



भारत सरकार / Govt. of India
आयकर भवन / Income Tax Department
प्र. मुख्य आयकर आयुक्त कार्यालय, उ. प. क्षेत्र, आयकर भवन, सेक्टर –17ई, चण्डीगढ़ –160017
The Principal Chief Commissioner of Income Tax(NWR), Aayakar Bhawan, Sector-17E,
Chandigarh

F.No Pr. CCIT/CHD/Tender Notice/2020-21/290

Dated: 10.11.2020

Notice Inviting Tender

SUBJECT: NOTICE INVITING E-TENDER FOR CANTEEN/CATERING SERVICES ON CONTRACT BASIS AT AAYAKAR BHAWAN BUILDING, SECTOR 17-E, CHANDIGARH

1. E-Tenders are invited under two bid system (both technical and financial) from reputed parties/firms/Service Providers/Organization based in Tricity for running office canteen on contract basis at Aayakar Bhawan Building, Sector 17-E, Chandigarh. The Eligibility documents shall be opened first for evaluation of Technical Bid on due date and time as mentioned below. The Financial bids of only those bidders shall be opened who are found to be successful in their Technical bids.
2. The tender documents along with the instructions and terms & conditions can be downloaded from the Department's web site www.incometaxchandigarh.org. The prospective tenderers are advised to check the eligibility criteria thoroughly before applying for the Tender.
3. The tenderer should register and apply through online mode only on the e-Tendering portal www.tenderwizard.com/INCOMETAX. No other mode of application for tender will be entertained.
4. The tenderer needs to deposit interest free refundable EMD for an amount of **Rs. 10,000/-** (Rupees Twenty Five Thousand only) in the form of Demand Draft drawn in favour of the Zonal Accounts Officer, CBDT, Chandigarh and payable at Chandigarh. The Demand Draft for EMD must be enclosed in a sealed envelope and addressed to the Pr. Chief Commissioner of Income Tax, N.W. Region, Chandigarh, Aayakar Bhawan, Sector 17-E, Chandigarh and should reach the addressee on or before the closing date and time of bid submission. The online bids can be submitted through the e-Tendering portal www.tenderwizard.com/INCOMETAX upto 01.12.2020 till 12:00 hrs.

5. Tender Critical Date Sheet

Tender Publishing Date	10.11.2020
Bid Submission Start Date	10.11.2020
Bid Submission End Date & Time	01.12.2020; 12:00 hrs
Technical Bid Opening Date & Time	01.12.2020; 13:00 hrs
Pre Bid Meeting Date(for clarifications, if any)	23.11.2020

6. The decision upon the bids received shall be taken upon by the Competent Authority tentatively within 15 days and the same shall be communicated to the bidders through 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 the tenders without giving any notice or assigning any reason. The decision of the Pr. Chief Commissioner of Income Tax, Aayakar Bhawan, Sector 17E, Chandigarh in this regard shall be final and binding on all.

-SD-

DCIT (Hq.) (Vig.) –cum-
Secretary, Local Purchase Committee & Tender Committee,
O/o the Pr. Chief Commissioner of Income Tax,
NWR, Chandigarh.

GUIDELINES FOR SUBMISSION OF TENDER

The tender shall be submitted in accordance with these guidelines and any tender not confirming the guidelines as under is liable to be rejected. These guidelines shall form the part of the tender and contract.

1. GENERAL

- a) The contract is for running the Canteen at Aayakar Bhawan, Sector 17E, Chandigarh for which premises to the successful bidder shall be given on a **Rent of Rs. 470 /- per month**. Water usage will be charged at the rate of **Rs. 580 per month** and electricity will be charged on actual usage basis at the rate of **Rs. 6 per KWH**. The said rates are subject to change without any prior notice. The canteen shall be run under certain guidelines/conditions which are stipulated hereinafter and in the terms and conditions of contract.
- b) Each and every page of the bid must be signed by the bidder himself, if the bidder is a proprietorship firm and in case of a partnership firm, by a partner. However, in such case, there must be an authorization from all the partners to the effect that the person signing the bid as a partner has been authorized to sign the bid document on behalf of all partners.
- c) If the bidder is a Company, there must be a valid authorization from the competent authority/ Board resolution, authorizing the person to sign and file the bid on behalf of the Company.
- d) Any bid not signed on each page and without authorization may be rejected.
- e) Any overwriting or cutting in the bid document must be avoided. However, if any over writing or cutting is caused due to some unavoidable reason, the same must be duly attested by the person signing the bid document.
- f) The tenderer is not allowed to make additions/alterations in the tender paper. Such additions and alterations shall be at the tenderers own risk and shall render the tender to be summarily rejected. Conditional tenders shall not be accepted.
- g) The bidder whose bid is accepted, shall submit a Rs.100/- non- judicial stamp paper at its own cost for preparing the contract agreement to be signed by the both the parties.
- h) Prices of all items in Financial Bid must be quoted in Indian rupees and must be inclusive of GST.

