



भारत सरकार  
कार्यालय मुख्य आयकर आयुक्त,  
आयकर भवन, ऋषि नगर,  
लुधियाना

GOVERNMENT OF INDIA  
OFFICE OF THE  
CHIEF COMMISSIONER OF INCOME TAX,  
AAYAKAR BHAWAN, RISHI NAGAR,  
LUDHIANA

F.No: CCIT/LDH/CB/Tender/2018-19/ 2730

Dated: 02-12-2019

03

### Notice Inviting Tender

The office of Chief Commissioner of Income Tax, Aayakar Bhawan, Rishi Nagar, Ludhiana invites online bids/quotation in two bid system (Technical & Financial) from reputed, experienced and financially sound Manpower Companies/Firms/Agencies for **Hiring of Security (Watch and Ward)** for jobs to be performed in the Income Tax Office, Red Cross Building, Udham Singh Nagar, Ludhiana and Income Tax Office, Dandi Swami Chowk, Ludhiana initially for a period of two years from the date of contract. The no of persons required will be 6, but may vary as per requirement.

The tender documents alongwith instructions and terms & conditions can be downloaded from the web site [www.eprocure.gov.in](http://www.eprocure.gov.in) or [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in) or [www.incometaxchandigarh.org](http://www.incometaxchandigarh.org) or can be collected from the O/o PRO-1, Aayakar Bhawan, Rishi Nagar, Ludhiana on any working day during office hours till **06:00 PM on 16.12.2019**. The prospective tenderers are advised to check the eligibility criteria thoroughly before applying for the Tender. Bids will be received through e-tendering only.

The tenderer should register and apply through online mode only on e-tendering portal [www.tenderwizard.com/INCOMETAX](http://www.tenderwizard.com/INCOMETAX). No other mode of application for tender will be entertained. The online bids can be submitted through the e-tendering portal [www.tenderwizard.com/INCOMETAX](http://www.tenderwizard.com/INCOMETAX) upto **06:00 PM on 16.12.2019**.

**Date & Time for submission of quotations is on before 16.12.2019 before 06:00 PM.**

**Date & Time of online opening of quotations is 11:30 AM on 18.12.2019.**

**Opening of Tender Bids will be done online @e-tendering portal [www.tenderwizard.com/INCOMETAX](http://www.tenderwizard.com/INCOMETAX) only.**

The decision upon the bids received shall be taken upon by the competent authority and the same shall be communicated to the bidders through the online e-Tendering portal only. This office reserves the right to amend/withdraw any of the terms and conditions in the Tender Document or to reject any or all tenders without giving any notice or assigning any reason. The decision of the Chief Commissioner of Income Tax, Aayakar Bhawan, Rishi Nagar, Ludhiana in this regard shall be final and binding on all.

(Tarun Sharda)

Asstt. Commissioner of Income Tax (Hq.)(Admn.)  
O/o Chief Commissioner Of Income-tax, Ludhiana.

**I. General Instructions for Tenderers :-**

- (i) The office of the Chief Commissioner of Income Tax, Aayakar Bhawan, Rishi Nagar, Ludhiana requires the services of reputed, well established and financially sound service provider. The contract would be effective for a period of two years and extendable thereafter on the mutual consent of both parties.
- (ii) The initial requirement is for 6 persons.
- (iii) The contract is likely to commence from the date of acceptance and would continue for a period of two years. The period of the contract may be further extended after the completion of contract, provided the requirement of this office for augmenting its present manpower persists at that time or may be curtailed/terminated before the contract period owing to deficiency in service or substandard quality of manpower deployed by the selected Company/Firm/Agency or induction of regular manpower in this office. This office however, reserves right to terminate the initial contract at any time after giving one week's notice to the selected service providing Company/Firm/Agency.
- (iv) The service provider is responsible for payment of monthly salary including leave salary, bonus, gratuity etc. to the personnel as applicable to them under law. The Service provider should ensure that salaries are paid on time every month. The Eligibility is given below:-

