

DISCLAIMER

This tender is not an offer by the All India Institute of Medical Sciences, Raipur, but an invitation to receive offer from bidders/firm/agency etc. No contractual obligation whatsoever shall arise from this tender process unless and until a formal contract is signed and executed by duly authorised officers of AIIMS, Raipur with the selected bidder/firm/agency.



All India Institute of Medical Sciences, Raipur

G.E. Road, Tatibandh, Raipur- 492099, Chhattisgarh

Tele: 0771- 2971307, email: store@aiimsraipur.edu.in

Website: www.aiimsraipur.edu.in

Notice Inviting Tender For
“Mechanized & Automated Cleaning Work of Medical College, Nursing
College and Hostel (RH & NSH)”

At
All India Institute of Medical Sciences, Raipur

CRITICAL DATE SHEET

Published Date	24/11/2017 Time 03.00PM
Bid Document Download / Sale Start Date	24/11/2017 Time 03.05PM
Clarification Start Date	25/11/2017 Time 10.00AM
Clarification End Date	04/12/2017 Time 03.00PM
Pre bid meeting	04/12/2017 Time 03.30PM
Bid Submission Start Date	25/11/2017 Time 10.00AM
Bid Submission End Date	18/12/2017 Time 06.00PM
Bid Opening Date	20/12/2017 Time 03.30PM
Tender document cost	Exempted as per GFR - 2017
EMD cost	₹ 1,94,200.00



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अखिल भारतीय आयुर्विज्ञान संस्थान, रायपुर, छत्तीसगढ़
All India Institute of Medical Sciences, Raipur (Chhattisgarh)
Tatibandh, GE Road, Raipur-492 099 (CG)
Website : www.aiimsraipur.edu.in
e-mail: store@aiimsraipur.edu.in

1. Online bids are invited on single stage two bid systems for “Mechanized & automated Cleaning Work of Medical College, Nursing College and Hostel (RH & NSH) at AIIMS, Raipur”. Manual bids shall not be accepted.
2. Tender document may be downloaded from AIIMS, Raipur web site www.aiimsraipur.edu.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the details as given in CRITICAL DATE SHEET.
3. Bid shall be submitted online at CPPP website: <https://eprocure.gov.in/eprocure/app>.
4. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
5. Tenderer who has downloaded the tender from the AIIMS, Raipur web site www.aiimsraipur.edu.in and Central Public Procurement Portal (CPPP) e-Procurement website <https://eprocure.gov.in/eprocure/app> shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender shall be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with AIIMS Raipur.

General Terms and Conditions:-

1. **Manual bid shall not be accepted in any circumstance.**
2. The complete bidding process in online bidding, Bidder should be possession of valid digital Signature Certificate (DSC) for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above.
3. **Tenderers are advised to follow the instructions provided in the ‘Instructions to the Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>.**
4. **Quotations/Bid should be valid for 180 days** from the tender due date i.e. tender opening date.
5. The Bidder shall have at least 3 years experience of providing for the service of Mechanized & Automated Cleaning Work to Central/State Govt. Agencies including PSU/Autonomous Organizations and reputed Private Companies and also having executed minimum value of **₹ 32.36 Lakh** of contract of providing for the service of Mechanized & Automated Cleaning Work last three years (i.e. 2015, 2016 & 2017).
6. The average annual turnover of the bidder in the last three financial years ending 31/3/2017 should be not less than **₹ 64.72 Lakh**. The bidder should submit a certificate issued by Chartered Accountant verifying the annual turnover.
7. The tender document must be accompanied by copy of PAN, Certificate of firm/company registration, GST registration.
8. The no. of posts shown is approximate and may vary as per requirement of the Institute at the time of placement of order.
9. The bidder must be able to provide the service within specified time period as prescribed in the Work Order, failing which the EMD will be forfeited. Furthermore on completion of the stipulated time period,

Work Order may be cancelled and award will be given to another qualified bidder with the negotiated terms & conditions as per Institutes norms.

10. The place of arbitration and the language to be used in arbitral proceedings shall be decided by the arbitrator.
11. All disputes shall be subject to Raipur Jurisdiction only.
12. **AIIMS Raipur reserves the rights to accept/reject any bid in full or in part or accept any bid other than the lowest bid without assigning any reason thereof. Any bid containing incorrect and incomplete information shall be liable for rejection.**
13. The Tender/Bid will be opened online at website <https://eprocure.gov.in/eprocure/app> on Administrative office at AIIMS Raipur Premises at the time of bid opening.
 - i. Only those financial bids will be opened whose technical bids are found suitable by the expert committee appointed for the scrutiny of the tender.
 - ii. No separate information shall be given to individual bidders. In incomparable situation, the committee may negotiate price with the technically and financially qualified bidder before awarding the bid.
14. Copies of original documents defining the constitution or legal status, place of registration and principal place of business of the company or firm or partnership, etc.
15. **Award of Contract**

The Institute will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has bided the lowest evaluated quotation price.

- i) Notwithstanding the above, the Institute reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.
 - ii) The bidder whose bid is accepted will be notified of the award of contract by the Institute prior to expiration of the bid validity period. The terms of the accepted bid shall be incorporated in the work order.
16. The competent authority reserves all rights to reject the service if the same are not found in accordance with the required description / quality.
 17. **Earnest Money:**

The scanned copy of Earnest money (i.e. ₹ 1,94,200/-) by means of Bank Demand Draft/ FDR/BG to be attached with online bid documents. It is also clarified that the bids submitted without earnest money will be summarily rejected. The original DD/FDR/BG prepared in the favour of "All India Institute of Medical Sciences, Raipur (AIIMS RAIPUR)" should reach at the office of the Administrative Officer Gate no. 5, Medical College Building, 2nd Floor, AIIMS, Raipur before opening of tender.

- i. No request for transfer of any pervious deposit of earnest money or security deposit or payment of any pending bill held by the AIIMS Raipur in respect of any previous supply will be entertained. Tenderer shall not be permitted to withdraw his bid or modify the terms and conditions thereof. In case the tenderer fail to observe and comply with stipulations made herein or backs out after quoting the rates, the aforesaid amount of earnest money will be forfeited
- ii. Tenders without Earnest Money will be summarily rejected.
- iii. No claim shall be entertained against the AIIMS Raipur in respect of erosion in the value or interest on the amount of EMD.
- iv. If MSME firm is registered for above tendered item, then the firm will be exempted for submission of EMD amount. Firm must upload scanned copy of following document in support of exemption.
 - (a) National small Industries Corporation (NSIC)
- v. The earnest money will be returned/refund to the unsuccessful tenderers after the tender is decided.

- vi. EMD should remain valid for a period of 180 days beyond the final bid validity period. When the tenderer agrees to extend the validity of bid, he shall also extend the validity of EMD suitably.

18. Forfeiture of EMD:

The Tenderer shall not revoke his tender or vary its terms and conditions without the consent of the AIIMS, RAIPUR during the validity period of Tender, failing which the Earnest Money deposited by it shall stand forfeited to the AIIMS RAIPUR without prejudice to its other rights and remedies and the tenderer shall be blacklisted to submit a tender to the AIIMS RAIPUR for execution of any work during the next twenty-four (24) months effective from the date of such revocation.

If the successful tenderer does not pay the Performance Deposit in the prescribed time limit or fails to sign the agreement bond, The Earnest Money Deposit will be forfeited by the AIIMS RAIPUR.

19. Tender Cost:- Exempted as per GFR -2017.

20. In case the service provider requires any elucidation regarding the tender documents, they are requested to contact to the Administrative Officer, AIIMS Raipur through **e-mail: store@aiimsraipur.edu.in or admin@aiimsraipur.edu.in** on or before end date of clarification as per critical date sheet.
21. The EMD of the successful bidder will be returned to them without any interest after the submission of Security deposit/PSD.

Sr. Administrative Officer,
For and on behalf of **Director, AIIMS Raipur.**

Other Terms & Conditions:

1. Pre-Bid Meeting:-

The pre-bid Tender meeting will be held **on 04-12-2017 at 03.30 PM in the Committee Hall, 1st Floor, Medical College Building, AIIMS, Raipur** regarding clarifying any points regarding these tender documents by the prospective bidders. The agency(s) may get clarified any confusion regarding any terms and condition of the contract during pre-bid meeting and thereafter any claim of doubt/confusion or any things relating to this contract will not be entertained and it will be deemed that the agency has understood every things about this tender. The date of the opening of the technical bid will posted on the official website and the bidders should attend the same. Thereafter, the technical bids will be evaluated and names of the bidders who are technically qualified will also be posted on the official website. A meeting will be held to verify the documents as submitted in support of qualifying criteria in respect of only technically qualified bidders and they have to produce original documents for verification. Those who will fail to produce any desired document in original on the appointed date and time, their bid will be rejected without giving them any further opportunity.

