



क्षेत्रीय शिक्षा संस्थान, अजमेर
(कप्तान दुर्गा प्रसाद चौधरी मार्ग, पुष्कर रोड़, अजमेर – 305004)

फा.क्र. 2-152/H.K./2017-18/

दिनांक:- 09.05.2017

ई-निविदा सूचना

यह संस्थान अनुबंध के आधार पर 'हाऊस कीपिंग' हेतु अंतिम दिनांक 26.05.2017 की सांय 5:30 तक ऑनलाइन निविदायें आमंत्रित करता है। विस्तृत विवरण संस्थान की वेबसाइट www.rieajmer.ac.in एवं NIC के पोर्टल <https://eprocure.gov.in/eprocure/app> पर उपलब्ध हैं।

प्रशासनिक अधिकारी

Government eProcurement System		eProcurement System Government of India	
Tender Details		Date : 04-May-2017 12:51 PM	
Print			
Basic Details			
Organisation Chain	National Council of Educational Research and Training		
Tender Reference Number	2-152/hk/2017-18/RIE Ajmer		
Tender ID	2017_NCERT_199726_1		
Tender Type	Open Tender	Form of contract	Works
Tender Category	Services	No. of Covers	2
General Technical Evaluation Allowed	No	ItemWise Technical Evaluation Allowed	Yes
Payment Mode	Offline	Is Multi Currency Allowed For BOQ	No
Is Multi Currency Allowed For Fee	No		
Payment Instruments		Cover Details, No. Of Covers - 2	
Offline	S.No Instrument Type	Cover No	Cover Document Type Description
	1 Bankers Cheque	1	Fee/PreQual/Technical .pdf Arrangement of House Keeping for RIE Ajmer
	2 Bank Guarantee	2	Finance .xls BOQ for House keeping tender for RIE Ajmer
	3 Demand Draft		
	4 FDR		
Tender Fee Details. [Total Fee in ₹ - 1,000]		EMD Fee Details	
Tender Fee in ₹	1,000	EMD Amount in ₹	1,00,000
Fee Payable To	Principal RIE Ajmer	EMD Exemption Allowed	Yes
Tender Fee Exemption Allowed	Yes	EMD Fee Type	fixed
		EMD Payable To	Principal RIE Ajmer
		EMD Percentage	NA
		EMD Payable At	Ajmer
Work / Item(s)			
Title	Tender for House Keeping for RIE Ajmer		
Work Description	Tender for House Keeping for RIE Ajmer		
Pre Qualification Details	Please refer Tender documents.		
Independent External Monitor	NA		
Tender Value in ₹	10,00,000	Product Category	Manpower Supply Services
Contract Type	Empanelment	Sub category	NA
		Bid Validity(Days)	90
		Period Of Work (Days)	90
Location	RIE Ajmer	Pre Bid Meeting Place	NA
		Pincode	305004
Pre Bid Meeting Address	NA	Bid Opening Place	SandS Section NCERT NEW DELHI
		Pre Bid Meeting Date	NA
Critical Dates			

Publish Date	04-May-2017 04:30 PM	Bid Opening Date	30-May-2017 11:00 AM
Document Download / Sale Start Date	05-May-2017 09:30 AM	Document Download / Sale End Date	26-May-2017 05:30 PM
Clarification Start Date	NA	Clarification End Date	NA
Bid Submission Start Date	08-May-2017 09:30 AM	Bid Submission End Date	26-May-2017 05:30 PM

Tender Documents

NIT Document	S.No	Document Name	Description	Document Size (in KB)
		1	Tendernotice_1.pdf	Tender for House keeping for RIE Ajmer

Work Item Documents	S.No	Document Type	Document Name	Description	Document Size (in KB)
		1	BOQ	BOQ_212506.xls	BOQ for House Keeping for RIE Ajmer

Bid Openers List

S.No	Bid Opener Login Id	Bid Opener Name	Bid Opener Designation
1.	jpbhulania@gmail.com	Jai Prakash Bhulania	Senior Stores Officer
2.	ashutoshmaths@gmail.com	A K Wazalwar	Head DEK
3.	vishwaspatil79@gmail.com	V B Patil	Technical Officer
4.	kantaprasad@gmail.com	Kanta Prasad	Section Officer

Tender Inviting Authority

Name	AO RIE AJMER
Address	RIE Ajmer Captain DP Choudhry Marg Ajmer

Tender Creator Details

Created By	Jai Prakash Bhulania
Designation	Senior Stores Officer
Created Date	04-May-2017 12:43 PM

F.No.2-152/H.K/2017-18/RIE Ajmer
Regional Institute of Education
Pushkar Road, Ajmer, Rajasthan

E-TENDER NOTICE

Regional Institute of Education, Ajmer invites online tenders under two bid system (Technical and Financial Bid) from Professional House Keeping Agencies/firms for providing 45 (Male/Female) House Keeping Services Staff for RIE Ajmer for a period of one year. The details of tender document with complete terms & conditions are available on the website of RIE Ajmer i.e rieajmer@yahoo.com as well as on the NIC portal i.e <https://eprocure.gov.in/eprocure/app> may be read out carefully before applying the same. However the critical dates are as under:-

CRITICAL DATE SHEET

Published Date	04/05/2017 – 04:30 pm
Bid Document Download / Sale Start Date	05/05/2017 - 09:30 am
Bid Submission Start Date	08/05/2017 – 09:30 am
Bid Submission End Date	26/05/2017 – 05:30 pm
Bid Opening Date	30/05/2017 – 11:00 am

For any queries/clarification, you may kindly contact S&S Section at phone no. 011-26534138. However, any queries relating to the process of online submission of bids relating to CPP portal in general may be directed to 24x7 CPP portal help desk on Toll Free Number – 1800-233-7315

(Ashish Jain)
Administrative Officer
RIE AJMER
MOB: 09210043109

**F.No.2-152/H.K/2017-18/RIE Ajmer
Regional Institute of Education
Pushkar Road, Ajmer, Rajasthan**

NOTICE INVITING TENDER

CHAPTER-2

online tenders on two bid system (Technical and Financial Bid) are invited from Professional House Keeping Agencies for providing 45 (M/F) House Keeping Services Staff of the RIE for one year.

