



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/2019-20/2734

Dated: 02-12-2019
03

NOTICE INVITING TENDER

TENDER FOR PROCUREMENT HIRING OF SERVICES OF DATA ENTRY OPERATORS AND RECEPTIONIST THROUGH CONTRACTORS

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 engaged in the business of providing House Keeping Services to provide housekeeping service for the below mentioned Income-tax offices for a period of minimum two years as detailed below:-

Sl. No.	Office and Building Name	No. of Data Entry Operators (Skilled Worker)	No. of Receptionist-cum-Telephone Operator (Skilled worker)
1	O/o Chief Commissioner of Income-tax, Aayakar Bhawan, Rishi Nagar, Ludhiana	18	0
2	Income Tax Office, Grandwalk Mall, Ferozepur Road, Ludhiana	NIL	2
	TOTAL	18	2

The tender documents alongwith instructions and terms & conditions can be downloaded from the web site www.eprocure.gov.in or www.incometaxindia.gov.in or www.incometaxchandigarh.org 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. No other mode of application for tender will be entertained. The online bids can be submitted through the e-tendering portal www.tenderwizard.com/INCOMETAXupto06:00 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 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.

21/12/19

(Tarun Sharda)

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

I) DATA ENTRY OPERATORS:-

1. GENERAL TERMS AND CONDITIONS FOR DATA ENTRY OPERATORS(DEOs):

The Following qualification should be fulfilled by the Data Entry Operators;

- a) The personnel should preferably be graduate with English as one the subject.
- b) The personnel should have minimum speed of typing at 40 wpm in English and same speed in Hindi preferably though not compulsory. Also persons who have shorthand knowledge be preferably deployed.
- c) The person should posses hands on working knowledge of software such as MS Word, MS Excel, MS Power Point etc. Web based networking, Tally and hardware of computer.
- d) The age of personnel should be between 20 years to 35 years.

2. THE NATURE OF DUTIES OF DEOs ARE GIVEN BELOW.

The duties of the Data entry operators would broadly include:-

- a. Typing on MS Word and preparing reports on MS Excel, Preparing presentation on MS Power point,
- b. Taking dictation and drafting and working in word/excel/any other software used in department ,
- c. Cleaning and keeping in good working condition of computers, printer, fax machine, copier, scanner or any other office equipments being used by them, printing of documents and any other work assigned by the superior authority.
- d. Any other work assigned to them like assistance to regular staff in carrying of files & other papers with in the building, Physical Maintenance of records of the section, General Cleanliness and upkeep of the section/unit, Assisting in routine office work like diary, dispatch etc., including on computer, Photocopy, sending of FAX etc, Other non-clerical work in the section/unit.

II) RECEPTIONIST-CUM-TELEPHONE OPERATOR

1. GENERAL TERMS AND CONDITIONS FOR RECEPTIONIST-CUM-TELEPHONE OPERATORS:

The Following qualification should be fulfilled by the Receptionist-cum-telephone operator;

- a) The personnel should preferably be graduate with English as one the subject.
- b) The personnel should have good personality and must be neatly and formally dressed.
- c) The person should posses hands on working knowledge of Computer, EPABX and FAX.
- d) The age of personnel should be between 20 years to 35 years.
- e) The person must possess good communication skills.