**II. Eligibility :-**

- (i) Minimum qualification of the security guard is class-VIII or equivalent and is able to maintain necessary records at gate.
- (ii) The security agency shall try to deploy minimum 50% manpower from the category of armed Ex-Serviceman (at least 2) and unarmed Ex-Serviceman not above the age of 55 years. The Contractor shall provide satisfactory proof of Ex-Serviceman status of the Security Guards before their deployment in the Department.
- (iii) The Security Agency shall not employ any person below the age of 18 years or above the age of 55 years. Manpower so engaged should be properly trained for providing security service and fire fighting services.
- (iv) Security Guards who possess good physique, is honest and sincere may be engaged.
- (v) The contractor/bidder shall abide by and comply with all relevant laws and statutory requirements.
- (vi) It is essential that the antecedents of the workers/manpower are verified by the manpower agency from the local police authorities and the agency should certify the moral character of the workers alongwith a certificate ensuring that there is no police record for each of the persons. The persons preferably should be stationed/resident of Ludhiana District.
- (vii) The interested Company/Firm/Agency may submit **tender fee in the form of Demand draft of Rs.1000/- (One Thousand Only) and Earnest Money Deposit of Rs. 10000 in the favour of the ZAO, Ludhiana. The Demand drafts should be submitted to O/o PRO-1, Room no. 329, 2<sup>nd</sup> floor , Aayakar Bhawan, Rishi Nagar, Ludhiana before 5:00 p.m of 17.12.2019.** Qualifying bids

without tender fee and EMD will be rejected, EMD will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD shall be forfeited in case the successful bidders who withdraw or the details furnished in Technical and Financial Bid are found to be incorrect and false during the tender selection process. No interest shall be paid on the EMD.

- (viii) The tenders have been invited under two bid system i.e. Technical Bid and Financial Bid. The interested Agencies are advised to submit two separate bids on the TENDER WIZARD website.
- (ix) Conditional bids shall not be considered and will be outrightly rejected at the very first instance.
- (x) The Technical Bid shall be opened online first on the scheduled date and time, in the office of the Chief Commissioner of Income Tax, Aayakar Bhawan, Rishi Nagar, Ludhiana. Tender Committee O/o the Chief Commissioner of Income tax, Aayakar Bhawan, Rishi Nagar, Ludhiana. Financial bids of technically qualified, eligible bidders meeting all the requisite criteria only shall be opened on a date & place to be notified later online.
- (xi) The competent authority of O/o the Chief Commissioner of Income tax, Aayakar Bhawan, Rishi Nagar, Ludhiana, reserves the right to annul any or all bids without assigning any reason.
- (xii) The bidder shall quote the technical & financial bids as per the format enclosed.

## **II TECHNICAL REQUIREMENTS FOR THE TENDERING COMPANY/FIRM/AGENCY**

The tendering Service Provider Company/Firm/Agency should fulfil the following technical specifications:-

1. The registered Office or one of the Branch Offices of the Service Provider Company/Firm/Agency should be located at Ludhiana.
2. The Service provider Company/Firm/Agency should be registered with the appropriate registration authority.
3. The Service provider Company/Firm/Agency should have at least five years experience in providing manpower to Government Departments.
4. The Service provider Company/Firm/Agency should have its own Bank Account.
5. Service provider Company/Firm/Agency should exist on the records of Income Tax and Service Tax Departments.
6. The Service provider Company/Firm/Agency should be registered with appropriate authorities under Employees State Insurance Acts.
7. The Service provider Company/Firm/Agency should have completed at least one service contract of value not less than Rs. 25 Lakh per annum or completed at least two service contracts of value not less than Rs. 15 Lakh per annum related to providing human resources in a single contract.
8. The Service provider Company/Firm/Agency must have a turnover of Rs. 1 Crores per year during the last three financial years.
9. The Service provider Company/Firm/Agency shall submit affidavit stating that the agency is/has not been black listed by Central Government/State Government /any PSU.