The Agency should be registered with LabourDeptt. of Raj. Govt. for engaging a minimum of 200 House Keeping Services Staff and should have **ESI, EPF Code No., Service Tax No. and PAN No.** The Agency should have an **Annual turnover of Rs.01.00 crores for the last 3 years & should have provided 75 or more House Keeping Services Staff at least three clients in Rajasthan.** It should have a minimum experience of 5 years in House Keeping business.

Tender form along with terms & conditions can be collected from C&W Section, Room No. 43, RIE, Building between and on all working days on cash payment of Rs.1,000/- (non-refundable). The tender form can also be downloaded from RIE website www.rieajmer.ac.in. If tender form is downloaded, a demand draft of **Rs.1,000/- (Rupees one thousand) in favour of Principal, RIE, AJMER** should be enclosed with technical bid form. The tender in the prescribed form duly completed along with **Earnest money of Rs. 1,00,000/- (Rupees one lakh only)** in the form of demand draft in favour of Principal, RIE, Ajmer should be submitted in the C&W Section up to **26.05.2017 at 5.30 pm** by. The Technical Bid will be opened on **30.05.2017 at 11.00 a.m.**

Authorities of RIE, AJMER reserves the right to reject any or all the tenders or accept them in part or to reject lowest tender without assigning any reason therefore.

ADMN. OFFICER, RIE, AJMER

**REGIONAL INSTITUTE OF EDUCATION,
CAPT. D.P. CHOUDHARY MARG, PUSHKAR ROAD, AJMER**

TECHNICAL PROPOSAL SUBMISSION FORM

Date:

LETTER OF BID

To

Administrative Officer,
Regional Institute of Education,
Capt. D. P. Choudhary Marg,
Pushkar Road Ajmer.

Ref: Invitation for Bid for providing House Keeping Services Staff at RIE, AJMER

We, the undersigned, declare that:

1. We have examined and have no reservations to the Bidding Documents issued.
2. We offer to execute in conformity with the Bidding Documents for providing House Keeping Services Staff for Regional Institute of Education, Ajmer.
3. Our bid shall be valid for a period of 120 days from the date fixed for the bid submission deadline in accordance with the Bidding Documents and it shall remain binding upon us and maybe accepted at any time before the expiration of that period.
4. If our bid is accepted, we commit to submit a performance security in accordance with the Bidding Documents.
5. We also declare that Government of India or any other Government body has not declared us ineligible or black listed us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.
6. We also accept all the terms and conditions of this bidding document and undertake to abide by them, including the condition that you are not bound to accept highest ranked bid / lowest bid or any other bid that you may receive.

Yours sincerely,

Authorised Signatory

(Authorised person shall attached a copy of Authorisation for signing on behalf of Bidding company)

Full Name and Designation
(To be printed on Bidder's letterhead)

**REGIONAL INSTITUTE OF EDUCATION,
CAPT. D.P. CHOUDHARY MARG, PUSHKAR ROAD, AJMER**

INSTRUCTIONS TO THE BIDDERS

1. GENERAL INSTRUCTIONS

- 1.1 For the Bidding/Tender Document Purposes, 'Regional Institute of Education, Ajmer' shall be referred to as 'Client' and the Bidder / Successful Bidder shall be referred to as 'Contractor' and / or Bidder or interchangeably.
- 1.2 The sealed bidding documents should be delivered in Room No. 2, Establishment Section of this office by the stipulated date and time. Tender Documents may be collected from C&W Section of Regional Institute of Education, on payment of tender cost of **Rs.1,000/- (Rupees One Thousand only)** by Cash or through Bank Draft in favor of Principal, RIE, Ajmer, payable at SBI, RIE, Ajmer on any working day on or before.
- 1.3 Tender document also be downloaded from this office website www.rieajmer.ac.in. Those bidder who wish to download the tender document from the office website should furnish the tender cost of Rs. 1,000/- through bank draft/pay order alongwith bidding document and EMD of Rs.1.00 lakh (Rupees one lakh only).
- 1.4 While all efforts have been made to avoid errors in the drafting of the tender documents, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the tender documents shall be entertained.
- 1.5 Each page of the Tender documents must be stamped and signed by the person or persons submitting the Tender in token of his/their having acquainted himself/themselves and accepted the entire tender documents including various conditions of contract. Any Bid with any of the Documents not so signed is liable to be rejected at the discretion of the Client. **NO PAGE SHOULD BE REMOVED/ DETACHED FROM THIS BIDDING DOCUMENT.**
- 1.6 The bidder shall attach the copy of the authorization letter / power of Attorney as the proof of authorization for signing on behalf of the Bidder.
- 1.7 All Bidders are hereby explicitly informed that conditional offers or offers with deviations from the conditions of Contract, the bids not meeting the minimum eligibility criteria, Technical Bids not accompanied with EMD of Rs.1.00 lakh (Rupees one lakh only) or any other requirements, stipulated in the tender documents are **liable to be rejected.**
- 1.8 For all purposes of the contract including arbitration thereunder, the address of the bidder mentioned in the bid shall be final unless the bidder notifies a change of address by a separate letter sent by registered post with acknowledgement due to the Regional Institute of Education, Ajmer. The bidder shall be solely responsible for the consequences of any omission or error to notify change of address in the aforesaid manner.
- 1.10 The requirements of manpower is tentative and may increase or decrease at the sole discretion of the competent authority of the Client.

2. MINIMUM ELIGIBILITY CRITERIA

The following shall be the minimum eligibility criteria for selection of bidders technically.

