



GOVERNMENT OF INDIA
OFFICE OF THE PRINCIPAL COMMISSIONER CENTRAL GST & CENTRAL
EXCISE, PATNA-I.
3rd Floor, C.R.BUILDING, (ANNEXE), BIRCHAND PATEL PATH, PATNA- 800 001

INVITATION OF E-TENDER FOR PROVIDING CARETAKING,CATERING,MAINTENANCE,SECURITY AND GARDENING
SERVICE FOR GUEST HOUSE AT COMMISSIONER OF CENTRAL GOODS & SERVICE TAX & CENTRAL EXCISE, PATNA-I,
1ST FLOOR C.R. BUILDING, ANNEXE, BIRCHAND PATEL PATH AND ALSO AT C.R.COLONY, SALIMPUR, DUMRAH, PATNA

Tenders are invited through e-procurement from reputed House Keeping Agencies for providing caretaking, catering, maintenance, Security & Gardening services in the departmental Guest House situated at Central Goods & Service Tax and Central Excise, Patna-I Commissionerate, 1st Floor, C.R. Building (Annexe), Birchand Patel Path, Patna-800001 and also at C R Colony, Salimpur, Dumrah, Patna.

The detailed terms & conditions along with Technical and Financial bid forms can be downloaded from the official website www.eprocure.gov.in (CPP Portal)/“www.cbec.gov.in”. **The last date for submission of duly filled up tenders are 13.02.2018 till 16:00 hrs.** The Technical bids will be opened on **14.02.2018 at 16:00 hrs.**

Assistant Commissioner [Admn.]
Central Goods & Service Tax & Central Excise
Patna-I

C.No. I(22)25-GI/Misc/Maintenance Catering of Guest House/2017

Dated:

Copy for Information & necessary action to:-

1. The Superintendent (DMC), Central Goods & Service Tax & Central Excise Hqrs., Patna-I. He is requested to publish the above Tender Notice on the official web site www.cbec.gov.in.
2. The local Editor, Dainik Bhaskar/The Times of India, Patna for publishing the E-tender Notice in Patna edition only.
3. Notice Board.

Assistant Commissioner [Admn.]
Central Goods & Service Tax & Central Excise
Patna-I



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OFFICE OF THE PRINCIPAL COMMISSIONER CENTRAL GST & CENTRAL EXCISE, PATNA-I.
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INVITATION OF E-TENDER FOR PROVIDING CARETAKING,CATERING ,MAINTENANCE, SECURITY AND GARDENING SERVICES FOR GUEST HOUSE AT COMMISSIONERATE OF CENTRAL GOODS , SERVICE TAX & CENTRAL EXCISE, PATNA-I 1ST FLOOR C.R. BUILDING,ANNEXE,BIRCHAND PATEL PATH AND AT C.R.COLONY, SALIMPUR,DUMRAH,PATNA

The Commissioner, Central Goods & Service Tax and Central Excise Commissionerate, Patna-I invites caretaking, catering, maintenance, Security & gardening services in the departmental Guest House situated at Central Goods, Service Tax and Central Excise, Patna-I Commissionerate, 1ST Floor, C.R. Building, (Annexe), Birchand Patel Path, Patna-800001 and also at C R Colony, Salimpur, Dumrah, Patna for the period of **one year** from the date of agreement / contract. Following documents, giving full details, are as under:-

1. Terms & conditions and instructions:- : Annexure 'I'
2. Proforma for Technical Bid :- : Annexure 'II'
3. Proforma for Financial/Price Bid: – : Annexure 'III'

Tender should be submitted in two parts i.e. Annexure 'II' for Technical part and Annexure 'III' for Price part. Interested parties may inspect the premises and submit the Annexure 'II' & Annexure 'III' fully filled up. Both the Annexures should be kept in separate sealed envelope which may be **superscribed as "Annexure II" & "Annexure III"**. These both envelopes placed in another sealed cover superscribing **"Quotation** for caretaking, catering, maintenance, Security & gardening services for the departmental Guest House" which should be addressed to **"The Administrative Officer, Central Goods Service Tax & Central Excise, Patna-I, Ground floor, Central Revenue Building [Annexe], Birchand Patel Path, Patna-800 001"**.