2. Performance Guarantee Bond:-

- a. The successful bidder shall have to submit a 10% of performance guarantee (PG) within 30 days from the date of issue of Letter of Award (LOA). Extension of time for submission of PG beyond 30 days band upto 60 days from the date of issue of LOA may be given by the competent authority to sign the contract agreement however a penal interest of 15% per annum shall be charged for the delay beyond 30 days. i.e. 31st day after the date of issue of LOA. In case of the contract fails to submit the requisite PG even after 60 days from the date of issue of LOA the contract shall be terminated duly forfeiting the EMD and other dues if any payable against the contract. The failed contractor shall be debarred from participating in re-tender (if any) for that item. Performance Guarantee Bond is mandatory.
- b. Successful bidder/firm should submit performance guarantee as prescribed in favour of "AIIMS, Raipur" and to be received in the Administrative Office, 2nd Floor, Medical College Building, Tatibandh, Raipur (C.G) Pin-492099 before the date of commencement of services or 30 days from the date of acceptance of the work order, whichever is earlier. The performance guarantee bond to be furnished in the form of Bank Guarantee as per given Proforma of the tender documents, for an amount covering 10% of the contract value.
- c. The Performance Guarantee should be established in favour of "AIIMS Raipur" through any Schedule Bank with a clause to enforce the same on their local branch at Raipur.
- d. Validity of the performance guarantee bond shall be for a period of 60 days beyond of entire contract period from the date of issue of work order.

Forfeiture of Performance Security Deposit

If during the term of this contract, the contractor is in default of the due and faithful performance of its obligations under this contract, or any other outstanding dues by the ways of fines, penalties and recovery of any other amounts due to it, the AIIMS RAIPUR shall without prejudice to its other rights and remedies hereunder or at the applicable Law, be entitled to call in, retain and appropriate the Performance Security. Nothing herein mentioned shall debar the AIIMS RAIPUR from recovering from contractor by a suit or any other means any such losses, damages, costs, charges and expenses as aforesaid, in case the same shall exceed the amount of the Performance Security.

3. Inspection of Site and Sufficiency of Tender:

The Tenderer is expected to work out their own rates based on the detailed description of items, the specifications and conditions and finally arrive at the cost of the work/service. The tenderer shall be deemed to have satisfied itself before tendering as to correctness and sufficiency of its Tender. The rates and prices quoted shall, except as otherwise provided, cover all its obligations under the contract and all

matters and things necessary for proper completion and maintenance of the works/services. Where necessary, before submitting its Commercial Bid the tenderer should inspect and examine the site and its surroundings and shall satisfy itself about form and nature of the site, the quantities and nature of the work/service and materials necessary for the completion of the works/services, means of access to the site, the accommodation it may require, and in general, obtain all necessary information as to risk, contingencies and other circumstances which may influence or affect its tender. No extra charges consequent on any misunderstanding or otherwise shall be allowed.

4. Evaluation of Criteria:

The detailed submitted by the bidders will be evaluated in the following manner:

- 4.1 The initial criteria in respect of experience of similar class of works completed, bidding capacity and financial turn over etc. will first be scrutinized and the bidder's eligibility for the work is determined.
- 4.2 The bidders qualifying the initial criteria as set out will be evaluated for following criteria by scoring method on the basis of details furnished by them.

(a)	Financial strength (Form "I" & "II")	Maximum 20 marks
(b)	Experience in similar nature of work during last five years (Form "III"& "IV")	Maximum 20 marks
(c)	Performance on works (Form "V")	Maximum 20 marks
(d)	Personnel Establishment and man power (Form "VI" & "VII")	Maximum 10 marks
(e)	Plant & Equipment (Form "VIII")	Maximum 10 marks
(f)	Submission of proper documentation of firm as per technical bid of NIT.	Maximum 05 marks
(g)	Work plan/methodology (as per presentation)	Maximum 15 marks
Total		100 Marks

- 4.3 To become eligible for short listing the bidder must secure at least sixty percent marks in aggregate. The department, however, reserves the right to restrict the list of such qualified contractors to any number deemed suitable by it.
- 4.4 Even though any bidder may satisfy the above requirements, he would be liable to disqualification if he has:
- (a) Made misleading or false representation or deliberately suppressed the information in the forms, statements & enclosures required in the eligibility criteria document.
 - (b) Record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses etc.
 - (c) Form "I to VIII" is below.
- 4.5 PAN, IT Clearance certificate, Provident Fund Registration No., GST Registration No., etc. must be attached. In the absence of the said documents, bidder/tenderer may not be awarded the work tendered for in the light of Central Govt. directives/instructions.

5. Terms of Payments:

Monthly bills are submitted on triplicate copies and shall attached EPF & ESI deposit slip and challan & GST as per applicability & monthly wages Bank statement (RTGS). Printout of the banking transaction is to be submitted to the AIIMS Raipur along with the monthly wage bill for

payment & also submitted a score card of the month by the contractor at the end of every month. The rates shall be firm and fixed and shall not be subject to any change on any condition of whatsoever nature, and shall hold well till completion of supply of the services. The payment of bills and other claims arising out of the contract will be made by Account Payee Cheque drawn in the name of the contractor or through E.C.S. It may be noted that under the provision of the Indian Income Tax Act, the AIIMS RAIPUR is required to deduct Tax with surcharge at source at prevailing rates from the gross amount of each bill submitted

The bidder/contractor will ensure the he/she pays minimum wages including overtime pay (as per Minimum Wages Act and as per Govt. of India notification from time to time) to all his/her employees at all times along with statutory obligations like EPF, ESI etc. as mentioned in the tender document. A certificate/self declaration with regard to the payment made to labourers/workers engaged in work on each time has to be furnished by the contractor along with the next bill submitted. While submitting the bill, the same have to be attached with the bill.

5.1 Bidder should be quoted the rates with assuming that the Minimum wages for another 2 years. No any other charges shall be payable.

6. Penalties:

- a) If the quality of work is found un- satisfactory or any such complaint in this regards is registered either by officer or the staff, a penalty of ₹ **1,000/-** day for inside area of work place will be charged to the contractor per instance per day.
- b) It is mandatory that the supervisor should be present on daily basis. If the same is found to be absent, an alternative arrangement needs to be done within 2 hours, failing which a penalty of ₹ **1,000/-** per instance will be charged.
- c) If during inspection, the workers are not found in uniform, a penalty of ₹ **1,000/-** per employee will be charged per instance per day.
- d) If the contractor fails to dispose the garbage in any day & any locations, the penalty shall be imposed @ ₹ **2,000/-** per day/location and garbage may be disposed off at his risk & cost at the direction of Store Officer.

7. Corrupt or Fraudulent Practices:

The AIIMS,RAIPUR requisite the contractors under this tender to observe the highest standards of ethics during the procurement and execution of such Contracts, in pursuance of this policy, the AIIMS,RAIPUR defines for the purposes of this provision, the terms set forth as follows:

- a) 'Corrupt practice' means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the procurement process or in contract execution, and
- b) 'Fraudulent practice' means a misrepresentation of facts in order to influence a procurement process or a execution of a contract to the detriment of the AIIMS RAIPUR, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the AIIMS RAIPUR of the benefits of the free and open competition.

The AIIMS RAIPUR will reject a proposal for award if it determines that the contractor has engaged in corrupt or fraudulent practices in competing for the contract in question. The AIIMS RAIPUR will hold the contractor ineligible, either indefinitely or for a stated period of

time, to be awarded a contract if it at any time determines that the contractor has engaged in corrupt and fraudulent practices in competing for, or in execution the contractor.

8. Disputes & Arbitration:

The AIIMS RAIPUR and the contractor shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If a dispute of any kind whatsoever that cannot be resolved the same shall be referred to the sole arbitration of the Director, AIIMS RAIPUR, it is also a term of this contract that no person other than a person appointed by the Director, AIIMS RAIPUR as foresaid should act as an Arbitrator. As aforesaid the provisions of the Arbitration and conciliation Act 1996 or any statutory modification or re-enactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause.

9. Mode of Serving Notice:

Communications between parties which are referred to in the Contract are effective only when in writing. A notice shall be effective only when it is delivered (in terms of Indian Contract Act.) subject to as otherwise provide in this contract all notices to be issued on behalf of the AIIMS RAIPUR and all other actions to be taken on its behalf may be given or taken by the Competent Authority. If sent by registered post to the last known place or abode or business of the contractor, it shall be deemed to have been served on the date when in the ordinary course of post these would have been served on or delivered to it.

10. Manner of Opening of Tender:

The Tender received before the time and date specified in the Tender Notice will be opened as per the specified program in the office as mentioned in the Tender Notice (If Possible). The tenders will be opened in the presence of Tenderers or their authorized representatives who choose to remain present.

11. Process to be Confidential:

Information relating to the examination, clarification, evaluation and comparison of Tenders and the award of a Contract shall not be disclosed to Tenderers or any other person not officially concerned with such process until the award to the successful Tenderer has been announced.

12. Preliminary Scrutiny:

The AIIMS,RAIPUR will scrutinize the Tender to determine whether they are complete, whether any errors have been made, whether required technical documentation have been furnished, whether the documents have been properly signed, and whether the Tenders are generally in order. The AIIMS RAIPUR will also determine the substantial responsiveness of the Tender. For purpose of these clauses, a substantially responsive Tender is one that confirms to all the terms and conditions of the Tender Documents without material deviations. The AIIMS RAIPUR's determination of a Tender's responsiveness is to be based on the contents of the Tender itself without recourse to extrinsic evidence.

A Tender determined as not substantially responsive will be rejected by the AIIMS RAIPUR and may not subsequently be made responsive by the Tenderer by correction of the non-conformity. The AIIMS, RAIPUR may waive any minor infirmity or irregularity in a Tender which does not constitute a material deviation. This shall be binding on all Tenderers and the AIIMS RAIPUR reserves the right of such waivers.

