



NATIONAL INSTITUTE OF EDUCATIONAL PLANNING AND ADMINISTRATION

17-B, Sri Aurobindo Marg, New Delhi – 110016
Tel. 26544829/874/825; Fax: 26853041, 26865180

Website: www.niepa.nic.in

Email- tender@niepa.ac.in

TENDER DOCUMENT

Tender for providing housekeeping services in the National Institute of Educational Planning and Administration, New Delhi by reputed firm.

Tender Enquiry No.	44-2/2015-16/GA
Date of issue of Tender notification	_____
Last date and time of submission of Tender Document	22.10.2020, up to 03:00 PM
EMD (Earnest Money Deposit)	Rs.40,000/-
Date and Time for Opening of Tender Document	
Technical Bids	22.10.2020, at 03:30 PM
Financial Bids of Eligible Tenderers	(Date and time will be provided to the Tenderers via email)

CONTENTS OF TENDER DOCUMENT

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TENDER NOTICE

National Institute of Educational Planning and Administration, a deemed university under the Ministry of Human Resource Development, invites tender from professional firms for award of contract for providing Housekeeping Services as per the stipulated scope of work (office and hostel).

The bidder are required to submit soft copies of their bids electronically on the e-tender Portal, using valid Class 3 Digital Signature Certificates. The instructions given on (Annexure-IV) are meant to assist the bidders in registering on the e-tender Portal, and submitting their bid online on the e-tendering portal as per uploaded bid. Prepare their bids in accordance with the requirements and submitting their bids online on the e-tender Portal up to 03:00 PM on or before 22.10.2020. The tenders will be opened in the presence of the representative of the firms on 22.10.2020 at **03:30 PM**.

A notification of this tender will also be uploaded on NIEPA official website along with CPPP (Central Public Procurement Portal) for information and wider publication/advertisement but, bidders can participate only in e-Procurement Portal of MHRD ([URL:https://mhrd.euniwizarde.com](https://mhrd.euniwizarde.com)).

Interested Bidders are required to enroll on the e-Procurement Portal ([URL:https://mhrd.euniwizarde.com](https://mhrd.euniwizarde.com)) on the e-Tender Portal by paying the Registration fee (as per revised instructions/annexure-C) and depositing Earnest Money Deposit (E.M.D.) of Rs.40,000/- (Rupees Forty Thousand Only) directly in the Institute's (NIEPA) account. Tenders received without EMD shall be summarily rejected.

U. S. S. S.
REGISTRAR
25/10/2020

(Annexure- A/1)

TENDER FORM FOR HOUSEKEEPING PERSONNEL

1. Name of the Firm : _____
2. Address : _____

3. Telephone No/s: FAX/Mobile : Telephone: _____
 FAX: _____
 Mobile: _____

4. Documents to be enclosed (enclose attested copies):-
- (1) Registration Certification for Proprietorship/ Partnership/Company/Society as the case may be.
 - (2) Registration Certificate under ESI/ESIC Act
 - (3) Registration Certificate under EPF Act
 - (4) Registration Certificate under Labour Commissioner
 - (5) GST Certificate and GST returns
 - (6) Income Tax Clearance Certificate
 - (7) Audited copies of last three years Income Tax Returns (with PAN/TAN certificate)
 - (8) Audited copies of last three years annual turnover
 - (9) Copy of contracts of minimum 03 (three) years' experience in housekeeping services and satisfactory certificates from clients where the agency has worked/ working.
6. Earnest Money Deposit (EMD) (Rs.40,000/- Rupees Forty Thousand Only) to be deposited directly in the Institute's (NIEPA) account. **(NOT IN THE MHRD PORTAL) :-**

(Proof of EMD deposit to be submitted along with Technical Bid)Bank Name: **Syndicate Name**Branch Address: **Syndicate Bank, NIEPA Campus, 17-B, Sri Aurobindo Marg, New Delhi-16**Beneficiary Name: **NUEPA**Bank Account Name: **NUEPA Account Main**Bank Account Number: **91392010001112**IFSC Code: **SYNB0009139**MICR Code: **110025108**

