is revision in the Minimum Wages prescribed by the Office of the Deputy Chief Labour Commissioner (Central) as applicable to “housekeeping persons” under Minimum Wages Act, during the currency of the contract, then:

(i) If the revised minimum wages rates are less than the quoted rates, then rates quoted by the bidder will not be enhanced.

(ii) If the revised minimum wages rates are more than the rates quoted by the bidder, then revised minimum wages rates will be considered for reimbursement.

2.2.7 As far as EPF is concerned, it shall be the duty of the Contractor to get PF code number allotted by the Regional Provident Fund Commissioner (RPFC for short) for each personnel, against which the PF subscription, deducted from the payment of the personnel engaged and equal employer’s (contractor’s)amount of contribution should be deposited with the respective PF authorities within 7 days of close of every month, giving particulars of the employees engaged for The Commissioner of Customs(Preventive),Tiruchirappalli works, and the same is required to be submitted to The Commissioner of Customs(Preventive),Tiruchirappalli every month. In any eventuality, if the contractor failed to remit employee/employer’s contribution towards PF subscription etc. within the stipulated time, the Commissioner of

Customs(Preventive),Tiruchirappalli is entitled to recover the equal amount from any money due or accrue to the Contractor under this agreement.

2.2.8. The administrative issues like leave, weekly off, discipline etc. of the housekeeping persons are the responsibility of the contractor.

2.3. Duties:

2.3.1 Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse of the areas of responsibility given to them by the department and shall not knowingly lend to any person or company any of the effects of Commissioner of Customs(Preventive),Tiruchirappalli , under its control.

2.3.2 The contractor shall do and perform all such services, acts, matters and things connected with the administration, supervision and conduct of the arrangements as per the direction enumerated herein and in accordance with such directions, which the Commissioner of Customs(Preventive),Tiruchirappalli may issue from time to time and which have been mutually agreed upon between the two parties.

2.3.3 The Service Provider shall ensure that adequate supervision is exercised over the deployed manpower by deploying one supervisor each for the Main & Annex Buildings. The Housekeeping Supervisors shall be provided with mobile phones by the contractor.

2.3.4 Sub-contracting of the work of any sort will not be allowed.

2.3.5 The agreed number of housekeeping supervisors and housekeeping persons proposed to be deployed as indicated in Annexure-III C should be available at the assigned location(s) at all times. Responsibility for providing necessary relievers if necessary vests with the contractor.

2.3.6 The staff deployed by the contractor shall not accept any gratitude or reward in any shape.

2.4. *PAYMENT*

2.4.1 Payment of bills will be made to the contractor on a monthly basis based on actual services rendered in the previous month. No Advance Payment will be made. The contractor has to submit invoices/bills on the 1st of the following month for the services rendered in the preceding month along with ESI/PF/GST challans, as applicable, pertaining to that

month. The Commissioner of Customs(Preventive),Tiruchirappalli, would make the payment within 20 days of submission of bills with all the supporting documents and submission of necessary clarification, if there were any queries communicated by The Commissioner of Customs(Preventive),Tiruchirappalli, to the satisfaction of The Commissioner of Customs(Preventive),Tiruchirappalli. No Interest is payable by The Commissioner of Customs(Preventive),Tiruchirappalli in case of any unavoidable delay in settling the bills, though the department would endeavor to settle within 20 days. No other claim on whatever account shall be entertained by The Commissioner of Customs(Preventive),Tiruchirappalli . TDS at the rates applicable shall be deducted U/S194 (c) of Income Tax Act 1961 on the whole amount.

2.4.2 The contractor may be asked by The Commissioner of Customs(Preventive),Tiruchirappalli to submit the proof of remittance for his employee towards the payment of statutory norms as applicable to The Commissioner of Customs(Preventive),Tiruchirappalli . If the contractor fails to submit the proof of remittance the payment towards the service will be stopped until the contractor submits required documents.

## 2.5. Penalty:

2.5.1 In case any of contractor's personnel(s) deployed under the contract is (are) absent or fails to report in time and contractor is unable to provide suitable substitute in time, a penalty equal to double the wages of number of housekeeping persons absent on that particular day may be levied by the Commissioner of Customs(Preventive),Tiruchirappalli and the same shall be deducted from the contractor's bills.

2.5.2 In case any public complaint is received attributable to misconduct/misbehavior of contractor's personnel, a penalty or Rs.500/- for each such incident shall be levied and the same shall be deducted from contractor's bill. Further the concerned contractor's personnel shall be removed from the office of The Commissioner of Customs(Preventive),Tiruchirappalli immediately.

