



Government of India /Bharat Sarkar  
Ministry of Labour and Employment /Shram Aur Rozgar Mantralaya  
**Directorate General Factory Advice Services and Labour Institutes**  
**CENTRAL LABOUR INSTITUTE**  
**Sion, Mumbai-400022**

No. 104/3/HOSTEL/2018-19-CLI

**e - TENDER NOTICE**

**Sub: Tender for Providing Services viz. Reception, Housekeeping & Catering in the Institute Hostel and Office complex –for Central Labour Institute, Sion Mumbai on contract basis.**

CRITICAL DATE SHEET

Published Date	19.01.2018 at 14:00 Hrs
Bid Document Download / Sale Start Date	19.01.2018 at 15:00 hrs
Bid Submission Start Date	19.01.2018 at 16:00 hrs
Bid Document Download / Sale End Date	12.02.2018 at 18:00 hrs
Bid Submission End Date	12.02.2018 up to 18:00 Hrs
Bid Opening Date	14.02.2018 at 1:00 Hrs

E-Tenders are invited by the Central Labour Institute, Sion, Mumbai under Two Bid System i.e. Technical Bid and Financial Bid from reputed, experienced and financially sound Companies / Firms / Agencies for providing services on subject matter in Central Labour Institute, Sion, Mumbai for one year from the date of agreement.

1. Complete Tender Documents (from page no. - 01 to 19) can be downloaded from the website <http://eprocure.gov.in/eprocure/app> from 18.01.2018 to 12.02.2018 (up to 18:00 Hrs.).
2. Interested service providers may submit their duly completed documents online at <http://eprocure.gov.in/eprocure/app> in all respects along with Earnest Money Deposit (EMD) of Rs.1,00000/- (Rupees One Lakh only) refundable (without interest) in the form of Demand Draft / Pay Order drawn in favor of “Central Labour Institute,” Sion, Mumbai. Original EMD has to be submitted at O/o HOO (CLI), Central Labour Institute, Sion, Mumbai- 400022 on or before the closing date i.e. 12- 02-2018 up to 18:00 hrs.

3. All the documents in support of eligibility criteria etc. are also be scanned in PDF Format uploaded along with the tender documents. Tenders sent by any other mode will not be accepted. No tender documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances what so ever.
4. The Technical Bids will be opened online on 14-02-2018 at 10:00 Hrs by a procurement committee of this institute. At the first instance the Technical Bids will be evaluated by the Tender Evaluation Committee (TEC) constituted for the purpose by the Department. At the second stage, the Financial Bids of only those bidders, who qualify in the Technical Bid, will be opened on 14.02.2018 by the Committee Members. The Tender Evaluation Committee (TEC), after evaluation of the Technical and Financial Bids, will give its specific recommendation (s) regarding the lowest qualified bid, which is to be selected along with a comparative statement duly signed by the members of the TEC.

\* The dates of opening of Technical and Financial Bids may change as necessitated.

5. The successful bidder will have to deposit a Performance Security Deposit of Rs. 5,00,000/- (Rupees Five Lakh Only) in the form of Fixed Deposit Receipt (FDR) made in the name of the Company / Firm / Agency but hypothecated to Central Labour Institute, Sion, Mumbai or Demand Draft in favor of Central Labour Institute, Mumbai for the period of contract. In case, the contract is further extended beyond the initial period, the FDR will have to be accordingly renewed by the successful bidder.
6. Institute reserves the right to amend or withdraw any of the terms and conditions contained in the tender Document or to reject any or all bids without giving any notice or assigning any reason.

(B.L. Bairwa)  
Director (ST/P)& HOO  
CLI, Mumbai.

## Details of tender

Head of Office, Central Labour Institute, Mumbai, on behalf of the President of India, invites sealed tenders in Two Bid System from experienced parties for providing services viz: Reception, Housekeeping & Catering in the Institute Hostel and Office complex at Central Labour Institute, Mumbai. Initially the contract will be for one year, which can be extended up to three years on mutual consent subject to the approval of competent authority.