Authorized Signatory of Firm with Office Seal

Last date for submission of Tender form is 22.10.2020 up to 3:00 PM

(Annexure- A/2)

7. Details of the Institutions/Offices (three only) where already done/ doing the job

(1) _____

(2) _____

(3) _____

Important Note:

1. *Firms quoting their rates must sign all the pages of terms and conditions and submit it along with tender documents in conformity of acceptance.*
2. *Minimum wages should be as per Government of NCT of Delhi rates and also in conformity with the Labour Laws in force. Quotes not in compliance of Government's orders will be rejected summarily.*
3. *Documents listed at Sl. No. 4 above are mandatory without which tenders will be rejected summarily.*

Authorized Signatory with Office Seal

NAME:

Address:

.....

.....

Phone/Mob. No

E-mail:

Authorized Signatory of Firm with Office Seal

Last date for submission of Tender form is 22.10.2020 up to 3:00 PM

(Please read carefully before quoting)

SCOPE OF WORK (OFFICE AND HOSTEL BUILDING)

1. Cleaning i.e. sweeping and scrubbing of all Rooms, Stairs and Corridors of all Floors of the main building and NIEPA Hostel Building including Terrace.
2. Cleaning of Toilets of all floors of the Institute's Office and Hostel Building – Including WCs and washbasins, urinals, etc. with Vim at least twice daily and with appropriate cleanser on every Friday.
3. Providing Phenyl (Trishul)/Cleanzo Pocha in the toilets, and placing HOMOCOLE liquid soap once daily in all toilets and putting sanitary cubes/naphthalene balls in urinal pots.
4. Wiping and cleaning of items such as furniture, equipments, telephone, grills of air-conditioners, venetian blinds, and cleaning of Carpets and scrubbing of doors, walls, brass name plates, etc.
5. Providing toilet papers in all toilets regularly. All toilets are to be cleaned once in a week by using cleaning liquid.
6. Cleaning of window panes, doors and firefighting equipment once a week.
7. Washing floors of corridors with Vim/Detergent once a week preferably on Saturday/Sunday
8. Cleaning and scrubbing of Canteen at least two times a day.
9. Cleaning of compound inside the boundary wall including front and back side of staff quarters and stair cases of staff quarters daily in the morning.
10. Finit sprays in the rooms and near the water coolers at least once a week.
11. Removal of cobwebs at least once a week.
12. Daily collection, removal and clearance of garbage/waste material, etc. from Institute's premises and from central garbage bin of NIEPA to MCD site.
13. Weekly pocha of phenyl/cleanzo in rooms once a week positively and to be certified by an authorized official of the Institute.
14. To prepare the rooms with the items/facilities as provided by the Hostel Administration.
15. Providing laundry services as per the rates indicated in the tender form. Bill to be raised separately for payment – duly verified by the Hostel Warden for receipt of laundry services as per bill.
16. Washing of linen to be done through machine along with other laundry services as per requirement of the Institute – to be certified by the Hostel Warden/authorized nominee of NIEPA and the services rendered in this respect will be received and certified by him for payment of bills.

(Please read carefully before quoting)