- a. **Legal Valid Entity:** The Bidder shall necessarily be a legally valid entity either in the form of a Limited Company or a Private Limited Company registered under the Companies Act, 1956. Bidder in the form of JV/consortium, Proprietorship, Partnership is not permitted. A proof for supporting the legal validity of the Bidder shall be submitted.
- b. **Registration:** The Bidder should be registered under Labour Law Act and with the Income Tax.
- c. **Clearance:** The Bidder should also have clearance from Sales/Service Tax Department, and Income Tax Department. Relevant proof in support shall be submitted.
- d. **Experience:** The Bidder should have experience in the similar field of providing House Keeping Services Staff in the Government Departments / Public Sector (Central or State) for the **last five consecutive years**. In case no bidder has provided government experience / public sector experience, then the bidders with experience in reputed organizations may be considered by the competent authority of the Client.
- e. **Manpower on roll :** The bidder should have a minimum of 200 manpower on roll and should be providing 75 House Keeping Services Staff or more to at least 3 client in Rajasthan.
- f. **Quality Related Marks:** The bidder should have ISO or equivalent quality related marks for the last 5 yrs.

Note:- after opening of the technical bid, the minimum eligibility criteria mentioned above shall be duly verified by a committee Constituted by R.I.E, Ajmer. Only those firms would qualify for financial bid which are found to possess all the minimum eligibility criteria.

2.1 Documents supporting the Minimum Eligibility Criteria

- (i) In proof of having fully adhered to the minimum eligibility criteria at 2(a), attested copy of Certificates of Incorporation issued by the respective registrar of firms/companies.
- (ii) In proof of having fully adhered to minimum eligibility criteria at 2(b), attested copies of PAN, Labour Registration, EPFO Registration, ESIC Registration shall be acceptable.
- (iii) In proof of having fully adhered to minimum eligibility criteria at 2(c), attested copies of Clearance Certificate (Last three years returns) from Sales/Service Tax Department, Income Tax Department shall be acceptable.
- (iv) In proof of having fully adhered to minimum eligibility criteria at 2(d), attested copy of experience certificates for completed work / ongoing work issued by the Government Departments / PSUs shall be acceptable. The bidder has to submit the relevant work experience certificates for the last 5 years.
- (v) Attested copy of the audited balance sheets for the completed three financial years i.e. for 2014-15, 2015-16 and 2016-17.

- (vi) Attested copy of House Keeping Services Staff wages roll and EPFO Challan in support of available manpower (duly submitted to EPFO) in respect of the previous four quarters shall be acceptable.
- (vii) Attested copy of ISO or equivalent certificate for last 3 years.

3. **EARNEST MONEY DEPOSIT:**

- 3.1 This bids should be accompanied by an Earnest Money Deposit of **Rs.1.00 lakh** (Rupees one lakh only) in the form of Demand Draft of any nationalized bank. The validity of the Demand Draft must be up to 3 (three) months starting from the date of submission of the bids. The Demand Draft shall be in favour of **Principal, RIE, AJMER payable at SBI, RIE, AJMER.**
- 3.2 No request for transfer of any previous deposit of earnest money or security deposit or adjustment against any pending bill held by the Department in respect of any previous work shall be entertained.
- 3.3 Bidders shall not be permitted to withdraw their offer or modify the terms and conditions thereof. In case the bidder fails to observe and comply with the stipulations made herein or backs out after quoting the rates, the aforesaid bid security shall be forfeited to the Government.
- 3.4 The bids without Earnest Money shall be summarily rejected. Each Tender should be submitted with EMD of Rs. 1.00 lakh (Rupees one lakh only).
- 3.5 No claim shall lie against the Government/Department in respect of erosion in the value or interest on the amount of earnest money deposit or security deposit.
- 3.6 **The bid security may be forfeited:**
 - (i) If the bidder withdraws his bid during the period of bid validity specified by the bidder in the bid form; or
 - (ii) In case of successful bidder, if the bidder
 - (a) Fails to sign the contract in accordance with the terms of the tender document
 - (b) Fails or refuses to honor his own quoted prices for the services or part thereof.

4. **VALIDITY OF BIDS**

- 4.1 Bids shall remain valid and open for acceptance for a period of **90 days** from the last date of submission of Bids.
- 4.2 In case Client calls the bidder for negotiation then this shall not amount to cancellation or withdrawal of original offer which shall be binding on the bidder.

5. PREPARATION OF BIDS/ Submission of online Bids

- 5.1 Language : Bids and all accompanying documents shall be in Hindi/English.
- 5.2 **Technical Bid: All scanned document of technical bid should be uploaded on NIC portal** on as per Tender document alongwith all required information, documents in support of the minimum eligibility criteria, Valid EMD of requisite amount.

Documents comprising the Bid :

- a. Technical Bid Submission Form duly signed and printed on Company's letterhead (Section-1).
- b. Signed and stamped on each page of the tender document.
- c. Contact Details Form, duly filled and signed.
- d. Financial Capacity form – filled in signed and stamped.
- e. Earnest Money Deposit of Rs.1.00 lakh (Rupees one lakh Only)
- f. All attested supporting document in proof of having fully adhered to minimum eligibility criteria

All scanned copy of relevant document of technical bid should be uploaded on NIC portal and then. However, hard copy of Tender cost of Rs.1,000/- and EMD amount of Rs.1.00 lakh may be submitted in person with the Section Officer, C&W Section RIE Ajmer before ending the closing date.

- 5.3 **Financial Bid: The financial bid should be prepared on BOQ (bill of quantity) already available on NIC portal after completing all information may also be uploaded on NIC portal.**

6 **Late Bids : Any offline bid will not be accepted at any cost by the RIE Ajmer.**

7. BID OPENING PROCEDURE

- 7.1 The Technical Bids shall be opened in the conference Room No. 04 Ground Floor of RIE, Ajmer on **30.05.2017 at 11.00 a.m** by the Committee authorized by the competent authority of the RIE, Ajmer in the presence of such bidders who may wish to be present or their representatives.
- 7.2 The financial bids of only those bidders whose Technical Bids are qualified, shall be opened by the Committee authorized for the purpose..
- 7.3 A letter of authorization must be produced by the representative of the Bidder, if the Bidder himself is not able to be present.
- 7.4 Absence of bidder or their representative shall not impair the legality of the opening procedure.
- 7.5 All the present Bidders or their representative shall be required to sign the main bid envelope to ensure the correctness of the bid.
- 7.6 After opening of the Technical Bids and verifying the EMD amount, the technical bids shall be evaluated later to ensure that the bidders meets the minimum eligibility criteria as specified in the Tender Document.