13. Clarification of Offers:

To assist in the scrutiny, evaluation and comparison of Tenders, the AIIMS RAIPUR may, at its discretion, ask some or all Tenderer for technical clarification of their Tender. The request for such clarifications and the response shall be in writing. To speed up the Tender process, the AIIMS RAIPUR, at its discretion, may ask for any technical clarification to be submitted by means of facsimile by the Tenderer. In such cases, original copy of the document describing the technical clarifications must be sent to the AIIMS RAIPUR by means of courier/in person/ if required AIIMS RAIPUR officials may visit the location for which completion certificate enclosed by firm for fulfilling the requisite criteria to cross check.

14. Licenses:

Wherever relevant, before commencing the Work/Service the successful Tenderer shall be required to produce to the satisfaction, of the AIIMS,RAIPUR a valid Contract Labour License (if employing labour) issued in its favour under the provision of the Contract Labour (Regulation and Abolition), Act 1970. On failure to do so, the acceptance of the Tender is liable to be withdrawn and also the Earnest Money is liable to be forfeited.

15. Rights of the AIIMS RAIPUR:

- 1) The AIIMS RAIPUR reserves the right to suitably increase/ reduce the scope of work put to this Tender. In case item rate contract, the AIIMS RAIPUR does not in any way guarantee the quantity for which an order may be placed and the Tender quantity may only be treated as indicative.
- 2) In case of any ambiguity in the interpretation of any of the clauses in Tender Document or the Contract Document, interpretation of the Clauses by the AIIMS RAIPUR shall be final and bindings on all Parties.

16. Contract Period:

The duration of the contract shall be ***for a period of One (01) years which may be extended for another one year or curtailed at the discretion of the Competent Authority of AIIMS, Raipur.***

However, AIIMS Raipur reserves right to terminate this contract without assigning any reason thereof at any time after giving one month notice to the selected service providing Company/ Firm / Agency. However, the agency will have no option to withdraw from the contract on his own during the initial contract period of one year.

17. Review & Termination:

- a) It may be noted that quality of Housekeeping service and operations as per Annexures are the essence of the Contract. If at any time it is seen that, a result of the poor quality of cleaning work continues for a period of 15 days, the contract may be terminated. AIIMS, Raipur would periodically draw swab samples from the areas allotted to the contractor to check sterility & cleanliness.
- b) AIIMS Raipur has the absolute right to terminate the contract at any time by giving one month notice in writing without assigning any reason whatsoever and Institute shall not be responsible for any loss, damage etc. suffered by the firm/agency/company as a result of such termination of contract.

18. Commencement of Services

- 18.1 Area of Operation

- a) AIIMS RAIPUR Medical & Nursing College as per price bid
- b) The renderers are expected to cover the both inside & outside area Casualty, Internal Passages, Staircases, Lift lobbies, waiting area & Sanitary blocks including electrical fittings & windows of the medical and nursing college buildings
- c) Services offered: At AIIMS RAIPUR Medical, Nursing College & Hostel (RH & NSH) (as per list attached), the contractor has to provide Mechanized Housekeeping Services on day-to-day basis except for any working day of AIIMS Raipur or on as advised by Administration of AIIMS Raipur.

19. Hygiene Standards for the Staff

- a) The employees should be in proper uniform at the time of work.
- b) They should be presentable in appearance i.e well cut and groomed hair, properly combed, shaved etc.
- c) Contractor/service provider shall get medical examination of the staff deployed to ensure that they are free from any contagious diseases and/or are fit for discharge of duties as are assigned to him/her. Medical certificate every six months shall be provided starting from the date of start of work.
- d) To be maintained as defined at Annexure-`D`

20. Contractors responsibilities

- a) Material cost & outgoing: The cost of all accommodation, material for housekeeping, labour wages, setting up the said infrastructure, recruitment of staff, maintenance of equipment, and any other expenses including fuels, local or otherwise required by the Contractor for the purpose of this contract shall be borne by the Contractor.
- b) The Operator shall employ skilled, semi-skilled and unskilled labour in sufficient numbers to carry out its Services at the required rate of progress and of quality to ensure workmanship, of the degree specified in the Contract for timely fulfilling of the Contractor's obligations under the Contract and to the satisfaction of the Competent Authority.
- c) The Operator shall provide its staff, a minimum of two sets of uniforms. The employees shall also display a photo identity card on their person clipped to the shirt at all times.
- d) All liabilities arising out of accident or death while on duty shall be borne by the contractor.
- e) The contractor shall abide by any comply with all the relevant laws and statutory requirements covered under Labour Act. Minimum Wages and (Contract Labour (Regulation & Abolition Act. 1970). EPF etc. with regard to the personnel engaged by him for sanitation works. It will be the responsibility of the contractor to provide details of manpower deployed by him, in the Department and to the Labour Department.
- f) The Contractor shall be liable and responsible to provide all the benefits viz. Provident Fund, ESI, Bonus, Gratuity Leave etc. to the staff engaged by him. As far as EPF is concerned, it shall be the duty of the Contractor to get PF code number allotted by RPFC against which the PF subscription, deducted from the payment of the personnel engaged and equal employer's amount contribution should be deposited with the respective PF

authorities within seven day of close of every month. Giving particulars of the employees engaged for the sanitation works, is required to be submitted to the Department. In any eventuality, if the contractor failed to remit employee/employer's contribution towards PF subscription etc. within the stipulated time, the department is entitled to recover the equal amount from any money due or accrue to the Contractor under this agreement or any other contract and will be deposited with RPFC on behalf of the contractor.

21. Validity of Tenderer

The Tenders will be valid for a period of 180 days from the date of its opening and may further be extended if the tenderer is ready to extend the same on the same rates mentioned in his bid.

22. Legal Jurisdiction:

The agreement shall be deemed to have been concluded in Raipur, Chhattisgarh and all obligations hereunder shall be deemed to be located at Raipur, Chhattisgarh and Court within Raipur, Chhattisgarh will have Jurisdiction to the exclusion of other courts.

Sr. Administrative Officer
For and on behalf of **Director, AIIMS, Raipur.**

ALL INDIA INSTITUTE OF MEDICAL SCIENCE, RAIPUR**Score Report for Monthly Payment**

Score Report for the Month of _____

Name of Work Place _____

Sr. No.	Date	Cleaning of Floor	Cleaning of Wall, Doors, Windows	Cleaning of Table, Beds, Instruments	Dress Code / Attitude	Obeying of workers	Aggregated
Total		20	20	20	20	20	100
1	Day by day						
Total Score = AVERAGE score for the month / Total Working days							

Note:-

- All unit of the Medical College and Nursing College Designated by Deputy Director (Admin) / Management will use the same score card.
- Average score of every unit same thus total average of all units will be taken as a find consideration.
- The outcome of the average percentages score will be considered as a figure / data for the find payment for that month.
- Suppose in a given month, total average score of all units derived as 80% then, the payment to successful bidders will be 80% of their quoted figure.

FORM 'I'**FINANCIAL INFORMATION**

- I. Financial Analysis- Details to be furnished duly supported by figures in balance sheet/profit & loss account for the last five years duly certified by the Chartered Accountant, as submitted by the applicant to the Income Tax Department (Copies to be attached).

YEARS

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- (i) Gross Annual turnover on Mechanized & Automated Cleaning
(ii) Profit/Lost

II. Financial arrangements for carrying out the proposed work.

III. Solvency Certificate from Bankers of the bidder in the prescribed Form "B".

Signature of Chartered Accountant with Seal

Signature of Bidder(s)

FORM "II"**FORM OF BANKER'S CERTIFICATE FROM A SCHEDULED BANK**

This is to certify that to the best of our knowledge and information that M/s..... having marginally noted address, a customer of our bank are/is respectable and can be treated as good for any engagement upto a limit of (Rupees.....).

This certificate is issued without any guarantee or responsibility on the bank or any of the officers.

(Signature) For the Bank

NOTE:

- 1) Bankers certificates should be on letter head of the Bank, sealed in cover addressed to tendering authority.
- 2) In case of partnership firm, certificate should include names of all partners as recorded with the Bank.

FORM 'III'

DETAILS OF ALL WORKS OF SIMILAR CLASS COMPLETED DURING THE LAST FIVE YEARS

S. N.	Name of work/Project and location	Owner of sponsoring organization	Cost of work in crores of rupees	Date of common cement as per contract	Stipulated date of completion	Actual date of completion	Litigation/ arbitration cases pending/ in progress with details*	Name and address/telephone number of officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9	10

*Indicate gross amount claimed and amount awarded by the Arbitrator.

Signature of Bidder(s)

FORM 'IV'

PROJECTS UNDER EXECUTION OR AWARDED

S.N.	Name of work/Project and location	Owner of sponsoring organization	Cost of work in crores of rupees	Date of common cement as per contract	Stipulated date of completion	Actual date of completion	Litigation/ arbitration cases pending/ in progress with details*	Name and Address /telephone number of officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9	10

Certified that the above list of work is complete and no work has been left out and that the information given is correct to my knowledge and belief.

