



પ્રધાન અધિકારીનું કાર્યાલય, સીમા શુલ્ક ઘર, મુંદ્રા

OFFICE OF THE PRINCIPAL COMMISSIONER  
CUSTOM HOUSE MUNDRA

5B, Port User Building, Mundra Port, Mundra (Gujarat)  
Phone:02838-271426/271423 Fax:02838-271425/271169

F. No. 1/22-11/Adm/Housekeeping-CBD/2020

Date: 13.05.2020

### E-TENDER NOTICE

**Subj Notice for Inviting of e-Tenders for the Outsourcing of Housekeeping Staff at Container Scanning Facility at Adani Port & SEZ under Customs Commissionerate Mundra.**

1. E-Tenders (in prescribed format) are invited under two bid system (both Technical and Financial) from reputed parties for providing housekeeping, cleaning, sweeping services etc. on contract basis, for the office building located at Container Scanning Facility, Indian Customs Mundra, near Shanti Circle, Opposite Maruti Storage Yard, Adani Port & SEZ, Mundra Distt-Kachh (Gujarat)-370421, (Total area 3,444 sq. feet, approximately) for the year 2020-21 from the date of execution of the agreement. The contract shall be awarded for period of one year.

2. The complete tender document containing general terms & conditions, pre-qualification requirements etc. are available on <https://eprocure.gov.in/eprocure/app>, and our departmental website [www.mundracustoms.gov.in](http://www.mundracustoms.gov.in) for reference and can be downloaded free of cost.

#### Tender Critical Date Sheet

Tender Publishing Date & Time	14.05.2020 at 16:00 Hrs.
Bid Submission Start Date & Time	14.05.2020 at 16:30 Hrs.
Bid Submission End Date & Time	05.06.2020 at 17:00 Hrs.
Bid Opening Date & Time	08.06.2020 at 16:00 Hrs.

3. Interested bidders/Service Providers/ reputed firms providing such services on all India basis may submit their bids in the prescribed format with all the necessary documents online with **digital signature** at <http://eprocure.gov.in/procure/app> on or **before bid submission closing date & time.**

4. It is to inform that the EMD (Earnest Money Deposit) of Rs.15,000/- (Rupees Fifteen Thousand Only) that is to be scanned and uploaded by the bidder in respect of the above e-Tender, is to be pledged in the form of FD/BG in the favour of Commissioner of Customs, Customs Commissionerate Mundra.

5. The Principal Commissioner, Customs Commissionerate Mundra, reserves the right to postpone/extend the date of receipt/opening of rates/quotation or to withdraw the same without assigning any reasons, thereof.

(Ajay Kumar)  
Additional Commissioner (P&V)  
Custom House Mundra



प्रधान आयुक्त का कार्यालय, सीमा शुल्क सदन, मुन्द्रा

OFFICE OF THE PRINCIPAL COMMISSIONER  
CUSTOM HOUSE MUNDRA

5B, Port User Building, Mundra Port, Mundra (Gujarat)  
Phone:02838-271426/271423 Fax:02838-271425/271169

F. No. I/22-11/Adm/Housekeeping-CSD/2020

Date: 13.05.2020

**Notice inviting e-tender for the Procurement of  
Housekeeping Services through Central Public  
Procurement Portal (e-Procurement Portal)**

Office of Principal Commissioner of Customs, Custom House Mundra, 5B, Port User Building, Adani Port & SEZ, Mundra Distt-Kachchh (Gujarat)-370421, invites e-Tenders under Two-Bid System Enquiry from reputed and experienced agencies for providing Housekeeping Services at the office building located at Container Scanning Facility, Indian Customs Mundra, near Shanti Circle, Opposite Maruti Storage Yard, Adani Port & SEZ, Mundra Distt-Kachchh (Gujarat)-370421, (Total area 3,444 sq. feet) for a period of One (1) year, from the date of issuance of work order.