### Details of Tender

<b>Earnest Money</b>	-	<b>Rs. 1,00,000/- (DD/ pay order in favour of Central Labour Institute, Mumbai)</b>
<b>Cost of Tender Form</b>	-	<b>Nil</b>
<b>Estimated Cost</b>	-	<b>Rs. 4,00,000/- (Per month)</b>
<b>Period of Contract</b>	-	<b>1 year</b>

### Scope of work (Both Office complex & Hostel)

Type		Rooms	Beds
Hostel No I	→	28	80
Hostel No II	→	12	36
Guest House	→	01	01

### 3. ELIGIBILITY CRITERIA TO PARTICIPATE IN THE TENDER:-

- 3.1. Minimum 3 years experience in the field of catering, caretaking, and Housekeeping services of a Hostel at any reputed Govt Organization / PSU.
- 3.2. The tenderer should have executed one single order towards Catering services and Management, Housekeeping & Maintenance of Hostel/Guesthouse of not less than Rs. 30 lac and his minimum annual turnover of any of the preceding three years should not be less than Rs.1 Crore. Copy of audited accounts duly certified/attested by Auditor/Chartered Accountant should be enclosed for each year
- 3.3. Registration with Income Tax department for PAN & GST Registration No
- 3.4. Registration under the EPF Act 1952 and ESI Act.
- 3.5. Registered under Contract Labour (Regulation and Abolition) Act, 1970.
- 3.6. Non blacklisting declaration.
- 3.7. The tenderer should have valid license / registration under the Food Safety Standards Act, 2006.
- 3.8. The Tenderer should have ISO 9001: 2008 Certification for quality assurance purpose

- 3.9 The tenderer should be registered under Shop & Establishment Act, 1960.
- 3.10 There should be no case or charge under investigation, enquiry or trial against the bidder or any conviction in a Court of Law nor should the bidder have been suspended, blacklisted or banned by any organization/government on any grounds. Self-declaration to the above effect should be submitted.

#### **4 EARNEST MONEY DEPOSIT (EMD):**

- 4.1 E.M.D. Rs.1,00,000/- in the form of Bank Draft/Pay order/ FDR in favour of , Mumbai should be enclosed. In case of FDR it should be valid for minimum 24 Months Tenders not accompanied by EMD will be rejected. Tenderers are not entitled for any interest on EMD. However submission of EMD is exempted for the NSME certificate firms. These firms have to submit at CLI a copy of NSME certificate attested by a Gazetted Officer before closing date i.e.**12-02-2018 up to 18:00** hrs.
- 4.2 EMD will be forfeited if the tenderer revokes his tender within the validity period or increases his earlier quoted rates or modifies the terms and conditions of his offer after opening the Price Bid or fails to take up the work within the period as specified in the LOI/Award Letter.
- 4.3 EMD will normally be returned to un-successful tenderers within 45 days after placement of order on the successful bidder and acceptance thereof.
- 4.4 Original EMD has to be submitted at Central Labour Institute, Sion, Mumbai on or before the closing date i.e.**12-02-2018 up to 18:00** hrs.

#### **5. SECURITY DEPOSIT (SD):**

- Security Deposit (SD) Rs 5.0 Lacks will be collected from the successful tenderer.
- The contractor must remit the SD before start of work. SD may be furnished in any one of the following forms:
  - Demand Draft drawn in favour of “Central Labour Institute, Mumbai” on any Scheduled/Nationalized Bank Payable at Mumbai.
  - Fixed Deposit Receipt issued by Scheduled Banks/Public Financial Institutions as defined in the Companies Act. The FDR should be in the name of the contractor, A/c Mumbai, duly discharged on the back.
- No interest will be payable to the Contractor for the amount deposited during the period of agreement.
- Failure to pay the Security Deposit shall be treated as failure to discharge the duties under the contract and shall result in cancellation of the contract and the tenderer shall be liable to compensate CLI Mumbai for any losses incurred by the Institute. EMD in such cases will also be forfeited.
- Security deposit shall be refunded within a reasonable time after the date of successful completion of the contract, i.e. the contractor carrying out all obligations/operations as required under the contract.

