



BHARAT SANCHAR NIGAM LIMITED
(A GOVT. OF INDIA ENTERPRISE)
REGIONAL TELECOM TRAINING CENTRE (CHENNAI) PERIYAR SALAI,
SIDCO INDUSTRIAL ESTATE MARAIMALAINAGAR – 603 209

E-Tender No: RTTC/17-18/House Keeping / 1 dated 16/12/2017

E-TENDER DOCUMENT

FOR

HOUSE KEEPING SERVICES

IN

REGIONAL TELECOM TRAINING CENTRE (CHENNAI) PERIYAR SALAI,
SIDCO INDUSTRIAL ESTATE MARAIMALAINAGAR-603 209

COST: Rs 590/- (Rs. 500/- plus 18% GST)
To be submitted along with the Tender

Tender forms Available www.chennai.bsnl.co.in following "Link for E-tenders by Chennai Telephones".

Total Pages: 51

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ELIGIBILITY / TECHNICAL BID

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Kindly submit your offers by means of online bids only for electronic tendering at the portal detailed in “Special Instructions to bidders for E-Tendering” upto 11.00 hours of 05.02.2018 and Technical bids will be **opened at 11.30 hours of 05.02.2018**

**Office of the Principal RTTC, Chennai Telephones
Maraimalai Nagar 603 209.**

E-Tender No: RTTC/17-18/House Keeping /1 dated 16-12-2017

Notice inviting tender

For and on behalf of the GM,(HR/Admin)Chennai Telephones, Bharat Sanchar Nigam Limited, Principal, Regional Telecom Training Centre , BSNL, Maraimalainagar-603209, invites Digitally Sealed Tenders through E-Tendering process from reputed and experienced contractors for Housekeeping work at RTTC Maraimalainagar for a period of one year .

Available period of e-tender document for down-loading	Website from where the document is to be downloaded	Tender Fee payable by bidders (Rs)	EMD payable by the bidder (Rs)	Estimated Cost of the Tender	Bid Security payable by bidders (Rs)	Due date for sub-mission of bids online and offline	Due date for opening of Technical bids
From 11.00 hours of 14.01.2018 to 16.00hours of 03.02.2018	https://www.tenderwizard.com/BSNL	Rs.590 (Rupees five hundred and ninety only)	Rs.25,450(Rupees Twenty five thousand four hundred and fifty only)	Ten Lakhs and eighteen thousand (Rs.10,18,000)	10% of Annual Con-tracted amount	Upto 11.00 hours of 05.02.2018	At 11.30 hours of 05.02.2018

2. Purchase of Tender Document: Tender document can be obtained by downloading it from the website www.chennai.bsnl.co.in following "**Link for E-tenders by Chennai Telephones**". The tender document for participating in E-tender shall be available for downloading during the period and from the website mentioned in NIT.

Bidders must register on the e-tender portal, if not registered earlier, follow all the instructions for participating in the bidding of the tender. The bidders cannot participate in the tender without downloading official copy of the tender document. **The Tender document shall not be available for download after its submission/closing date.**

- 2.1 Bidders downloading the tender document are required to submit the tender fee amount through DD to an amount of Rs.590/ along with the tender bid, failing which the tender bid shall be liable to be left unopened/rejected. The DD shall be drawn from any Nationalized/Scheduled bank in favour of "**Accounts Officer(COBA), BSNL, Chennai Telephones**" payable at Chennai.

- 2.2.1 BSNL, Chennai Telephone District has decided to use **process of e-tendering only** for inviting this tender and thus the physical copy of the tender would not be sold anywhere.
- 3.** Availability of the tender document: The tender document shall be available for downloading during the period mentioned at Clause 1 of section-I (NIT).
- 3.1 Physical copy of the tender document would not be available for sale.
4. Any queries regarding the scope of work and other details of the tender document may be clarified from this office on all working days.
5. "The General Manager(HR & Admn), Chennai Telephones, is the authority to accept the Tender ".

Principal,
RTTC, Maraimalai Nagar – 603 209.

SECTION-II

GENERAL CONDITIONS OF TENDER

Principal, Regional Telecom Training Centre, Maraimalainagar proposes to enter into works contract agreement for "House Keeping" in the buildings and compound of the office premises of Regional Telecom Training Centre, Periyar Salai, SIDCO Industrial Estate, Maraimalai Nagar – 603 209.

This section deals with general conditions of the agreement. Terms & Conditions of this agreement are available in Section III. Commercial conditions are given in Section IV.

The general conditions of this bid are as under:

1. Eligible Bidders:

- 1.1 This invitation for bid is open to all the Indian Nationals, **having experience of minimum of at least one year viz 2016-17** as on date of submission of the Tender, in the field of undertaking the work of providing cleanliness, maintenance and upkeep in reputed Corporate offices, Central Govt. establishments, State Govt. establishments etc. ***Tenderers having any of their relatives employed in BSNL are not eligible to enter the bidding.***
- 1.2 **Declaration of Compliance** on all the terms and conditions of the agreement must be submitted as per section VI Annexure II. In case the Declaration of Compliance is not enclosed with the offer, **the same shall not be considered.**

In addition to the two separate Demand Drafts mentioned below at items 13 and 14, the following documents should be enclosed to the completed tender form:

- a) GST Registration certificate.
- b) Registration certificates with ESI and PF Commissioner
- c) Workmen Compensation Insurance Certificate
- d) PAN Number.
- e) **Labour License from the Labour commissioner for operating this type of services which should be in currency on the date of opening of tender. Further, the contract will be awarded to the qualified bidder possessing a valid labour license in currency at the time of award of work.**
(Note: The payment of each bill submitted by the selected contractor will be done only after ensuring that the labour license is in currency).
- f) Copy of the Work Order for a minimum period of one year as on date of submission of Tender along with the certificate of Performance issued by the Officer of the rank of Group 'A'
- g) A declaration to the effect that any of their relatives are not employed in BSNL
- h) DD for the EMD or cash receipt issued by AO/COBA for having received EMD

amount or by PBG in the form provided at Section XII of this tender

- i) Article or Memorandum of Association or Partnership deed or Proprietorship deed as the case may be

1.2.1 CONCESSIONS TO MSE UNITS

- 1.2.1.1 The guidelines, issued by Ministry of Micro, Small & Medium Enterprise (MSME), Government of India regarding concessions for Micro & Small Enterprise Units registered with District Industries Centres or Khadi & Village Industries Commission or Khadi & Village Industries Board or Coir Board or National Small Industries Corporation (NSIC) or Directorate of Handicrafts & Handloom or any other body specified by Ministry of Micro, Small & Medium Enterprise, have been considered by the BSNL (Corporate Office) and it has been decided that these units shall be allowed the following concessions.

1.2.1.2 Supply of Tender Documents

The tender documents shall be issued to MSE bidders free of cost provided the tendered item is listed in the Registration Certificate of MSE.

1.2.1.3 Exemption from payment of Bid Security deposit / Earnest Money Deposit

The MSE units registered with bodies as detailed in para 1.2.1.1 above shall be given exemption from payment of Bid Security deposit provided the tendered item is listed in the Registration Certificate of MSE.

- 1.2.1.4 A proof regarding current registration with bodies as detailed in para 1.2.1.1 above for the tendered items will have to be attached along with the bid.