The service providers will be short listed on the basis of their technical competency after opening of Annexure II. Financial bids [Annexure III] of only those bidders will be opened who are short-listed on the basis of their Technical Bid [Annexure II]. **The technical bids will be opened on01.2018 at 16:00 hrs. by the committee constituted for the purpose.**

For any clarification in the matter and/or for inspection of the premises, prior appointment may be made with Administrative Officer, Central Goods Service Tax & Central Excise Hqrs., Patna-I.

The Commissioner, Central Goods Service Tax & Central Excise, Patna-I reserves the right to postpone and /or extend the date of receipt/ opening of Rates/ Quotation or to withdraw the same, without assigning any reason thereof.

Sd/-
Assistant Commissioner (Admn.)
Central Goods, Service Tax & Central Excise,
Patna-I

TERMS & CONDITIONS**1. SCOPE OF WORK**

The caretaking, maintenance, Security & gardening services in the departmental Guest House services are to be provided for the constructed and open area of this office is as under:-

Sl. No	Name of Building/Location	Constructed area	Open area
1	Central Revenue Building (Annexe), Birchand Patel Path, Patna	Guest house at 1 st Floor of Annexe C. R. Building [1506.95 Sq. ft.]	Open space of the guest house of CR Colony, Salimpur, Dumrah, Patna [1398.90 Sq. ft.]
2	Central Revenue Colony, Salimpur, Dumrah, Patna	Guest House at C. R. Colony, Salimpur, Dumrah, Patna [1721.60 Sq. ft.]	
TOTAL		3228.55 Sq. ft.	1398.90 Sq. ft.

The details of Caretaking, Security, Maintenance & Gardening Services are as under:-

TERMS AND CONDITIONS**1. Caretaking/Security/Maintenance/Gardening service**

1. The contractor will provide the above services to THE GUEST HOUSE in the premises of C.R. Revenue Building 1st floor, Birchand Patel Path Patna-800001 and THE GUEST HOUSE at C.R. Colony, Salimpur, Dumrah, Patna-800025.
 - a) Cleaning of window panes, doors and firefighting equipment and fire hydrant at least once in a week to keep them dust free.
 - b) Washing of floors of corridors with Vim/Detergent at least once in a week preferably on Saturday/Sunday. The closets, urinals, wash basins and sink shall be cleaned everyday by using proper non toxic cleaning power without any stain left over to present a sparkling condition.
 - c) Spraying Flit/ or branded mosquito killers in all the rooms at least once in a month preferably on Saturday/Sunday. Smoke fogging shall also be carried out if necessary to control the mosquitoes and mosquitoes repellent with liquids should be provided in all rooms of both Guest Houses. Air freshener spray to be sprayed in the entire premises once every day and also as and when required.

- d) All toilets shall be cleaned minimum of twice a day and as and when required adequate number of naphthalene balls and odonil air freshener to be provided in each toilet.
 - e) Removal of cobwebs at least once a week in all the rooms and premises.
 - f) Cleaning of rooms with Phenyl/Cleanzo every day.
 - g) Cleaning i.e sweeping and scrubbing of all the rooms, stairs and corridors of the guest house premises including terrace twice a day. The jobs are to be completed before 9.00AM and after 5.30PM respectively.
 - h) Rat menace-effective control bi-monthly throughout guest house premises.
 - i) Cleaning of Fans, Tube lights, Electrical fixtures etc should be done every week. Vacuum cleaners shall be used wherever needed.
 - j) Cleaning of Sofas with vacuum cleaners should be done every day.
 - k) Brass polishing of brass/copper fixtures should be done every day.
 - l) Pesticides spray once in 15 days or in a month is must in the entire premises.
2. To keep exits of all sewer lines, slits as well as stoppage, free from slit and other obstruction matters. The down fall lines of rain water pipes shall be cleaned properly. The sanitary lines should be checked and leakage should be stopped and painted neatly on rusting as and when needed.
 3. The contractor will liaise with the designated officer of the department and report every month to the designated officer, who are authorized to make check on day to day activities of the contractor. The contractor shall extend full co-operation and provide necessary information on Maintenance problems to the designated officer from time to time.
 4. Supervisor and workers should be young and energetic preferably below 40 years of age with good physique. They should be capable of lifting all types of furniture, equipment etc.
 5. In case of any damage to any fixtures, fitting, equipment etc., the contractor shall be responsible to carry out the repairs without any delay and interruption in service. Cost of repairs etc shall be borne by the contractor himself. In case of any loss, theft or damage, contractor shall replace lost, broken or damaged items, of the same quality at his own cost and expense, failing which cost & expense involved will be adjusted against the amount due to contractor, otherwise. The decision of department about the extent of loss, theft, damage in this context shall be final and binding on the contractor. The contractor shall be responsible for the safety of the materials shifted by them from one area to another area.
 6. The contractor shall provide round the clock security at Guest House, Salimpur, Dumrah, Patna and shall be responsible for safety of all the fixtures and fittings provided by the department.