## **6. OPENING OF BIDS**

The Technical Bids shall be opened online on **14.02. 2018 at 10.00 hrs** in the presence of the bidders, who wish to remain present. The bidders attending the technical bids opening meeting should carry letter of authority from their firm/agency.

## **7. OPENING OF FINANCIAL BID**

The Financial Bids of only those firms, found technically qualified by the committee, will be opened. Shortlisted firms will be intimated by e-mail or over phone about the date of the opening of Financial Bid to enable them to remain present on the day of opening of Financial Bids.

## **8. QUOTING THE PRICE**

Wages of manpower will be as per the latest circular issued by the Chief Labour Commissioner (Central) for minimum wages for Mumbai applicable and benefits such as ESI, EPF, Bonus etc. Bidders are required to quote monthly service charges excluding said fixed charges.

The rate of Food items are fixed and given as per Annex-IV.

## **9. LAST DATE FOR SUBMISSION OF TENDER**

Last date of Tender Submission, completed in all respect, is **12.02. 2018 at 18.00 hrs**. Tender shall be submitted online only. The original EMD document should reach on the Institute, address given above, before last date of Tender Submission i.e: **12.02.2018 at 18.00 hrs**.

(B.L. Bairwa)  
Director (ST/P) & HOO  
CLI, Mumbai.

**SPECIFICATION OF WORK**

**1. Contract for Providing**

- a. Management, Housekeeping and Maintenance of Hostel Block.
- b. Catering in the Hostel for students, special luncheons, High teas and provision of canteen services for Staff and visitors of the institute.
- c. Housekeeping and sanitation services in the entire Administrative Block, Auditorium/ Safety Center and all open spaces of the institute campus.
- d. Periodical grass cutting of entire campus.
- e. Mechanical cleaning system.

**2. Catering Services:**

- i. For Hostel and Guest House Residents – Tea /Coffee, Breakfast, Lunch & Dinner (fixed menu /diet /Thali).
- ii. Special Buffet Luncheons, Dinner (Veg /Non-Veg.) Snacks, mid session tea as and when required for participants of training programmes, seminars, Conferences and visiting dignitaries for serving in Hostel /institute /guest house.
- iii. Canteen services for Officials of CLI/DGFASLI, and visitors of the institute during the office hours.

**3. Obligation of Institute:**

The Institute will provide as follows

- i. Well Equipped Kitchen with Work Stations, Hot Case, Tea/Coffee Dispensers, Fridge, Grinder, LPG connection with adequate no. of cylinders etc. However, the contractor will have to provide other appliances like Mixer, Burners, Chapati Plates, Toaster, good quality utensils, crockery, cutlery LPG refills and maintenance of Fridge etc. Contractor will also maintain an inventory of all the items provided by either institute or contractor and institute will be at liberty to verify the items physically available at site.
- ii. Dining Tables, Chairs, Sofas and other furniture for canteen, cafeteria (Auditorium) and dining /service room of the institute building.
- iii. Electrical fittings and appliances e.g. fans, exhaust fans light fittings, etc.
- iv. Water and electricity.

**GENERAL**

- i. The menu during special catering including its rate will be decided by a committee duly constituted by Head of Office, Central Labour Institute, Mumbai.
- ii. Provision of Canteen services for the staff posted at Institute.

**II. Management, Housekeeping and Maintenance of Hostel**

The hostel No.-1 has 28 triple bedded rooms with attached bathrooms and intercom facility and one air conditioned VIP suites located in the same building. Hostel No. II has 12 rooms with 3 beds in each room. The occupancy will depend on the number and duration of courses to be conducted. However, it is expected that around 20 beds will remain occupied throughout the year.