- 1.2.1.5 The enlistment certificate issued by bodies as detailed in para 1.2.1.1. should be current & valid on the date of opening of bid.

1.3 No relative certificate:

The bidder should give a certificate as per section IX Annexure V that none of their near relative, related in the manner as father, mother, son, daughter-in-law, daughters, sons-in-law, brothers, brother's wife, sisters and sisters' husbands is working in BSNL. In case of proprietorship firm, certificate is to be given by the proprietor. In case of partnership firm, certificate is to be given by all the partners. Bids submitted without these documents will not be considered.

The General Manager, (HR & Admin), Chennai Telephones *reserves the right to accept or reject any tender without assigning any reason thereto.*

1.4 Right to Accept or Reject:

BSNL shall not be bound to accept the lowest or any tender and reserves to itself the right to accept or reject any bid or to accept whole or a portion of tender, as it may deem fit, without assigning any reason thereof and without incurring any liability to the affected bidder(s) for the action of BSNL.

1.5 Bid Forms (Two Bid Format).

1.5 The tender submitted physically shall contain

- 1) EMD- Bid Security by Demand draft or PBG in original
- 2) DD against payment of Tender fee
- 3) All relevant documents showing fulfillment of eligibility criteria stated in clause 1 of Sec I & clause 1 of Sec II .
- 4) Complete tender document duly signed at the end of each page for having read it & accepted it.

and this should be superscripted "Tender for House Keeping Services at RTTC, Maraimalainagar-2018" and to be sealed. No indication of the Prices *shall* be made in the Technical Bid.

1.6 The tender has to be dropped in the tender box available in the O/o Regional Telecom Training Centre, Periyar Salai, SIDCO Industrial Estate, Maraimalai Nagar –603 209. before due date and time of opening Tender.

1.7 The purchaser (BSNL) shall open bids online in the presence of the authorized representatives of bidders on line who chose to attend at time & date specified in Clause 1&7 of Section-I .

In single stage bidding & two envelopes system, the bids will be opened in 2 stages i.e the techno-commercial bid shall be opened on the date of tender opening given in Section-I (NIT). The financial bid will not be opened on the date of opening of Techno-commercial bids .

Thereafter the CET will evaluate Techno-commercial bids. Financial bid of the technically & commercially eligible bidders will be opened at a later date by BSNL, Chennai Telephones in front of techno commercially eligible bidders/authorized representatives by sending them a notice.

Financial Bid of the selected bidders whose technical bid is accepted only will be opened.

1.7.1 Techno Commercial envelope shall contain

- 1) EMD (Bid Security).
- 2) Cost of the tender documents i.e. tender fee
- 3) Certificate showing fulfillment of eligibility criteria stated in clause 1 of Sec II & clause 1 of Sec I.
- 4) Bidder's Questionnaire duly filled & signed.
- 5) No relative certificate duly filled and signed.
- 6) Documents stated in clause 1.2.1 under Sec-II.

1.7.2 Financial Envelope should contain

- 1) Electronic form- Financial bid along with price schedule (Sec V) with

all relevant bid annexures (On E-Platform since tender is invited through e-tendering process)

For Broad guidelines on e-tendering kindly follow the instructions available in APPENDIX E-Tendering Instructions to Bidders.

2. Submission of Tenders: The Tender shall be submitted Offline as per Annexure I. The bid must be submitted in sealed cover superscribed as under. The intending tenderers may visit the office premises of Principal, Regional Telecom Training Centre, Maraimalai Nagar 603 209 to ascertain the quantum of housekeeping activity.

Tender for House Keeping Services at RTTC, Maraimalainagar-2018.

To
D.E. RTTC, BSNL
Periyar Salai,
SIDCO Industrial Estate
Maraimalai Nagar - 603 209

From
(Name & Address of the Tenderer)

- 2.3 The Tender document shall be signed in ink on each page by the Tenderer.
- 2.4 The above sealed cover shall be sent by Registered Post or deposited in the Tender Box available in the chamber of Principal , Regional Telecom Training Centre, Periyar Salai, SIDCO Industrial Estate, Maraimalai Nagar 603 209 so as to reach him on or before 11.00 hours on 05.02.2018. In respect of bids sent by post, BSNL shall not be responsible for any postal delay. The bids received after the prescribed date and time will be summarily rejected.

3. SUBMISSION OF BIDS

- a. Last Date/ Time of submission of Bid Online: Up to the time and date mentioned at Clause 1 of Section-I (NIT).
- b. Last Date/Time of Submission of documents in hardcopy: Up to the time and date mentioned at Clause 1 of section-I (NIT) for submission of bids online.
- ii. The bidder shall submit his bid, online, complying all eligibility conditions, other terms and conditions of tender document to be read along with the clarifications and amendments issued in this respect. All the documents must be authenticated using Digital Signature by the authorized person. The letter of authorization shall be indicated by written power-of-attorney accompanying

the bid.

- iii. The bid shall contain no inter lineation, erasures or overwriting except as necessary to correct errors made by the bidder in which case such corrected documents or revisions shall be authenticated by the person signing the bid using digital signature. All pages of the original bid, except for un-amended printed literatures, shall be digitally signed by the person or persons signing the bid.
- 3.1 RTTC-MM NAGAR may, at its discretion, extend this deadline for the submission of bids by amending the Bid Documents. All rights and obligations of the RTTC-MMNAGAR and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
- 3.2 One bidder can submit only one bid. If more than one bid are submitted by a bidder , all the bids of the said bidder shall be disqualified.
- 3.3 The bidder shall submit for all items as indicated in the schedule of requirement in Section V of the bid documents.
- 3.4 In case of the bidder being a firm, Power of Attorney should be executed by all the partner(s) in favour of the said attorney.
- 3.5 All the pages of the Tender Document should be signed by the tenderer agreeing to all terms and conditions of the Tender.
- 3.6 Bidders to note that scanned copy of all the relevant documents are required to be uploaded on the ETS Portal and original documents attested/authorized are to be dropped in the Tender box available in the,O/o Principal RTTC Periyar Salai,SIDCO Industrial Estate , Maraimalainagar ,offline in a sealed cover.
- 3.7 Any correction or overwriting in Technical Bid / Financial Bid should be attested by the tenderer by putting his full signature with date.

4. LATE BIDS

- 4.1 No bid shall be accepted online by E-tender Portal after the specified deadline for submission of bids prescribed by the purchaser
- 4.2 Any bid received by the RTTC-MM NAGAR offline after the deadline for submission of bids prescribed by the RTTC-MMNAGAR pursuant to Para 3, shall be rejected and returned unopened to the bidder.

5. MODIFICATION AND WITHDRAWAL OF BIDS

- 5.1 The bidder may modify or withdraw his bid after submission, provided that the written notice of the modification or withdrawal is received by the RTTC-MM NAGAR prior to the deadline prescribed for submission of bids.

- 5.2 The bidder's modification or withdrawal notice shall be prepared, sealed, marked and despatched as required in the case of bid submission in accordance with the provision of Para 2. A withdrawal notice may also be faxed but followed by a signed confirmation copy, post marked not later than the deadline for submission of bids.

6. BID OPENING AND EVALUATION

- 6.1 Online opening of Tender Bids:
Tenders will be opened at the time and date mentioned at Clause 1 of section-I (NIT) for opening of Technical bids.