Signature of Bidder(s)

FORM `V`

PERFORMANCE REPORT OF WORKS REFERRED TO INFORMS "III" & "IV"

1. Name of work/project & location
2. Agreement No.
3. Estimate cost
4. Contract cost
5. Date of start
6. Date of completion
 - (i) Stipulated date of completion
 - (ii) Actual date of completion
7. Amount of compensation levied for delayed completion, if any
8. Amount of reduced rate items, if any
9. Performance Report
 - (i) Quality of work Very Good/Good/Fair/Poor
Financial
 - (ii) soundness Very Good/Good/Fair/Poor
Technical
 - (iii) Proficiency Very Good/Good/Fair/Poor
 - (iv) Resourcefulness Very Good/Good/Fair/Poor
 - (v) General Behaviour Very Good/Good/Fair/Poor

Dated:

**Executive Engineer or
Equivalent**

Signature of Bidder(s)

FORM "VI"

STRUCTURE & ORGANISATION

1. Name of address of the bidder
2. Telephone no. /Telex no. /Fax no.
3. Legal status of the bidder (attach copies of original document defining the legal status)
 - (a) An individual
 - (b) A proprietary firm
 - (c) A firm in partnership
 - (d) A limited company or Corporation
4. Particulars of registration with various Government Bodies (attach attested photocopy)
5. Organisation/Place of Registration No. 1.
6. Name and titles of the Directors and Officers with designation to be concerned with this work.
7. Designation of individuals authorized to act for the organization
8. Was the bidder ever required to suspend construction for a period of more than six months continuously after the commenced the construction? If so, give the name of the project and reasons of suspension of work.
9. Has the bidder or any constituent partner in case of partnership firm, ever abandoned the awarded work before its completion? If so, give name of the project and reasons for abandonment.
10. Has the bidder or any constituent partner in case of partnership firm, ever been debarred/black listed for tendering in any organization at any time? If so, give details
11. Has the bidder or any constituent partner in case of partnership firm, ever been convicted by the court of law? If so, give details.
12. In which field of Civil Engineering construction the bidder has specialization and interest?
13. Any other information considered necessary but not included above.

Signature of Bidder(s)

FORM 'VII'

**DETAILS OF TECHNICAL, ADMINISTRATIVE PERSONNEL MAN POWER
TO BE EMPLOYED FOR THE WORK**

S.No.	Designation	Total Number	Number available for this work	Name	Qualifications	Professional experience and details of work carried out	How these would be involved In this work	Remarks
1	2	3	4	5	6	7	8	9

FORM 'VIII'

**DETAILS OF MECHANIZED & AUTOMATED CLEANING AND EQUIPMENT LIKELY TO B E USED IN
CARRYING OUT THE WORK**

Sr. No.	Name of equipment	Nos.	Capacity or type	Age	Condition	Ownership Status					Current Value	Remarks supporting Bill/Voucher
						Presently owned		Leased		To be purchased		
1	2	3	4	5	6	7		8	9		10	11
1.	Automatic Scrubber Driver	02										
2.	Single Disc Machine	03										
3.	High Pressure Machine	02										
4.	Water dry Vacuum Cleaner	03										
5.	Ride on Road Sweeper	01										
6.	Steam	02										
7.	Ride on scrubber driver	1**										
8.	Other Equipment (Please specify as per requirement (attached separate list)											

Note: - 1. ** Use when eventually, if arises.

2. Nos. of Machine which is shown in column no. 3 is totally tentative which will be increase/decrease as per the requirement of Administration, AIIMS Raipur at any stage of contract Period.

3. If any other equipment will required in future for execution of work which shall be provided by the contractor.

Important Points to be noted by the Tenderer

- (a) The financial bid shall be inclusive of GST to be paid by the Tenderer for the Work/Service and any claim for extra payment on any such account shall not be entertained.
- (b) No alterations or additions anywhere in the Tender Document are permitted. If any of these are found, the Tender may be summarily rejected.
- (c) In case of a firm, each partner or power of attorney holder shall sign the tender and the signatures shall be attested as witness by a reputed person in the space provided for the purpose. The attested copies of power of attorney of person signing the tender shall be enclosed with The Tender. The power of attorney shall be signed by all partners. In case of Private limited /public limited companies, the power of attorney shall be supported by Board Resolution and appropriate and adequate evidence in support of the same shall be provided.
- (d) The Tenderer shall submit the Tender which satisfies each and every condition laid down in this Tender Document, failing which the Tender will be liable to be rejected. Conditional Tenders will be rejected.
- (e) **SHIFT & SHIFT TIMINGS: - 8.30 AM to 5.00 PM (12.30 PM to 1.00 PM Lunch Time).**
Also strictly complied these services before starting the office hour.
- (f) **JOINT VENTURE:** - Joint venture not allowed.

1. General Conditions

- 1.0 The work in general shall be carried out in accordance with the AIIMS RAIPUR specifications and as per directions of Sr. Sanitation officer/Engineer-in-charge/Officer nominated by AIIMS Raipur.
- 1.1 The work shall be carried out in the manner complying in all respects with the requirements of relevant bye-laws of the local body under the jurisdiction of which the work is to be executed or as directed by the In-charge & nothing extra shall be paid on this account.
- 1.2 The contractor shall comply with proper & legal orders & direction of the local or public authority or municipality and abide by their rules & regulations & pay all fees & charges which may be liable.
- 1.3 The contractor shall give due notice to municipality, police and/or other authorities that may be required under the law/rules under force & obtain all requisites licenses for temporary obstructions/enclosures and pay all charges which may be leviable on account of his execution of the work under the agreement. Nothing extra shall be paid on this account.
- 1.4 No assistance of any kind including foreign exchange shall be made available by the department for the purchase of equipment's, plants, machinery, materials of any kind or any other items required to be carried out in execution of work. Payment will be made in Indian currency only.
- 1.5 The contractor shall execute his work in such a manner that no damage is made to the existing structure, if any damage occurred it shall be made good by the contractor.
- 1.6 The contractor shall conduct his work so as not to interfere with or hinder the progress or completion of the work being performed by other contractor(s) or by the Office.
- 1.7 Charge & shall as far as possible arrange his work and shall place & dispose of the material being used or removed so as not to interfere with the operations of other contractors, or he shall arrange his work with that of the others in an acceptable & co-ordinate manner & shall perform it in proper sequence to the complete satisfaction of Office charge.
- 1.8 Contractor shall be responsible for the watch and ward of the material provided by him against pilferage and breakage during the period of execution and thereafter till the work is physically handed over to the department.
- 1.9 Speed & Quality of work is very important at AIIMS RAIPUR, Medical & Nursing College.
- 1.10 The contractor shall ensure quality work in planned and time bound manner. Any sub-standard material/work beyond set out tolerance limits shall be summarily rejected by AIIMS Raipur.
- 1.11 All the materials and chemicals required for purpose of cleaning should be of reputed brand as mentioned in the tender document. Annexure-`E'.
- 1.12 Department shall not be responsible for any loss of material used by the contractor at site.
- 1.13 After execution of work contractor shall store the cleaning Material & equipment in proper organized manner so as not to give any ill appearance to the College.

2. Special Conditions

- 2.0 The tenderer shall study carefully, the materials, chemicals, machines, equipment's, quantities, the frequencies of different operations and conditions of specifications the tender documents to fully appreciate the scope of work before quoting his rates.
- 2.1 The Contractor should provide satisfactory evidence acceptable to the AIIMS RAIPUR to show that
- a) He is a reputed firm / contractor who regularly under takes the works of Mechanized Cleaning to the subject tender and has adequate technical knowledge and experience.
 - b) He has an established proper supervisory control organization to ensure that there is adequate control at all stages of execution of the contract. He should give proper Quality assurance chart for the work.
- 2.2 The Cleaning work required at AIIMS RAIPUR Medical & Nursing College is a sensitive zone. The successful tenderer has to follow certain hospital rules in his day-to-day work.
- 2.3 The contractor shall have to clean the area as per minimum frequencies mentioned however, the cleaning shall have to be done more frequently if required for proper housekeeping upon the instructions of the medical college's Housekeeping-in-Charge, for which nothing extra shall be paid.
- 2.4 The tenderer whose tender is accepted shall follow housekeeping scope of work as mentioned in the tender, so as to help the AIIMS RAIPUR, Raipur officers to monitor and check that the housekeeping work is being done according to the price bid of frequencies mentioned.
- 2.5 The contractor shall work in close coordination with officials working in various rooms/halls, including staff of Medical College and Nursing College etc. and modify working area if required as per user's convenience. No claim whatsoever on this account shall be entrained.
- 2.6 The AIIMS RAIPUR, Raipur shall provide space for storage of machines, material and chemicals as per availability for which no rentals for space will be recoverable. However no extra payment shall be admissible for carriage/shifting etc.
- 2.7 The information & site data mentioned in the tender documents are being furnished for general information & guidance only. The Office In- charge in no case shall be held responsible for the accuracy thereof or any interpretations or conclusion drawn there from. He is expected to survey the site physically and access the site area and condition. The contractor shall verify such data to his entire satisfaction before quoting the rates.
- 2.8 No tools & plants including special T & P etc. shall be supplied by the department. The contractor will have to make his own arrangements at his own expense for all machines, chemicals, materials toiletries, consumables etc. However water and electricity required for cleaning will be provided by AIIMS RAIPUR.
- 2.9 Tendered rates shall be for completed work covering all operations as per Applicable Annexure A1 to A6, materials, labour, carriage, machinery & equipment's, royalties fees, GST, rent, labour cess, custom duty, etc., wages, tools and plants transportation risks, overheads, general and special liabilities/obligations as mentioned and profits etc.
- 2.10 Materials and chemicals required shall have to be brought by the contractor on advance for each month at his own cost. It may be noted that the material and chemicals required shall have to be brought at site and shall be kept in the safe custody at designated place which will be allocated to the contractor at each medical & nursing block free of cost.