**Noncompliance with any of the above conditions by the Service provider Company/Firm/Agency will amount to non-eligibility for the services for which tender has been floated and its tender will be ignored summarily.**

## **III TERMS AND CONDITIONS**

### **A. General**

- (i) The contract is likely to commence from the date of acceptance and shall continue for a period of two years, unless it is curtailed or terminated by this Office owing to deficiency of service, sub-standard quality of Personnel deployed, breach of contract, reduction or cessation of the requirements of work, insubordination and dereliction of duty.
- (ii) The contract shall automatically expire after two years from commencement of the contract unless extended further by the mutual consent of contracting Agency and this Office.
- (iii) The contract may be extended, on the same terms and conditions or with some addition/deletion/modification for a further period not exceeding one year at the sole discretion of O/o Chief Commissioner of Income tax, Aayakar Bhawan, Rishi Nagar, Ludhiana.
- (iv) The contracting Company/Firm/Agency will be required to pay minimum wages prescribed under the Minimum Wages Act. The contracting agency will maintain proper records as required under the Law/Acts. It shall be duty of the contracting company/agency to enhance the wages of employees subject to any statutory obligation/raise from time to time as instructed by authorities concerned in this behalf. However, such statutory enhancement shall be claimed from the department by the contracting agency or furnishing documentary proof of payment of such amount to its employees and this enhancement /raise shall be deemed to be agreed upon between the department and contracting agency/company.
- (v) The requirement of this office may further increase or decrease during the period of contract and the contracting agency would have to provide additional Attendants, if required on the same terms and conditions.
- (vi) The Eight Hours shift will normally commence from 08:00 Hrs to 16:00 Hrs, 16:00 Hrs to 00:00 Hrs and 00:00 Hrs to 08:00 Hrs and would be called morning, evening and night shift respectively. But the timings of the shift are changeable and can be fixed by the Department from time to time depending upon the requirements. Prolonged duty hours (more than 8 hours at a stretch) shall not be allowed. No payment shall be made by the Department for double duty, if any.
- (vii) The security personnel deployed by the contractor shall work under overall supervision and direction of the Department.
- (viii) The Security Agency and its staff shall take proper and reasonable precautions to prevent loss, destruction, waste of proper or misuse of areas of the office premises.
- (ix) All the liabilities arising out of accident or death of security personal while on duty shall be borne by the contractor.
- (x) In the event of any breach/violation or contravention of any terms and conditions contained herein by the contractor, the EMD of the Agency and any other sum due are liable to be forfeited.
- (xi) The department shall have the right to have any person removed that is considered to be undesirable or otherwise and similarly contractor reserves the right to changes the staff with prior intimation to the Department.
- (xii) The duty place shall by no means remain vacant/un-attended but in case of emergency substitute should be provided by the Security Agency.
- (xiii) Security Guards should be on proper uniform having identity card containing photo which will be provided by the Security Agency.
- (xiv) All the security guards have to be extremely courteous with pleasant mannerism in dealing with the staff/attendants.
- (xv) The contractor shall bear all the expenses incurred on the following items i.e. provide Uniform, Identity Cards, lathis, whistles & torch to guards posted during night buty and other items to security staff, stationary for writing duty charts and registers at security check points and records keeping as per requirements.

- (xvi) The contracting Company/Firm/Agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other Agency without the prior written consent of this Office.
- (xvii) The tenderer will be bound by the details furnished by it to this office. While submitting the tender or at any subsequent stage. In case any of the documents furnished by it is found to be false at any stage, it would be deemed to be a breach of terms of contract, making the tenderer liable for legal action besides the termination/cancellation of contract, legal action for damages at the sole discretion of O/o Chief Commissioner of Income tax, Aayakar Bhawan, Rishi Nagar, Ludhiana. And in such eventuality the security amount tendered shall be liable to be forfeited.
- (xviii) Financial bids of only those tenderers who are declared qualified technically shall be evaluated.
- (xix) The office of Chief Commissioner of Income tax, Aayakar Bhawan, Rishi Nagar, Ludhiana reserves the right to terminate the contract at any time after without giving any notice.
- (xx) The contracting Agency shall ensure that the manpower deployed in the Office of the Chief Commissioner of Income tax, Aayakar Bhawan, Rishi Nagar, Ludhiana conforms to the eligibility conditions of age, education and any other qualification as specified in the contract.
- (xxi) The contracting Company/Firm/Agency shall furnish the following documents in respect of the persons who will be deployed by it in this Department before the commencement of work.
- a) List of persons shortlisted by Agency for deployment in the Office of the Chief Commissioner of Income tax, Aayakar Bhawan, Rishi Nagar, Ludhiana containing full details i.e. date of birth, marital status, address, educational and professional qualification, experience etc.
  - b) Bio-data of the person with photograph affixed.
  - c) Character certificate from a Gazetted officer of the Central/State Government.
  - d) Certificate of verification of antecedents of persons by local police authority.
- (xxii) In case, the person employed by the successful Company/Firm/Agency performs any act of omission/commission that amounts to misconduct / indiscipline/ incompetence and security risks, the successful Company /Firm /Agency will be liable to take appropriate disciplinary action against such persons, including their removal from site of work, if required by the office immediately after being brought to their notice.
- (xxiii) The service provider shall ensure that any details of office, operational process, technical know-how, security arrangements, and administrative/organizational matters are not divulged or disclosed to any person by its personnel deployed in the Office.
- (xxiv) The service provider shall ensure proper conduct of its personnel in office premises, maintain strict discipline in and around the office premises and enforce prohibition of consumption of alcoholic drinks, chewing pan, smoking, loitering without work etc. or consuming any other intoxicant substance, food or drink during the work hours / being on duty to maintain discipline and office decorum.