- 6.2 Place of opening of Tender bids:
BSNL has adopted e-tendering process which offers a unique facility for 'Public Online Tender Opening Event (TOE)'. BSNL's Tender Opening Officers as well as authorized representatives of bidders can attend the Public Online Tender Opening Event (TOE) from the comfort of their offices.

At the time of opening the bids, initially offline submitted envelopes of all bidders will be opened. The Electronic envelope consisting of Commercial, Technical bid of only those bidders will be opened who would have submitted required documents as offline submissions as per clause 1.2 of Section-II in a sealed envelope bearing tender number, name of item)".

- 6.3 However, if required, authorized representatives of bidders can attend the TOE at the O/o Principal, RTTC ,Periyar Salai, SIDCO Industrial Estate, Maraimalainagar where BSNL's Tender Opening Officers would conduct Public Online Tender Opening Event (TOE).

- 6.4 The bidder shall furnish a declaration under his digital signature that no addition / deletion / corrections have been made in the downloaded tender document being submitted and it is identical to the tender document appearing on E-tender Portal (<https://www.tenderwizard.com/BSNL>).

- 6.5 In case of any correction/ addition/ alteration/ omission in the tender document, the tender bid shall be treated as non-responsive and shall be rejected summarily.

- 6.5.1 For further instructions regarding submission of bids online the bidder shall visit the homepage of the portal (<https://www.tenderwizard.com/BSNL>)

- 6.5.2 All computer generated documents should be duly attested/ signed by the bidder/vendor organization.

- 6.5.3 Type of tender: Single Stage bidding- There are two stage opening using two electronic Envelopes followed by e-Reverse auction if required.
After scrutiny and evaluation of the Technical Bids, the BSNL will shortlist those who are eligible and the date of opening of Financial Bid will be intimated later on. The financial bid will be opened only in those cases that

fulfill the eligibility conditions and furnish all documents as given in the Technical Bid.

6.6 The nominated officers of the RTTC-MM NAGAR shall open bids in the presence of the bidders or their authorized representatives who choose to attend at 11.30 hrs. on due date 05.02.2018 at RTTC , Maraimalainagar-603209. The bidder's representatives who are present shall sign an attendance register. Authority letter from the company to this effect shall be submitted by the bidder before they are allowed to participate in the bid opening.

6.6.1 Only one authorized representative for any bidder shall be permitted to attend the bid opening.

6.7 If the date fixed for opening of the bid is, if declared as Holiday by the Government of India, the revised schedule date of opening will be notified. However, in the absence of such notification the bids will be opened on the next working day, but time and venue will remain unaltered.

7. CLARIFICATION OF BIDS

To assist in the examination, evaluation and comparison of bids, the RTTC-MM NAGAR may, at its discretion ask the bidder for the clarification of his bid. The request for clarification and the response shall be in writing. However, no post bid clarification at the initiative of the bidder, shall be entertained.

8. PRELIMINARY EVALUTION

8.1 RTTC-MM NAGAR shall evaluate the bids to determine whether they are complete, whether required securities have been furnished, whether the documents have been properly signed and whether the bids are generally in order.

8.2 Arithmetical errors shall be rectified on the following basis. If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price shall be corrected by the RTTC-MM NAGAR. If there is a discrepancy between words and figures, the amount in words shall prevail. **If the bidder does not accept the correction of the errors, his bid shall be rejected.**

8.3 Prior to the detailed evaluation, pursuant to para 9, the RTTC-MM NAGAR will determine the substantial responsiveness of each bid to the Bid Documents. For this purpose, a substantially responsive bid is one which conforms, to all the terms and conditions of the Bid Documents as stated in 1.6 and enclosed with valid EMD amount. The RTTC-MM NAGAR's determination of bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.

8.4 A bid determined as substantially non-responsive will be rejected by the RTTC-MM NAGAR and shall not subsequent to the bid opening be made responsive by the bidder by correction of the non-conformity. Such post-bid corrections by the bidder will not be permitted.

- 8.5 Any attempt at influencing the evaluation of the Tender will cause the Tender to be excluded from consideration.

9. EVALUATION AND COMPARISON OF SUBSTANTIALLY RESPONSIVE BIDS

- 9.1** The evaluation and comparison of responsive bids shall be on the basis of the rate quoted for housekeeping service per month excluding GST. The tenderer who has quoted lowest rates will be L-1

10. Clarification of Bid documents:

The RTTC-MMNAGAR shall respond in writing to any request for the Clarification of the Bid document prior to the date of opening of the Tenders.

11 Bid price:

The bidder shall quote the amount for housekeeping services inclusive of all needs as per the Terms & Conditions in Section II, Section III and Section VIII-Annexures IV A, B & C for a month excluding Service Tax. These rates will be used as indicative rate when additional work is to be done as and when need arises. The price quoted by the bidder shall remain fixed during the entire period of contract and shall not be subject to the variation on any account except the revision of minimum wages . The contractor has to pay the difference fixed and then claim from BSNL .

12 Period of Validity of Bids:

Bid shall remain valid for 150 days from the date of opening of bids prescribed by the RTTC-MM NAGAR. A bid valid for a shorter period shall be rejected by the RTTC-MM NAGAR being non responsive.

13 Earnest Money Deposit: (It does not carry any interest)

A sum of **Rs 25,450/- (Rupees Twenty Five thousand four hundred and fifty only)** in the form of Demand Draft drawn in favour of BSNL , Chennai Telephones and payable at Chennai should be enclosed along with the tender towards the Earnest Money Deposit. The Earnest Money Deposit shall be forfeited in case the Tenderer does not abide by his offer. The tenders received without Earnest Money Deposit shall be rejected. The details of the Earnest Money Deposit should be furnished in the form available at Section-XII, Annexure-VII.

- 13.1 EMD can also be furnished in the form of Bank Guarantee from a scheduled bank drawn in favour of the General Manager(HR&Admin)/CGM, Bharat Sanchar Nigam Limited, Chennai Telephones, Chennai-10 which should be valid for 180 days (i.e. one month above the offer validity period subject to maximum of 210 days) from the tender opening date. The form at Section XII Annexure VII for EMD is to be used for this purpose.

- 13,2 The MSE units shall be exempted from submission of Bid Security deposit on production of requisite proof in respect of valid certification from MSME for the

tendered item.

- 13.3 In case of unsuccessful tenderers, the Earnest Money Deposit will be refunded within a month of the finalisation of the tenders and on submission of Advance Stamped Pre-Receipt at Section VII Annexure-III and Vendor Master creation form at APPENDIX-II. The Earnest Money Deposit of the successful bidder will be adjusted against the Security Deposit or refunded as per the option exercised by the bidder. EMD of successful bidder will also be liable for forfeiture if the bidder has not paid the Security Deposit within 14 days from the date of issue of Letter of Intent.

14 Tender document fee:

The Tender document can be downloaded from web site www.chennai.bsnl.co.in. The downloaded tender document should be enclosed with DD for Rs.590 /- (Rupees Five hundred and ninety Only) drawn on any national bank in favour of Accounts Officer BSNL, Chennai Telephones, payable at Chennai towards the cost of Tender form.