7. If the contractor considers it necessary to bring his own additional material as being necessary for the smooth running of the cleaning services at the Guest house, the same shall be brought by the contractor at his own cost.
8. The contractor shall be responsible for engaging adequate manpower required for providing good and hygienic services in the guest house. Wherever possible only mechanical cleaning shall be resorted to.
9. The contractor will, prior to commencement of the operation of contract, make available to department the particulars of all the employees who will be employed, such particulars inter-alia should include age, Date of birth, local and permanent address and the police verification report of the employees.
10. The employees of the contractor should possess sound health and be free from any diseases, **especially contagious and frequently recurring diseases and they should be in uniform while on duty** with ID cards.
11. The contractor shall be fully responsible about the conduct of his employees and shall ensure that their behavior with residents, supervisors, officers and guest is always good and cordial. If it is found that the conduct of any person employed by the contractor is unsatisfactory the contractor shall have to remove the person concerned and engage a new one within 48 hours of intimation. The decision of the Designated Officers in this regard shall be final and binding on the contractor.
12. Department reserves the right to call upon the contractor to remove any person whom department finds unsuitable for services on account of hygiene, health or conduct or any other reason and contractor will be obliged to comply with the same.
13. All work shall be carried out with due regard to the convenience of the department. The order of the concerned authority shall be strictly observed. No extra cost shall be paid on this account.
14. The contractor has to deploy manpower for Maintenance work on holidays including Saturday and Sunday, late hours and as and when required for which no extra charges will be paid, even though the deployed man power shall be given adequate rest time as per law.
15. Supervisor/ workers will not be changed by the contractor so frequently until and unless so warranted. Any changes made shall be with the knowledge of departmental officers only.
16. Sub-contracting of the contract shall not be permitted.
17. Disputes if any, arising out of the cleaning services contract shall be settled by mutual discussion or through the channel of arbitration, WITH JURISDICTION AT Patna, Bihar.
18. The contractor will not charge the additional payment to provide the cleaning services on Holiday, Saturday, Sunday and odd hours during departmental functions.

19. **At least one attendant shall be available in the Guest House round the clock besides one security guard be available round the clock at C.R. Colony, Salimpur, Dumrah, Patna.**
20. The tenderer may be required to coordinate and liaise with local authorities such as CPWD, Bihar Jal Board and Municipal Authorities etc.
21. Department shall in no way be responsible for any default with regard to any statutory obligation and the contractor will indemnify department in case of any damage or liability, which may arise on account of action of contractor.
22. Dispute, if any, arising out of the Maintenance services contract shall be settled by mutual discussion or arbitration by sole Arbitrator to be appointed by the Department as per the provisions of Indian Arbitration and Conciliation Act, 1996 and the rules framed there under. Any Arbitrator appointed shall not have the jurisdiction to pass any interim awards, or to grant interest higher than 8% charged simply on the award amount, or amounts payable to either party.
23. Tender shall be accompanied by the relevant documents including the following:-
 - A. Certificate in support of experience for having undertaken this kind of business along with a list of bigger organization, public sector undertakings and government establishment where the contractor is currently providing/has provided aforesaid services.
 - B. Work plan indicating the requirement of staff deployment and pattern of staff proposed and other details for the efficient and satisfactory performance of the contractor.
 - C. Certificate in support of all statutory registrations
24. One of the person should know about sewage cleaning.