2. **THE NATURE OF DUTIES OF RECEPTIONIST-CUM-TELEPHONE OPERATORS ARE AS GIVEN BELOW.**

The duties of the receptionist-cum-telephone operator would broadly include:-

- a. Attending the telephone calls and manage incoming and outgoing calls.
 - b. To coordinate with maintenance staff for proper functioning of intercom lines in the premise of deployment.
 - c. Any other suitable official work assigned by controlling officer
2. The normal working hours of the DEOs and receptionist-cum-telephone operators will be from 9:30 hrs to 6:00 hrs, if necessary even on holiday, with ½ hrs lunch time break. The work shall be done on all working days and payment will be made on the basis of attendance. Where necessary DEOs and receptionist-cum-telephone operators will be required to work even on Saturday, Sunday and any other holidays, as ordered by controlling officer.
 3. The Total number of DEOs and receptionist-cum-telephone operators deployed shall be at the sole discretion of this office.
 4. The personnel, if not found working satisfactorily, must be replaced by the Service provider immediately.
 5. The personnel should be punctual and should complete the work assigned to them promptly and meticulously.
 6. The personnel should report to the officer in charge assigned by this office.
 7. The service provider is responsible for payment of monthly wages to the personnel to be engaged by it in compliance of all the statutory obligations under all related and applicable laws to it from time to time including Contract Labour Act, Minimum Wages Act, Employees provident Fund, ESI Act, etc. The Service provider should ensure that wages are paid on or before 7th of following month irrespective of the fact that the bill for the month is pending for payment. It is mandatory for the service provider to pay the prevailing rates as per office order number 2519 dated 27.09.2017 or any revision thereto in future , to the deployed DEOs and receptionist-cum-telephone operators. As per current order the current daily rates are Rs.629/- per day.
 8. All existing statutory regulations of Central Government shall be adhered to by the service provider and all records maintained thereof shall be available for scrutiny by this office. Any failure to comply with any of the above regulations or any deficiency in service will render this contract liable for immediate termination without any prior notice.
 9. The bill shall be submitted by the Service Provider on or before 7th of the following month. At the time of submission of bill for payment, the contractor/service provider should submit the proof for the previous payment made towards statutory liabilities. The Service provider shall make only statutory deduction from the wage paid to the personnel. Payments shall be made only to the contracting agency and 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 in this month. The department shall make payment according to the availability of the funds.
 10. The persons engaged by the Contracting Agency/Service Provider will be in the employment of the Contracting Agency/Service Provider only.

- There will not be any employer-employee relationship between the persons deployed by the contractor and the Income-tax department.
11. The Contractor/Service provider shall indemnify and keep this office indemnified against all acts of omission, negligence, dishonesty or misconduct of the personnel engaged and this office shall not be liable for any damages or compensation to any personnel or third party.
 12. All damages caused by the personnel to the property of the office shall be recovered from the Service Provider.
 13. This office reserves the right to extend the contract further, on the same terms and conditions subject to satisfactory performance of the Service Provider.
 14. No other person except Service Provider's authorized representative shall be allowed to enter the offices.
 15. Department/office will not involve in any dispute between the service provider and workers of the service provider.
 16. Aadhaar/PAN Numbers of each DEOs and receptionist-cum-telephone operators will be verified by the service provider and they will be allowed to work in this office only after proper police verification. Proper identification card shall be provided by the contractor/bidder to the person deployed as DEOs and receptionist-cum-telephone operators and it must be ensured that the same are worn to work & ID Cards are displayed on person.
 17. The contractor/bidder shall ensure that workers deployed by it maintain discipline of the highest order and that they restrict themselves to their assigned work only.
 18. Any incidence of inappropriate behavior by any of the DEOs and receptionist-cum-telephone operators will lead to breach of agreement and will be sufficient cause for termination of agreement if such person is not removed immediately.
 19. Notwithstanding anything contained herein, this office reserves the right to terminate the services of the Contracting Agency/Service Provider at any time without giving any notice or reasons whatsoever.
 20. The contractor will have to issue wearable photo identity cards of its persons & the DEOs and Receptionist will be required to display it all time while in office failing which the person may be asked to leave the premises & penalty of Rs. 100/- on each instance of failure will be levied.

Conditions to be satisfied by the contractor

- The Contractor should be resident of Ludhiana as on date of tender.
- The service provider should have at least 5 years similar experience in any government office and the experience certificate should be attached with technical bid.
- The service provider should have turnover of at least 1 Crore per annum for last three financial years.
- The contractor should be registered for compliance of ESI, EPF and Service Tax Rules and Proof needs to be submitted.
- The bidder should have sound financial capacity and minimum capital of Rs. 10 Lacs as on date of tender in bank account. A proof in the form of bank statement showing such balance must be attached alongwith technical bid.