15 Security Deposit:

The successful tenderer shall be required to submit a Security Deposit in the form of Bank Guarantee, or DD in favour of BSNL ,Chennai Telephones for an amount equivalent to 10% of the annual agreed amount, which is valid for 18 months from the date of the contract. The Security Deposit shall not carry any interest. The Security Deposit shall be forfeited in case the tenderer fails to discharge his duties and the contract is terminated pre-maturely. The Security Deposit shall be refunded after the expiry of the contract period. The Security Deposit should be paid within 14 days from the date of issue of letter of Intent.

- 15.2. However, in no case the validity period of the PBG should be less than the period by which all the contractual obligations of the bidders in the respective tenders are likely to be fulfilled.
- 15.3. BSNL may ask for extension(s) of the validity period till the time all contractual obligations have been satisfactorily performed by the supplier.

15.4 Extension of Bank Guarantee

If extension of the Bank Guarantee is required then the contractor should be intimated at least two months before the expiry date for furnishing the extension well in time. If extension is not received 15 days before the expiry of the Bank Guarantee, then a formal letter should be issued to the bank asking for revocation unless the Bank Guarantee is extended as per BSNL requirements. If the Bank Guarantee is not extended then it should be encashed. It should be ensured that the Bank Guarantee is not allowed to expire in any circumstances.

15.5 Format of Performance Security (PBG)

Performance Bank Guarantee is to be provided in the form as per Section-XII of this tender

15.6 Verification of the Bank Guarantees

Bank Guarantees submitted by the bidders as Performance security or additional bank guarantee must be immediately verified from the issuing Bank before acceptance

15.7 It may be noted that there will be exemption for MSE from production of submission of PBG/Security Deposit.

16 Date of submission of tender: On or before 11.00 hours of 05.02.2018

17 **Date of Opening of tender :: At 11:30 hours on 05.02 .2018**

18 Venue: Chamber of Principal, Regional Telecom Training Centre, Periyar Salai, SIDCO Industrial Estate, Maraimalai Nagar- 603209..

19 AGREEMENT:

The successful tenderer, after depositing the required Security Deposit will have to enter into an agreement with BSNL for execution of the tender work in non-judicial stamp paper of Rs.100/- (Rupees One Hundred only)

20 SETTLEMENT OF BILLS:

20.1 The Contractor will send six labourers and one supervisor for house- keeping work. The contractor should pay the laboureres as per details in Annexure-II of Sec V by ECS/NEFT and a copy of bank pass book of the labourers shall be enclosed along with each bill. The designated officer (Principal) shall nominate the floor incharge and the nominated officer shall monitor the cleaning works & sign the document in the following format and SDE(Bldg) shall monitor the reports by the notice of the Designated officer.

Date	Floor Number & In-charge	Report on all rooms, verandah including bath & toilet cleaned	Signature of the officer	Remarks

20.2 The contractor shall submit his bill/bills on monthly basis by the 15th of each succeeding calendar month to the officer incharge.

20.3 Payment will be made through NEFT after due verification and payment approval by competent authority for which **Bank details (A/c No., Name of the Bank, Branch Name and MICR Code) should be furnished**

20.4 The paying authority :: DGM (CA) , CSC ,BSNL , Chennai Telephones.

20.5 Along with the bill, the following information should be furnished: Each bill of the contractor must accompany the

i) list showing the details of labourers/employees engaged,

- ii) duration of their engagement and the corresponding minimum wages as fixed by minimum wages act.
- iii) the amount of wages paid to such labourers/employees for the duration in question,
- iv) amount of the EPF contributions (both employer's & employees' contribution) for the duration of engagement in question, paid to the EPF authorities.
- v) A copy of the Electronic chalan cum Return (ECR) filed online with EPF authority for the respective month should also be attached with the concerned month's bill .
- vi) a declaration from the contractors regarding compliance of the conditions of the EPF Act, 1952.
- vii) The monthly contribution payment details taken from ESI website for the concerned month should also be enclosed.
- viii) Certificate by the bill passing authority that they have verified the payment of EPF & ESI monthly contribution of the labourers engaged by the contractors and Service Tax payment to the excise department.
- ix) if not ESI the insurance covered taken as per the workmen compensation act should be produced along with the bill.
- x) A copy of the Electronic chalan cum Return (ECR) filed online with ESI authority for the respective month should also be attached with the concerned months bill , Showing the names of individual employees .

20.6 Penalties, as per Para no. 27 of Section –IV , commercial conditions of agreement leviable from the successful tenderer will be adjusted in the bill. The bill shall be paid subject to all statutory deductions as contemplated and applicable from time to time.

21. LIABILITY :

21.1 Neither the tenderer nor the tenderee shall be liable for any delay, defaulter failure due to reasons either beyond their control or by act of force majeure

21.2 If by reason of any accident or failure or any other event occurring to or in connection with work or any part thereof shall in the opinion of the Authority concerned or his representative be urgently necessary and the tenderer is unwilling or unable to do the work and if the work so done by BSNL is work which in the opinion of the Authority concerned, the tenderer was liable to to at his own expense under the tender, all cost and charges properly incurred by BSNL in so doing shall on demand be paid by the tenderer to BSNL or may be deducted from any monies due or which may become due to the tenderer, provided always that the Competent Authority or his representative shall as soon after the occurrence of any such emergency as may be reasonably practicable, notify the tenderer thereof in writing.

22. FORCE MAJEURE :

22.1 If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reason of any war, or hostility, acts of the public enemy, civil commotion sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of

God (Herein after referred to as an event) provided notice of happenings, of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such an event comes to an end or ceases to exist, and the decision of the RTTC-MM Nagar as to whether the deliveries have been so resumed or not shall be final and conclusive. Further that if the performance, in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days either party may, at their option terminate the contract.

22.2 Provided also that if the contract is terminated under this clause, the RTTC-MM Nagar shall be at liberty to take over from the contractor at a price to be fixed by the RTTC-MM Nagar, which shall be final, all unused, undamaged and acceptable materials, bought out components and stores in the course of manufacture which may be in possession of the contractor at the time of such termination of such portions thereof as the RTTC-MM Nagar may deem fit except such materials, bought out components and stores as the contracts may with the concurrence of the RTTC-MM Nagar elect to retain.

23. Termination of Contract

23.1 In case of any specific default by the Service Provider and under any of the terms & conditions (whether General or Special—Clause 9 of Section III), BSNL may without prejudice to any other right/remedy which shall have accrued or shall accrue thereafter, terminate the contract, in whole or in part, by giving 2 clear working days notice in writing to the Service Provider.

23.2 All instructions, notices and communications etc. under the contract given in writing and if sent to the last known place of business, shall be deemed to be served on the date, even in ordinary course of post, these would have been delivered to the Service Provider.

23.3 Notwithstanding anything contained herein, BSNL also reserves the right to terminate the contract at any time or stage during the period of contract, by giving two days notice in writing without assigning any reason and without incurring any financial liability whatsoever to the Service Provider

23.4. GM(HR & Admn) , Chennai Telephones, reserves the right to disqualify such bidders who have a record of "not meeting" the contractual obligation against earlier contracts entered into with RTTC-MM Nagar.

24. Termination for insolvency

The BSNL may at any time terminate the Contract by giving written notice to the contractor without compensation to the contractor. If the contractor becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or affect any right of action

or remedy which has accrued or will accrue thereafter to the BSNL.