2.5.3 In case the contractor fails to commence the work as stipulated in the agreement or unsatisfactory performance or does not meet the statutory requirements of the contract, The Commissioner of Customs(Preventive),Tiruchirappalli reserves the right to impose the penalty as detailed below:-

- i) 0.5% of cost of order/agreement per week, up to four weeks of delay.
- ii) After four weeks delay, The Commissioner of Customs(Preventive),Tiruchirappalli reserves the right to cancel the contract and withhold the agreement and get this work carried out preferably from other contractor(s). The difference if any may be recovered from the defaulting contractor and also the defaulting contractor shall be black listed for a period of 4 years from participating in such type of tender and his earnest money/security deposit may also be forfeited, if so warranted.

2.5.4 The personnel engaged by the contractor shall be dressed in neat and proper uniform, failing which invites a penalty of Rs.500/ each occasion and habitual offenders in this regard shall be removed by the contractor. The penalty on this account shall be deducted from the Contractor's bills.

2.5.5 The personnel engaged have to be extremely courteous with very pleasant mannerism in dealing with the Officers / Staff etc. and should project an image of utmost discipline. The Commissioner of Customs(Preventive),Tiruchirappalli shall have the right to have any housekeeping persons removed in case of tenable complaints from Officer /Staff or as decided by representative of The Commissioner of Customs(Preventive),Tiruchirappalli if the person is not performing the job satisfactorily or is considered to be undesirable or for any other reason deemed fit by The Commissioner of Customs(Preventive),Tiruchirappalli . The contractor shall have to arrange the suitable replacement in all such cases within 24 hours of intimation by this department, failing it may be treated as absent and consequent penalty as specified elsewhere in the document or any other penalty as deemed fit and reasonable by The Commissioner of Customs(Preventive),Tiruchirappalli , will be imposed.

2.5.6 That in the event of any loss, theft or robbery inside the office of The Commissioner of Customs(Preventive),Tiruchirappalli or damage occasioned to the Department, as a result of any lapse on the part of the contractor or its personnel deployed in the office of The Commissioner of Customs(Preventive),Tiruchirappalli , which would be established after an enquiry conducted by The Commissioner of Customs(Preventive),Tiruchirappalli , the said loss can be claimed from the contractor up to the value of the loss. The decision of The Commissioner of Customs(Preventive),Tiruchirappalli will be final and binding on the contractor.

2.5.7 In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit of the agency will be liable to be forfeited to The Commissioner of Customs(Preventive),Tiruchirappalli besides annulment of the contract. If any of the above condition is violated, The Commissioner of Customs(Preventive),Tiruchirappalli has the right to impose any penalty as decided by The Commissioner of Customs(Preventive),Tiruchirappalli .

2.5.8 The contractor shall ensure that its personnel shall not at any time, without the consent of The Commissioner of Customs(Preventive),Tiruchirappalli in writing, divulge or make known any matter or transaction undertaken or handled by the Department and shall not disclose to any third part any information about the affairs of the office of The Commissioner of Customs(Preventive),Tiruchirappalli This clause does not apply to the information, which becomes public knowledge.

2.6. Any liability arising out of any litigation (including those in consumer courts) due to any act of contractor's personnel shall be directly borne by the contractor including all expenses/fines.

2.7 If the contractor fails to execute the work as in 1.1.6 or fails to ensure more than 95% attendance of the manpower as in Annexure III-C at each location on any given day a penalty of Rs.5,000/- will be levied on each occasion; and deducted from the contractor's monthly bills.

2.8. Termination:

The contract may be terminated with a 15 days' notice, before the expiry of contract period owing to deficiency in service or any other reason whatsoever. The contractor is to give 90 days' notice in case he wants to withdraw, in which case Security Deposit /EMD will be forfeited.

### **Section III**

3. Qualification and responsibilities of housekeeping persons.

#### **Submission of Tender**

- i. The tender shall be submitted online in Two parts, viz., technical bid and Financial bid.**
- ii. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.
- iii. The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this

- matter.
- iv. This office reserves the rights to seek any document in original in respect of I.T Return/PF/ESI/Experience etc. as specified in the technical bid for verification at any stage of tender process.
  - v. After evaluation of bid, all bidders will get the information regarding their eligibility/ pre-qualification on website. Thereafter, a system generated e-mail confirmation will be sent to all successful bidders. The bidders can check the same from the portal.
  - vi. The Financial bid of the successful bidders (i.e. qualified in Technical bid) will be decrypted and opened on-line, on the scheduled date after the pre-scheduled time by the bid openers. The bidder will get information regarding the status of their financial bid and ranking of bidder on website.