TERMS AND CONDITIONS

1. **Manpower Requirement:** At present there is requirement of 20 cleaning personnel (unskilled category) and 2 Supervisors (skilled category). Qualification and experience of supervisor to be mentioned clearly. Exact number of manpower shall be indicated at the time of award of contract.
2. **Uniform:** Manpower provided for carrying out services will be accepted only with proper uniform supplied by the Contractor and should be below 40 years of age. Qualification and experience of Supervisor to be mentioned.
3. **Material:** The material required for housekeeping services will be provided by NIEPA and other supporting things to be provided by contractor for the purpose of maintaining absolute cleanliness in the entire main office building, hostel and residential complex.
4. **Wages:** The Contractor will ensure for payment of minimum wage per month as per notification issued by the Govt. of NCT of Delhi in the first week of every month at a pre notified date, time and place (premises of NIEPA) and in presence of representative of NIEPA. Payment should be disbursed by way of cheque/directly into accounts of the labour as per Govt. of India directions.
5. **Wage Bill:** The Contractor will submit his monthly bill in duplicate along with the muster roll for disbursement of wages and the document in support of payment made by him towards PF, ESI, etc. in the first week of every month for the services rendered in previous month duly certified by authorized nominee of the Institute which will be processed for payment within 15 working days' time, if found in order.
6. **EPF/ESI:** The Contractor shall deposit the money in EPF/ESI account of the deployed manpower and maintain proper record of the same with NIEPA. Failing to do so may result in termination of the contract without any notice. *(Enclose all documents of registration in EPF/ESIC with technical bid)*
7. **Performance Guarantee:** The contractor will be required to deposit a refundable security as performance guarantee of Rs. 50,000.00 (Rupees Fifty Thousand only) with NIEPA on the award of work order. If at any time during the currency of contract, deficient service/men/material is provided by the contractor in contravention of terms of contract, the NIEPA shall be free to terminate the contract without assigning any reason or levy penalty (non-refundable) as deemed fit by the Institute. In case of default in performance of duty by the contractor, the security of the contractor will be forfeited along with termination of contract by NIEPA and NIEPA shall not be bound to pay any compensation of any kind in this regard.
8. Tender should be submit electronically in two bid system viz. Technical Bid and Financial Bid. The Technical Bid should contain details sought at (Annexure-A at page nos. 3 and 4) along with supporting documents and the tender document duly signed by the authorized person of the participating firm. The Technical Bid shall not contain any financial quote. Financial Bid should contain duly filled rates for services as per format given at (Annexure B at page nos. 11 and 12). The bidder are required to submit soft copies of their bids electronically on the e-tender Portal, using valid Class 3 Digital Signature Certificates. The instructions given on (Annexure-C) are meant to assist the bidders in registering on the e-tender Portal, and submitting their bid online on the e-tendering portal as per uploaded bid. Prepare their bids in accordance with the requirements and submitting their bids online on the e-tender Portal.
9. The contractor shall be liable to employ such person(s) as it may deem fit to carry out the terms of the agreement. The persons(s) employed by the contractor shall be the employees of the contractor and

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Last date for submission of Tender form is 22.10.2020 up to 3:00 PM

- shall always be deemed to be employees of the contractor and NIEPA shall not be liable for any of the employees against the contractor in any manner on any account.
10. The manpower deployed by the contractor shall also ensure all the electrical fittings are in working condition. Any noted repair/unserviceable work should be brought to the notice of Supervisor/Caretaker.
 11. NIEPA shall, however, be free to ask the Contractor to withdraw any or all deployed manpower without disclosing any reason for the same.
 12. That, if the work carried out by the contractor is found not to be satisfactory and requires more manpower, the Contractor shall provide the same on a short notice.
 13. Verification of character and antecedents of the personnel employed through the Police shall be the responsibility of the Contractor before deployment of such persons for carrying out the work entrusted to the contractor under the agreement.
 14. The Contractor shall immediately supply to NIEPA bio-data with photographs of all the persons to be deployed by the Contractor so as to avoid any unauthorized person entering the premises of NIEPA.
 15. The Contractor shall also submit the documents in respect of the persons who will be posted with NIEPA, the P.F. Accounts, and about E.S.I. facilities being provided to the cleaners by the Contractor at the end of the year.
 16. The Contractor shall also issue Identity Cards to the persons who will be deployed with NIEPA.
 17. NIEPA shall not provide any transport, Canteen, Medical or Living facility to the persons which shall be the sole liability of the Contractor.
 18. The Contractor and its employees shall be responsible for the security of materials of NIEPA on the premises of their deployment.
 19. The deployed personnel shall not indulge in any activity which may have adverse criminal and civil consequence to the NIEPA. The Contractor shall be solely responsible and shall also be liable to indemnify NIEPA against any loss and damage caused to NIEPA caused due to any criminal activities, malpractices or undesirable act by the engaged manpower.
 20. The Contractor shall be responsible for the deployed personnel, in respect of the terms and condition of their services. Payments, attendance, medical care, disciplinary matters etc. of such personnel shall remain fully under the administrative and financial control and supervision of the Contractor. The agency shall abide by the terms of the agreement in consonance with the requirement of NIEPA and further directions issued by the NIEPA from time to time. The persons employed by the Agency shall not be the employees of the NIEPA and shall not be deemed to be the employees of NIEPA in any manner nor will such employees be deemed to be contract workers employed by the NIEPA through the Agency.
 21. The Contractor shall have to change or replace personnel as and when required by NIEPA whether or not such personnel, are found guilty of misconduct. It shall not be necessary for NIEPA to assign any reason to the Contractor or any other person in respect of any such change or replacement required by NIEPA.
 22. In consideration of the obligation undertaking by the Contractor under the agreement, NIEPA shall pay to it charges on the basis of number of category of such cleaning personnel actually engaged by it for the effective operation of the Agreement based on the quoted rates.
 23. That the validity of this contract Agreement shall be for a period of one year from the date of agreement which can be terminated at any time on giving one month's written notice from either side,