- 2.11 All the materials/ chemicals / consumables brought to site shall be protected suitably duly Wrapped/packed& stored so as to avoid any damage during loading transportation/unloading & handling due to weather conditions etc. at any stage.
- 2.12 The standard of sanitation/cleanliness shall always be to the satisfaction of the authorized representative of the Office In- charge. In case of default Office-in-Charge may get the improvement done at the cost of agency without any notice.
- 2.13 The contractor shall appoint exclusively for this work for each building depute one Supervisor with mobile phone and one Manager for all with mobile who shall coordinate with the concerned authorities as & when needed.
- 2.14 The contractor shall arrange the necessary water supply fitting, flexible pipe etc. for taking water from the water taps provided in the building for the work of housekeeping at his own cost However water will be supplied free of cost.
- 2.15 The tenderer should provide sufficient number of staff required for completion of the required scope of work. The staff in uniforms as approved by Office in- charge only shall be allowed for duty. The workers shall be supplied with sufficient sets of uniforms by the contractor so that they wear them at all time and keep them clean. The uniform provided to the workers should be different and distinguish from other categories of the Institute staff with name plate & badges.
- 2.16 The contractor shall take at his own cost, if required, necessary insurance cover in respect of staff and other personnel to be employed or engaged by him in connection with the afore mentioned services to be rendered to AIIMS RAIPUR and shall comply with all relevant labour laws as applicable to the area as existing or as may be mentioned during the contract period and shall indemnify AIIMS RAIPUR against all acts of omissions, fault, breaches and or any claim or demand, loss injury and expenses to which AIIMS RAIPUR may be party or involved as a result of the contractors failure to comply and of the obligation under the relevant act law which the contractor is to follow.
- 2.17 The tenderer should deploy sufficient number of machines as per requirement, for the scope of work mentioned in the tender document.
- 2.18 The tenderer should procure the required equipment/machines for housekeeping within fifteen days of issue of letter of intent (before the issue of award letter).
- 2.19 The cost of Machine maintenance will be borne by the contractor.
- 2.20 The chemicals should be Eco-friendly, Bio-degradable of international quality as mentioned in Annexure of the tender document.
- 2.21 The Bidder should submit detailed work plan building wise and floor wise suggesting the frequency of the servicing equipment to be deployed and indications for measuring performance. The work plan will include access in the building of both internal and external as per S.O.S as per Annexure enclosed.
- 2.22 There should not be any dust & dirt in and around the area assigned to the firm during the execution of work.
- 2.23 Every Supervisor deputed by the firm should maintain a register for keeping the daily record for cleaning & should take signature from the concerned department for their comments.
- 2.24 The agency shall have to maintain the various registers for deployment of labourer/workers, working hours, payment of wages, etc. which has to be dully signed by

the contractor and the officer-in charge. On demand, the agency/contractor shall have to produce before the Inspecting Authority of the AIIMS Raipur for official purpose.

- 2.25 For any stolen, missing or defective items related to Civil, Electrical or A/C, machinery, equipment's, computers etc. persons in charge of outsourced facility of respective area shall lodge complaint with the concerned Engineering staff/section forgetting the item replaced or repaired. Otherwise the responsibility lies with the outsourcing agency.
- 2.26 Undertaking from Tenderer on the letter head regarding Any complaints towards non-payment of wages, other liabilities & statutory obligations will be received by Administration, AIIMS Raipur, the due amount will be paid by AIIMS Raipur & same will be deducted on monthly bills/Performance Security & also lead to strict administrative action against the contractor as per extent Rule of Govt. Of India.

3. Additional conditions

- 3.0 Detailed technical schedule for automated housekeeping along with the details of chemicals to be used (with specified brands & makes) as per enclosed list in tender form should be followed.
- 3.1 Materials and chemicals of approved quality as mentioned from M/S Eureka Forbes and / or M/s Johnson Diversey shall be used. Material / chemical required to be used marked by M/s Eureka Forbes or M/s Johnson Diversey charge. The consumption of material / chemicals shall be regulated as per manufacturer's specifications.
- 3.2 Machinery / equipment of Eureka Forbes and / or Johnson Diversey or any other equivalent make are to be used. Machines procured by agency are the property of the contractor and will be maintained by agency at his own cost.
- 3.3 For maintaining the machinery in running condition, the contractor shall carry out the AMC for the machines which he has procured for the purpose of carrying out the work from the manufactures of the machines or from a reputed agency. In case of out of order of machines alternate machines shall be made available in working conditions at site of work.
- 3.4 Utmost care shall be taken to keep the noise level to the barest minimum so that no disturbance as far as possible is caused to the students of the college. No inflammable materials shall generally be allowed to be stored at site. However, reasonable quantity may permitted for storage subject to the compliance of all rules / instructions issued by the competent authorities and as per the direction of Medical-in- Charge.
- 3.5 In the event of any restriction being imposed by the security agency, AIIMS,RAIPUR, Corporation, Traffic or any other authority having jurisdiction in the area on the working or movement of labour/material, the contractor shall strictly follow such restrictions and nothing extra shall be payable to the contractor on this account.
- 3.6 Contractor/service provider shall get medical examination of the staff deployed to ensure that they are free from any contagious diseases and/or are fit for discharge of duties or are assigned to him/her. Medical certificate every six months shall be provided from the date of start of work.
- 3.7 Service provider shall make regular disbursement to the staff deployed in the Institute, every month through ECS or cheque in the presence of representative of the Institute. For said purpose all staff deployed should have a valid bank account.
- 3.8 **General Security restriction are given as under :**
- a) Labour huts/stay of workmen will not be allowed at site

- b) After verification of antecedents, badges will be issued to them by the contractor under the seal of the Office In- charge or his representative. The cost of badges would be borne by the contractor.
 - c) As and when there will be security requirements certain additional restriction can be imposed as per the requirement of the situation.
 - d) The contractor shall be responsible for behaviour and conduct of his workers. No workman with doubtful integrity of having bad record shall be engaged by the contractor.
- 3.9 **No** payment shall be made for any damage caused by rain snowfall, flood or any other natural calamity, whatsoever during the execution of the work. The contractor shall be fully responsible for any damage to the Govt. Property and work for which the payment has been advanced to him under the contract and he shall make good the same at his risk and cost.
- 3.10 The tenderer shall visit the site & examine the availability of space in detail for execution of the work and deployment of machinery. For the meetings, cultural & political activities taking place in the campus, the contractor has to ensure that the above programmes/ activities are not hindered in any manner while executing the work.
- 3.11 No inflammable materials i/c POL shall generally be allowed to be stored at site. However reasonable quantity may be permitted for storage subject to the compliance of all rules/instructions issued by the Competent Authority and as per the direction of Engineer in charge.
- 3.12 The Contractor is to execute the different items of Housekeeping work for all floor for all heights & level for which nothing extra shall be paid over and above the quoted rates for different items as per price bid of quantities.
- 3.13 If any reason any area is whole or part of the work is not available for work, the agreed execution area shall be suitably modified. However under no circumstances the contractor shall be entitled to any claim of financial damages, whatsoever, on this ground and he shall reorganize his resources to suit the revised work within the stipulated time of completion.
- 3.14 The tender being a composite tender, will be evaluated on the basis of total cost for all the items mentioned in the price bid and L1 will be decided on the basis of lowest rate of total cost.
- 3.15 All staff required for carrying out the above work, this is inclusive of all salaries as per minimum wages, bonuses, ESI, PF etc., Labour Cess.
- 3.16 All cleaning material, Uniforms, Machines, consumables required to carry out the above work.
- 3.17 Minimum number of Sanitary Attendants to be deployed by Contractor on each day for Item No. 1 and 2 above shall be 25 (Twenty Five). Deployment of manpower will be as per direction of the user department. In case the Contractor fails to provide the services to the satisfaction of the department with the minimum number of manpower mentioned above, he will have to increase the manpower as per direction of the department and nothing extra will be paid on this account.
- 3.18 All the area are tentative. The Competent Authority of AIIMS, Raipur has reserving the right to relax/amend/change any of the above parameter (i.e. area increase or decrease)
- 3.19 Total manpower used approx. 35 only.