Supply of Material:

1. The Contractor shall at his own expenses supply the following materials required for the complete works covered under the scope of the contract.
 - I. Liquid of good quality/reputed brand in containers or 1 liter / 5 Liters
 - II. Soap paste of good quality/reputed brand with plastic standard containers of 250 ml. each.
 - III. Phenyl "Bengal Chemical/Cleanso or reputed brand in containers of 1 to 5 liters.
 - IV. Diluted sulphuric acid in containers of 750 ml each.
 - V. Napthalene balls.
 - VI. Cleaning Powder Vim brand or equivalent in standard packing of 1 kg each.
 - VII. Detergent powder, Surf or equivalent in 1 kg packet.
 - VIII. Odonil in standard packing of 75 grams each(air purifier) for toilets.
 - IX. Toilet Roll of good quality to be available at all time in all the toilets.

- X. Soft brushers of carpet cleaning.
 - XI. Brasso liquid metal cleaner or equivalent make in standard packing available.
 - XII. Glass Cleaning agent Collins make or equivalent to be supplied in standard plastic bottles.
 - XIII. Wax polish of standard make in containers of 500 gms.
 - XIV. Cloth old dhotis for floor polishing.
 - XV. Jute cloth for floor cleaning by phenyl and waters solutions.
 - XVI. Yellow color soft cloth with fur for cleaning furniture and delicate objects.
 - XVII. Laundry washing bed sheet, pillow cover, towels, bathroom towels, hand towels.
 - XVIII. Dry cleaning of blankets Curtains, Carpets Sofa, Chairs Blinds etc.
 - XIX. Bath soap, Candles, Match Boxes and Garbage Trolley.
 - XX. Providing fresh flowers in vases in drawing rooms.
 - XXI. Numbers of earthen flower pots of seasonal flower plants (to be changed 3 times in a year) has to be provided in the Guest House lawn.
2. All the materials to be provided by the contractor shall be in conformity with specification/makes keeping in view good quality/standard.
 3. The designated officer shall have full powers to be require for removal of any or all of the materials brought to site by the contractor which are not in accordance with the contractor specification or do not conform in character or quality to samples approved by him. In case of default on the part of the contractor is removed by other means, the designated officer shall have full powers to procure other materials to be substituted for rejected materials and in the event of the contractor refusing to comply, he may cause the same to be supplied by other means. All the cost, which may attend upon such removal and or substitution and their job, shall be borne by the contractor.
 4. Subject as herein after provided all charges on account of CGST & SGST and other duties on materials obtained for the works from any sources shall be borne by the contractor. The designated officer shall be entitled at any time to inspect and examine any materials to be used on the works or in the store.

2. Catering Service:

- A. Catering /provisions of breakfast, lunch, dinner, snacks, tea/coffee and other food items as decided upon and as per the menu as the price to be charged from the guests as approved by this office (details given below)

Sl.No	Name of the Meals	Maximum Price to be charged by the bidder from the guest.
1	Normal Tea per cup	Rs. 6/-
	Green Tea per cup	Rs. 10/-
	Normal Tea/Coffee per cup with biscuits	Rs. 10/-
2.	Breakfast (any one choice)	
	1. Cornflakes with milk (milk 200ml +50gm Cornflakes)	Rs. 40/-
	2. Bread, Butter & Jam (Big Size 2Pcs.)	Rs. 15/-
	3. Eggs (boiled/omelette) 2pcs.	Rs. 15/-
	4. Paratha/Puri with one vegetable dish (4Pcs.)	Rs. 40/-
	LUNCH	
	a. Vegetarian:- (one dal, two vegetable dishes, pulao, chapattis, pickles, chutney, papad, salad, raita and a sweet dish)	Rs. 75/-
	b. Non Vegetarian :- [one dal, one vegetable dish,one non-vegetarian dish(mutton/ chicken) pulao, chapattis, pickles, chutney, papad, salad raita and a sweet dish]	Rs. 100/-
	DINNER	
	a. Vegetarian:- (item includes same as above)	Rs. 75/-
	b. Non vegetarian :- (item includes same as above)	Rs. 100/-

- B. Cooking gas connection will be provided by this office, however, payment towards the gas charges is to be borne by the contractors.

- C. List of indicative brands items to be used in catering:

Items to be used other than the above mentioned items should be first got approved by the department.