- 7.7 Refusal to sign the bid envelope by the bidder or his representative may disqualify his bid based on the decision of the Tender Opening Committee.
- 7.8 Bids shall be declared as Valid or Invalid based on the preliminary scrutiny, i.e. verification of EMD by the Tender Opening Committee. However, detailed evaluation shall be done only in respect of Valid Bid.
- 7.9 Invalid Bids shall be returned on the spot, if the bidder or his representative is present. In other cases, the bids shall be dispatched by speed post to their address with the remarks of the Tender Opening Committee.
- 7.10 The date fixed for opening of bids, if subsequently declared as holiday by the Government, the bids will be opened on next working date. Time and venue will however remain unchanged.

TERMS & CONDITIONS

The Contractor's normal jobs as per our terms and conditions shall be as follows:-

1. The Contractor shall be responsible for all injuries and accidents to persons employed by him. He will also cover his Services for personal accident while performing the duty.
2. The Contractor shall be responsible for the good conduct and behavior of its House Keeping Services Staff. If any House Keeping Services Staff of the Contractor is found misbehaving with the supervisory staff or any other staff members & students of the Institute, the Contractor shall terminate the services of such staff at their own risk and responsibility on the recommendation of the Caretaker or any other officer designated by the authority of R.I.E, Ajmer. The Contractor shall issue necessary instruction to its staff to act upon the instructions given by the supervisory staff of the Institute.
3. The Contractor and its staff shall take proper and reasonable precautions to preserve from loss, deduction, waste or misuse the areas of responsibility given to them by the Institute and shall not knowingly lend to any person or company any of the assets of the Institute under its control.
 - a) In the event of any loss being caused to the Institute on account of negligence/derelection of duties by the Contractor or Contractor's staff, the same shall be established after a joint inquiry comprising of the representative of the Institute and the Contractor. The Institute should get the appropriate compensation from the Contractor.
 - b) The Contractor will not be held responsible for the damages/sabotage caused to the property of the Institute due to riots/mobs/armed dacoit's activities or any other events of force majeure (Act of God such as earth quake, flood etc.) whether or not of the same nature.
4. The Contractor shall not appoint any sub-Contractor to carry out any obligations under the contract.
5. The Contractor or his representative shall take day to day instructions from the Caretaker of this Institute.
6. If the Contractor fails to implement the assigned jobs or parts thereof or Standard Operation Procedures to the satisfaction of the Authorities of the Institute or any officer nominated by him or on any day in any part of the areas assigned, he shall be penalized by imposing a fine of Rs.200/- per person per day as penalty, for each day. The penalty shall continue for successive days till the satisfaction of the authorities. The Contractor shall provide replacement in case the House Keeping Services staff of the Contractor is proceeding on leave. This will be at no additional expense to the Institute. In case of any absence on duty the Contractor shall be penalized by imposing a fine of Rs.200/- per person per day as penalty . This will be in addition to the penalty for non-implementation of schedule of Institute will also be in addition to the claim of the Institute as mentioned above in Para 4.
7. None of the House Keeping Services staff of the Contractor shall enter into any kind of private work at different locations of the Institute during working hours or otherwise, failing which penalty as stipulated in clause (6) of the above terms and conditions shall be imposed, without giving any notice. The amount of penalty shall be deposited by the Contractor immediately in Accounts Section of the RIE, AJMER or will be deducted from the monthly bills.

8. The staff of the Contractor shall be of good character and of sound health and shall be not **less than 18 years & not more than 60** years of age & should be literate. The House Keeping Staff should possess minimum one year experience of House Keeping Services work. In addition the Institute will have liberty to increase/decrease the total number of House Keeping Services Staff by giving at least two weeks notice to the Contractor.
9. The Contractor shall maintain a complaint Book which will be made available to the supervisory staff of the Institute.
10. In the event of revision of rates by the Central Govt. at any time, the same rates will accordingly be revised/enhanced with provision of proportionate changes in (a) service & (b) EPF/ESI etc. The 'Onus' for producing the copy of notification of Competent Administration, however, will lie on the Agency.
11. Contractor shall abide by all laws of the land including, Labour Law (ESI, PF, Bonus, Income Tax, Service Tax or any other extra taxes levied by the government) under contract labour (Regulation and Abolition Act, 1970), Companies Act, Tax Deduction liabilities, Welfare measures of its House Keeping Services Staff and all other obligations that rejoin in such cases and are not essentially enumerated and defined herein, though any such onus shall be the exclusive responsibility of the Contractor, and it shall not involve the Institute in any way whatsoever.
12. The manpower proposed to be deployed by the Contractor shall be subject to screening by the Institute, to ascertain their antecedents and suitability. Before deploying a person in the Institute, the Contractor shall furnish complete particulars and obtain written approval of the designated officer of the Institute. The Institute reserves the right to interview the person (s), if considered necessary, before giving approval.
13. Institute reserves the right to ask and require the Contractor to remove any person deployed by the Contractor, without assigning any reason/notice.
14. The Contractor shall supply experienced manpower. The Contractor shall also undertake at his own expense in consultation with the Institute, a continual updating of skills and processes and procedure to be followed by the House Keeping Services Staff provided to the Institute by organizing suitable training schedules for them. The Contractor shall also provide a tentative schedule/plan for training to its staff during the year. A proper record of the training of its staff shall be maintained by the Contractor. The Contractor will also include the training and updating skill of permanent House Keeping Services Staff of Institute in consultation with the Caretaker of the Institute at no additional expense to the Institute.
15. Duration of the contract shall be for ONE YEAR subject to appraisal and review by the Institute Authorities and in case the jobs performed are not found to be satisfactory, the contract shall be terminated even before ONE YEAR by giving notice of one month to this effect. However, the contract can also be terminated by giving a written notice of 30 days by either side. A record of every lapse small or big shall be maintained by the Institute authorities and a weekly meeting of the representative of the firm/Agency with Caretaker will be held and minutes of the same recorded for compliance.
16. The Contractor shall in no case pay his House Keeping Services Staff less than the minimum mandatory rates per month as prescribed by the Govt. from time to time. The payment should be made by cheque/cash and a record of that should be kept in register which may be examined by the Institute at any time. In case the Contractor fails to make timely payments to its employee (s) of the Contractor reports to the Institute regarding