- Any financial bid containing zero percent commission rate will be rejected to avoid any fictitious bidder.
- It would be the responsibility of the contractor to make alternate arrangements if for some reason workers/staff is not available. **In case the manpower is not available, no payment will be made for the day for that person, rather a penalty equivalent to cost per day of manpower will be levied and deducted from the monthly bill**
- The bills have to be submitted along with the acknowledgement/proof of payment. The contractor should also maintain all relevant registers, records and accounts & produce the same to this office as and when required.
- The workers have to be paid for only the number of days they have worked.
- In case there are complaints against any DEO, he/she should be reprimanded/ replaced immediately.
- This office could ask the contractor to increase or reduce workers depending on the need on same terms and conditions.

II. MODE OF SUBMISSION OF TENDER

1. The bidders are required to submit two bids, i.e. Technical bid and financial bids, in the prescribed formats. In the technical bid, the bidder will provide details about his experience in the field, the other organizations for which he is providing such services, details regarding compliance of statutory laws etc. In the Financial bid, the bidder will submit the quotation for his charges. The service providers will be short listed on the basis of their technical competency after opening of technical bids. Financial bids of only those bidders, who are short listed on the basis of Technical bid will be opened and the bid with lowest quotations among the opened bids will normally be approved.
2. The department has right to relax Technical Qualification in case of sufficient number of quotations would have not received.
3. This office reserves the rights to postpone/and or extent the date of receipt/opening of dates/Quotations or to withdraw the same, without assigning any reason thereof.
4. The service provider are required to submit the complete rates/ Quotations only after satisfying each and every conditions laid down in the terms and conditions.
5. All the rates must be written both in figures and words.
6. Rates/quotations should be submitted and signed under the seal by the firm with its current business address.
7. The contractor/ service provider shall sign and stamp each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms conditions contained herein and submit the same along with Technical Bid.
8. The contractor/Service provider must comply with the rates/quotations, specification and all terms and conditions of contract. No deviation in the terms and conditions of the contract shall be entertained unless specifically mentioned by the service provider in the rates/quotations and accepted by the department.
9. Bids received later than the stipulated date and time will not be considered under any circumstances. This office reserves the rights to

- reject any tender, even the lowest one without assigning any reasons thereof.
10. 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 draft should be submitted to O/o PRO-1, Room no. 329, 2nd 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.
 11. For any clarification in the matter and/or prior appointment may be made with PRO-1, O/o the Chief Commissioner of Income Tax, Aaykar Bhawan, Rishi Nagar, Ludhiana.
 12. In case any successful bidder is found paying lesser than minimum wages, defaulters of EPF/ESI/IT/Labour Laws, his contract will be terminated the bidder will be blacklisted.

III. TECHNICAL CONDITIONS

1. The contractor/bidder should be registered with the appropriate registration authority with regard to providing manpower to the Government offices i.e. State/Union Territory's Labour Department (Enclose copy of registration certificate of Labour License).
2. The contractor / bidder should have at least five years experience in providing similar services to Government Department. (Enclose documentary evidence)
3. The contractor/bidder should have valid service tax registration/ GST and PAN/TAN which is to be quoted in the sealed quotation and it should never be defaulter to make the above payment.
4. The contractor/bidder should be registered with ESIC & EPF authorities and the attested copies of proof thereof should be provided along with the technical bid.
5. The Annual Turnover of the service provider /Contractor should not be less than Rs. One crore for each of last three Financial Years 2016-17, 2017-18 and 2018-19 and a certified copy of balance sheet and profit and loss account must be enclosed as proof..
6. The Service provider/Contractor must submit copy of income Tax Returns for A.Y. 2016-17, 2017-18 and 2018-19.