No	Item	Brand
1	Milk	Sudha Dairy
2	Curd	Sudha Dairy/Amul
3	Paneer	SudhaDariry
4	Biscuits	Britannia/Parle
5	Bread	Britannia/Moreish
6	Butter	Amul/ Equivalent
7	Jam	Kissan
8	Tomato Sauce/Ketch-up	Kissan/Patanjali
9	Tea/Tea bags/Coffee	Tata/Tatley/Nestle
10	Refined Oil	Sundrop/Fortune/Saffola (oil once used should not be used again in case if it is used for frying items)
11	Rice	Rreputed brand Basmati
12	Atta/Maida/Besan	Shakti bhog/Annapurna/Patanjali
13	Pulses	Patanjali/organic
14	Spices	MDH/Everest
15	Fruits/Vegetable	Fresh
16	Chicken/Mutton/Fish	Fresh
17	Papad	Lijjat/Patanjali
18	Pickle	
19	Ice cream	Amul/ KwalityWalls
20	Sweets and Snacks	Reputed Confectionary shop
21	Cornflakes	Kellogs
22	Porridge	

The items to be used other than above mentioned items should be first got approved by the department.

3. REQUIREMENT FOR CARETAKING, CATERING, MAINTENANCE, SECURITY & GARDENING SERVICES & EVALUATION OF BID

The bidder shall quote their rate as per sq. ft. per month in the prescribed format. Number of persons proposed to be engaged by the bidder should also be mentioned in the Financial Bid Document i.e. Annexure –III by the bidder. However evaluation to arrive lowest bidder [L1] will be on the basis of total quoted rate per month.

4. Performance Guarantee(Security Deposit)

The successful bidder will be wholly and solely responsible for any damage/levy/claim will be liable to pay the said damage/levy/claim. In this context, the successful bidder will deposit Rs. 15,000/- (Rs. Fifteen Thousand Only) as performance security which is non-interest bearing in the shape of **Bank Guarantee** issued by a Nationalized Bank only drawn in favor of the Chief Account Officer, Central Goods Service Tax & Central Excise, Patna-I payable at Patna. The security deposit will be refunded only after the expiry of the contract. The deposit is liable to be forfeited, if during the period of contract the services of the contractor are found to be unsatisfactory in any respect, and/or if any of the conditions of the contract is contravened/breached, and/or towards any damage caused due to negligence of the contractor or his employees. This forfeiture will be in addition to any action by the department that the contractor firm will invite upon themselves due to any of the reasons.

5. EARNEST MONEY DEPOSIT

The Technical bid must be accompanied with non-interest bearing Earnest money in the form of Demand draft of Rs. 10,000/- (Rs. Ten Thousand) only in favour of Chief Accounts Officer, Central Goods Service Tax & Central Excise, Patna-I payable at Patna, failing which tender will not be considered for opening of Price/Financial Bid Annexure- III.

6. FORFEITURE OF EARNEST MONEY

- (a) If a bidder withdraws its offer after opening of Technical & Price/Financial bid before award of tender to other valid tenderer, the earnest money deposited by them will be forfeited.
- (b) If a successful bidder fails to execute an agreement within specific time as per intimation/request to the department, the earnest money deposited by them will be forfeited.

7. REFUND OF EARNEST MONEY

Earnest money deposited by the bidders will be refunded to the bidder immediately after finalization of the tender.

8. QUALIFYING CRITERIA

- (a) Bidders should have been providing similar service to the Government Departments/ Government undertaking for at least last 2 years.
- (b) Bidders shall be duly registered with ESIC, Provident Fund, GST and other relevant statutory authorities dealing with employment of labour.