25. Insurance

The Insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948 shall be taken by the Service Provider. The Service Provider shall arrange necessary insurance cover for any persons deployed by him even for short duration. BSNL shall not entertain any claim arising out of mishap, if any, that may take place. In the event of any liability/claim falling on BSNL, the same shall be reimbursed /indemnified by the Service Provider.

SECTION-III

TERMS AND CONDITIONS OF THE AGREEMENT

1. Definition of terms frequently used in this document:

Authority: Principal, Regional Telecom Training Centre, Maraimalainagar-603209 or any other officer authorised by the said officer for this purpose shall be referred to as Authority.

Buildings and Compound means: Entire premises of office & hostel complex of the Regional Telecom Training Centre, Periyar Salai, SIDCO Industrial Estate, Maraimalainagar - 603209.

2. The specifications for cleaning and sanitation works are detailed in Section VIII Annexure-IV (A), General Instructions.
3. The list of cleaning and sanitation activities along with their frequencies is specified in Section VIII Annexure-IV (B), Schedule of cleaning activities.
4. The list of other General items / terms / definitions which form part of this tender is given in Section VIII Annexure-IV (C)
5. **Agency:** Means the successful bidder.

6. OBLIGATIONS OF THE AGENCY:

1. The Agency shall strictly comply with all rules / regulations etc. as per law in force including but not limited to Contractor Labour (Regulation & Abolition) Act, Shops and Establishments Act, Employees Provident Fund Act, ESI Act, Minimum Wages Act and Payment of Wages Act etc. as applicable during the currency of the contract in respect of any employee or workmen employed or engaged by the Agency.

2. The Agency will have to insure all his personnel under the Workmen Compensation Act at places which are not covered under ESIC and a copy of all risk insurance policy shall have to be furnished to the Authority.

3. The Agency shall maintain all the documents necessary to satisfy the provisions of the various labour acts such as age, sex, educational qualifications, addresses of all the workmen engaged, PF payments made, ESI payments etc.

4. If any conditions mentioned above are not complied with by the Agency, payments arising out of the contract shall be withheld.

5. The Agency shall be held responsible for any damages / losses to the properties of BSNL, Chennai Telephones under the jurisdiction of the Authority due to the negligence of workers engaged by the Agency and shall compensate to the Authority adequately against such losses which will be assessed and determined by the Authority and the same will be recovered from the bills/SD.

6. While submitting the monthly bills to the Authority, the Agency shall also render documentary evidence with an undertaking of the deposits of Provident Fund / ESI contributions made by the Agency in respect of the workforce under consideration for payment of wages, failing which the payment of the bill by the Authority will be withheld until such compliance. The Agency shall duly comply with all Acts, Laws including Contract Labour (Regulation and Abolition) Act, 1970 or other statutory rules, regulations, bye-laws as applicable or which might be applicable from time to time.

7. In case, while on duty in the building and compound under the agreement, if any of the Agency's workforce meets with any injury / indisposition due to accident or other natural calamities, the Agency shall ensure that immediate and adequate medical aid viz., first-aid and subsequent treatment facilities are provided to the workers concerned free of cost and without fail. In addition, the Agency shall also be liable for meeting with statutory liabilities under the ESI / PF or the Workmen's Compensation Act.

8. The Agency shall indemnify and compensate the Authority, if the Authority as principal employer under the Contract Labour (Regulation & Abolition) Act, 1970 becomes liable to assume any liability towards the workforce engaged by the Agency. In any such eventuality, the provisions relating to recovery as provided in the relevant clauses of the act shall be applicable in toto.

9. The Authority will have the privity of contract with the Agency only and will give instructions to him and will have nothing to do or be connected with the conditions of employment of the workers working for the Agency. The workers engaged by the Agency shall not have any claim against the Authority for regularization, etc. and their engagement shall stand terminated as soon as the work for which the contract is signed and agreed comes to an end or the contract is rescinded or cancelled or terminated under any other clause of the contract or by operation of any law.

10. The Agency should comply with and fulfill the provisions of EPF & Misc. Provisions Act, 1952 and Employees Provident Fund Scheme, 1952 in respect of workers / employees engaged by the Agency performing the house keeping works in the jurisdiction of the Authority.

11. The workers employed by the Agency shall be polite, well-behaved and respectable to the Officers and employees under the jurisdiction of the Authority and give no cause of grievance to the inmates.

12. The workers will be bound by all instructions issued by RTTC Authority concerning general discipline and behaviour.

13. The Agency should ensure that the workers do not bring equipments or gadgets for playing music, cards, etc., and that the workers do not handle equipments in the campus like TV, A/C machines etc.

14. The workers employed by the Agency shall have good character and record. They should also be free from communicable diseases.

15.The Agency shall provide proper uniform to their staff and the staff should always be in neat and clean uniform while on duty.

16.The workmen should be so arranged that some people are always made available for cleaning during lunch hours & till the closing time of office.

17.The workmen should be assigned specific duties and the designated officer will check the attendance.

18.The contractor should ensure that no member of the personnel or employees shall get himself / herself involved in any trade union activities in the office of Principal, RTTC, BSNL or otherwise.

19.The contractor should visit the offices regularly so as to ensure effective cleaning and maintenance of offices in all respects.

20. If the performance of a House Keeping activity is found unsatisfactory, the Agency is liable to pay penalty as mentioned in the penalty clause vide para 27 of Section - IV.

21. The Agency shall employ sufficient number of persons so as to complete House Keeping work as per the Schedule of Cleaning Activities vide item-B under Section – VIII, Annexure - IV. In actual practice, if it is found that persons are not sufficient for the work in the view of designated officer of BSNL, the contractor must be able to employ more men.

22. The necessity for additional House Keeping work may arise during the agreement period, as and when additional buildings / additional functions come up for daily cleaning/cleaning once in ten days in the jurisdiction of the Authority in future. The approved Agency is bound to meet the additional job / work entrusted by the Authority at the rates mutually agreed upon. At present VI & VII floors of administrative block require cleaning once in ten days.

23. However, the actual requirement may vary from time to time according to the administrative needs, for which separate instructions will be issued from time to time.

24. The Agency shall under no circumstances sublet the work.

25. In order to ensure efficient House Keeping, as per the above clause, the Agency is required to deploy a supervisor to oversee the work.

26. The schedule of timing of house keeping works to be carried out on daily basis for all working days of the month excluding holidays and Sundays is indicated in the Schedule of Cleaning Activities vide item-B under Section – VIII, Annexure-IV.

27.The Agency should ensure that ladies are not assigned work in the campus between 1730 Hrs and 0730 Hrs and that they are not present in the campus between 1730 Hrs and 0730 Hrs.