- a) To provide round the clock management of the reception desk at the hostel and necessary assistance /facilitation to the occupants.
- b) To maintain check-in and check-out register in the standard format to verify the actual arrival and departure of the occupants.
- c) Management of keys of Hostel Rooms.
- d) The contractor shall be responsible for quality maintenance and hygienic cleanliness/ upkeep of entire hostel complex and connecting pathways to dining hall & kitchen. The contractor shall ensure daily cleaning including dusting of entire hostel complex.
- e) Changing of Bed-sheets, pillow covers and towels at the arrival of each occupant and every alternate day during his stay.
- f) Dry Cleaning of blankets on the onset of winters every year on his cost.
- g) Washing/ Dry cleaning and ironing of Bed-sheets, pillow covers, curtains and towels using in the hostel.
- h) Provision of first aid box/kit in the hostel (well equipped) for residents and staff in emergency.
- i) Refilling of water flasks, cleaning of glass tumblers & dustbins provided in the rooms.
- j) Maintenance of visitor book at reception and to take comment/suggestion from each occupant during his stay and at time of departure.
- k) To look after the comfortable and trouble free stay of the occupant.
- l) To check the electrical, plumbing, telephone or any other maintenance related problem and inform the person concerned at earliest for the timely rectification of the same.
- m) All the Govt. Statutes and Regulations / Laws and Rules as may be applicable to contractor/ contract workers from time to time will be applicable.
- n) Contractor shall produce registers, Income Tax returns and records and comply with other directions issued by CLI for compliance of the above statutory provisions.
- o) Contractor shall, whenever required by the Govt. officials authorized under the statutes, produce for inspection, all forms, registers and other records required to be maintained under various statutes.
- p) Contractor shall produce documentary evidence in proof of effecting the said statutory deductions and payments.

**THE FOLLOWING SERVICES WILL BE REQUIRED IN RESPECT OF  
HOSTEL ROOMS, OFFICE COMPLEX, SAFETY CENTER, AUDITORIUM  
AND CAMPUS.**

- a) Daily cleaning /dusting of the rooms /halls and furniture etc.
- b) Washing/ Dry cleaning and ironing of Bed-sheets, pillow covers, curtains and towels using in the hostel.
- c) Dry cleaning of sofa sets /curtains /cushions chairs quarterly or as required.

- d) Provision of odonil /toilet freshener in the bathrooms. Cleaning of toilets, urine pots and washbasins with suitable disinfectant/acid to keep them sparkling clean and hygienic.
- e) All the public area, office rooms, Auditorium and open area need to be cleaned with broom once in a day and moping of the corridors, staircase etc., twice a day.
- f) All the office area should be cleaned before opening of the office and hostel should be cleaned between 7 A.M.-9.00 A.M.
- g) Good quality disinfectant should be used for wiping the floor.
- h) All the garbage generated in the hostel and CLI Campus shall be transported to the nearest located bins twice every day without fail to keep the atmosphere clean and bacteria free.
- i) Cleaning of window glasses, periodically with colin or equivalent cleaning agent.
- j) To water the flower pots.

l) The staff required for the hostel:-

1. Care taker (Skilled)	-	2
2. Attendant (Unskilled)	-	6
3. Cook (Skilled)	-	2
4. Asst. Cook (Semi-skilled)	-	2
5. Helpers (Unskilled)	-	3
6. Waiters (Unskilled)	-	5
7. Sweepers (Unskilled)	-	4