Form-A**PARTICULARS FOR REFUND OF EMD TO SUCCESSFUL/UNSUCCESSFUL BIDDER
RTGS / National Electronic Fund Transfer (NEFT) Mandate Form**

1.	Name of the Bidder	
2.	Permanent Account No(PAN)	
3.	Particulars of Bank Account	
	a) Name of the Bank	
	b) Name of the Branch	
	c) Branch Code	
	d) Address	
	e) City Name	
	f) Telephone No.	
	i) NEFT/IFSC Code	
	g) RTGS Code	
	h)Type of Account	
	j) Account No.	
4	Email id of the Bidder	
5.	Complete Postal Address of the bidder	

Form – B

Declaration by the Bidder:

1. I/We have downloaded the tender from the internet site and I/We have not tampered /modified the tender documents in any manner. In case the same is found tampered/ modified, I/We understand that my/our offer shall be summarily rejected and I/We are liable to be banned from doing business with AIIMS Raipur and/or prosecuted as per laws.
2. I/We have read and fully understood all the terms and conditions contained in Tender document regarding terms & conditions of the contract& rules and I/we agree to abide them.
3. The bidder should not have been blacklisted before at any government organisation/institute etc.
4. The bidder should not be prosecuted by any court of law defaulter for any Bank/Financial organization etc.

Place:-

Date:-

(Signature of Bidder with seal)

Name :

Seal :

Address :

TECHNICAL BID

The following documents are required to upload by the Bidder along with Technical Bid as per the tender document:-

1. Scanned Copy of EMD Cost must be uploaded.
2. Name & Address of the Tenderer Organization/ Agency with phone number, email and name and telephone/mobile number of contact person (On Letter Head).
3. State clearly whether it is Sole proprietor or Partnership firm or a company or a Government Department or a Public Sector Organization (On Letter Head).
4. Power of Attorney Authorization for signing the Bid documents in case of Partnership firm or a company or a Government Department or a Public Sector Organization & different person other than proprietor.
5. Experience of minimum **₹ 32.36 lakh** in the work of providing Manpower Services. Particulars of experience (Attach certificates, testimonials). This shall cover the details of works of similar nature, approximate magnitude and duration carried out and/or on hand for last 3 Years along with a certificate from the organization where the job was carried out.
6. Details about your agency, clearly indicating details of managerial, supervisory and other staff also indicate the number of muster roll staff available for performing.
7. Is the agency registered with the Government; please give details with document/evidence.
8. Do you have Labour license RLC of Govt. of India. Please provide details and attach a copy.
9. Do you have License RLC of Chhattisgarh, if yes please provide the copy of License. If not, then undertaking (on letter head) for providing the same within 30 days from the award of work.
10. Undertaking in letter head of the Agency confirming the availability of the adequate manpower of requisite qualification and experience for deployment in AIIMS Raipur.
11. Are you registered under Employee's Provident Fund (EPF)? If yes, please mention Registration No. And attach proof there to.
12. Are you registered under Employee's State Insurance (ESI)? If yes, please mention Registration No. And attach proof there to.
13. Are you registered under GST? If yes, please mention GST Registration No. And attach proof there to.
14. PAN No. (Please attach copy)
15. License No. (Please attach attested copy of Licence issued by Regional Labour Commission, GOI).
16. Please attach copies of return of Income Tax for last three financial years (2014-2015, 2015-2016, 2016-2017).
17. Please attach Annual Accounts (Balance sheet & P/L Accountant) of the agency, duly certified by Chartered Accountant for last three Financial years. (2014-2015, 2015-2016, 2016-2017). Average Annual Turnover of bidder in the last three year must not be less than **₹ 64.72 Lakh**.
18. Please submit on company/firm letter head that:-
 - (i) No case is pending the police against the Proprietor/partner or the Company (Agency). Indicate any convictions if any against the Company/firm/partner.
 - (ii) Proprietor/firm has never blacklisted by any organization.
19. Duly filled Form-A & Form-B.

20. Duly filled Form – I to Form – VIII with supporting documents.
21. Bank Solvency Certificate.
22. Valid ISO 9001 certificates of cleaning services.
23. The bidder should have their registered office / branch in Raipur. If not, than undertaking (on letter head) for providing the same within 30 days from the award of work.
24. Undertaking from Tenderer on the letter head regarding Any complaints towards non-payment of wages, other liabilities & statutory obligations will be received by Administration, AIIMS Raipur, the due amount will be paid by AIIMS Raipur & same will be deducted on monthly bills/ Performance Security & also lead to strict administrative action against the contractor as per extent Rule of Govt. Of India

PRICE BID

Price Bid in the form of BOQ_XXXX.xls.

ANNEXURE-A

SCOPE OF WORK

Mechanized & automated cleaning of:

1. Low Risk areas:

Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A1
Frequency of cleaning will be as per cleaning work at Annexure- B1

2. Toilets Cleaning

Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A2. Frequency of cleaning will be as per cleaning work at Annexure- B1

3. Corridor Cleaning

Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A3
Frequency of cleaning will be as per cleaning work at Annexure- B1

4. Staircases

Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-4
Frequency of cleaning will be as per cleaning work at Annexure-B1.

5. Window Cleaning

Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-5
Frequency of cleaning will be as per cleaning work at Annexure- B1

6. Consultant Room/Faculty Room i/c attached toilet

Cleaning is to be as per standard procedure of the specific area/facility as at Annexure - A-6
Frequency of cleaning will be as per cleaning work at Annexure- B1

7. OUTER AREA

Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-7

8. STRUCTURAL GLAZING/CURTAIN GLAZING OF DESIRED AREA

Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-

N.B: There shall be zero tolerance for dust and dirt in the Institute. The contractor is required to maintain very high standards of sanitation.

Standard operating procedure of cleaning of General/Low risk area.

Objective: To clean and maintain general/Low risk areas as per highest cleaning standards. Identified low risk areas.

Public areas

Waiting areas

Corridors

Basement

Staircases

LIBRARY/STORE

ADMN. OFFICES

Outer Area, Parks, Lawns Road

Activity	Material Used
Dusting	Damp Duster with 1% Bacillocid/2% R-2
Hovering	Vacuum Cleaner
Scrubbing	2% R-2 & Spiral
Mopping	1% Hypo chloride/Mikrobac Forte

Description:

1. Remove all garbage from the dustbins.
2. Dust the entire area with a damp cloth or when necessary with Bacillocid solution.
3. Vacuum cleans the entire area.
4. Mop the floor with 1% Hypo Chloride/Mikrobac Forte.
5. After each shift mops should be dip into 1% Sodium Hypo chlorite for re-use.
6. Scrubbing of the above mentioned areas to be done thoroughly every Weekly with 2% R-2 & Spiral solution.
7. Once a week area to be polish with terenova.
8. Polished area needs to be buffed on daily basis.
9. Curtain or divider should be washed /changed on weekly basis.
10. Through cleaning of the areas to be done once in a week.
11. Maintenances to be noted in checklist and fed in the computer on daily basis.

Annexure A2

Standard operating procedure of Corridor cleaning.

Objective: To clean corridor within the facility safely and with as little interference as possible with daily activities and to minimize the potential risk associated with wet floor.

Description:

1. Place “Wet floor” caution signs at both ends of corridor to alert staff and visitors to a potential risk.
2. Brush the floor with feather duster.
3. Check the cobwebs in and around the wall and pillars.
4. Wet mop all corridor, covering only half of the width at time. This allows safe foot traffic at all times.
5. Wet mop the remaining half of the corridor only when the first half has dried completely.
6. React to an emergency code in the area being cleaned by moving all equipment and supplies (except “Wet floor” signs, which should remain in place to mark potentially slippery areas) out of the main traffic area to avoid interfering with emergency personnel.

Annexure A3

Standard operating procedure of cleaning the Staircases

Objective: To clean staircases with as little inconvenience to the users

Description:

1. Dusting of stair case railing.
2. Sweeping with feather brush/vacuum clean. Corners cleaning weekly.
3. Pay attention to hand marks, smudges, and snuffs on the railing and glass panels.
4. Finally mop the floors.
5. Report any maintenance requirement to the supervisor immediately.
6. Hourly mopping/touch up with hand mop to be given to maintain it.
7. Heavy cleaning and scrubbing should be carried out at night.
8. Check corner properly for the dirt.
9. Check for the cobwebs on regular basis.

Annexure A4

Standard Operating Procedure Of Window Cleaning

Object : To maintain a clean and smudge-free surface on interior and exterior glass and mosaic tiles (Excluding item covered in Item No. 3 of Price bid).

Equipment:

1. R-3
2. SQUEEZEE WITH HANDLE
3. WINDOW CLEANER
4. SMALL PLASTIC BUCKET
5. CLEAN RAGS
6. SPONGE
7. GLASS SCRAPER
8. WINDOW BRUSH

Description:

1. Prepare window cleaning solution
2. Place window brush into solution
3. Apply solution to window surface using's' strokes.
4. Use squeegee, starting at bottom corner and working upward along outside edge, across top, then downward using's' stroke.
5. Dry squeegee blade as needed with clean dry cloth
6. Remove any solution remaining on window frames or ledge with clean cloth.
7. Clean equipment and store properly.
8. Some areas may require the use of a glass scraper to remove tough stains.

Standard Operating Procedure Of Cleaning
The Consultant Room/Faculty Room

Objective: To clean and service consultant room to provide the patient & consultant with clean, hygiene & aesthetically appealing room on check up.