PROVIDED THAT NIEPA shall have the option to renew or continue this Agreement on same terms and conditions for any further period from the date of expiry thereof.

24. The services under this contract shall be under the supervision of NIEPA's nominated officers.
25. The number of duty hours per cleaner should be as per the provisions in the Labour Laws and in no case shall exceed 12 hours in time of emergency as otherwise extra fatigue will speak on the mental and physical health and performance of the cleaners. However, compliance of labour laws would be the sole responsibility of the Contractor and shall be liable for infringement of any laws, Rules and Regulations applicable to any of the Housekeeping personnel who will be out on duties with NIEPA under the Agreement.
26. In case of any dispute, the decision of the Vice Chancellor, NIEPA shall be final and binding.
27. If the accepted Bidder fails to act according to the tender conditions or backs out after his tender has been accepted, his Earnest Money Deposit will be forfeited to the Institute.
28. The successful Bidder should execute an agreement for the fulfillment of the contract in the stamp paper within 03 days from the date of acceptance of the tender.
29. The expenses, incidental to the executing of agreement, shall be borne by the successful Bidder.
30. The conditions stipulated in the agreement form should be strictly adhered to and violation of any of the conditions shall entail termination of the contract without prejudice to the rights of the Institute and recovery of any consequential loss from the successful Bidder.
31. The Institute may, at its discretion, extend the deadline for submission of proposals or cancel the requirement in part or in whole. The Institute reserves the right to reject any or all proposals without assigning any reason thereof.
32. **Tender furnished without EMD money will be rejected summarily.** EMD of the unsuccessful bidders will be refunded after the selection of the successful bidder. The above **EARNEST MONEY DEPOSIT** amount held by the Institute, till it is returned to the Bidders, would not earn any interest thereon. EMD of the successful Bidder will not be adjusted towards Security Deposit and will be returned only after acceptance of work order. Participated bidder has to enclose proof of EMD deposit along with the technical bid.
33. Bids received up to **03.00 PM** on **22.10.2020** shall be opened by the authorized Tender Opening Committee of the Institute or any other officers authorized by the Institute at **3.30 PM on 22.10.2020** in the presence of those Bidders or their representatives who may be present at the time of opening. Only one representative of the Bidding firm shall be allowed to attend the proceedings on production of the letter of authority from the original Bidder.
34. **Validity:** The bids shall be valid for a period of 4 (four) months from the date of opening of the tender. NIEPA may request for extension for another period of 60 days, without any modifications and without giving any reasons thereof.
35. **Criterion for Evaluation of Tenders:**
 - (i) The evaluation of the tenders will be made first on short listing basis of technical information furnished in the prescribed forms, which is an eliminatory round, and then on the basis of commercial information furnished in the prescribed forms. Any inferences drawn by the Bidders or their representatives during the opening of the technical bid will be their own view and NIEPA will not be responsible/required to abide by the same.
 - (ii) It shall be noted that required documents submitted along with the technical bid will be perused/examined and in case of any deficiency, the bid will be rejected.
 - (iii) The initial criteria prescribed in tender form (Annexure-A) above, in respect of years of operation in the

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business, experience of similar class of work completed and financial turnover will first be scrutinized and the applicant's eligibility for the work will be determined.