- (xxv) The Agency shall depute a coordinator, out of the deployed personnel, who would be responsible for immediate interaction with the Office of the O/o the Chief Commissioner of Income Tax, Aayakar Bhawan, Rishi Nagar, Ludhiana so that optimal services of the persons deployed by the agency could be availed without any disruption. However the office of CCIT, Ludhiana shall be fully competent and empowered to remove any undisciplined personnel/staff from its premises if his/her behaviour is not upto mark, is immoral and / or his /her presence is prejudicial / embarrassing to the department.
- (xxvi) It will be the responsibility of the service providing Agency to meet transportation, food, medical and any other requirements in respect of the persons deployed by it (Agency) in this Office and this Office will have no liabilities in this regard.
- (xxvii) For all intents and purposes, the service providing Agency shall be the "Employer" within the meaning of different Labour Legislations in respect of manpower so employed and deployed in this Office. The persons deployed by the Agency in the Office shall not have claims of any Master and Servant relationship nor have any principal and agent relationship with or against the Office of the O/o the Chief Commissioner of Income Tax, Aayakar Bhawan, Rishi Nagar, Ludhiana.
- (xxviii) The persons deployed by the service providing Agency shall not claim nor shall be entitled to pay, perks and other facilities admissible to casual, ad hoc, regular/confirmed employees of this Office during the currency or after expiry of the contract. That any issue of pay, perks, statutory obligations, welfare schemes or monetary benefits/internal arrangements of the employees , their personal insurance (If any) shall be looked after by the contracting agency and the department has no interference or liability of any nature in any manner whatsoever.
- (xxix) In case of termination of this contract or its expiry or otherwise, the persons deployed by the service providing Agency shall not be entitled to and will have no claim, for any absorption nor for any relaxation for absorption in the regular/other capacity. In brief there shall be no privity of contract between the department and the individuals/work force provided by the service provider/contracting agency.
- (xxx) Payments shall be made only to the contracting agency on monthly basis as per actual services. The contracting agency has to raise invoices in the first week of the next month for the services rendered during the month.
- (xxxi) This office reserves the rights to postpone/and/or extend the date of receipt/opening of Rates/Quotations or to withdraw the same, without assigning any reason thereof.
- (xxxii) The service Provider is required to submit the complete rates/quotations only after satisfying each and every conditions laid down in the terms and conditions.
- (xxxiii) All the rates must be written both in figures and words. Correction, if any, are to be made by crossing out, initialling, dating and rewriting. In case of discrepancy between the words and figures. The rates indicated in figures

shall prevail. All Overwriting/cutting, insertions shall be authenticated and attested.

(xxxiv) Rates/Quotations should be submitted and signed by the firm with its current business address.