- 1) Interested agencies/firms with experience of providing Housekeeping Services and presently handling similar nature of work and also willing to comply with the terms and conditions may submit their bids online only at the CPPP website <https://eprocure.gov.in/eprocure/app> to follow the terms and conditions provided in Annexure-I, Special Terms and Conditions provided in Annexure-I(A), Summary of documents to be submitted as per Annexure-II, Pre-qualification conditions in Annexure-A (Technical Bid), Price Bid Undertaking in Annexure-C, Financial Bid in Annexure-D (to be submitted in Excel format) and Instructions to the bidders for online submission (provided in Annexure-III) and Tender Acceptance Letter in Annexure-B and Annexure-V respectively.
- 2) 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 bidder 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) Bidder who has downloaded the Tender from the Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app>, shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tampered/ modified in any manner, tender will be completely rejected and tender is liable to be banned.

## ANNEXURE-I

### GENERAL TERMS AND CONDITIONS

- 1) Rates/quotations duly filled in, should be received upto the stipulated date and time.
- 2) The Principal Commissioner, Customs Commissionerate Mundra, reserves the right to postpone/extend the date of receipt/opening of rates/quotation or to withdraw the same without assigning any reasons, thereof.
- 3) All the rates must be written both in figures and words. Corrections, if any, are to be made by crossing out, initialling, dating and rewriting. In case of discrepancy between the words and figures, the rates indicated in figures shall prevail. All the overwriting/cutting, insertions shall be authenticated and attested.
- 4) The contractors/service providers are required to submit complete rates/quotations only after satisfying each and every condition laid down in the Annexures enclosed. Failure by the contractor to comply with such statutory requirements and/or the terms of the agreement during the period of agreement of deficiency in services shall result in termination of the contract.
- 5) The contractor/service provider must comply with the rates/quotations, specifications and all the terms and conditions of contract. No deviation in terms and conditions of the contract shall be entertained unless specifically mentioned by the contractor/service provider in the rates/quotations and accepted by this office.
- 6) Rates/quotations should be submitted and signed by the firm with its current business address.
- 7) It is to inform that the EMD (Earnest Money Deposit) of Rs.15,000/- (Rupees Fifteen Thousand Only) that is to be scanned and uploaded by the bidder in respect of the above e-Tender, is to be pledged in the form of FD/BG in the favour of Commissioner of Customs, Customs Commissionerate Mundra.
- 8) The contract will be awarded for the year **2020-21** and the same will be valid for the year **2020-21** from the date of commencement of contract.
- 9) Notwithstanding anything contained herein, the office of The Principal Commissioner of Customs, Customs Commissionerate Mundra, reserves the rights to terminate the contract by giving 15 days' notice in writing, without assigning any reason and without incurring any financial liability whatsoever to the contractor.
- 10) Insurance cover projecting the agency against all claims applicable under Workmen's Compensation Act, 1948, shall be taken by the contractor/service provider. The contractor/service provider shall arrange necessary Insurance coverage for the persons deployed by him/her even for a short duration of time. The office shall not entertain any claim arising out of mishap, if any, that may take place. In the event of any liability/claim falling on this office, the same shall be reimbursed/indemnified by the contractor/service provider.
- 11) No other personnel except service providers' authorized representatives shall be allowed to enter the office premises. The personnel of contractor should carry with themselves proper ID Card issued by the contractor/representative of the contractor.