- (iv) NIEPA may obtain feedback from the previous/present clients of the Bidder and also depute its evaluation committee to inspect the site(s) at present contract(s) for on-the-spot first hand information regarding the quality of services provided by the Bidder, which will form the basis for evaluation of technical bids. The decision of the NIEPA in this regard will be final and binding on all Bidders.
- (v) As a part of the process to evaluate the technical bids, NIEPA may invite the bidders to make a presentation before Tender Evaluation Committee.
- (vi) At the time of opening of financial bids, the price of each bidder shall be read out on the spot. However, it shall be clearly stated that the final financial bid prices would be arrived at after detailed scrutiny/correction of arithmetical errors in the financial bid, if any.
- (vii) The bidder is required to quote prices for all the items listed in financial bid proforma (Annexure-B). The sum total of rates shall be considered to ascertain L1 Bidder.
- (viii) Merely becoming the lowest bidder, prior to financial bid scrutiny will not give any right to the lowest bidder to claim that he is successful in the bidding process. The successful bidder (L-1) shall be decided only after following due procedure by the Tender Evaluation Committee.

36. Right of Acceptance and Other Provision:

- i) The acceptance of the tender rests with NIEPA. The Institute is not bound to accept the lowest tender bid and reserves the right to accept or reject any or all the bids without assigning any reasons thereof.
- ii) NIEPA reserves the right to change any condition of the tender before opening of the Technical Bids. NIEPA also reserves the right to relax any terms & conditions of this tender document to safeguard its interest.
- iii) The incomplete and conditional tenders will be rejected. Quoting unrealistic rates will be treated as disqualification.
- iv) The Competent Authority reserves the right to award any or part or full contract to any successful Contractor(s) at its discretion and this will be binding on the bidders.
- v) The Bidders will be bound by the details furnished by him/ her to the NIEPA, while submitting the tender or at subsequent stage. In case, any of such documents furnished by the Bidder is found to be fictitious at any stage, it would be deemed to be a breach of terms of contract making him/ her liable for legal action besides termination of contract.
- vi) NIEPA reserves the right to black list a defaulting firm/bidder.
- vii) Any inquiry after submission of the tender will not be entertained.
- viii) Any failure on the part of the Bidder to observe the prescribed procedure and any attempt to canvas for the purchase order will prejudice the Firm's quotation.
- ix) NIEPA reserves the right to cancel the tender process without assigning any reason whatsoever, at any stage.
- x) The tender document is valid for a period of six months from the date of issue. If Work order is not issued within this period, the process will have to start afresh.
- xi) In case of failure to comply with the provisions of the terms and conditions mentioned in the tender, by

the Contractor that has been awarded the contract, the Competent Authority reserves the right to award the contract to the next higher bidder or any other outside agency and the difference of price shall be recovered from the defaulting Contractor, which has been awarded the initial contract and this will be binding on the bidders.

- xii) NIEPA may terminate the contract if it is found that the Contractor is blacklisted on previous occasions by any of the Government Departments/ Institutions/ Local Bodies/ Municipalities/ Public Sector Undertakingsetc.
- xiii) The performance of the housekeeping services will be reviewed jointly by a "Review Committee" constituted by NIEPA periodically or by any other official authorized by NIEPA. The Contractor will address the general complaints received from the committee members, staff and students of NIEPA regarding the housekeeping services.

--- XXX ---

Having read the tender document carefully, I hereby promise to abide by all the terms and conditions as described under Terms and Conditions.

Authorized Signatory with Office Seal

NAME:

Address:

.....

.....

Phone/Mob. No

E-mail:

Authorized Signatory of Firm with Office Seal

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(Annexure B/1)

FINANCIAL QUOTE**1. Labour Charges**

Sr.	Particulars	Cleaning Personnel (Unskilled)	Supervisor (Skilled)
A.	Labour Charges	Rs. _____/-	Rs. _____/-
B.	ESI @ ___%	Rs. _____/-	Rs. _____/-
C.	EPF @ ____%	Rs. _____/-	Rs. _____/-
D.	Any other charges, if any please mention	Rs. _____/-	Rs. _____/-
E.	Total (A+B+C+D)	Rs. _____/-	Rs. _____/-
F.	Service Charges	Rs. _____/-	Rs. _____/-
G.	Taxes	Rs. _____/-	Rs. _____/-
H.	Grand Total(E+F+G)	Rs. _____/- (per month)	Rs. _____/-
	Charges for Clearing of garbage on daily basis from NIEPA premises for disposal on outside by transport to MCD site	_____	_____