- non-payment of dues, the Institute on being satisfied of the complaint shall interact with the House Keeping Services Staff of the Contractor directly and suitable deductions shall be made from the amount to be paid to the Contractor. The Contractor shall also required to pay to his staff engaged with this Institute on or before 7th day of the next month in any circumstances failing to which contract may be terminated without any notice and security deposit will be forfeited.
17. PF & ESIC receipt should be available to the every staff quarterly in Hard Copy.
 18. Dress, Bonus etc. may be provided to the staff from the agencies without giving financial burden to the employee.
 19. The Contractor shall supply uniforms (all weather) with name plates to the persons engaged by him. The Institute shall not allow any House Keeping Services Staff of the Contractor to work inside the Institute without the uniform except in cases wherein specifically asked for. If during the period of contract the uniform is torn out, it shall be the responsibility of the Contractor to supply another uniform to the persons and he should ensure that the persons wear them while they are on duty in the Institute. The Institute shall get the identity card of each staff attested by the Client Department of the Institute. It would be the responsibility of the Contractor to incur expenses for its staff.
 20. The Contractor shall deposit an amount of **Rs. 7,50,000/- as performance Security @ 10% of total value of job order** with the Institute for the entire duration of the contract. The Contractor shall also provide a Bank guarantee to the Institute equivalent to one months wages to be used in case Contractor fails to pay his labour or any other default.
 21. The Contractor will get all the staff supplied, verification of their antecedents, through Special branch, Rajasthan Police and a certificate to this effect be furnished by the Contractor to the Institute before deployment of the staff. The Contractor should maintain proper record/documents of the same.
 22. The firm/agency shall have a proper office. It should be professionally run organization and not a garage operation. The office shall have effective communication facilities like telephone, Fax, pagers, Mobile Telephone and Vehicles and the company should have a 24 hrs. manned control room, to ensure a quick response.
 23. The firm/agency shall have proper standards and procedures of recruitment.
 24. The firm/agency shall have a proper system of checking its Staff on duty. Records of the same should be effectively maintained and shortcomings if any should be immediately rectified. A daily report to be submitted to the Caretaker.

25. Contractor will apply to the Labour Commissioner of Govt. of India for obtaining a labour license under contract labour (Regulation and Abolition Act, 1970) as per contract Act, 1970 and will submit award of contract. He will also submit a copy of license to the Institute within 30 days from the date of issue of the award of contract.
26. The Contractor will apply and will pay to their labour as per Minimum Wages Act under contract Act and rules and will also maintain all the required requisition and other legal formalities as per the Minimum Wages Act and rules in his office as working place. As per section 13, 21, 25 and 26 of Minimum Wages Act and will indemnify the Institute from any liabilities arise out of these Act and also indemnify Institute against liability to pay any sort of statutory compensation which may be awarded payable to House Keeping Services Staff under any Act or is dependence due to any premature disability of death while in performance of duties.
27. Any legal disputes will be subject to jurisdiction of Rajasthan Courts.
28. Adherence to the Standard Operating Procedures given by the Institute which may be modified from time to time depending on situation.
29. The firm/agency shall perform all the assigned jobs to the satisfaction of the Institute and shall be liable for any loss or damage to Institute as stated herein:
 - (a) The firm/agency and its staff shall take due steps and precautions to prevent loss, destruction, waste and misuses of the areas of responsibility given to them and not knowingly lend to any person or firm/agency, any assets of the Institute under its control.
 - (b) In the event of any loss being caused to the Institute that is prima-facie on account of the negligence and/or dereliction of duties by the House Keeping Services Staff of the firm or its staff, a Joint Committee comprising of a representative of the Institute and firm/agency shall determine whether the loss is on account of unsatisfactory performance of the firm/agency and in that case it will also determine the compensation to be paid to the Institute by the firm/agency. The recommendations of the Joint Committee will subject to the approval of the Principal, RIE, AJMER or his nominee.
30. RIE, AJMER premises is NO SMOKING ZONE. No House Keeping Services Staff of the firm/agency should be found Smoking, eating pan, Gutka or intoxicants/ drugs.

Note:- The Technical bid and the financial bid should be sealed by the bidder and may be kept in separate covers duly superscripted and both these sealed covers are to be put in a bigger cover which should also be sealed and duly superscripted. The technical bids are to be opened at the first instance and evaluated by a competent committee or authority. At the second stage, financial bids of only the technically acceptable offers will be opened for further evaluation and ranking before awarding the contract.

Arbitration

1. Any claims, disputes and or differences (including a dispute regarding the existence, validity or termination of this Contract) arising out of, or relating to this contract including interpretation of its terms shall be resolved through joint discussion of the Authorised Representatives of the concerned parties. However, if the disputes are not resolved by the discussions as aforesaid within a period 30 days, then the matter will be referred for adjudication to the arbitration of a sole arbitrator to be appointed by the Principal, RIE, AJMER in accordance with the provisions of the Arbitration and Conciliation Act 1996 and rules made there under including any modifications, amendments and future enactments thereto. The venue for the Arbitration will be Ajmer and the decision of the arbitrator shall be final and binding on the parties.
2. Jurisdiction of Court :This Contract is governed by the laws of Republic of India and shall be subject to the exclusive jurisdiction of the courts in Rajasthan.

Part I (Technical Bid Form)
QUESTIONNAIRE TO BE FILLED UP BY THE FIRM/AGENCY APPLYING FOR HOUSE
KEEPING CONTRACT IN RIE, AJMER.