**B. LEGAL**

- (i) The Service provider shall be responsible for compliance of all statutory provisions relating to Minimum wages, Employees State insurance, Provident Fund and other labour laws etc. in respect of the persons deployed by it in this Office as this office has no privity of contract with the employees.
- (ii) The Service provider shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to the Office of the O/o Chief Commissioner of Income Tax, Aayakar Bhawan, Rishi Nagar, Ludhiana to concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
- (iii) The Service provider shall maintain all statutory registers under the applicable laws. The Agency shall produce the same, on demand, to the concerned authority of this Office or any other authority under Law.
- (iv) The Tax Deduction at Source (T.D.S.) shall be deducted as per the provisions of Income Tax law, as amended from time to time and a certificate to this effect shall be provided to the Agency by this Office.
- (v) In case, the tendering Agency fails to comply with any statutory/taxation liability under appropriate law and as a result thereof the Office is put to any loss/obligation, monetary or otherwise, the Office will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the Agency, to the extent of the loss or obligation in monetary terms.

**B. DUTIES AND RESPONSIBILITIES OF SECURITY STAFF:**

- (i) The Security Agency will be responsible for overall security arrangements of the Department.
- (ii) Each Security Guard shall have to perform normally 8(Eight) hours duty covering 3(three) shifts a day as per shifting duty programme but, to be continued till relievers comes in case of need.
- (iii) Security Agency will ensure that all the instructions of the authorities of the Department from time to time are strictly followed and there is no lapse of any kind.
- (iv) The Guards on duty will also take care of vehicles, scooters/motor cycles/bicycles parked in the parking sites located within the premises of the Department and ensure their safety and security.
- (v) To keep the record of incoming vehicles like registration no. Time of entry/exit and purpose of visit of all visitors to Department

- (vi) The Security Guards should be trained to extinguish fire with the help of fire extinguishing cylinders and extinguishing the fire or in any other natural calamities.
- (vii) The Security Guards are required to display mature behaviour, especially towards females staff, female visitors, and the elderly. The Security Guards are required to attend to distinguished visitors, VIPs and officers.
- (viii) To keep a strict vigil on suspicious looking persons/objects and take immediate action as deemed suitable.
- (ix) Any other duties/responsibilities assigned by the Department may be incorporated in the agreement. The same shall also be binding on the contractor.

### **C. FINANCIAL**

- (i) Bids, offering rates which are lower than the minimum wages as decided by Govt. of India for the pertinent category, would be rejected.
- (ii) The Agency shall raise the bill, in triplicate, along with attendance sheet to the O/o Chief Commissioner of Income Tax, Aayakar Bhawan, Rishi Nagar, Ludhiana under whom the outsourced personnel has been deployed in the first week of the succeeding month. The office will send the bills duly verified to the office ZAO, Ludhiana for sanction and payment.
- (iii) The claims in bills regarding Employees State Insurance, Provident Fund, and Service Tax etc. should be necessarily accompanied with documentary proof pertaining to the concerned month bill. A requisite portion of the bill/ whole of the bill amount shall be held up till the proof is furnished, at the discretion of this Office.
- (iv) It is clarified that the sole arbitrator to adjudicate any disputes arising out of the proposed contract shall be nominated/ appointed by O/o Chief Commissioner of Income Tax, Aayakar Bhawan, Rishi Nagar, Ludhiana and he/she shall not be a person below the rank of CIT.
- (v) The O/o Chief Commissioner of Income Tax, Aayakar Bhawan, Rishi Nagar, Ludhiana reserves the right to withdraw/ relax any of the terms and conditions mentioned above so as to overcome the problem encountered by the contracting parties.

### **SUBMISSION OF TENDERS -MODE**

(a) The tender should be submitted ONLINE through the website [www.tenderwizard.com/INCOMETAX](http://www.tenderwizard.com/INCOMETAX) only. Both the bids i.e. Technical and Financial should be in English only and prices should be written/quoted in both figures and words. In case there is difference in rates quoted by a tenderer in figures as well as in words, the quoted rates in words shall be considered only for evaluation and other purposes.

(b) The tenderer should ensure that all the scanned copies required to be uploaded online should be of original/true copies of documents which are duly attested/sealed and signed.



(c) The prospective tenderer should ensure that the documents uploaded on the e-portal are clearly typed and scanned and should be clearly legible.

(d) Tender(s) received beyond the last date of submission shall be summarily rejected and no claim of tenderer shall be entertained in respect of receipt of tenders at a later stage. No tender will be entertained by E-mail or FAX.

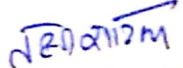
(e) The Income Tax department reserves the right to cancel/postpone the tender/contract procedure without assigning any reasons there for.