1. Open the room
2. Open the blinds, Check cords / louvers etc.
3. Check the air conditioning, water supply, light, partition curtains etc.
4. Note down damage or missing items. Inform supervisor if anything misplaced, damaged or needing repair.
5. Remove garbage from garbage bins & change garbage bags.
6. Clean the room with feather brush and dustpan.
7. Make the examination bed with fresh stain free linen.
8. Dust items located on wall & high area clockwise and anti clock wise around the room.
Items include: - picture frame, light fixture, & glass panes & ledge.
9. Check for the cobwebs in and around the wall and pillars.
10. Dust air conditioning vents with feather brush.
11. Dust the table beginning with top surfaces and working your way down to the base & legs.
12. Chairs / sofa repositioning.
13. Wipe down light switches & clean any smudges on surrounding wall areas.
14. If there is any stain on the wall please try to remove it if can be removed if not in form engineering for touch up.
15. Scrub floor with spiral and scrubbing machine.
16. Remove the water with wet vacuum.
17. Wash flask, tray, and glass.
18. Replace tissue box, Fill up the soap solution.
19. Mop the room with disinfectant.
20. Take one last look to see everything is in order, clock is working etc.
21. Spray a whiff of freshener and close the room door.
22. Corner to be cleaned thoroughly once a week for the dirt not to be accumulated there.

Annexure A6

OPERATING PROCEDURE FOR TOILETS CLEANING

Objective: To provide clean, hygiene and bacteria free toilet to the patient and for our guests.

Material/Chemicals used

1. R-2 Hygienic hard Surface Cleaner concentrate (Normal area 20-50 ml. In 1 Liter of water).
R-3 Glass cleaner concentrate (Normal area 20-50 ml. In 1 Liter of water).
2. R-4 Furniture Maintainer (Ready to use product). R-5 Room Freshener (Ready to use product).
3. R-6 Toilet bowl/W.C. cleaner (Ready to use Product).
4. R-9 Bathroom Cleaner Concentrate (Normal area 50-100 ml. In 1 Liter of water). Spiral Solution Floor cleaner concentrate (Normal area 20 ml. In 1 Liter of water). Toilet Brush
5. Scrubber/Scotch brite. Hand mop
6. Dusters Corner brush Soap solution
7. Toilet Roll, Odonil, urinal cubes & naphthalene bowl.

Description:

1. Check all maintenance in washroom.
2. Remove all garbage from garbage bins and change garbage bag. Apply R-6 in w/c/toilet pot properly.
3. Scrub tiles, washbasin all fittings & fixtures nicely with R-9. Wash tiles, washbasin all fittings & fixtures nicely.
4. Scrub toilet bowl from inside and outside.
5. Wipe all tiles, fixtures, fittings, washbasin & w/c (seat cover & outside w/c). Clean mirror with R-3, no water marks, frame edges clean.
6. Scrub & Mop washroom floor from inside to outside.
7. Check & fill liquid soap, toilet roll, tissue paper, odonil, urinal cubes & naphthalene bowl. Spray air freshener.
8. Sign on toilet check list bind main door.

Annexure- B

**Standard operating procedure for cleaning the STRUCTURAL GLAZING/CURTAIN GLAZING
OF DESIRED AREA**

Objective: To provide clean environment to the visitors, patients & out guests regularly.

Cleaning of fixed glass panes/ structural glazing/exterior mosaic tile area curtain glazing of desired area from out sides, using Spiderman method including removal of bee hives if any once in a month and bird dropping etc. including cleaning on Polycarbonate sheds provided on all three ramps and other area at Trauma Centre.

1. dynamic rope
2. seat harness,
3. Gri Gri
4. Shunt
5. Suction pad,
6. Cleanser (all clean),
7. R3, bursh,
8. Wiper,
9. Scrapper,
10. Helment,
11. Bucket,
12. Duster

ANNEXURE-B1

**CLEANING SCHEDULE
CORRIDOR**

I	Mopping with dry mop	In continuation	Flat Mop	Safaikaramchari
II	Mopping with wizard	After every 3 hrs as and when required	Wizard	Safaikaramchari
III	Mopping with Sodium Hypochlorite	After every 8 hrs as and when required	1% Sodium Hypochlorite	Safaikaramchari

Lobby

I	Wiping	In continuation	Duster	Safaikaramchari
II	Brushing with Dry Mop	In continuation	Flat Mop	Safaikaramchari
III	Mopping with wizard	After every 3 hrs as and when required	Wizard	Safaikaramchari
IV	Mopping with Sodium Hypochlorite	After every 8 hrs as and when required	1% Sodium Hypochlorite	Safaikaramchari

MINIMAL RISK AREA

ADMINISTRATION RECORD ROOM / STORAGE ROOM / ENGINEERING OFFICE

I	Brushing	Once in a day it Starts from 8.30 Am As and When required	Feather Brush	Safaikaramchari
II	Moping with Wizard	Once in a day it Starts from 8.30 Am As and When required	Wizard	Safaikaramchari
III	Wiping	Once in a Day At 8.30 AM	Duster	Safaikaramchari

OUTSIDE AREA

I	Outside area Brushing	Cleaning starts From 8.30Am Onwards. As boy is already stationed there	Hard Broom	Safai karamchari
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Dilution of Wizard in all areas = 40ml in 1 liter of water

Cleaning of spillage of Blood / Body fluids-

1. Use disposable Gloves
2. Cover area with 1% Sodium hypochlorite
3. Leave for 20 minutes
4. Collect residue with disposable paper. Wipe and discard in bag
5. Wash surface with detergent and dry.
6. All waste, gloves, wipe, discard, seal and dispose as Clinical waste. Mops

Cleaning – Detergent washes & dry. Buckets – Detergent wash & dry (if contaminated 1% sodium hypochlorite overnight rinse & dry)

Annexure C-1

Subject: Cleaning of the water closet

Materials required:

1. R-6/Harpic
2. Vim powder (To be used as per the supervisor instructions)
3. Pine gold/Disinfectant
4. Dettol
5. Nylon scrubber
6. WC brush
7. Discard towels

Check For:

- (a) Continuous flow of water,
- (b) Flush timer,
- (c) Missing or broken shoes/buffers,
- (d) Stained/scratched/broken/cracked/WC or WC seat,
- (e) Leakages under WC.

Process:

1. Flush out the water and spread R-6 all over the rim of WC and leave it for five minutes.
2. Scrub the seat and the seat cover with cleaning agent.
3. Wash it with water.
4. Using the WC scrub brush, thoroughly clean the WC and flush.
5. With a clean discard, wipe the WC, WC pipes and underneath the WC bowl.
6. Push out the water from the bowl and put pine gold in it.
7. Wipe the WC with clean discard.
8. Wipe the WC with dettol.
9. In case of any stubborn stains, report to the supervisors.
10. Do not use any hard abrasive on the WC.
11. Check under the grooves and rim of WC for sparkling cleanliness.

Annexure C-2

Subject: Cleaning of the Washbasin.

Materials required:

1. Cleaning agent-R-1
2. Nylon scrubber
3. Discard towel
4. Toothbrush

Procedure:

1. Check the washbasin for cracks, loose fitting.
2. With the scrubber and cleaning agent scrub the washbasin and counter taking care to scrub the rim and the drain corners properly with a toothbrush. Remove all the trays and other item from the counter before starting.
3. Take out the washbasin stopper and remove any hair sticking on the washbasin stopper jail.
4. With the help of a toothbrush, clean the plastic jail properly removing any slime or stains from it.
5. Rinse the cleaning agent properly from the basin and dry it with a dry discard.
6. With a wet discard, wipe the bottle trap to remove any dust or cobwebs from it.
7. Lastly, pour some pine gole into the drain so that the water in the bottle does not give any odor and the washbasin is properly sanitized.

Standards to be maintained

1. Washbasin should be sparkling clean.
2. Fitting should be shining after cleaning them with a mild-cleaning agent. There should be not watermarks.
3. Polish the fitting with chrome polish.
4. The bottle trap should be free of dust and cobwebs.
5. No hard abrasive to be used to prevent scratching.
6. In case of any stubborn stains, report to supervisor immediately.

Annexure C-3

Subject: Cleaning of Marble surfaces/Granite/Tiles.

Materials required:

1. Mild cleaning agent.(Bath/Spiral Solution)
2. Scrubber
3. Clean discard

Procedure:

1. Scrub the surface with mild cleaning agent and a scrubber.
2. Rinse the surface thoroughly.
3. In case of excessive stains seek marble polisher's help.
4. For any stubborn white water marks on floor corners spray super gel and leave for 5 minutes and rinse with wet and dry the floor with the help of discard.
5. Once a week area needs to be polished with terenova.
6. Daily areas need to be buff.
7. Use only dry mops.

Annexure C-4

Subject: Cleaning of looking mirrors.

Material required:

1. Glass cleaner
2. Feather duster
3. Flannel cloth
4. R-3

Procedure

1. Dust the top of the glass with the feather duster to remove dust.
2. Neatly fold the glass cloth and spray glass cleaner on it and wipe the surface in a sideways motion or top to down.
3. Clean any oil stains or smudges on the mirror.
4. Finally, wipe with a lint free cloth.
5. The mirror should be sparkling after being cleaned.

Annexure C-5

Subject: Cleaning a glass window.

Materials required:

1. Glass cloth
2. Glass cleaner
3. Damp cloth should be lint free
4. 2" paint brush
5. Dust pan
6. Feather duster

Procedure

1. Check the cracks, loose glass.
2. Wipe the window glass and frame with a dry cloth of feather duster to remove loose dust.
3. Take a brush and clean the grooves.
4. Check the window or lock hinges. The latch should not be creaking.
5. Spray some glass cleaner onto a cloth and start wiping the outside of the window from top to downward.
6. Check the window for any stubborn stains.
7. Clean the glass from inside. Finally wipe with a yellow flannel cloth.
8. Check for any stains and fingerprints.