2. ELIGIBILITY CRITERIA

- a) The bidder who has an experience of minimum **three years** of running such a cafeteria/canteen in Central/State/UT Government Department/Ministry, Public Undertaking and/or renowned Educational Institution located **in Tricity**, may apply along-with sufficient proof of its experience/ability of running such canteen.
- b) The bidder must have PAN Number and GST/GSTN number. The bidder whom the contract is finally awarded shall have a GST number for the canteen in question as well, if the related law so requires.

c) The bidder must have its code numbers under the Employees State Insurance Act & Employees Provident Fund Act from the Chandigarh offices of the concerned departments.

3. SUBMISSION OF TENDERS – TIME LIMIT/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 only be considered 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 and time 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 prospective tenderers may visit this office at Room No. 127 & 128, 1st Floor, Aayakar Bhawan, Sector-17E, Chandigarh on **23.11.2020 b/w 1100 hrs and 1700 hrs** in case of any doubts/clarifications in respect of this tender document. No further issues raised by the parties shall be entertained later on.

3. DOCUMENTS MUST BE SUBMITTED IN THE TECHNICAL BID:-

- a) Income Tax Registration Certificate/PAN No.
- b) Firm/Company Registration Certificate.
- c) GST Registration Certificate/No.
- d) EPF Registration Certificate/Code No.(If Applicable)
- e) ESI Registration Certificate/Code No. (If Applicable)
- f) Other Statutory Registrations/Licenses, if any.
- g) Details of the outlets being run by the bidder.
- h) Audited balance sheet and profit and loss accounts along with gross turnover and profit for the last three financial years.
- i) Authority/Resolution in favor of the person signing the bid on behalf of the firm submitting the tender.
- j) DD of Rs.10,000/- (Ten Thousand Only) towards EMD.
- k) Address proof.
- l) Aadhar Card of individual applicant/person signing the bid.
- m) Proof of experience
- n) Other documents as may be deemed necessary and as is required under any other provision of the bid document and not mentioned herein above.

Note:- The Department reserves the right to:-

- (i) Accept or reject any or all the Technical and Financial Bids without assigning any reasons.
- (ii) Withdraw/Cancel/Postpone the tender process without assigning any reasons thereto.
- (iii) Disqualify the tenderers blacklisted by Central/State Govts./Public Sector Units/Autonomous Bodies or whose contracts have been terminated on account of poor performance.

4. EARNEST MONEY:

The tenderer shall deposit a sum of ₹ 10,000/ - **(Rupees Ten Thousand only)** as **Earnest Money** along with completed tender documents. The earnest money is towards an undertaking by the tenderer that the tenderer will not back-out from his offer or modify the terms and conditions thereof in a manner not acceptable to the Income Tax Department. Should the tenderer fail to observe or comply with the said stipulation, the entire amount shall be liable to be forfeited.

The deposit as referred above shall be made by Demand Draft only drawn in favour of the Zonal Accounts Officer, CBDT, Chandigarh payable at Chandigarh and valid for the period of validity of the tender.

5. 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. The Technical bids of only those parties will be analyzed who have submitted the attested/signed documents along with the EMD of requisite amount as discussed above. Any bids which are not as per the instructions discussed above 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 tentatively within a week's time and the same shall be communicated to the bidders through online e-Tendering portal only.

6. PREVIOUS EXPERIENCE:

The bidder must have an experience of minimum **three years** of running such a cafeteria/canteen in Central/State/UT Government Department/Ministry, Public Undertaking and/or renowned Educational Institution located **in Tricity**.

7. VALIDITY OF OFFER:

The tenderer will be required to keep the offer open for a period of 120 Days from the last date of submission of tender. The tenderer after submitting his tender, shall not rescind his offer or modify the terms and conditions thereof in any manner.

8. ACCEPTANCE OF TENDER:

The authority for acceptance of the tender documents and tendered rates will rest with the competent authority of Income Tax Department which does not bind itself to accept the lowest or any other tender, nor does it undertake to assign reasons for its decision in this matter.

Acceptance of tendered rates shall be communicated to the firm through e-tendering portal after the whole process is finalized.

All the tender documents submitted by a tenderer shall become the property of Income Tax Department and the Department shall have no obligation to return the same to the tenderers.