-Sd/-

(J.MD.NAVFAL)  
JOINT COMMISSIONER(P&V)

**OFFER LETTER - Annexure II**

(On letter pad)

To

The Commissioner of Customs (Preventive)  
Tiruchirappalli

Sir,

**Sub: Providing housekeeping services on contract basis for the Customs  
(Preventive) Commissionerate, Tiruchirappalli.**

**Ref. No.: C.No.II/39/06/2018 Estt. (Cus.) Dated 03.05.2018**

\*\*\*\*\*

With reference to your Tender Notice calling for offers for providing “**Housekeeping services**” on the contract basis for Customs(Preventive) Commissionerate, Tiruchirappalli at various office premises located at different places for year 2018 - 2019, I/We hereby submit my/our offer as follows:-

a) Technical Bid: Annexures - I, II, III A, III B, III C, IV, and Annexure - VII along with

EMD Of Rs.50,000/- by DD No.            dt.            On            & other  
supporting documents Page No.....to .....)

b) Financial Bid: Annexure-V,V-A & VI

2. I hereby undertake to abide by various terms and conditions contained in the tender document.

3. I also certify that the details furnished in the bids, various enclosures and other documents are true and correct.

Date:

Yours sincerely,

Signature and stamp of the Owner/  
bidder/ authorized Signatory with complete  
Name, Address, Contact No.(s), Including Mobile  
No.(s). (also Indicate the category in which  
signing, whether on his own behalf of as Power  
of Attorney/Authorised signatory of the owner)

**ANNEXURE – III A**  
**TECHNICAL BID**

TENDER FORM FOR PROVIDING HOUSEKEEPING SERVICES FOR  
CUSTOMS (PREVENTIVE) COMMISSIONERATE, TIRUCHIRAPPALLI

1.	Name of the Registered Firm/ Company	
2.	Address of the company (with Tel. No., Fax & E-mail)	
3.	Status of Ownership (Proprietary / Partnership/ Company – upload proof)	
4.	Name & Address of the Partners/ Directors (with Mobile No.)	
5.	Contact Person (s) (with mobile number)	
6.	Date of establishment of the firm/company	
7.	(a) Experience Certificate for providing similar services and Completion Certificate for value of work as in <b>1.2.1.</b>	
8.	Average Annual Turnover for financial years 2014-15 2015-16: 2016-17: certified by a Chartered Accountant (upload copy) as in 1.2.3	
9.	PAN No. (upload copy) as in 1.2.4	
10.	Copies of audited Balance sheet and P/L account For the financial years : 2014-15: 2015-16: 2016-17: (upload document copies) as in 1.2.4	
11.	Copies of Income Tax Returns filed for The assessment years : 2015-16: 2016-17: 2017-18: (upload document copies) as in 1.2.4	
12.	Details of Registration with PF and ESI authorities (upload copies of Registration) and copies of remittance slips as in 1.2.5.	



13	No. of persons employed during 2017-18 (Upload proof) as in 1.2.6	
14	Declaration as in 1.2.7.	
15	Solvency Certificate as in 1.2.8	
16.	GST Registration No. upload copy of Registration certificate) as in 1.2.9	
17	Details of EMD as in 1.13.	

**DECLARATION**

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

Signature and stamp of the Owner/ bidder/ authorized Signatory with complete Name, Address, Contact No.(s), Including Mobile No.(s). (also Indicate the category in which signing, whether on his own behalf of as Power of Attorney/Authorised signatory of the owner)

**ANNEXURE-III B**  
**TECHNICAL BID**

**C.NO.II/39/06/2018-ESTT. CUS.**

TENDER FORM FOR PROVIDING HOUSEKEEPING SERVICES FOR  
CUSTOMS (PREVENTIVE) COMMISSIONERATE, TIRUCHIRAPPALLI

1. Name of the Registered Firm/ Company :

2. Address (with Tel. No. & Fax No.) :

3. PAN No. :

4. Name & Address of the proprietor,  
Partners/ Directors (with Mobile Number) :

5. MINIMUM WAGE DETAILS (**HOUSEKEEPING PERSONS** )

<b>S.No</b>	<b>Particulars</b>	<b>Amount (Rs.)</b>	<b>Amount in words (Rupees)</b>
1	Wages per person/per day fixed by the Dy. Chief Labour Commissioner (Central) as applicable to "Housekeeping Services"		
2	Wages for 26 days		
3	PF @ ..... % of SNo.2 - per month/person		
4	ESI @ ..... % of SNo.2 - per month /person		
5	Bonus per month/head (as per the Payment of Bonus (Amendment) Act, 2015, section 12		
6	Subtotal (2+3+4+5) per month		