- 12) Within the premises of this office, the contractor's/service provider's personnel shall not do any private work except their normal duties.
- 13) The contractor/service provider shall be directly responsible for any/all disputes arising between him/her and his/her personnel and keep this office indemnified against all actions, losses, damages, expenses and claims, whatsoever arising thereof.
- 14) The contractor shall be solely responsible for the payment of wages/salary/other benefits and allowances to his personnel that might become applicable under any Act or Order of the Government including the Minimum Wages Act. This office shall have no liability whatsoever in this regard and the contractor shall indemnify this office against any/all claims which may arise under the provisions of various Acts/Government Orders etc.
- 15) The contractor should ensure that there is no scope for any grievance from the personnel on delayed payment of wages.
- 16) The contractor must abide by the established laws/norms and follow all the extant guidelines issued by the Central Government, Gujarat State Government and the local District/Division Administrative authorities from time to time, with regard to the Housekeeping Services provided by him.**
- 17) Mode of payment will be monthly and payment to the house keeping contractor will be through online mode only. Tax shall be deducted at source as per the prevailing Income Tax Act from the monthly bills. There may be delay in payment to the Contractor by this office on administrative grounds; however, the contractor will have to pay the wages of the employees within 1<sup>st</sup> to 10<sup>th</sup> day of each month invariably.
- 18) The contractor shall indemnify and shall keep this office indemnified against acts of omission or negligence, dishonesty or misconduct of the men/women engaged for the work and this office shall not be liable to pay any damages or compensation to such persons or to third party. All damages caused by the Housekeeping personnel shall be charged to the contractor and recovered from its dues/bills.
- 19) Contractor shall be fully responsible for theft, burglary, fire or any mischievous deed by his staff. Any loss due to any of above reasons shall be compensated by him in full.
- 20) The Company/Firm/Agency should have at least 3 years' experience in providing manpower for the work to Public Sector Undertakings (PSU) and Central/State Government Departments.
- 21) The contractor/service provider will ensure that the persons deployed by the firm always wear proper uniform with a badge showing his/her name and the name of the firm, while on duty.
- 22) The office reserves the right to reject any or all the tenders and/or cancel the Tender enquiry at any stage without assigning any reasons, thereof.**
- 23) It is made clear that the engagement of the service provider does not in any way, confer any right to the service provider that may be deployed by him in this office, for claiming any regular or part time employment in this office or any other Government offices.**

**24) ARBITRATION**

(i) In the event of any question, dispute/difference arising under this agreement or in connection with (Except as to matters the decision of which specially provided under this agreement) the same shall be referred to the sole arbitrator as approved by the Principal Commissioner of Customs, Customs Commissionerate Mundra.

(ii) The award of the arbitrator shall be final and binding on the parties. In the event of such arbitrator to whom the matter is originally referred is being transferred or vacating his office or resigning or refusing to work or neglecting his work or unable to act for any reason, whatsoever, the Principal Commissioner of Customs, Mundra, shall appoint another person to act as Arbitrator in place of the outgoing Arbitrator in accordance with the terms of this agreement and the person so appointed shall be entitled to proceed with the reference from stage at which it was left by the predecessor.

(iii) The expression Principal Commissioner of Customs, Customs Commissionerate Mundra, shall mean and include an acting/officiating Principal Commissioner of Customs, Customs Commissionerate Mundra.

(iv) The arbitrator may from time to time, with the consent of all parties, enlarge the time for making (a publishing) the award.

(v) The arbitrator may give interim awards and / or directions, as may be required.

We agree to the above terms and conditions.

Signature and Name with Date \_\_\_\_\_

Name of the Firm \_\_\_\_\_

**ANNEXURE-I (A)**

**SPECIAL TERMS AND CONDITIONS FOR HOUSE KEEPING**

**A. SCOPE OF WORK**

**ANNEXURE-I (A)**

**SPECIAL TERMS AND CONDITIONS FOR HOUSE KEEPING**

**A. SCOPE OF WORK**

1. The prime object of housekeeping services is to maintain the entire premises in a good/amiable condition. The premises are to be maintained from hygiene point of view.
2. The broad details of work covered under the scope are enumerated as follows:-
  - a. Cleaning, sweeping and wiping of floors.
  - b. Thorough cleaning of toilets/urinals using required detergents, by putting naphthalene balls in all the urinals and air purifiers in the toilets.
  - c. Shifting of furniture and other items/stores from one place to another as required by the administration.
  - d. Any other work assigned by the controlling officer.

**B. JOBS TO BE CARRIED OUT DAILY**

1. Cleaning of toilets, windows, wash basin & other fittings and water coolers, removing of all dust, unwanted materials, cleaning to be done with phenyl/disinfectant twice a day.
2. Cleaning of corridors, staircase and common area once with disinfectant in the morning and with plain water in the afternoon.
3. Removing dust from floors, windows, doors, books, journals, furniture like tables, chairs, Visitor's chairs, sofas, almirahs, etc., fixtures, telephone, cupboard, air conditioners and other equipments, all electronic gadgets like computers, telephones, fax machines, photocopier machines etc., filling cabinets, glass panes; collecting waste paper, unwanted material and its disposal at indicated locations.
4. Cleaning of rooms by mopping floor with cloth soaked in water and disinfectants of ISI mark.