Canvassing in connection with tender is strictly prohibited and the tender submitted by the tenderer who resorts to canvassing will be liable for rejection.

If the tenderer deliberately gives wrong information or conceals any information/facts in the tender or uses any fraudulent means for acceptance of the tender, then Income Tax Department reserves the right to reject such tender at any stage of execution without any financial liability and initiate legal action against such tenderer as it deems fit.

9. EXECUTION OF AGREEMENT:

The firm whose tender is accepted shall be required to execute an Agreement within fifteen (15) days of the date of issue of communication from this office and start the work from the date as mentioned in the communication. Failure to do so shall constitute a breach of the contract.

The tenderer shall treat the contents of the tender documents as private and confidential.

10. POSTAL ADDRESS FOR COMMUNICATION:

Every tenderer shall state in the tender his postal address fully and clearly. Any communication sent to the tenderer by post at the said address shall be deemed to have reached the tenderer in time.

11. JURISDICTION

All disputes are subject to the jurisdiction of courts in the Union Territory of Chandigarh and the agreement will be governed by and be construed in accordance with the laws of India.

-SD-

Deputy Commissioner of Income Tax (Hq.)(Vig.)
-cum- Member Secretary, Purchase Committee, Chandigarh

TERMS AND CONDITIONS GOVERNING THE TENDER

1. The Contractor must have an experience of minimum three years of running such a cafeteria/canteen in a Government department or State run Educational institution or a public undertaking.
2. (a) **Space:** Accommodation will be provided by the Income Tax Department for running the canteen at Rent of **Rs. 470/- per month** which shall be paid in advance.

(b) **Electricity:** Electricity will be provided at a cost of **Rs. 6 per KWH** based on actual usage. The electricity bill shall be paid before the due date of the Bill.

(c) **For Cooking,** all arrangements shall be made by the Vendor himself. The firm would be required to use only ISI/Agmark/food grade products as per FSSAI norms.

(d) **Water** shall be supplied to the contractor at a cost of **Rs. 580 per month** which shall be paid in advance.
3. Furniture item in the canteen space will be provided by the Income Tax Department without any cost.
4. The Contract will be initially for a period of one year and further extendable for a period of one year and maximum upto two years, one year at a time. After the expiry of the first twelve months, the Income Tax Department will evaluate the performance of services provided by the contractor. If the services are found satisfactory, the Income Tax Department reserves the right to extend the contract for a period of one year and maximum upto two years, one year at a time on the same terms & conditions. The Income Tax Department also reserves the right to terminate the contract, at any time during the currency of contract by giving 30 days notice to the Contractor. **The Contractor has to give 60 days notice, if he wants to terminate contract at his own end.**
5. The Contractor has to ensure that canteen premises are used only for the purpose of running the canteen for the Income Tax Department and not for any other purpose in any manner. The Contractor himself and/or his worker should not use the premises of any other business purpose. The Contractor shall not be authorized for any kind of sub-letting the premises in any manner.
6. The Contractor will be provided with the canteen premises and furniture as available in the Canteen at Aayakar Bhawan, Sector 17-E, Chandigarh. The maintenance and upkeep of premises, furniture and fixtures will be the sole responsibility of the Contractor. In case any damage is caused to any of the item which is provided due to mishandling, the item of the same quality shall be replaced by the Contractor.
7. The Contractor shall be responsible for running the canteen as per the rules applicable and ensure the compliance of the provisions of Employees' Provident Fund Act and ESI Act and rules framed there under and other relevant statutes including Municipal Rules and regulations applicable in Chandigarh, relating to the canteen in force from time to time, during the subsistence of the Contract. The Contractor shall obtain necessary license to run the canteen from the appropriate authorities.