1.	Name of the Firm/Agency (Full address with Tel. No.) (to be attached as per Form A)	
2.	Registration No. of Firm/ Agency under Rajasthan Govt. or any other Act (attach attested copy of registration)	
3.	ESI Registration No. (attach attested copy of registration)	
4.	EPF Registration No. (attach attested copy of registration)	
5.	PAN of the Company (attach attested copy of PAN card of the agency)	
6.	Service Tax Registration No. (attach attested copy of registration)	
7.	Does the firm comply with Private House Keeping Services Agencies (Regulation) Act 2005. (attested copy of the License issued by Govt. of Raj. be attached)	
8.	Status of the Agency including that it is a Private ltd. company (to be attached)	
9.	Experience of 5 yrs (documents supporting experience of 5 yrs to be attached)	
10.	IT clearance of last three assessment years. (to be attached)	

11.	Financial capacity of Bidder including Annual Account of past 3 years duly authenticated by Chartered Accountant (to be attached as per Form B)	
12.	Bank Statement for last 3 years (Attach attested copies)	
13.	Current list of clients, wherein Services of 30 or more is provided and give names of at least 3 clients wherein current Contract is exceeding Rs. per month each (to be attached)	
14.	Details of infrastructure in terms of vehicles, electronic /non- electronic Gadgets etc. (to be attached), if any.	
15.	Have you any control room for calling the agency in case of emergency for deployment the services of additional services round the clock.	
16.	Details of EMD, Bank Name/Draft No./ Datedfor Rs.1,00,000/-	

Dated

Signature of the Contractor/Bidder
or Authorized Signatory with
Seal of the firm/Agency

Part II(Financial Bid Form)

TENDER DOCUMENT FOR PROVIDING HOUSE KEEPING SERVICES IN RIE, AJMER (Raj.)

1. Name of the Firm/Agency:-
.....
.....
.....
(Full address with Tel. No.)
.....
.....
.....

2. Rates quoted per person for 8 hour duty (as mentioned in the terms & conditions).

S.No.	Description	House Keeping Services
1.	Minimum wages as per Govt. of India (Central Govt.)	
2.	ESI	
3.	EPF	
4.	Service Charges @ wages	
5.	Service Tax	
6.	Total	

Dated

Signature of the Contractor/
Bidder or Authorized Signatory
with seal of the firm/Agency

**REGIONAL INSTITUTE OF EDUCATION,
CAPT. D.P. CHOUDHARY MARG, PUSHKAR ROAD, AJMER**

FORM-A CONTACT DETAILS FORM

GENERAL DETAILS OF BIDDER

1. NAME OF THE COMPANY
2. NAME AND DESIGNATION OF
AUTHORISED REPRESENTATIVE
3. COMMUNICATION ADDRESS
-
4. PHONE NO./MOBILE NO
5. FAX
6. E-MAIL I.D.

PARTICULAR DETAILS OF THE BIDDER'S REPRESENTATIVE

1. NAME OF THE CONTACT PERSON
2. DESIGNATION
3. PHONE NO.
4. MOBILE NO.
5. E-MAIL I.D.

UNDERTAKING

1. I, the undersigned certify that I have gone through the terms and conditions mentioned in the bidding document and undertake to comply with them.
2. The rates quoted by me are valid and binding upon me for the entire period of contract and it is certified that the rates quoted are the lowest rates as quoted in any other institution in India.
3. I/We give the rights to the competent authority of the Regional Institute of Education, Ajmer to forfeit the Earnest Money/Security money deposited by me/us in case of breach of Terms & Conditions of the Contract.

I hereby undertake to provide the House Keeping Services as per the directions given in the tender document/contract agreement.

Date :-
Place:-

Signature of the Authorized Signatory
Designation:
(Office seal of the Bidder)

**REGIONAL INSTITUTE OF EDUCATION,
CAPT. D.P. CHOUDHARY MARG, PUSHKAR ROAD, AJMER**

FORM-B

FORM FOR FINANCIAL CAPACITY

Description	Financial years		
	2014-15	2015-16	2016-17
Annual Turnover			
Net Worth			
Current Assets			
Current Liabilities			
Total Revenues			
Profit Before Taxes			
Profit After Taxes			

**REGIONAL INSTITUTE OF EDUCATION,
CAPT. D.P. CHOUDHARY MARG, PUSHKAR ROAD, AJMER**

FORM-C

CONTRACT AGREEMENT (TENTATIVE FORMAT)

This Agreement is made on this.....between the Regional Institute of Education, Ajmer (hereinafter referred to as the Institute) and M/s.....(herein after referred to as the Contractor)

The Parties here to agree to abide by the following terms and conditions for providing House Keeping Services Staff to Regional Institute of Education, Ajmer.

1. The Contract for House Keeping Services shall be made for a period of one year w.e.f..... subject to satisfactory performance of the Staff as per following terms and condition to the Institute.
2. The Contract may be extended for a further period as determined by the Principal, Regional Institute of Education, Ajmer subject to his satisfaction and discretion.
3. The Contract can be terminated by either party by giving 30 days notice during the contract period or after the expiry of the extended contract. The Contractor shall not be entitled to any notice during the extended contract period. During the period of notice or extended contract period and till the appointment of another Agency, the Contractor would continue to discharge its duties and obligations.
4. The Services deployed shall be civilian and maintain regular record of all the Services with the Institute.
5. None of the House Keeping Services Staff of the Contractor shall enter into any kind of private work at the different campuses of the Institute.
6. The Contractor shall take day-to-day instructions from the Institute and scrupulously follows the instruction and abides by them.
7. If the Contractor fails to implement the schedule of service to the satisfaction of the Institute on any day in any part of the areas assigned, the Contractor shall be penalized by fine of Rs. 500/- per day, which shall be deducted from the monthly bills of the agency.
8. The House Keeping Services Staff deployed by the Agency shall be of good antecedents and health and shall not be older than 60 years of age. The House Keeping Services Staff should be medically fit. Violation of this clause may attract imposition of penalty as defined in Para 9 above.
9. The total monthly emoluments payable for various categories of staff deployed on contract basis shall be as per charges mentioned in the "Schedule" which shall include actual payment to the deployed staff by the Contractor as agreed upon with the Institute. The acquaintance roll shall be made available for inspection to the Institute.
10. The Contractor shall provide proper uniforms to its Staff. They shall wear neat and tidy uniform while on duty. The House Keeping Services Staff should be provided with the Name Bags, Identity Card of their duties.