m) Staff required for the cleaning of entire CLI Campus:-

1. Supervisor (Semi-skilled)	-	1
2. Sweepers (Unskilled)	-	6



**GENERAL CONDITIONS/GUIDELINES FOR TENDERERS**

- A. Tenders without earnest money will be out rightly rejected.
- B. Earnest money of successful tenderer will be converted into security deposit and will be refunded only after three months of successful completion of the work.
- C. Tender(s) will remain valid for a period of three months from date of opening of financial bid. If any tenderer withdraws during the validity period, his/her earnest money will be forfeited.
- D. Persons related to any of the employee of Head of Office, Directorate General of Factory Advise services and labour Institutes are not eligible to participate in the tender. At any stage if it is found that the bidding firm has some relative working for the said organization the tender will be canceled and earnest money forfeited.
- E. Head of Office, Central Labour Institute, Mumbai can cancel any or all the tender without assigning any reason.
- F. All the above guideline will form part and parcel of the tender.
- G. All the staff deployed by the contractor is required to be in suitable uniform getting well with the environment of the institute.
- H. Compliance of minimum wages act, ESI, EPF and all other labour laws is compulsory and is the responsibility of the contractor. Institute in no way will be responsible of the dues of employees if any.
- I. All staff employed in the institute by the contractor need to wear an identity card duly provided by the contractor and countersigned by the Institute authorities for safety purpose.
- J. Staff employed in the kitchen and service should be free from communicable deceases and should produce a medical certificate of this effect.
- K. The contractor should provide packed milk, flavored milk, curd, chips, biscuits, juice cold drinks etc on MRP on the demands of residents/ employees if any.

**Central Labour Institute, Mumbai**

**FORM OF TENDER**

**Technical Bid**

TENDER FOR PROVIDING

- a. Catering services at Central Labour Institute(CLI), Mumbai
- b. Management, Housekeeping and Maintenance of Hostel and Office complex at Central Labour Institute, Mumbai

2. PERIOD OF CONTRACT: One year.

3. NAME AND ADDRESS OF: \_\_\_\_\_  
TENDERER (In Block Letters) \_\_\_\_\_

4. STATUS OF THE TENDERER: \_\_\_\_\_  
(Proprietorship/ Partnership/ \_\_\_\_\_  
Limited company/ Cooperative \_\_\_\_\_  
Society)

- 5. Tender is for providing catering services and Management, Housekeeping and Maintenance at Central Labour Institute, Mumbai fully described in the General guidelines for running of institute for a period of 01 (one) year and extendible up to three year.
- 6. Rs. 1,00,000/- (Rupees One Lakh only) by demand daft is enclosed as Earnest Money Deposit along with the tender form and I/we abide to deposit Rs.5,00,000/- (Rupees Five Lakhs only) as a 'Security Deposit' if I/we get the said contract of CLI.
- 7. I/We have carefully read and understood the terms and conditions for the contract as contained in the Notice inviting Tender and General Guidelines form received along with the tender documents for the said contract and in the event of my/our tender being accepted, I/we undertake to abide by the conditions contained therein.
- 8. I/we have carefully read and understood the terms and conditions of the license as contained in the NIT including the following:

- Earnest Money Deposit of Rs. 1,00,000/- (Rupees one Lakh only) is liable to be forfeited by CLI, if on award of license, I/We do not accept the award or do not fulfill any of the conditions stipulated in tender documents within the prescribed time.
  - On account of non-acceptance of award or on account of non completion of tender conditions within the prescribed time. I/We shall be debarred by CLI for future participation in the tenders at its Institute or any other place under the control of CLI for a period of one year.
  - On account of furnishing inadequate or wrong information, my award/tender will be liable to be reject ted by RLI without assigning any reasons thereof.
9. A detailed profile of the organization as filled in the prescribed Proforma in the Annexure – III B along with the requisite documents to be enclosed in the Technical Bid.
10. The CLI does not bind itself to accept the any tender and reserves to itself the right of accepting the whole or any part of the tender and the Tenderer shall be bound to provide the service at the rate quoted.