Signature and stamp of the Owner/  
bidder/ authorized Signatory with complete  
Name, Address, Contact No.(s), Including Mobile  
No.(s). (also Indicate the category in which  
signing, whether on his own behalf of as Power  
of Attorney/Authorised signatory of the owner)

**ANNEXURE -III-C**

**PROPOSED MANPOWER DEPLOYMENT (Refer Para 1.1.6 of Terms & Conditions in Annexure-I)**

<b>Sl. No.</b>	<b>Buildings</b>	<b>Housekeeping persons</b>	<b>Total</b>
	<b>Customs Hqrs. Office, Tiruchirappalli</b>		
1	Customs Hqrs. Office, No.1, Williams Road, Cantonment, Tiruchirappalli.		
2	Dog Kennels –Two numbers, at Customs Airport/Customs Airport (round the clock)		
3	Office of the Superintendent of Customs, Legal Cell(T) at Chennai		
	<b>Customs Division, Tiruchirappalli</b>		
4	O/o. the Asst. Commr. of Customs, Cus. Division, Tiruchirappalli. (including Legal & Review Sections of Hqrs. Office)		
5	Office of the Superintendent of Customs, Customs Retail Shop, No.1, Williams Road, Cantonment, Tiruchirappalli-1		
6	Office of the Superintendent of Customs Customs Preventive Unit, No.1441-A Elgi Building, Tiruchirappalli Road, Coimbatore – 641018.		
7	Customs Air Port Baggage Area, Coimbatore		
8	Air Cargo Complex: Coimbatore		
	<b>Customs Division, Cuddalore</b>		
9	Office of the Assistant Commissioner Customs Division, First Floor, & Second Floor No.60 Mohan Singh Road, Cuddalore.(2152 sq.ft. x 3 floors)		
10	Office of the Superintendent of Customs Customs Preventive Unit, Beach Road, Portnovo – 608502		
	<b>Customs Division, Nagapattinam</b>		
11	Office of the Assistant Commissioner Customs, Customs Division, Nagapattinam.		
12	Office of the Superintendent of Customs, Customs Preventive Unit, No.6, Godown Street, Thoputhurai – 614809		
13	Office of the Superintendent of Customs, Customs Preventive Unit, No.7, East Street, Point Calimere – 614807		
	<b>Customs Division, Ramnad</b>		

14	Office of the Superintendent of Customs, Customs Preventive Unit, Rameswaram		
<b>Customs Division, Tuticorin</b>			
15	Office of the Assistant Commissioner Customs Division, No.66, Beach Road, Tuticorin.		
16	Office of the Superintendent of Customs, Customs Preventive Unit , Madurai		
17	Office of the Superintendent of Customs, Customs Preventive Unit,6/63, Kovalam Road, Kanyakumari – 629702		

Date:

Signature and stamp of the Owner/ bidder/  
authorized Signatory with complete Name,  
Address, Contact No.(s), Including Mobile No.(s).  
(also Indicate the category in which signing,  
whether on his own behalf of as Power of  
Attorney/Authorised signatory of the owner)

## ANNEXURE-IV

### OFFICE OF THE COMMISSIONER OF CUSTOMS (PREVENTIVE),TIRUCHIRAPPALLI BIDDER UNDERTAKING

#### 1. General Description

“Tender for providing housekeeping persons for Customs (Preventive) Commissionerate, Tiruchirappalli”.

#### 2. Earnest Money Rs 50,000/-

#### 3. Security Deposit

5% of the accepted annual contract value in the form as specified in clause – 1.18 of section -I

#### 4. Period of Contract:

The Contract period is from the date of award of contract and up to 31.03.2019.

#### 5. Delay in commencement of Service and forfeiture of Earnest Money Deposit & Undertakings by the Bidder

a) Should this tender be accepted in whole or in Part, I / we here agree:

to terms and abide and fulfill all conditions annexed hereto and all the terms and provisions contained in notice inviting tenders so far as applicable and/or in default thereof to forfeit and to pay The Commissioner of Customs(Preventive),Tiruchirappalli or his successors in office, the sum of money mentioned in the conditions. A sum of Rs.50,000/- is hereby forwarded in Demand draft as Earnest Money. If I / we fail to commence the Service Specified in the above memorandum / we agree that the said The Commissioner of Customs(Preventive),Tiruchirappalli or his successors in office shall, without prejudice to The Commissioner of Customs(Preventive),Tiruchirappalli any other right or remedy, be at liberty to forfeit the said Earnest Money absolutely.

b) To execute all the Services referred to there in the tender documents upon the terms and conditions contained or referred to therein and carryout such deviations as may be ordered by The Commissioner of Customs(Preventive),Tiruchirappalli

c) I/We hereby agree to abide by all terms and conditions laid down in tender Document.

d) This is to certify that I/We before signing this bid have read and fully

understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.