11. The Contractor shall be bound to remove any of the deployed person(s) and replace by another person(s) as and when ordered to do so by the designated officer of the Institute.
12. The Contractor shall be solely responsible for the conduct and integrity of the Services deployed and liable to compensate the Institute for any loss/damage caused to it on account of any dereliction of duty on the part of the Services or otherwise. If any deployed person is found misbehaving with the supervising staff or any of the members of the Institute, the Contractor shall terminate the service of that persons(s) forthwith at their own risk or responsibility. Antecedents of the House Keeping Services Staff provided shall be duly got verified form the concerned Police Station. The Contractor shall compensate the Institute for any damage caused to the Institute, which is attributable to negligence or otherwise on part of the staff of Contractor. In case of any dispute as to whether the Services has been negligent is discharge of their duties, the decision of the Institute shall be final and binding upon the Contractor. Losses occurred due to the negligence of a Services deployed by the Contractor shall be compensated and compensation shall be determined by an officer appointed by the Institute to estimate the losses, the Contractor shall furnish a security Deposit of Rs. (Rupees only) (Refundable on compilation or mutual termination of Contract) to Institute to indemnify such losses. The Security money will be accepted in form of Bank Draft in the name of Principal, Regional Institute of Education payable at Ajmer. No interest etc. will be paid on Security deposit.
13. PF & ESIC receipt should be available to the every staff quarter in Hard Copy.
14. Dress, Bonus etc. may be provided to the staff from the agencies without giving financial burden to the employee.
15. The Contractor shall not file any affidavit with municipal authority or court in case of any challan without prior intimation/approval of the Institute.
16. The Contractor shall submit an affidavit on non-judicial stamp paper duly attested by Notary stating that the payment of ESI, Group insurance; Provident Fund and other benefits have been deposited for each employed person with the concerned authorities. Contractor shall be responsible for making compensation/payments for claims of PF/ESI to be made the House Keeping Services Staff. The Institute shall not be responsible of any of the above statutory deductions.
17. The Contractor shall be paid @ Rs.....Per Staff per working day (service tax as levied by Govt. of India) for 8 hours duty on monthly basis for the various persons deployed during the preceding month for which the firm shall submit the bill/claim in duplicate on agreed rates latest by 2nd of the following month. The monthly payment shall be made to the Contractor on production of satisfactory performance report of House Keeping Services duty along with the attendance verified by officer in charge. The Contractor shall also required to pay to his staff engaged with this Institute on or before 7th day of the next month in any circumstances failing to which contract may be terminated without any notice and security deposit will be forfeited.
18. All the staff deployed for the House Keeping work shall be as per the Institute's requirements. They shall be deployed in consultation with the officer designated for the purpose.
19. Deduction in the amount payable to Contractor shall be made due to absence from duty by any House Keeping Services Staff of the Contractor or for unsatisfactory service rendered by the Contractors. The Institute shall determine the amount of deduction and the reason for deduction shall be intimated to the Contractor. The amount deducted from these purposes shall be final and binding on the Contractor.

20. The earnest money deposited shall be forfeited in case the Contractor fails to execute a formal contract agreement to commence the work by deploying required Services by the date specified in the letter of award.
21. The Contractor should execute the agreement (on a non-judicial stamp paper of Rs.) within 15 days from the date of issue of letter for award.
22. The Institute shall not be responsible for any injury or loss of life occurring (during the performance of duties in the premises mentioned above) to any Services deployed by the Contractor. Any compensation or expenditure towards treatment for such injury or loss of life or otherwise shall be borne by the Contractor and will be the sole responsibility of the Contractor.
23. Agency shall abide by all laws of the land including, labour laws, Companies Act. Tax deduction liabilities, Welfare Measures of its House Keeping Services Staff and all other obligations that enjoin in such cases and are not enumerated and define herein, though any such onus shall be inclusive responsibility of the Company, and it shall not involve the Institute in any way whatsoever.
24. The rates mutually agreed to by the parties will remain the same throughout the period contract. However, in the event of any enhancements in the minimum wages by Competent Administration or any other appropriate authority, the rates may be accordingly revised or varied to cover the increased costs to the Contractor arising on account of the said increase in the minimum wages, which shall be determined by the Principal, RIE, AJMER and which shall be final and binding.
25. The Institute shall pay for House Keeping Services Staff Rs..... per working day and EPF, ESI as well as Service Tax for House Keeping Services Staff, as per the rate prescribed by the Central Govt. of India to the agency. The number of House Keeping Services Staff can be increased or decreased as per requirement of the Institute. Whenever there are any increase in the wages, only variable Dearness Allowance (V.D.A.) announced by the Central Govt. of India under the minimum wages Act shall be paid by Institute.
26. The Contractor shall abide by all laws of the land including, labours laws, companies act, tax deduction liabilities, welfare measures of its Staff and all other obligations that are obligatory in such cases and are not essentially enumerated and defined herein. The Institute shall not have any liability towards non-compliance of any of the laws by the Contractor, which are applicable in this regard.
27. The Contractor shall indemnify and keep indemnified the Institute, its officers and House Keeping Services Staff from and against all claims, demands, actions, suits and proceedings, whatsoever that may be brought or made against the Institute by or on behalf of any person, body, authority whomsoever and all duties, penalties levies, taxes, losses, damages, costs, charges and expenses and all other liabilities of whatsoever nature which the Institute may now or hereafter be liable to pay, incur or sustain by virtue of or as a result of the performance or observance or non-observance of any of the terms and conditions of the contract by the Contractor. Without prejudice to the other rights, the Institute will be entitled to deduct from the other dues payable to Contractor, the amount payable by the Institute as a consequence of any such claims, demands, costs, charges and expenses. The Institute shall not be responsible for death, injury or accident to any House Keeping Services Staff of the Contractor which may arise out of or in the course of their duties on or about the Institute property and premises and in the event any damages or compensation in respect of such House Keeping Services Staff becomes payable, the Contractor hereby agrees to pay to the Institute such damages or compensation upon demand. The Institute shall also not be

responsible or liable for any theft, loss, damage or destruction or any property, which belongs to the Contractor or its House Keeping Services Staff.