9. GENERAL CONDITIONS

- (a) It should be responsibility of bidders to ensure payment of minimum wages to his employees as prescribed by the state/central government. They should also not employ any child labour.
- (b) Contractor shall be solely responsible for payment of wages/salaries other benefits like ESIC, Provident Fund and allowances to his personnel that might become applicable under any Act or Order of the Govt. The Commissioner shall have no liability whatsoever in this regard and the Contractor shall indemnify this Commissioner against any/all claims which may arise under the provisions of various Acts, Govt. Orders etc.
- (c) The rates on which the contract is finalized will be applicable for the entire period of contract. The rate will be inclusive of all taxes and duties.
- (d) **Contractor shall be responsible to submit the proof of deductions of ESIC, Provident Fund of his personnel otherwise payment may be held up for want of the same.**
- (e) **The contractor will submit the monthly bill for reimbursement in duplicate to the Administrative Officer [H], Central Goods Service Tax & Central Excise, Patna-I. The certification of cleaning work on monthly bill by the Superintendent (Hqrs.) is compulsory every month copy of proof of deduction of EPF and ESIC must be enclose with the monthly bill submitted for reimbursement.**
- (f) All existing statutory regulations of both the State as well as the Central Govt., shall be adhered to by the Contractor and all the records maintained thereof shall be available for scrutiny by this office.
- (g) The person employed should work on all days including Saturday, Sunday and Gazetted Holidays and also in the late hours as and when required even though the deployed man power shall be given adequate rest time as per law.
- (h) Bidder should state the lump sum amount to be charged on monthly basis which will be inclusive of all other charges.
- (i) The Contractors are required to submit the complete Rates/ Quotations only after satisfying each and every condition laid down.
- (j) All the rates must be written both in figures and in words. Overwriting will not be allowed.
- (k) The Contractors must comply with the Rates/Quotations, specification and all terms and conditions of contract. No deviation in the Terms & Conditions of the Contract Shall be entertained unless specifically mentioned by the contractor in the Rates/Quotations and accepted by the Commissioner.
- (l) Notwithstanding anything contained herein, the Commissioner reserves the right to terminate the contract by giving 1 (one) month's notice in writing without assigning any reason.

- (m) Insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948, shall be taken by the contractor. The contractor shall arrange necessary insurance cover for all persons deployed by him for short duration. This office shall not entertain any claim arising out of mishap, if any, which may take place.
- (n) Contractor shall in no case lease/transfer/sublet or appoint caretaker for services.
- (o) No other person except Contractor's authorized representative shall be allowed to enter the premises of the Commissionerate.
- (p) It is made clear that the engagement of the service provider does not in any way confer any right to the service provider or the persons that may be deployed by him in this office for claiming any regular or part time employment in this office or any other Govt. Office.
- (q) The duration of the contract will be of one year from the date of execution of agreement.
- (r) The tenderer should not have been blacklisted by the State/ Central Government department or any organizations(Attach affidavit to this effect with technical bid).
- (s) The agency shall maintain all registers/records as required to be maintained under various labour laws and other statutory laws and produce the same before the statutory authorities as well as the authorities of department as and when required. The following registers are necessary to be maintained:
 1. Daily log book.
 2. Visitor register.
 3. Guest comment book.
 4. Attendance register.
 5. Food bill book.
 6. Staff personal data Register

10. Bid Submission :Bid shall be submitted online only at CPPP website : <http://eprocure.gov.in/eprocure/app>. Service Providers have to follow "Instructions to Bidder for Online Bid Submission" provided in the "Annexure-I" for online submission of bids:

- (a) Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document
- (b) Bidder who has downloaded the tender from the Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app>, <http://eprocure.gov.in/epublish/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 tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned.
- (c) Intending service providers are **advised to visit against CPPP website <http://eprocure.gov.in/eprocure/app> regularly till closing date of submission of tender for any corrigendum/addendum/amendment.**

- (d) The service provider shall enter into an agreement on the stamp paper with appropriate stamp duty, within 5 days from the date of communication of acceptance of his offer, by this office.

Only those service providers should apply who agree to unconditionally abide by the above terms and conditions. Conditional acceptance or proposing modification of any condition/s will invalidate the tender.

The Competent authority reserves the right to reject or ignore any bid either in full or part without assigning any reason thereof.

Sd/-

**Assistant Commissioner (Admn.)
Central Goods & Service Tax & Central
Excise, Patna-I**

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 submit their bids online on the CPP Portal.

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

REGISTRATION

- 1) Bidders are required to enroll on the e-procurement module of the Central Public Procurement Portal (URL: <http://eprocure.gov.in/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 Certificate with signing key usage) issue 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 DCS'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 could 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
- 3) content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 4) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender documents/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.
- 5) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificate etc.) has been provided to 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 documents.
- 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 date 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 provide and no other format is acceptable. If the price bid has been given as a standard BoQ format
- 6) with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured(unprotected) cells with their respective financial quotes and other details (such as name of the
- 7) 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.
- 8) 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.