SECTION-IV

COMMERCIAL CONDITIONS of the AGREEMENT:

1. The agreement shall be in force for a period of one year and extendable as per the requirement under the same terms and conditions for three more months .
2. The agreement can be terminated by the Authority by giving a notice of one month without assigning any reason.
3. The Authority reserves the right to terminate the agreement at any point of time in case of unsatisfactory performance by the Agency. In this regard, the decision of the Authority shall be final and binding on the Agency.
4. In the event of the Authority terminating the agreement in whole or in part pursuant to the above para, the Authority may procure, upon such terms and in such manner as it deems appropriate, services similar to those prescribed and the Agency shall be liable to the Authority for any excess cost for such similar services. However, the Agency shall continue the performance of the agreement to the extent not terminated.
5. The Authority reserves the right to accept the tender for the entire job or for a part of the job.
6. BSNL will have the right to increase or decrease the quantity of Services specified in the schedule of cleaning activity without any change in the Price per square meter approved.
7. The Authority will not reimburse any charges or compensate for the loss of the material or the injuries suffered by the housekeeping workers engaged by the Agency during the period of agreement.
8. The Agency shall be responsible for the loss of any items and compensate in full the loss sustained by the Authority on account of damage of material during discharge of House Keeping activities under the jurisdiction of the Authority .
9. The Agency shall make arrangements for the cleanliness of all the area as specified by the Authority on all the weekdays excluding holidays and Sundays during the timings mentioned in the Schedule of Cleaning Activities vide item-B under Annexure-IV of Section - VIII. Special cleaning work can be executed on Sundays and holidays. The Agency shall ensure that the cleanliness is maintained all the time at all the places as specified by the Authority.
10. The Agency shall maintain the appropriate and relevant registers as specified by the Authority as per prescribed laws.
11. The Authority reserves the right to change the frequency and timings of cleaning activity for all the areas/ any area depending upon the administrative needs. The Authority also reserves the right to add or delete any activity along with their frequency and timings without any extra payment.
12. The responsibility for the safety of workers engaged by the Agency under the jurisdiction of the Authority shall be entirely of the Agency only.

13. In case of any injury and/ or death to any of the workers engaged by the Agency at work under the jurisdiction of the Authority, the Agency is wholly responsible for the welfare of the worker / or deceased. The Authority or BSNL organization are in no way responsible for the act and shall not pay any compensation to the worker for any injury or to any member of the family of the deceased worker.
14. The instructions in respect of general discipline, behavior and cleanliness issued by the Authority shall be final and binding on the House Keeping workers employed.
15. Proper identity cards in a format prescribed by the Authority are to be issued by the Agency.
16. The Agency shall arrange to carry out the cleaning and sanitation works, keeping the following points in mind.
 - a) The cleaned area should become totally dust-free and spotless, presenting a sparkling look.
 - b) No bad odour should emanate from any part of the area.
 - c) The cleaning should not spoil the natural shine and look of the furniture and other materials.
 - d) The House Keeping activities should not cause any disturbance to the activities of the offices.
 - e) The garbage should be neatly picked up and properly disposed in the dustbins provided by the Civic Body or at any other place/ places specified by the Authority.
17. The Agency shall submit bills on monthly basis as per agreed rates. The Agency shall deploy only those persons whose antecedents have been verified by the Police.
18. The Authority shall not be liable to provide any residential accommodation or transport to the House Keeping Staff / Supervisors / Manager. No cooking or lodging shall be allowed inside the office premises.
19. The Authority reserves the right to change the place of any House keeping activity. The Authority has also the right to check all the items enumerated at Sl. No.16 above. The Agency shall arrange to redo these items to the satisfaction of the Authority as and when necessitated.
20. The Agency shall not be permitted to transfer its rights and obligations under this agreement to any other person or organisation.
21. The Agency is bound by the details and documents furnished by it to the Authority. In case, any of the details or documents furnished by it are found to be false at any stage, the Authority shall have the right to proceed against the Agency under the process of law. The Agency shall not impose any other conditions during the period of agreement.
22. In case of breach of any of the terms of the agreement, the Agency is liable to forfeit the Security Deposit amount to the Authority. Any sum of money due or payable to the Agency including the security deposit refundable to it under the agreement can be appropriated by the Authority.

23. Any other provisions as advised by the BSNL, New Delhi shall be incorporated in the agreement. The same shall also be binding on the Agency.
24. The quantum of House Keeping work / job required to be executed has been indicated in Item – A, General Instructions, under Annexure- IV under Section – VIII and the Agency shall be obliged to carryout all the activities as per Item – B, Schedule of cleaning activities, under Annexure- IV under Section - VIII.
25. Any payment of taxes and other statutory duties / levies that arise during this agreement period by the Agency shall be the responsibility of the Agency. The Authority bears no responsibility in this regard.
26. The Agency shall bear all the expenses on the provision of jhadu, brooms, brushes/vacuum cleaner, buckets, mopping cloth, fine cloth, gardening tools for removal of unwanted vegetation etc. The minimum quantity of materials to be supplied for cleaning is enclosed in Section V-Annexure –II A of the tender document. The quality of these items should be acceptable to the Authority. All consumable chemicals such as Harpic, Finit, detergents, soap, naphthalene balls, odonil etc. shall also be supplied by the Agency only.
27. **Penalty Clause:** In case the Agency fails to comply with any terms and conditions of the agreement with regard to the quality of work and materials supplied / used, etc, which shall be reviewed on daily basis, a **penalty at the rate of 2.5% of the monthly bill amount, depending on the extent of failure shall be levied for each day of failure subject to a maximum of 50% of monthly bill amount.**
- Non-performance / cleaning not up to the satisfaction of the Authority / slipping from the frequency of cleaning as per the schedule shall constitute a failure. The extent of penalty is decided by the Authority and binding on the Agency.

28.Arbitration:

In the event of any question, dispute or difference arising under this agreement or in connection with the matter the decision of which is specifically provided under this agreement, the same shall be referred to the sole arbitration of the Principal, Regional Telecom Training Centre, Maraimalainagar-603209 or in case his designation is changed or his office is abolished then in such case to the sole arbitration of the officer for the time being entrusted with the responsibility in addition to the functions of the Principal, Regional Telecom Training Centre, BSNL, Chennai Telephones.

There shall be no objection to any such appointment that the arbitrator is a BSNL Servant or that he has to deal with the matter to which the agreement relates or that in the course of his duties as BSNL Servant he has expressed views on all or any of the matter under dispute. The award of the arbitrator shall be final and binding on the parties. In the event of such arbitrator to whom the matter is originally referred, being transferred or vacating his office or being unable to act for any reasons whatsoever, the Chief General Manager, BSNL, Chennai Telephones or the said officer shall appoint another person to act as arbitrator in accordance with the terms of the agreement and the person so appointed shall be entitled to proceed from the stage at which it was left out by his predecessors.

29.SET OFF:

Any sum of money due and payable to the Agency (including security deposit refundable to it) under this agreement may be appropriated by the Authority, or any other person or persons agreeing through the BSNL and set off the same against any claim of the Authority or such other person for payment of a sum of money arising out of this agreement or under any other agreement made by the Agency with the Authority or such other person agreeing thro' BSNL

SECTION V**FINANCIAL / PRICE BID****SCHEDULE OF REQUIREMENT**

Office at	Floor area in rooms to be kept clean and neat	Common area in Corridor and Staircase	No of Bath rooms	No of Toilets	No of Urinals	No of wash basins
Building "A"	1194 Sqm	328 Sqm	2	10	9	13
Building "B"	3981 Sqm	1490 Sqm	-	42	24	37
Building "C"	1592 Sqm	248 Sqm	-	-	-	-
Hostel	2025 Sqm	908 Sqm	52	56	13	50
Energy Block	257 Sqm	-	-	-	-	-
Total	9049 Sqm	2974 Sqm	54	108	46	100

At Present VI and VII floors require cleaning once in ten days only

Daily cleaning Area : 9979 sq mts

Once in ten days cleaning area : 1554 sq mts__

Signature of Tenderer

(FINANCIAL BID)

To

The Principal,

.....
.....