A. Personal Hygiene & Etiquette and

Manners Personal Hygiene

1. Staff must have bath daily.
2. Staffs to have regular haircuts and keep it clean. It should not appear greasy, oily or unclean.
3. Men must shave daily. Those sporting moustaches must keep them clean & trimmed.
Moustaches must not be below upper lip.
4. Teeth must be brushed immediately before coming on duty. Do not eat onion or garlic or smoke before the beginning of the shifts. Please use a mouth wash.
5. Nails should be kept short & clean.
6. Hands must be free of stains and skins break. Cut & burns must be covered with the correct dressings and do not be left exposed. Wash hands with soaps after using toilet or after eating or handling refuse.
7. Uniforms should be clean, laundered & ironed. Change uniforms regularly. Change personal cloths every day. Uniforms should not be worn outside the working premises and when not on duty.
8. Shoes must be kept clean and free of stains. Shoes must be aired daily. Use socks that absorb moisture and change them every day. Telcum powder must be used in between toes to keep it from the smelling.
9. Adequate sleep and rest, maintaining healthy diet, with regular exercises will contribute in enhancing our Alertness, our attentiveness and our overall personalities.

a) Etiquette and Manners Talking to patients / Attendants

1. While talking to patient / attendant always smile.
2. Maintain interest & helpful expressions.
3. Always look into the eyes of the person, maintaining eye contacts.
4. Keep a distance of 2' while addressing them.
5. Speak softly & clearly in your natural tone without using unnecessary hand movements & facial expressions.
6. Maintain a very professional relationship with them & avoid getting personal.
7. Never speak poorly of any colleague or of the organization with them.
8. Do not bite nails or run hands through the hairs.
9. Do not touch the nose or eyes or ears or the face. Chewing gums or other eatables must not be in the mouth.
10. Cover your mouth with a handkerchief while coughing or sneezing.

b) While standing in public areas

1. Stand erect, balancing the weight on both the feet and keeping the shoulders straight with the stomach in.
2. Hands should be kept on the side or behind. Hands must not be in the pockets or on the hips or folded across the chest.
3. Do not lean against a counter or against a wall or any other thing.
4. Maintain poise at all times.
5. Never move around in groups cause you are view in the Patient / attendant

c) While Walking

1. Walk at even pace without making any sound of the footsteps or running.
2. Give patient / attendant way if approaching or if you are near door, then open the door for the patient / attendant.
3. Always walk on the left hand side.
4. Walk erect, maintaining poise at all the time.

d) While talking to colleague

1. Speak softly & politely in patient floor / critical areas.
2. Do not use slangs or abusive language.
3. Be aware of telecoms while in floor / public areas.
4. Do not shout in to the phone.
5. Never keep the patient / attendant waiting to use a telephone.
6. Avoid personal calls at work.

LIST OF CHEMICALS REQUIRED FOR HOUSE KEEPING WORK**A) M/S JOHNSON AND DIVERSEY**

Sl.No.	Chemicals	Items to be cleaned
1.	R1	Bathroom Items
2.	R2	Rooms, Offices, Items, laminated furnitures, PC, marbles, granite floors
3.	R3	Glass surfaces
4.	R4 Shine UP	Wood polish furniture
5.	Good sense	Room air freshner (Spray)
6.	R6	WC Urnials
7.	R9	Bathroom cleaner (hard water)
8.	R20+	Floor stripers
9.	Complete	Kota, Vynil, Mosaic tiles- polish
10.	Nobile	Marble Floors-polishing
11.	Spiral	Kota and hard floor
12.	Snapback	Kota Vinyl, Mosaic tiles
13.	Lever Star	Hand disinfectant before/after going into critical areas
14.	Emerel	Restorative product for fixtures
15.	Lineo	Wooden polish
AND/OR		

B) M/S ECO LAB-HENKEL

Sl.No.	The following chemicals should be of Oasis Compac Range and these chemicals are to be dispensed through a sleek Oasis compact dispenser.	
1.	OC Bath room Cleaner	Bath Room fittings & fixtures
	OC Glass Cleaner	Glassess
	OC Air Fresh	Air-Feshner
	OC Neutral Cleaner	
	OC Counter Act	
2.	SIGLA	Floor mopping & scrubbing on daily basis.
3.	NETTOKLAR	Marble crystallization on as and when required basis.
4.	BENDUEOL	Stripping of floor
5.	POLLI	Regular buffing of Granite
6.	HELIOS	Stainless steel/chrome shining
7.	OPTI	Wooden furniture polish

Note:

- The consumption of various chemicals shall be regulated as per the manufactures specifications.
- The chemicals regarding toiletries etc. not mentioned above shall be from M/s Johnson and Diversey and for M/s ECO Lab-Henkel as approved by the Engineer-in-charge.

Annexure -F

LIST OF AREAS

1. Medical College Area

S. No.	Area of the Building	No. of Toilets	Common Area	Carpet Area	Remarks
1	Lower Ground Floor	4 nos.	6597 sq.m.	3155 Sq.m.	Including Parking Area and excluding toilets area
2	Ground Floor	22 nos.	1315 sq. m.	8300 sq. m.	Including Ramps & Stair case and excluding toilets area
3	First Floor	22 nos.	1315 sq. m.	8300 sq. m.	Including Ramps & Stair case and excluding toilets area
4	Second Floor	22 nos.	1315 sq. m.	8300 sq. m.	Including Ramps & Stair case and excluding toilets area

2. Nursing College Area

S. No.	Area of the Building	No. of Toilets	Common Area	Carpet Area	Remarks
1	Ground Floor	6 Nos.	325 sq.m.	1000 sq.m.	1. Common Area calculated including Stair case and excluding toilets area 2. Carpet area calculated including Brick work/partition work.
2	First Floor	5 Nos.	325 sq.m.	825 sq.m	1. Common Area calculated including Stair case and excluding toilets area
3	Second Floor	5 Nos.	660 sq.m.	450 sq.m.	2. Carpet area calculated including Brick work/partition work.
4	Third Floor	5 Nos.	200 sq.m.	405 sq.m.	1. Common Area calculated including Stair case and excluding toilets area
5	Terrace Area	Nil	660 sq.m.	Nil	Terrace area may be treated as outer area or roof of the building

- All the above area are tentative. The Competent Authority of AIIMS, Raipur has reserving the right to relax/amend/change any of the above parameter (i.e. area increase or decrease)

PARTICULARS FOR PERFORMANCE GUARANTEE BOND

(To be typed on Non-judicial stamp paper of the value of Indian Rupees of Two Hundred)
(TO BE ESTABLISHED THROUGH ANY OF THE SCHEDULED BANK/ NATIONALIZED BANK(WHETHER
SITUATED AT RAIPUR OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL
BRANCH AT RAIPUR. BONDS ISSUED BY CO- OPERATIVE BANKS ARE NOT ACCEPTED)

To,

**The Director
All India Institute of Medical Sciences (AIIMS),
Tatibandh, GE Road, Raipur-492 099 (C.G.)**

LETTER OF GUARANTEE

WHERE AS All India Institute of Medical Sciences (AIIMS) Raipur (Buyer) have invited Tenders vide Tender No.....Dt.....for providing of.....AND WHERE AS the said tender document requires the service provider whose tender is accepted for the providing of mechanized & automated cleaning services. in response there to shall establish an irrevocable Performance Guarantee Bond in favour of "AIIMS Raipur" in the form of Bank Guarantee for Rs.....[10% (ten percent)of the purchase value] which will be valid for the said Performance Guarantee Bond is to be submitted within 30 (Thirty) days from the date of Acceptance of the Work Order.

NOW THIS BANK HERE BY GUARANTEES that in the event of the said firm failing to abide by any of the conditions referred to tender document/work order/performance of the services. This Bank shall pay to All India Institute of Medical Sciences (AIIMS) Raipur on demand and without protest or demur(Rupees.....).

This Bank further agrees that the decision of All India Institute of Medical Sciences (AIIMS) Raipur (Buyer) as to whether the said firm has committed a breach of any of the conditions referred in tender document/ work order shall be final and binding.

We,.....(name of the Bank & branch) here by further agree that the Guarantee herein contained shall not be affected by any change in the constitution of the firm and/or All India Institute of Medical Sciences (AIIMS) Raipur(Buyer).

a. Our liability under this Bank Guarantee shall not exceed`..... (Indian Rupees.only).

b. This Bank Guarantee shall be valid upto..... (date) and

c. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if AIIMS Raipur serve upon us a written claim or demand on or before..... (Date)

This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our branch office atsituated at.....
(Address of local branch).

Yours truly,

Signature and seal of the Guarantor
Name of the Bank:.....
Complete Postal Address:
.....

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

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

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrolment” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their 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.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- 3) 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.

- 4) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 5) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the 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) The documents being submitted by the bidders would be encrypted using PKI encryption all 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.
- 8) Further this key is subjected to asymmetric encryption using buyers/bid opener’s public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- 10) Upon the successful and timely submission of bids (ie after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 11) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk number 0120-4200462, 0120-4001002.