- 9) 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 bid 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.**
- 10) 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.
- 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.

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ANNEXURE -II

TECHNICAL BID DOCUMENT
(In separate sealed cover super scribed as TECHNICAL BID)

1.	Name of the Organization/firm	
2.	Name of the proprietor(s) (with Tel. No., Fax, Mobile No. & Email)	
3.	Address of the proprietor/partners (with mobile No.)	
4.	Registration No. of the firm under Contract: Labour [Regulation and Abolition], Act: Copy of proof be attached.	
5.	Name of Public sector/Govt. organizations: to whom similar services have been provided by the firm during last two years [Please attach the job order/service certificate From the Govt. office /public sector]	
6.	Permanent Account Number(PAN)	
7.	GSTIN Registration No. Copy of proof be attached.	
8.	Labour license no.	
9.	ESIC Registration No. (attach Proof)	
10.	P.F. Registration No. (attach Proof)	
11.	Whether the firm is non-blacklisted by any State/ Central Government department or any organizations: (Attach affidavit to this effect)	
12.	Details of DD of Rs. 10,000/- toward EMD	

Important Note:-

- 1. Please read carefully “Terms and conditions” before filling up this form.**
- 2. Please complete the format in all respect with signature.**
- 3. The Tender Committee reserves the right to accept or reject any application for Technical Bid for the above work without assigning any reason whatsoever.**

DECLARATION

This is to certify that I/We before signing this tender have read and fully understood all the term and conditions contained herein and undertake myself/ourselves to abide by them.

(Signature of tenderer or authorized signatory with date & seal)

ANNEXURE -III**FINANCIAL BID DOCUMENT****(In separate sealed cover super scribed as FINANCIAL BID)**

1.	Name of the Organization/firm	
2.	Name of the Proprietor(s)/Director (with Tel. No., Fax, Mobile No. & Email)	
3.	Address of the proprietor/partners (with mobile No.)	
4.	GSTIN Registration No	
5.	No. of labours to be deployed	

A. Rate of Caretaking, Maintenance and Gardening Service (per month)

Area	Sq. ft.	Rate per sq. ft.	Total Rate	Total Rate in Words
1	2	3	4 = 2X3	5
(a) Constructed area	3228.55 Sq. ft.			
(b) Open area	1398.90Sq. ft.			
(c) Total [a] + [b]	4627.45 Sq. ft.			

B. Minimum Rate of Catering Service (per month) for breakfast, lunch & dinner for approx 150 persons	
C. Minimum Rate for laundry Service (per month) for bed-sheet, pillow cover, curtain, sofa cover, towel, blanket, carpet etc.	
D. Rate for Security Service (per month)	
Overall Total amount (per month) (A+B+C+D)	

[This rate will be inclusive of all other charges
i.e. Service charges, GST, ESI, EPF e.t.c.]

Important Note:-

- 1. No other charges would be paid by the department.**
- 2. There would be no increase in rates during the contract period.**
- 3. Laundry Service for self use will be paid by the user.**

DECLARATION

This is to certify that I/We before signing this tender have read and fully understood all the term and conditions contained herein and undertake myself/ourselves to abide by them.

(Signature of the tenderer or authorized signatory with date & seal)

Date:

Place:

ANNEXURE –IV**Check – List****(To be enclosed with Technical Bid)**

1.	Technical bid sealed in separate envelop superscribed as “TECHNICAL BID” Annexure-II	Yes/No
2.	Bank Draft of Earnest Money Deposit	Yes/No
3.	Copy of labour License registration certificate	Yes/No
4.	Copy of PAN	Yes/No
5.	Copy of EPF Registration certificate	Yes/No
6.	Copy of ESIC Registration certificate	Yes/No
7.	Copy of GSTIN Registration certificate	Yes/No
8.	Copy of Job order/Service certificate from the Govt. office/public sector for last 2 years where similar work carried out	Yes/No
9.	Affidavit of “Non-Blacklisted” by any department.	Yes/No

(Signature of the tenderer or authorized signatory with date & seal)**Date:****Place:**