6. I/We abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other Charges applicable from time to time. I/We will pay the wages to the Personnel deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully & solely responsible for any violation.

Signature and stamp of the Owner/ bidder/ authorized Signatory with complete Name, Address, Contact No.(s), Including Mobile No.(s). (also Indicate the category in which signing, whether on his own behalf of as Power of Attorney/Authorised signatory of the owner)

**ANNEXURE – V**

**TENDER FOR PROVIDING “HOUSE KEEPING SERVICES”  
FOR CUSTOMS (PREVENTIVE) COMMISSIONERATE, TIRUCHIRAPPALLI**

**FINANCIAL BID DOCUMENT**

1. Name of the party :
2. Address (with Tel No., Fax No.& E.Mail id.) :
3. Name & Address of the proprietor /  
Partners/Directors (with Mobile No.) :
4. Contact Person(s) Name (with Mobile No.) :

<b>Sl.No.</b>	<b>Name of the Office &amp; Address</b>	<b>Area in (Sq.ft.)</b>	<b>Monthly Rate per Sq.ft. (Rs.)</b>	<b>Total Amount Per month (Rs.)</b>	<b>Proposed Manpower Deployment (Nos.)</b>
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					

Total Monthly Charges		
GST		
<b>Grand Total</b>		
(Rupees in words : )		

**DECLARATION**

I/We hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I/We understand that in case any deviation is found in the above statement at any stage, I/we will be blacklisted and will not have any dealing with the Department in future.

Signature and stamp of the Owner/  
bidder/ authorized Signatory with complete  
Name, Address, Contact No.(s), Including Mobile  
No.(s). (also Indicate the category in which  
signing, whether on his own behalf of as Power  
of Attorney/Authorized signatory of the owner)

Name:

Seal:



ANNEXURE-V-A  
**ENCLOSURE TO FINANCIAL BID**  
**(To be furnished for each of the 17 place wise)**

**Name of the Office** :  
**Area of the Office (in Sq.ft.)** :

RATES OF WAGES (Description)	Amount in Rupees
Basic Pay	
Variable DA	
Gross Daily Wages	
<b>Wages for working days of the month (26 days- excluding holidays)</b>	
<b>Add: Statutory Contributions</b>	
a. EPF	
b. Pension Fund	
c.ESI	
d. Bonus per month / head ( as per the Payment of Bonus (Amendment) Act, 2015, Section 12.	
Add: Contractor's service charges (% of Gross Wages)	
<b>TOTAL</b>	
Wage Rate per square foot per Day (Rupees..... .....)	
Wages for 26 Days (Rupees..... .....)	

**NOTE:- \*Rate quoted is exclusive of GST.**

Signature and stamp of the Owner/ bidder/ authorized Signatory with complete Name, Address, Contact No.(s), Including Mobile No.(s). (also Indicate the category in which signing, whether on his own behalf of as Power of Attorney/Authorized signatory of the owner)

Name:

Seal:

**ANNEXURE-VI**

**PRICE/ FINANCIAL BID DOCUMENT**

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

**PRICE BID UNDERTAKING**

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

\_\_\_\_\_

To,

The Commissioner of Customs (Preventive)  
Tiruchirappalli.

Dear Sir/Madam,

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

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

Yours faithfully

Signature and stamp of the Owner/ bidder/ authorized Signatory with complete Name, Address, Contact No.(s), Including Mobile No.(s). (also Indicate the category in which signing, whether on his own behalf of as Power of Attorney/Authorized signatory of the owner)

Name:

Seal:

**ANNEXURE -VII**  
**UNDERTAKING BY THE BIDDER**

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

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

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

4. The information / documents furnished 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.

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

Place:

Date:

Signature and stamp of the Owner/ bidder/  
authorized Signatory with complete Name, Address,  
Contact No.(s), Including Mobile No.(s). (also Indicate  
the category in which signing, whether on his own  
behalf of as Power of Attorney/Authorized signatory of  
the owner)

Company/Organization

Office Stamp/Seal:

## **Annexure-VIII**

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

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

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

#### **REGISTRATION**

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

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

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

- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

### **PREPARATION OF BIDS**

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

### **SUBMISSION OF BIDS**

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender

document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's 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
- 10) Summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 11) 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.

\*\*\*\*\*