**C. JOBS TO BE CARRIED OUT WEEKLY**

1. Washing of floors with surf/vim/soap and water or any other cleaning operation.
2. If the labour is required on Sunday/Gazetted holiday, no extra charge will be paid to the Contractor on account of this.

**D. MISCELLANEOUS CONDITIONS**

1. The Staff deployed should be available in the Container Scanning Facility from 08:00 Hrs. to 20:00 Hrs. Daily sweeping and wet mopping of the entire office area of the Container Scanning Facility including corridors, staircases and open spaces, which should begin at 8:00 am, shall be completed daily by 10:00 am, on a daily basis for all the days except on Sunday and Public Holidays.

3. All the Chambers/sections, corridors and staircases shall be cleaned before 10:00 Hrs on a daily basis and shall be done twice in a day.
4. Any work assigned by the Administrative section of this office, not covering the points above, but related to the Container Scanning Facility, have to be carried out.
5. Manpower required for execution of the entire work including transport shall be arranged by the contractor. In case, a particular workman remains absent due to one reason or other, it would be the responsibility of the contractor to provide another workman in his place.
6. Contractor/Service provider would be responsible for any type of loss arising due to the absence of manpower.
7. The Contractor/Service provider will ensure that the persons deployed must be in the age group of 18-50 years only and of sound health. They must understand the local language.
8. The contractor shall, on award of the contract furnish the list containing names and addresses of the workmen sent to the Commissionerate for housekeeping services.
9. The services provided by the contractor shall be upto the satisfaction of the Commissionerate.
10. The contract rates shall include cost for all essential and contingent works, which although not specially mentioned in this contract, are necessary for completion of the work to the satisfaction of the Commissionerate.
11. The contractor shall have no claim against the Commissionerate in respect of any work which may be withdrawn.
12. The contractor shall maintain an Attendance Register of personnel and this register of personnel shall be subject to check by the concerned officer of the Commissionerate.
13. The personnel will render services every day including Saturdays except on Sunday and National holidays (i.e. 26th Jan, 15th Aug, 2nd Oct and any other holidays/public holidays which are mandatory under labour laws).

#### **E. TERMS OF PAYMENT**

1. The contractor will submit the monthly bill for reimbursement in duplicate enclosing therein following certificates, which shall be got duly certified by the officer-in-charge and the same shall be paid thereof after making recovery, if any.
2. The contractor shall make regular and full payment of labour charges, salaries and other payments as due, as per the labour laws and Minimum wages act, to its personnel deputed under service contract and furnish necessary proof in this regard as and when required.
3. Actual deployment of personnel & their attendance.

4. The contractor/service provider shall keep records pertaining to the payments made towards applicable Provident Fund, ESI & EDLI for the respective month and the contractor/service provider will be solely responsible for any lapse and face legal consequences, if any, initiated by the respective statutory bodies for the non-fulfilment of the respective Acts/Rules/Regulations.

5. The Commissionerate shall release due amount after making recoveries, if any, through online mode in favour of contractor/agency.

6. In case of any complaint regarding non-payment of wages or any other matter pertaining to the personnel deployed, the contractor/service provider will have to solve the issue/problem with his/her employees.

#### **F. PENALTIES**

1. Contractor will attract a penalty of an amount equal to one day's payment of one person, in case the person fails to carry out the housekeeping services due to his absence or any other reason.

2. In the event of failure in maintaining the house keeping services on any day up to the desired standard, in part or full, the contractor is liable to penalty @ Rs.300 (Rupees Three Hundred Only) per day, which shall be recovered from the bills or otherwise. For the purpose of imposing penalty, the decision of the Commissionerate will be final and binding on the contractor and shall not be subject to dispute or arbitration.