Signature of the tenderer with seal \_\_\_\_\_

Name \_\_\_\_\_

Status \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Tele.No. (Office) \_\_\_\_\_ (Res.) \_\_\_\_\_

Witness:

1. Signature with Name & Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. Signature with Name & Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Central Labour Institute, Mumbai**

**FORM OF TENDER**

**PROFILE OF ORGANISATION**

(Please fill and attach with the Technical Bid)

1. Name of the Bidder: \_\_\_\_\_
2. Full address of the Bidder: \_\_\_\_\_
3. Name of the Authorized Signatory: \_\_\_\_\_
4. Name & address of the contact person to whom all references shall be made with Telephone / FAX No./ Email/ Mobile:
5. Background and experience for the last three years in providing services with full particulars:
6. List of Clients: (enclose the list along with the self attested documentary evidence)
7. Financial status (Please attach IT Returns of and financial accounts for the last 3 years FYs: 2014-15, 2015-16 & 2016-17)
8. GST Registration No.: (Please attach a scan copy)
9. GSTIN/CST/VAT/TIN No.: (Please attach a scan copy)
10. PAN Number: (Please attach a scan copy)
11. Labour Department Registration No.: (Please attach a scan copy)
12. EPF Registration No.: (Please attach a scan copy)
13. ESI Registration No.: (Please attach a scan copy)
14. Year of Establishment of firm:
15. Certificate of registration under Shop & Establishment Act, 1960: (Please attach a scan copy)
16. License / registration under the Food Safety Standards Act, 2006: (Please attach a scan copy)

17. Certificate of ISO:2008 Certification :  
(Please attach a scan copy)

Note: (Please attach extra sheet, if space in the column is insufficient. The site/CLI Mumbai may be visited on any working day if required, to ascertain the quantum of work before submitting the tender).

Date:

Signature & Seal of bidder

**Central Labour Institute, Mumbai****RATE FOR THE CATERING SERVICES**

Sl. No	ITEM	Rate		
		Rates for Govt Officials *	Rates for visitors/Trainee	Rates for ADIS/AFIH Stdents
1.	<b>Tea</b> ready -made ( To be provided at canteen, institute and hostel)	5.00	10.00	10.00
2.	<b>Coffee</b> ready made ( To be provided at canteen, institute and hostel)	10.00	15.00	15.00
3.	<b>Breakfast</b> Consist of either North Indian/ South Indian/ Continental/ Italian items (on rotation basis)	25.00	45.00	35.00
4.	<b>Lunch/Dinner</b> (Fixed meal thali) Consisting of 4 Tava Chapati, Rice, Dal, 2-Seasonal Vegetables, Raita/Curd, Salad, Chutney/pickle & Papad.	40.00	80.00	60.00

\* Govt Officials means "Officials of Central Labour Institute / DGFASLI, Visiting Officers of Ministry of Labour & Employment, CPWD, CGHS, PAO and retired officials of DGFASLI excluding the contract persons".

**Central Labour Institute, Mumbai**

**FORM OF TENDER/PRICING BID**

<b>S. No</b>	<b>ITEM</b>	<b>Amount(Rs.)</b>
1.	Service Charges including expenditure of consumable items to supplied/used for the entire services, cost of disinfectants, laundry expenses, uniform and washing allowance for labours etc. for the complete Facilities management services ie. Reception, Housekeeping & Catering services in the Institute Hostel and Office complex/ CLI Campus.	

## 1.1 INSTRUCTIONS FOR ONLINE BID SUBMISSION

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>). 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>.

## 1.2 REGISTRATION

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

## 1.3 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.



#### **1.4 PREPARATION OF BIDS**

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS formats. Bid documents may be scanned with 100 dpi with black and white option.
- 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" 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.

#### **1.5 SUBMISSION OF BIDS**

- 1) Bidder should log into the site well in advance for bid submission so that he/she 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. Supply of Software Tools and Equipments as per **Schedule-I** of Tender Document.
- 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 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) A standard Price Schedule format (BOQ) has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the Price Schedule, open it and complete the white colored (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 Price Schedule 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. Unauthorized persons cannot view the data entered 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.
- 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, 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.

#### **1.6 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. The contact number for the helpdesk is 1800 3070 2232.

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