IV. FINANCIAL CONDITIONS

1. The contractor will have to specify the amount to be charged by it towards Service charges/commission for providing the DEOs/Receptionist-cum-telephone operators. It may be noted that in order to eliminate frivolous bids and disguised charges/deduction from wages of personnel, service providers bidding at 0% commission shall be disqualified.
2. In case multiple bidders quoting same rates the competent authority will decide the allocation based upon their capital position and past contract experience with own and other government departments.

IMPORTANT NOTE

Bidder should ensure that the following documents are part of the **QUALIFYING-cum-TECHNICAL BID**:

1. Technical Bid duly filled
2. Copy of PANCARD
3. Copy of Service Tax/GST Registration Certificate
4. Copy of Registration Certificate with EPF
5. Copy of Registration Certificate with ESI
6. Any other proof required in the tender document.
7. Tender Document (all pages signed with seal)

FINANCIAL BID:

- (a) Duly filled in Financial Bid and its enclosure.

RATES AND PRICES: The bidder shall quote their **PERCENTAGE COMMISSION** rates for personnel to be employed per month (**in both words and figures**).

SUBMISSION OF TENDERS -MODE

(a) The tender should be submitted **ONLINE** through the website 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.

तरुण शारदा
(तरुण शारदा)

(Tarun Sharda)

सहायक आयकर आयुक्त (मु).प्रशा)

Asstt. Commissioner of Income-tax, (Hq.)(Admn.)

Technical Bid

QUALIFYING-cum-TECHNICAL BID DOCUMENT		
Sl. No.	Particulars	
1	Name of the Party	
2	Complete Address (With Tel No., Fax No.)	
3	Name and Addresss of the Proprietor/Partners/Directors (with mobile/Contact no.)	
4	Contact Persons (with mobile no.)	
5	Whether the applicant is resident of Ludhiana as on date of tender ? State Yes or No ? [Proof required to be attached, if Yes]	
6	No. of years of experience in providing Data entry services (enclose proof such as performance Reports/ Experience Certificate from clients)	
7	Whether the applicant has prior experience of providing data entry services to government office? If yes , enclose proof.	
8	Details of Turnover for last three financial years (Enclose copy of balance sheet and profit and loss account): FY 2018-19 FY 2017-18 FY 2016-17	
9	Permanent Account Number (PAN) (enclose copies of TDS/ITR)	
10	Details of ESI & EPF registration along with evidence	
11	Details of Service Tax/GST Registration along with evidence.	
12.	Whether the bidder has capital of Rs. 10 Lacs as on date. If Yes, attached bank A/c Statement as proof.	
13	Details of Tender fee : DD/Banker Cheque No. : Date : Bank Name :	
14	Details of EMD : DD/Banker Cheque No. : Date : Bank Name :	
<u>DECLARATION</u>		
I hereby certify that the information furnished above is true and correct to the best of my knowledge/our knowledge and I have read and understood the terms and conditions contained in the Tender Document. I understand that in case any deviation is found in the above statement at any stage, I/we will be blacklisted and will not have any dealing with the Department in future.		
(Signature of Authorized signatory with date and seal)		

Financial Bid

FINANCIAL BID DOCUMENT

Sl. No.	Particulars to be furnished	
<u>1</u>	Name of the Party	
<u>2</u>	Address (with Tel No., Fax No.)	
<u>3</u>	Name of the office/Location for Which quoted	
<u>4</u>	Total Percentage of total cost of manpower as Commission (exclusive of Service tax/GST) per month	

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my knowledge/our knowledge and I have read and understood the terms and conditions contained in the Tender Document. I understand that in case any deviation is found in the above statement at any stage, I/we will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorized signatory with date and seal)

Notes:

- 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.
- The payment shall be made on conclusion of the calendar month only on the basis of duties performed by each person during the month.
- The Service Contractor shall not quote services charges at zero margins and shall not pay wages below the minimum prescribed rates.
- 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/Di
rector, 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.

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 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".