Sir,

In Response to your Tender Notice No.....

I/We , having gone through the complete Tender Document , Terms & Conditions Scope of work , Service Requirement at and also after Studying the Basic Standard Rate given in Annexures- I & II

for House Keeping Services ,

I/ We , hereby Offer Our Lowest Quote for the above Division.

- 1. For House Keeping Services--

As Percentage (%) (In Figures),(In Words) above the Basic Standard Rate (Refer Labour commission minimum wage) given in Annexure-I .

- 2. For Cost of Cleaning Materials : As

Rate /Month /Location as

Amount Rs----- (In Figures) , ----- (In Words)

Authorised Signature :

Name :

Address of the Tenderer :

(in BLOCK LETTERS) :

(End of Quotation)

Note:

Bidder who Quoted Lowest Percentage Rate in Sl No-1 above will be Declared successful. Reasonable Rate for Cost of Material will be finalised by comparison on Quoted Rates.

SECTION V(FINANCIAL BID)Annexure- I

Tenderer shall Quote the Percentage of Profit Margin (%) for House keeping Services in Section V (FINANCIAL BID FORM) above the BASIC STANDARD RATE as given below:

Basic Standard Wage Rate Released by Administration (Refer Labour Commission minimum wages)
Dated 01.11.2017

Sl no.	Description	Wages for Housekeeping in Rs. (Un-Skilled)
1	House Keeping Charges for 7 Labourers per month	77,280
2	Material Cost Per Month	12,500
Percentage of Profit Margin (%) for House keeping Services		

For Basic Standard Wage Rate Released by Administration (Refer Labour Commission minimum wages Lr.No. M.92(02)/2017-C1 dated 01.11.2017, and the same is furnished above(Annexure-I)

For arriving the Basic Rate for the month / day / part time and other Details refer Annexure- II.

The percentage quoted will be taken for the finalization of L1 bidder. This percentage will be applied over the existing standard basic rate and the margin amount of the contractor will be arrived and this will be freezed and payable throught the tender period even if there is any variation in the basic labour rate during the contract period.

Signature of the Tenderer with seal

Annexure – II

Detailed break up for BASIC STANDARD WAGE RATE approved by labour commission for Housekeeping(unskilled services)

Sl No	Details	Amount
1	Basic rate per day	350
2	Dearness Allowance	9
3	Minimum wage (Basic +Dearness allowance)	359
4	Wages per year (365-52)of 313 days	112367
5	Wages per month	9364
6	Employer Contribution towards EPF @ 13.15% of minimum wages per month	1231
7	Employer Contribution towards ESI @ 4.75% of minimum wages per month	445
8	Basic standard rate per month (Sl No 5+6+7)/person	11040
9	Basic standard rate per month for 7 persons	77280

The Rates are calculated as per the notification No: M.92(02)/2017-C1 dated 01.11.2017 of Ministry of Labour and Employment, Government of India for sweeping and cleaning. The rates are detailed below for reference .

CATEGORY OF WORKER	Rates of Wages including V.D.A (in Rs) per day								
	'A' Area			'B' Area			'C' Area		
	Basic	DA	Total	Basic	DA	Total	Basic	DA	Total
Unskilled	523	13	536	437	11	448	350	9	359

Note :

1. Refer the Basic Standard Rate – Minimum Wages as fixed by the Ministry of Labour and Employment, New Delhi, Lr.No. M.92(02)/2017-C1 dated 01.11.2017 as modified from time to time per month per service, and the same is furnished in Section V / Annexure-I & II.
2. Bonus of Rs.875/= is payable once in 3 months (i.e., Quarterly @ 8.33% of basic wage up to the ceiling of Rs.3500/= per annum as notional pay for wage as per Bonus act). The contractor has to prefer a separate claim for bonus payable (Based on 90 days attendance including Weekly offs) with GST during the months of January, April, July & October for the preceding 3 months period.
3. GST as applicable from time to time shall be paid by BSNL.
4. Once rate is approved by BSNL, the rate is firm & valid for the entire tender period., Any increase in minimum wages due to the revision of VDA, and proportional increase in EPF/ESI will be reimbursed, as per existing norms.

Signature of the Tenderer with seal

SECTION V - ANNEXURE – II A

List of Consumable materials to be supplied – Monthly requirement.

S.No	Name of the Item	Quantity required per month
1	Scented phenyl oil compound	20 Lit concentrated solution
2	Soap Oil	20 Lit concentrated solution
3	Liquid for hand wash	02 Litres
4	Collins Glass cleaner	02 Litres
5	Bleaching powder	20 Pkts
6	Cleaning powder for wash basin	20 Pkts
7	Napthalene balls	03 Kgs
8	Urinal cakes	100 Nos.
9	Room refreshner – Odonil pockets	30 Nos.
10	Dettol	02 Litres
11	Aerosol Room spray	10 Nos.
12	Harpic cleaner	15 Litres
13	Dettol handwash	04 Nos.
14	Chequered cloth for cleaning	20 Nos.
15	Yellow cloth	20 Nos.
16	Plastic scrubber	20 Nos.
17	Soft broom	25 Nos.
18	Hard broom	15 Nos.
19	Moping stick	18 Nos.
20	Toilet cleaning brush	15 Nos.
21	Cobweb dusting stick(Adjustable Length)	1 No
22	wiper	2 Nos

SECTION VI

ANNEXURE - II

STATEMENT OF COMPLIANCE

To

Principal,
Regional Telecom Training Centre
Periyar Salai
SIDCO Industrial Estate
Maraimalainagar 603209.

Dear Sir/ Madam,

Sub:- Tender for House Keeping of buildings and compound in the office premises of Principal, Regional Telecom Training Centre, Periyar Salai, SIDCO Industrial Estate, Maraimalainagar 603 209 – Regarding.

I have gone through the complete terms and conditions relating to the tender document of the House Keeping of buildings and compound in the office premises of the Principal, Regional Telecom Training Centre, Periyar Salai, SIDCO Industrial Estate, Maraimalainagar –603209 and accept the same. I am herewith enclosing

(i) Bank Draft No. Dated
drawn OnBank for Rs

(Rupees..... only) along with tender

as Earnest Money Deposit and

(ii) Bank Draft No. Dated
..... drawn on
.....Bank for Rs

(Rupees..... only) along with tender

as Tender Document Fee. (or) The receipt issued by AO COBA for receipt of Tender Document fee , vide Receipt No.Dated.

Signature of the Tenderer

Place:

Date:

Name in Block Letters:

Address

SECTION VII

ANNEXURE - III

Advance Stamped Pre-Receipt

Received with thanks from the Accounts Officer, BSNL, Chennai Telephones
the sum of Rs _____ (Rupees _____ only)
towards the refund of EMD paid at the time of submission of tender vide your receipt
no. _____

Signature of the tenderer

Place:
Date :

SECTION VIII
ANNEXURE-IV - A

A. SCOPE OF THE HOUSEKEEPING ACTIVITIES

GENERAL INSTRUCTIONS:

TECHNICAL SPECIFICATION

Main Item of Work.