* The rates for Supervisor and Cleaning Personnel should be quoted as per the Minimum Wages Act, 1948 in NCT of Delhi

(Annexure B/2)

2. General Laundry Service in Guest House (to be paid by NIEPA)

Sl.	Service	Item	Unit Rate (Rs.)
A	Washing and Ironing		
	1.	Bed Sheets	
	2.	Bed Covers	
	3.	Pillow Covers	
	4.	Bath Towel	
	5.	Hand Towels	
B	Dry Cleaning		
	1.	Blankets	
	2.	Curtains	
C	Shampooing & Cleaning		
	1.	Sofa Seats & Covers	
	2.	Fabric Chairs	
	3.	Quilt	

3. Individual Laundry Service in Guest House to the Guest (to be paid directly by Guests)

Sl. No.	Service	Unit Rate (Rs.)		
		Washing	Ironing	Dry Cleaning
1.	Trousers/Jeans			
2.	Shirt			
3.	Woolen Coat			
4.	Woolen Pant			
5.	Cardigan/Sweaters			
6.	Kurta & Pyjama			
7.	Woolen Suit			
8.	Ladies Suit			

**INFORMATION AND INSTRUCTIONS FOR BIDDERS FOR E-TENDERING
FORMING PART OF BID DOCUMENT AND TO BE POSTED ON WEBSITE**

Special Instruction to Vendor or Contractor

The bidders are required to submit soft copies of their bids electronically on the e-tender Portal, using valid Class 3 Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the e-tender Portal, and submitting their bid online on the e-tendering portal as per uploaded bid. Prepare their bids in accordance with the requirements and submitting their bids online on the e-tender Portal.

More information useful for submitting online bids on the e-tender Portal may be obtained at:

<https://mhrd.euniwizarde.com>

REGISTRATION:

1. Bidders are required enroll on the e-Procurement Portal (URL: <https://mhrd.euniwizarde.com>) with clicking on the link "Online bidder Registration" on the e-tender Portal by paying the Registration fee of Rs.2000/- Per vendor/per year.
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 with the bidder.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (**Only Class III Certificates with signing + encryption key usage**) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC / e-Token.
7. **The scanned copies of all original documents should be uploaded in pdf format on portal <https://mhrd.euniwizarde.com>**
8. After completion of registration payment, you need to sends your acknowledgement copy on our help desk mail id ewizardhelpdesk@gmail.com for activation of your account.

SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the e-tender Portal, to facilitate bidders to search active tenders by several parameters.
2. Once the bidders have selected the tenders they are interested in, you can pay the form fee and processing fee (NOT REFUNDABLE) by net-banking / Debit / Credit card then you may download the required documents / tender schedules, Bid documents etc. Once you pay both fee tenders will be moved to the respective 'requested' Tab. This would enable the e- tender Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

PREPARATION OF BIDS

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
3. **Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF formats. Bid Original documents may be scanned with 100 dpi with Colored option which helps in reducing size of the scanned document.**
4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Documents" available to them to upload such documents.
5. These documents may be directly submitted from the "My Documents" 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 website well in advance for the submission of the bid so that it gets uploaded well 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 as a token of acceptance of the terms and conditions laid down by UOA ALL.
3. Bidder has to select the payment option as "e-payment" 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 EMD in original should be posted/couriered/given in person to the concerned official before the Online Opening of Financial Bid. In case of non-receipt of EMD amount in original by the said time, the uploaded bid will be summarily 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 Colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
6. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
7. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
8. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

9. Upon the successful and timely submission of bid click "Complete" (i.e. after Clicking "Submit" in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
10. The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

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

Please feel free to contact ITI Helpdesk (as given below) for any query related to e-tendering.

1. Amit Kumar Jha-9355030627
2. Bhuneshwer Kumar -9205898226
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