### **OPENING OF BIDS:**

The process of opening the bids shall be done on e-Tendering portal only. The prospective tenderers are not required to be present in this office during the analysis of the bids. Any bids which are not as per the instructions /terms and conditions will be liable to be rejected. Communication in this regard will be made to the bidders through e-portal only.

The Financial bids of only those bidders shall be analyzed who are found to be successful in their Technical bids.

The decision towards finalization of the bids received shall be taken upon by the Competent Authority and the same shall be communicated to the bidders through online e-Tendering portal only.

  
(Tarun Sharda)  
Asstt. Commissioner of Income Tax (Hq.)(Admn.)  
O/o Chief Commissioner Of Income-tax, Ludhiana.

**TECHNICAL BID**

(To Be Attached/Uploaded In Excel Format Only) For Providing manpower for security related jobs in the O/o Chief Commissioner of Income Tax, Aayakar Bhawan, Rishi Nagar, Ludhiana.

1	Name of Tendering Company/ Firm/ Agency (Attach certificates of registration)			
2	Name of proprietor/Director of Company/Firm/Agency			
3	Full Address of Registered Office with Telephone No., FAX and E Mail			
4	Full address of operating/ Branch Office with Telephone no., FAX and EMail.			
5	Banker of Company/Firm/ Agency with full address (Attach certified copy of statement of A/C for the last three years)			
6.	Whether the applicant is resident of Ludhiana as on date of tender ? State Yes or No ? [Proof required to be attached, if Yes]			
7.	PAN/GIR No. (Attach attested copy)			
8.	GST Registration No. (Attach attested copy)			
9.	E.S.I. Registration No. (Attach attested copy)			
10.	Whether the bidder has capital of Rs. 10 Lacs as on date. If Yes, attached bank A/c Statement as proof.			
11.	Documents showing completing at least one service of value not less than Rs.25 Lakh per annum or at least two services of value not less than Rs. 15 lakh per annum related to providing human resources in a single contract.			
12.	Give details of the major similar contracts handled by the tendering Company/Firm/Agency on behalf of PSUs and Government Departments during the last three years in the following format with documentary evidence. Turnover over in the year ending on 31st March of 2017, 2018 & 2019 may be mentioned with documentary evidence.			
	S.No.	Details of client alongwith address, telephone and Fax numbers.	Amount of Contract. (Rs. Lakh)	Duration of Contract. From to
13.	Affidavit stating that the agency is / has not been black listed by Centre / State Government / PSU (Attach copy)			
14.	Number of similar assignments; Manpower provided to Govt./private/PSU in last 5 years by the Agency (Attach Copy)			
15.	List of other clients			
16.	Details of Tender fee : DD/Banker Cheque No. : Date : Bank Name :			
17.	Details of Earnest Money Deposited: DD No ..... Dated ..... Amounts: Rs ..... Drawn Bank			

**Signature of authorized person**

**Seal**

**Date:**

**Place:**

### FINANCIAL BID

(To Be Attached/Uploaded In Excel Format Only) For providing manpower for security related jobs in the Office of the O/o Chief Commissioner of Income Tax, Aayakar Bhawan, Rishi Nagar, Ludhiana.

1. Name of tendering Service Provider Company/Firm/ Agency:
2. Details of Earnest Money Deposit Amount:  
DD./P.O & Date: Drawn  
Bank:
3. Rate quoted should not be less than the minimum wages as applicable in the Minimum wages Act, 1948 applicable in State of Punjab & other relevant by Laws applicable (plus all statutory liabilities, taxes, levies, cess etc.)

Sr. No.	Component of Rate	Total Amount payable per person per month
1	Monthly Rate (not less than Minimum Wages.	
2	Contractors Administrative /Services Charges (including Uniform charges)	
3	Other statutory liabilities (pl. indicate their name and amount payable ) (i) (ii) (iii) (iv)	
4	Taxes as applicable	

Total (Column 1 to 4)

Seal:  
Date:  
Place:

Signature of authorized person  
Full Name:

4. The Eight Hours Shift will normally commence from 0800 hrs to 1600 hrs, 1600 hrs to 00 hrs and 00 hrs to 0800 hrs and would be called morning, evening and night shift respectively. The manpower may also be called upon to perform duties beyond normal shift hours on working days and even on Saturday, Sunday and other gazetted holidays, if required. No extra wages will be paid for attending the office on such holidays.