8. The Contractor shall employ his own canteen staff, provide them clean uniform at his own cost and shall be responsible for timely payment of their wages/salary directly in their bank accounts. The contractor will also be responsible to deduct and pay EPF as per rules and also extend medical facilities etc. as per statutory rules in force from time to time. The Income Tax Department shall not be responsible in any manner.
9. The Contractor shall procure and use all fresh and standard/good quality food material, eatables, etc. necessary for running the canteen at his own costs. There shall be a complete ban on use of single use plastic. The quality of food shall be maintained in consultation with the Income Tax Department and the decision of the competent authority of Income Tax Department in respect of quality of food shall be final.
10. The Contractor shall also undertake and ensure that all the raw material including milk etc. shall be available during the course of the working hours of the Income Tax Department and he shall also arrange to supply the food items tea, coffee, lunch, dinner etc. even beyond the working hours and/or on holiday, if required by the Income Tax Department, at the same rate.
11. The Contractor shall provide the canteen normally on five days a week during the office hours and will also provide the said services on holidays or late hours in the office, if required by the Income Tax Department.
12. The successful bidder shall have to deposit **Rs. 25,000/-** as Security Deposit/Performance Guarantee at the time of award of contract which shall remain valid for the entire period of the engagement and no interest shall be paid upon the same. If the Contractor withdraws his services and/or fails to discharge his services up to the satisfaction of the management the said security shall be forfeited.
13. EMD of all bidders will be returned without interest after the completion of tender process and award of contract.
14. The Contractor or his manager who should be qualified and professionally experienced must be available in the canteen at all times to attend the complaint, if any.
15. The oil/ghee and other ingredients to be used shall be from amongst the brands as suggested by the committee setup by the Income Tax Department for this purpose. If no suggestions are made, it should have FPO/AG MARK marking and shall be opened to inspection of the authorized committee of the Income Tax Department.
16. The Contractor will be responsible for maintaining cleanliness inside and around the canteen all the time. The garbage of the canteen shall also be disposed of by the firm on daily basis.
17. The tentative list of items to be provided is mentioned in Financial bid Format (Annexure II). However the Income Tax Department may change list as per mutual discussion with the selected vendor at any time.
18. All books of accounts, registers and any other documents used in connection with running of the canteen shall be maintained by Contractor at his own cost and the same shall be produced for inspection either on demand by the MCI/ESIC/ Provident Fund Authorities/Municipal Authorities or any other official Agency/ officer authorized by the Competent Authority in this connection.

19. The Contractor will settle and pay all Municipal and other statutory taxes, if any, to the concerned authorities.

20. It will be obligatory on the part of the Contractor to sign the offer and other documents for all the components & parts. After the work is awarded, the Contractor has to enter into an agreement for work awarded on a non-judicial stamp paper of required value at his own cost within 15 working days from the date of receipt of acceptance order or before the work is undertaken.

21. The Contractor should verify the character and antecedents of all the persons employed through local police and shall submit a certificate to this effect.

22. Due to any unforeseen reason, if the canteen is closed for sometimes, it shall be the responsibility of the Contractor to provide food to the employees on the same cost as has been agreed in the tender terms.

23. The liability/responsibility in case of any accidents causing injury/death to canteen worker or any of his staff shall be of the contractor. The Income Tax Department shall not be responsible in any means in such cases.

24. Quantity mentioned in the financial bid is tentative and the Income Tax Department may increase or decrease the quantity as per actual requirements.

25. The approved prices of the eatables should be prominently displayed at the counter/Notice Board in canteen.

26. Special Conditions of Service:

a) The Contractor must ensure that the **guidelines/SOPs issued by MHA, MoH&FW and DoPT with respect to COVID-19 situation regarding social distancing norms and health and hygiene practices etc. are strictly followed in the Canteen.**

b) The Contractor shall ensure that its servicing and cooking staff members wash hands with soap after use of the rest rooms & before cooking/serving of food.

c) The Contractor should ensure no re-use of leftover foods from the previous day. Left-over food should be disposed-off appropriately, within one hour from the completion of the relevant service hours.

d) Items such as sandwiches, burgers, French fries which can be consumed outside the cafeteria premises shall be served in appropriate and convenient packing.

e) Ensure all employees are free of any contagious diseases or ailments.

f) Ensure all employees are well mannered and display courteous behaviour.

g) Ensure pest control administration periodically, but not with aerosol based anti-pest sprays that could get in the food.

h) Operation of canteen is subject to regular inspections by the Committee appointed by the Income Tax Department to ensure that all the points are adhered to. Periodic checking/performance audit by a monitoring committee shall also be carried out to evaluate the performance of the caterer on standards of hygiene, cleanliness and health. Committee will

monitor/check the quality, quantity and hygienic condition of utensils and service persons. New food items, as required by users or by vendor will be added on the recommendations of the Committee.

i) Any violation to the terms and conditions of the contract shall attract penalty on the contractor (which may include immediate termination of the contract) which shall be decided by the Income Tax Department and the same shall be acceptable to the contractor.

27. Criteria for evaluation of the bid

- a) The work will be awarded to the bidder whose bid has been determined to be technically qualified in terms of Technical Bid.(Annexure-A)
- b) Thereafter, financial bids of all the technically qualified bidders will be opened as per the Tender Critical Date Sheet.
- c) The contract will be awarded to the bidder who will have the lowest weighted total price of all the listed items as mentioned in financial bid.(Annexure-B)
- d) The bidder, whose tender is accepted, will have to sign an agreement within 15 days of the award of contract, failing which the Earnest Money deposited by him will be forfeited and the acceptance of its tender may be annulled at the discretion of the Department.