3. Contractor would ensure that all its personnel deployed with the Commissionerate behave courteously and decently with the employees/officers of the Commissionerate.

#### **G. CHARGES AND PAYMENTS**

Bills chargeable to the Commissionerate shall be paid after every month of services rendered, if found in order on the basis of availability of grant. In case of any complaint of non-fulfilment of any obligation under the contract, the Commissionerate reserves the right to deduct the amount, due from the contractor from monthly bill(s).

We agree to the above terms and conditions

Signature with Date \_\_\_\_\_

Name of the Firm \_\_\_\_\_

Seal \_\_\_\_\_



**Annexure-II**  
**Summary of Documents to be Submitted**

**A. Technical Bid:-**

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

- i) Signed and Scanned Copy of Certificates like GST Registration, ESI Registration, EPF Registration, PAN No. and experience, if any etc.
  
- ii) Signed and Scanned Copy of the Tender Acceptance Letter (**As per Annexure-B**) & Letter of Authorization to submit bid.
  
- iii) An undertaking (self-certificate) that the agency hasn't been blacklisted by a Central/State/UT Government institution and there has been no litigation with any government department.
  
- iv) Signed and Scanned Copy of the Technical data sheet (**As per Annexure 'A'**)

**B. Price Bid:-**

- (a) Price bid undertaking (**As per Annexure 'C'**)
  
- (b) Schedule of price bid in the form of Excel sheet (**As per Annexure 'D'**)

**Note: The bidders have to submit the Schedule of Price Bid (Annexure 'D') mandatorily in the form of an Excel Sheet, else their bid may be cancelled. They can also do so by converting the PDF file (Annexure 'D') in Excel format, and then submit it.**

**ANNEXURE - 'A'**

**TECHNICAL/QUALIFYING BID FORM for the Procurement of Housekeeping Services at Container Scanning Facility in Customs Commissionerate Mundra**

Pre-qualification requirements for award of contract for Housekeeping (unskilled works)

01. Name of the organization / Firm
02. Name(s) of the Proprietors/Directors
03. Registered Address
04. Branch at Kachchh-Bhuj (Address)  
with Telephone/Mobile/Fax No.
  
05. Whether firm is registered & license holder under Contract Labour (Regulation & Abolition) Act (Attach relevant documents)
06. Registration No. of the Firm (Copy to be enclosed)
07. Permanent Account No. of the firm (PAN) (Copy to be enclosed)
08. Provident fund number allotted by Regional Provident Fund Office. (Copy to be enclosed)
09. ESI Registration No. (Copy to be enclosed)
10. Valid ISO Certificate No. & Date: (Copy to be enclosed)
11. GST Registration No. (Copy to be enclosed)
12. Total staff/workers of the firm
13. Name(s) of Central Government/State Government/Public Sector Undertakings to whom similar services have been provided by the firm during last five years. (Attach relevant documents as proof of experience)
14. If the applicant firm has been terminated or blacklisted by any organization in last 5 years, full details of such termination of service or blacklisting.

Signature with Date \_\_\_\_\_

Name of the Firm \_\_\_\_\_

Seal \_\_\_\_\_

**ANNEXURE - 'A (i)'**

**TECHNICAL BID ENCLOSURE**

Name of the Housekeeping Service Provider:

Address (with Telephone & fax):

**Rate of wages for House Keepers as per Central Government Rules**

Basic Pay : Rs.  
Variable DA : Rs.  
Gross Daily Wages : Rs.

**Add: Statutory Contributions (as per the rated mentioned below or as applicable)**

a. EPF @ \* : Rs.  
b. ESI @ \* : Rs.  
c. Bonus @ \* : Rs.  
\*\_-- as applicable

**Declaration**

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

Further, I hereby declare that the number of persons proposed to be deployed in Financial bid will be paid the wages as per above details.