Notes:

1. The rates quoted by the tendering Agency should be inclusive of all statutory/ taxation liabilities in force at the time of entering into the contract.
2. The payment shall be made on conclusion of the calendar month only on the basis of duties performed by each person during the month.
3. The Service Contractor shall not quote services charges at zero margins and shall not pay wages below the minimum prescribed rates.
4. The service charges should not be less than 1% in case of individuals and 2% for Firms/Companies/others (i.e. rate of TDS as per Income Tax Act, 1961). In case of zero/lesser services charges the offer will not be considered and the offered bid will be directly rejected as the time of price evaluation. GST/Service Tax may be charged as applicable.

## DECLARATION ABOUT FRAUD AND CORRUPT PRACTICES

We certify that in last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.

### **We declare that:**

- (a) We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in Section B of Fraud and Corrupt Practices of the Terms and Conditions of the document, in respect of any tender or request for proposal issued by or any agreement entered into with the Authority or any other public sector enterprise or any Government, Central or State; AND
- (b) We hereby certify we have taken steps to ensure that in conformity with the provisions of Section B of Fraud and Corrupt Practices of the Terms and Conditions of the document, no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

We certify that in regard to matters other than security and integrity of the country, we or any of our Associates have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority, which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.

We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law. We further certify that no investigation by a regulatory authority is pending either against us or against our CEO or any of our directors/ managers/employees.

Signature: Name & Designation with office

Seal

## DECLARATION

1. I, \_\_\_\_\_ Son/Daughter/Wife of Shri \_\_\_\_\_ Proprietor/Director, authorized signatory of the Agency / Firm, mentioned above, is competent to sign this declaration and execute this tender document; I have carefully read and understood all the terms and conditions of the tender and undertake to abide to them;

2. The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am/ are well aware of the fact that furnishing of any false information/ fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

**Signature of authorized person**

**Full Name:**

**Seal:**

**Date:**

**Place:**

# INSTRUCTIONS FOR ONLINE BID SUBMISSION

(by Tenderwizard Portal)

The bidders are required to submit soft copies of their bids electronically on the Tenderwizard Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the Tenderwizard Portal, prepare their bids in accordance with the requirements and submitting their bids online on the Tenderwizard Portal. More information useful for submitting online bids on the CPP Portal may be obtained at [www.tenderwizard.com/INCOMETAX](http://www.tenderwizard.com/INCOMETAX).

## REGISTRATION:

- 1) Bidders are required to enroll on the e-Procurement module of the Public Procurement Portal (URL: <https://www.tenderwizard.com/INCOMETAX>) with clicking on the link "Online bidder Registration" on the Tenderwizard Portal by paying the Registration fee of Rs. 2360/- year charge.
- 2) As part of the enrolment process, the bidders will be required to choose an 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 with the bidder.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only 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.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC / e-Token.
- 7) The scanned copies of all original documents should be uploaded on portal.

## SEARCHING FOR TENDER DOCUMENTS:

- 1) There are various search options built in the tenderwizard Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender No, Department Name, Place, Date, Estimate Cost, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Department Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the tenderwizard Portal.
- 2) Once the bidders have selected the tenders they are interested in, you can pay the form fee by DD only and processing fee (NOT REFUNDABLE) by net-banking / Debit / Credit card then you may download the required documents / tender schedules, Bid documents etc. Once you pay both fee tenders will be moved to the respective 'INProgress' Tab. This would enable the tenderwizard Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

## PREPARATION OF BIDS:

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

#### **SUBMISSION OF BIDS:**

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "DD" to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using

buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

9) Upon the successful and timely submission of bids click "Submit tender" (i.e. after Clicking "Upload Bid and Submit tender" in the portal), the portal will give a successful Tender submission acknowledgement. A bid summary will be displayed with the bid no. and the date& time of submission of the bid with all other relevant details.

10) The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. 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 tenderwizard Portal in general may be directed to the 24x7 tenderwizard Portal Helpdesk. The contact number for the helpdesk is "011-49424365, 805462881. 9257209340".