28. It is hereby declared that Contractor, is for the purposes of this contract an independent Contractor and all person employed or engaged by him in connection with the obligation under the contract shall be Contractor's Staff and not of the Institute.
29. The Contractor will undertake and declare that in the event the workmen/persons engaged to carry out the purposes hereof, attempt to claim employment with the Institute or attempt to be declared as House Keeping Services Staff of Institute or attempt to become so placed, than in all such cases he will assist the Institute in defending all such attempts of the Contractor's House Keeping Services Staff and shall bear and pay solely and absolutely all costs, charges and expenses including legal charges incurred or which may be incurred in defending all such attempts and in any appeal or appeals filed by the Institute, therein or relating thereto and Contractor will indemnify forever the Institute against all such costs, charges and expenses including legal charges and against all/any loss expenses or damages, whether recurring or not, financial or otherwise, caused to or incurred by the Institute as a result of such attempt by the Contractor's House Keeping Services Staff.
30. It is hereby agreed that the Institute shall be entitled to set off any debt or sum payable by Contractor either directly or as a result of various liability to the Institute against any money payable or due from the Contractor to the Institute or against any money payable or remaining with the Institute and belonging to Contractor.
32. All disputes and claims shall be settled by arbitration, in accordance with the provisions of the arbitration law in force or any statutory requirements there of and shall be referred the sole Arbitrator to be appointed by the Institute. The Agency shall not be entitled to raise any kind of objection whatsoever, in the event of the Institute deciding to appoint any officer or House Keeping Services Staff of the Institute as the Sole Arbitrator. The award given by the arbitrator shall be final and binding on both the parties i.e. Institute and the Contractor.

Signed on behalf of the Contractor

Signed on behalf of RIE

WITNESS

WITNESS

1.

1.

2.

2.

**REGIONAL INSTITUTE OF EDUCATION,
CAPT. D.P. CHOUDHARY MARG, PUSHKAR ROAD, AJMER**

CHECK LIST ON PREPARATION OF BIDS

Sl. No.	Particulars	YES/NO
1.	Have you filled in and signed each page of Contact Details Form?	
2.	Have you read and understood various conditions of the Contract and shall abide by them?	
TECHNICAL BID		
3.	Have you enclosed the EMD of Rs. in the Technical Bid ?	
4.	Have you taken prints of all the Sections of Tender, in the prescribed paper size and signed on all the pages of the tender documents?	
5.	Have you attached proof of having met the following minimum eligibility criteria?	
5.1	Legal Valid Entity: Have you attached attested Certificate issued by the Registrar of firms / Companies?	
5.2	Financial Capacity: Have you attached Audited Balance Sheets?	
5.3	Registration with Government Bodies like ESIC, EPF, Labour Laws: Have you attached a Registration copy of each of the certificate?	
5.4	Experience: Have you attached the attested experience certificates issued by the Organizations / Government Depts. of the last five years?	
5.5	Security: Have you agreed to deposit the security money?	
5.6	Have you attached the attested copies of Bank Statement for last three years.	
5.7	Have you attached the attested copies of Income/Sates Tax Return for last 3 years.	
6.	Have you attached the proof of authorization to sign on behalf of the bidder in the Technical Bid?	
7.	Have your Technical Bid been packed as per the requirements of the Tender?	
FINANCIAL BID		
8.	Have your financial Bid proposal is duly filled, sealed and signed on all pages?	
9.	Have you quoted prices against each of the category?	
10.	Have your financial bid been packed as per Tender?	

Part I (Technical Bid Form)
QUESTIONNAIRE TO BE FILLED UP BY THE FIRM/AGENCY APPLYING FOR HOUSE
KEEPING CONTRACT IN RIE, AJMER.

Sr.n					
1.	Name of the Firm/Agency (Full address with Tel. No.) (to be attached as per Form A)				
2.	Registration No. of Firm/ Agency under Raj.Govt. or any other Act (attach attested copy of registration)				
3.	ESI Registration No. (attach attested copy of registration)				
4.	EPF Registration No. (attach attested copy of registration)				
5.	PAN of the Company (attach attested copy of PAN card of the agency)				
6.	Service Tax Registration No. (attach attested copy of registration)				
7.	Does the firm comply with Private House Keeping Services Agencies (Regulation) Act 2005. (attested copy of the License issued by Govt. of Raj. be attached)				
8.	Status of the Agency including that it is a Private ltd. company (to be attached)				
9.	Experience of 5 yrs (documents supporting experience of 5 yrs to be attached)				

10.	IT clearance of last three assessment years. (to be attached)				
11.	Financial capacity of Bidder including Annual Account of past 3 years duly authenticated by Chartered Accountant (to be attached as per Form B)				
12.	Bank Statement for last 3 years (Attach attested copies)				
13.	Current list of clients, wherein Services of 30 or more is provided and give names of at least 3 clients wherein current Contract is exceeding Rs. per month each (to be attached)				
14.	Details of infrastructure in terms of vehicles, electronic /non-electronic Gadgets etc. (to be attached), if any.				
15.	Have you any control room for calling the agency in case of emergency for deployment the services of additional services round the clock.				
16.	Details of EMD, Bank Name/Draft No./ Datedfor Rs.				

Dated

Signature of the Contractor/Bidder
or Authorized Signatory with
Seal of the firm/Agency

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: <http://eprocure.gov.in>). 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

- i) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal: <https://eprocure.gov.in/eprocure/app> by clicking on the link "Click **here to Enroll**" on the CPP Portal is free of charge.
- ii) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- iii) 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.
- iv) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
- v) 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.
- vi) 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

- i) 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.
- ii) 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.
- iii) 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

- i) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- ii) 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.
- iii) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.
- iv) 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.

SUBMISSION OF BIDS

- i) 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.
- ii) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- iii) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- iv) 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 Tender Processing Section, latest by the last date of bid submission. 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.
- v) A standard Price Schedule provided with tender document (excel sheet) format 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 provided with tender document (excel sheet) file, open it and complete the while coloured (unprotected) cells with their respective financial quotes and other details (such as name of the

- bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the Price Schedule provided with tender document (excel sheet) file is found to be modified by the bidder, the bid will be rejected.
- vi) The serve 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.
 - vii) 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.
 - viii) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
 - ix) 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.
 - x) 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

- i) 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.
- ii) 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