ANNEXURE- A

TECHNICAL BID

Pre- qualification requirements for award of contract for Canteen Services:-

Sr. No.	Details	
01	Name of the Firm/Company (enclose self attested Copy of deed if any)	
02	Address of the company with Telephone No., Fax and E-mail.	
03	Name and address of the Proprietor/Partners/Directors with Mobile No.	
04	Pan no. (Enclose attested copy)	
05	Goods and Service Tax Registration No. (Enclose attested copy)	
06	Name of the cafeteria/canteen in Central/State/UT Government Department/Ministry, Public Undertaking and/or renowned Educational Institution located in Tricity to whom similar services have been provided by the firm during the last 03 years along with the proof of experience. (Enclose attested copy)	
07	Performance Certificate from existing clients.(Enclose attested copy)	

DECLARATION

I/We hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I/We understand that in case, any deviation is found in the above statement at any stage; I/We shall be blacklisted and will not have any dealing with the department in future.

Signature of the Bidder with date & seal

ANNEXURE- B**FINANCIAL BID****Price Schedule of Items to be sold in the Canteen at Aayakar Bhawan, Sector 17-E,
Chandigarh**

Sr.No.	Name of the Item	Approx Qty.	Price per unit inc. all taxes.(a)	Weightage/ Consumption(b)	Total Weighted Price(a*b)
1	Tea	150 ml		105	
2	Tea (Dip tea bags)	150 ml		225	
3	Espresso Coffee	150 ml		50	
4	Lassi Fresh	200 ml		15	
5	Soup-Tomato/V eg	125 ml		25	
6	Samosa Veg	01 pcs = 75 gms		50	
7	Kachori	01 pcs = 75 gms		30	
8	Cream Roll	01 pcs = 75 gms		20	
9	Chana Per Plate	150 gms		30	
10	Butter toast	2 bread ("4x4"= 10 gms) Butter = 70 gms		40	
11	Sandwich Veg	75 gms		25	
12	Veg Petty	125 gms		20	
13	Pastery	70 gms		15	
14	Egg (Boiled)	Per Piece		30	
15	Bread Pakora Stuffed	Medium (2 pcs with Patato)		45	
16	Veg Pakora	100 gms		20	
17	Paneer Pakora	40 gms		25	
18	Gulab Jamun	40 gms		30	
19	Mathi	40 gms		35	
20	Rasgula	40 gms		25	
21	Besan Burfi	40 gms		25	
22	Khoya Burfy	40 gms		25	
23	Jalebi	100 gms		25	
24	Idli	1 pcs = 50 gms		20	
25	Vadda	1 pcs = 50 gms		20	
26	Sambar	150 gms		40	
27	Stuffed Parantha	100 gms.		25	
28	Masala Omelet Bread	Two eggs		25	
29	Puri Bhaji	40 gms. each (4 Pcs) + 150 gms. Chana + Salad		20	
30	Chana Bhatura	150 gms. each (4 Pcs) + 150 gms. Chana + Salad		20	
31	Rice	200 gms.		20	
32	Chapati	20 gms.		40	
33	Dal (Any types)	125 gms.		25	
34	Rajmah	125 gms.		25	
35	Karhi	125 gms.		25	

36	Seasonal Vegetable	125 gms.		25	
37	Raita	100 gms.		15	
38	Paneer Preparation	150 gms.		20	
39	Thali (Veg)	4 Chapati Or 200 gms. Rice Or 2 Chapati and 100 gms Rice, +Dal 150 gms + Veg 80 gms. + Raita 50 gms. + Green Salad		105	
40	Thali (Special)	4 Chapati Or 200 gms. Rice Or 2 Chapati and 100 gms Rice +Dal+ Veg+Paneer Preparation 150 gms each +raita 50 gms+green salad/pickle +sweet dish one gulab jamuna/rasgulla		25	
Total					

Following branded Items to be sold in the Canteen at MRP. The branded items sold should be of high quality.

S.No.	Items
1.	Cold Drinks
2.	Juice
3.	Dahi
4.	Cream Roll
5.	Chips
6.	Fruit Cake
7.	Cake
8.	Cookies
9.	Biscuits
10.	Ice Cream
11.	Mineral Water

Signature of the Bidder with date & seal

INSTRUCTIONS FOR ONLINE BID SUBMISSION:

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 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 'IN-Progress' 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. 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".