Station:

(Signature of Authorized Signatory with date)

ANNEXURE - 'B'

TENDER ACCEPTANCE LETTER

(To be given on Company Letter Head)

Date:

To,

The Assistant Commissioner (P&V),

Custom House Mundra

**Sub: Acceptance of Terms & Conditions of Tender.**

**Tender Reference No:**

Name of Tender / Work:

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Dear Sir,

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

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

2. I/ We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. to (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

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

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

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

6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/ untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

**Annexure – 'C'**  
**PRICE BID UNDERTAKING**

Date:-

From: (Full name and address of the Bidder)

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To,

The Principal Commissioner of Customs,  
5B, Port User Building, Adani Port & SEZ,  
Mundra Distt-Kachchh (Gujarat)-370421

Sir/ Madam,

1. I submit the Price Bid for \_\_\_\_\_ and related activities as envisaged in the Bid document.
2. I have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.
3. I offer to work at the rates as indicated in the price Bid, Annexure IV inclusive of all applicable taxes except GST.

Yours Faithfully,

(Signature)

Name of Representative:-  
E-Mail:-  
Phone:-  
Office Address:-

**ANNEXURE- 'D'**

**FORMAT OF FINANCIAL BID**

**(To Be Submitted In Excel Format)**

To,  
The Principal Commissioner of Customs,  
5B, Port User Building, Adani Port & SEZ,  
Mundra Distt-Kachchh (Gujarat)-370421

Madam / Sir,

Having examined the bidding documents and having submitted the technical bid for the same, we, the undersigned, hereby submit the Financial Bid for supply of services as per the invitation for this and in conformity with the said bidding document at the prices and rates mentioned in the enclosed offer.

**The price quoted by us for the following area (per square feet per day) is as under:-**

S. No.	Services to be provided at	Area (in sq. ft)	Rate per square ft. per day (Excluding GST) Rs.	Total Amount (Rs.)	Remarks	Minimum No. of persons to be Deployed
1	Container Scanning Facility, Adani Port & SEZ, Mundra Distt-Kachchh (Gujarat)-370421	3,444				

*Note: (i). No extra Payment will be made other than the above mentioned amounts.*

*(ii). Minimum wages to be based on latest orders issued by Government of India, Ministry of Labour and amended from time to time.*

*(iii). Bidders must quote their rate taking into account wage components such as Basic, DA, EPF, PF, ESI etc., Leave Salary, Uniform allowance and Service charges.*

2. We do hereby undertake that, in the event of acceptance of our bid, the supply of services shall be made as stipulated in the tender document and that we shall perform all the incidental services.

3. We agree to abide by our offer for a period of 90 days from the date fixed for opening of the bid documents and that we shall remain bound by a communication of acceptance within that time.

4. We have carefully read and understood the terms and conditions of bid document and its implications.

5. Certified that the bidder is:

A sole proprietorship firm and the person signing the bid document is the sole proprietor/constituted attorney of sole proprietor/constituted attorney of sole proprietor.

OR

A partnership firm and the person signing the bid document is a partner of the firm and he has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement/by virtue of general power of attorney.

OR

A Company and the person signing the bid document is the constituted attorney.  
(Note:-Delete whatever is not applicable. All corrections/deletions should invariable be  
duly attested by the person authorized to sign the bid document.)

6. We do hereby undertake that, until a formal notification of award, this bid, together  
with your written acceptance thereof shall constitute a binding order between us.

*Yours faithfully,*

Signature and Name of the  
bidder Name and address of the Firm

\_\_\_\_\_

## ANNEXURE- III

### Instructions for Online Bid Submission

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

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

#### REGISTRATION

1) Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrolment" on the CPP Portal which is free of charge.

2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

4) Upon enrolment, the bidders will be required to register their valid Digital Signature

Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.

5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.

6) Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.

#### SEARCHING FOR TENDER DOCUMENTS

1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

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



### **PREPARATION OF BIDS**

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid. It is pertinent to mention here that the Financial/Price Bid (Annexure 'D') should be submitted in Excel format only. The bidders can do so by converting the PDF file (containing Annexure 'D') into an Excel file.
- 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 / XIS / 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.
- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the

bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

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9) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

#### **ASSISTANCE TO BIDDERS**

1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.