1. Cleaning of floor area (Staircase,Corridor) including removal of waste, garbage by use of broom/ heavy duty vacuum cleaner, wet mop, with the water mixed with scented phenyl & toilet Cleaning disinfectant in all Toilets,Washbasins, Urinals, Rooms, Corridors/Passage/Terrace /Balconies of the Blocks A,B,C, Energy Block, Hostel Block.
2. Cleaning/dusting of all Furniture kept in the Rooms, Corridors/Passages/Terrace/Balconies of the Blocks A,B,C, Energy Block, Hostel Block & arrangement / rearrangement of furnitures.
3. Collection &Segregation of Garbage as Bio degradable and non-biodegradable, converting biodegradable garbage into bio-fertiliser using vermin-composing, and disposing non-biodegradable garbage in consultation with the local municipality.
4. Cleaning all doors/windows /glass panes in the Toilets, Washbasins, Urinals, Rooms, Corridors/Passage/ Balconies of the Blocks A,B,C, Energy Block, Hostel Block.
5. Removing of cobwebs in the Toilets, Washbasins, Urinals, Rooms, Corridors/Passages/ Terrace/ Balconies of the Blocks A,B,C, Energy Block, Hostel Block.
6. Dusting & cleaning all the electrical fittings in the Toilets, Washbasins, Urinals, Rooms, Corridors/Passages/ Terrace/ Balconies of the Blocks A,B,C, Energy Block, Hostel Block.
7. Sweeping of the entire open concreted Area around Block A,B,C, Hostel & Energy Block .
8. Placement of Available Drinking water in all Classrooms, hostel rooms, office, and other parts of the building as per instructions after suitable washing of the containers with soap.
9. Cleaning of tumblers, plates and other vessels if required by officers and staff of BSNL doing duty inside the Blocks A, B,C and Hostel.
10. Spraying mosquito disinfectant (Fumigation) in the external area surrounding Blocks A,B,C, Hostel & Energy Block.
11. All Washbasins must be provided with liquid soap and paper napkins.
12. Keeping the entire campus free of rodents and taking frequent steps to eliminate pests, cockroaches by use of correct pesticides.
13. Cleaning of main drainage inside the campus for blocks, waste etc.,
14. On receipt of any complaint concerning any activity of the agreement either on telephone or in writing from the Officer-in-charge under the Authority, it should be attended within an hour and an acknowledgement be taken for the satisfactory completion of the work from the complainant and their disposal should be done by the approved Agency by suitably responding immediately.

ANNEXURE-IV- B

B. SCHEDULE OF CLEANING ACTIVITIES IN THE PREMISES OF RTTC, MM NAGAR

FREQUENCY OF WORK INVOLVED.

1) Daily cleaning of floor area including removal of waste, garbage by use of broom/heavy duty vacuum cleaner, wet mop, with the water mixed with scented phenyl and Toilet Cleaning Disinfectant in all Toilets, Washbasins, Urinals, Rooms, Corridors/Passage/Terrace/Balconies of the Blocks A,B,C, Energy Block, Hostel Block. (**All toilets, washrooms, wash basins three times a day.. 9 Hrs, 13.00**

Hrs, 15.00 Hrs) All corridors/passages twice a day.. 9 Hrs., 15 Hrs. All other areas once a day.. 9 Hrs. Time indicated is the time of completion of work.

2) Daily cleaning/dusting of all furniture kept in the Rooms, Corridors/Passage/Terrace/Balconies of the Blocks A,B,C, Energy Block, Hostel Block , once a day by 9.30 Hrs.

3) Collection and segregation of Garbage as Bio degradable and non-biodegradable, converting biodegradable garbage into bio-fertiliser using vermin-composing and disposing non-biodegradable garbage in consultation with the local municipality.

Three times a day.. 9 Hrs, 13.00 Hrs, 15.00 Hrs except in the kitchen where four collections will be there.. 6 am. 10.00 am, 14.30 Hrs, 19.00 Hrs.

4) Cleaning all doors/windows, glass panes in the Toilets, Washbasins, Urinals, Rooms, Corridors/Passage/Balconies of the Blocks A,B,C, Energy Block, Hostel Block. **Once a month on routine, however any unexpected dirt stains noticed must be immediately removed.**

5) Removing of cobwebs in the Toilets, Washbasins, Urinals, Rooms, Corridors/Passage/Terrace/Balconies of the Blocks A,B,C Energy Block, Hostel Block. **Monthly.**

6) Dusting & cleaning all the Electrical Fittings in the Toilets, Wash basins, Urinals, Rooms, Corridors/Passage/Terrace/Balconies of the blocks A, B, C, Energy Block, Hostel Block. **Monthly.**

7) Sweeping of the entire open concreted area around block A, B, C, Energy Block, Hostel Block. Daily twice by 10.00 am and 16.00 Hrs.

8) Placement of available Drinking Water in all Class rooms, hostel rooms, office and other parts of the building as per instruction after suitable washing of the containers with soap. **Daily twice by 9.30 am and 14.00 Hrs.**

9) Cleaning of tumblers, plates and other vessels if required by officers and staff of BSNL doing duty inside the Blocks A,B,C. Daily to be done along with 8 above.

10) Spraying mosquito disinfectant in the external area surrounding Blocks A,B,C, Hostel and Energy Block. **Daily in the evening before onset of darkness.**

11) All washbasins must be provided with liquid soap and paper napkins. **Daily twice checking for availability and replenishment to be done.**

12) Keeping the entire campus free of rodents and taking frequent steps to eliminate pests, cockroaches by use of correct pesticides. **Spraying of pesticides for removing cockroaches to be done on a weekly basis in all toilets, canteen and Kitchen drain area. Frequent procedures for removal and disposal of other rodents like rats are the responsibility of agency.**

13) Cleaning of main drainage inside the campus for blocks, waste etc once in a month and whenever block occurs.

14) The timing and frequency for cleaning and sanitation work given in the schedule is tentative and can be changed as per administrative needs by the Authority

ANNEXURE-IV - C**C OTHER GENERAL ITEMS/TERMS/DEFINITIONS WHICH FORM PART OF THIS TENDER.**

- a. The office of RTTC at present works for six days in a week with second Saturday and Sundays as holidays. Special cleaning work can be executed on Sundays and holidays.
- b. The contractor should be able to carryout any special cleaning needed in the opinion of the PRINCIPAL, RTTC or by his nominated officer during any time of the office hours.
- c. The contractor shall provide list of names and addresses of persons deployed for each location together with I.D. Card to the persons engaged by him/her. The labourers without I.D. Cards issued by the contractor will not be allowed to enter the premises.
- d. "Month" means a calendar month and "Service" means all services as mentioned in the Annexures.
- e. For the purpose of this tender the term Work Order shall mean award of work to the Successful Bidder.
- f. The term tenderer shall mean the Company and/ or its authorized representative quoting the bid. The Term Successful Tenderer shall mean the Tenderer who is awarded the Work Order.
- g. The word Tenderee/Principal RTTC/BSNL- Chennai Telephones, shall for the purposes of application of any clause in this Tender mean one and the same.
- h. The Tender document along with all pages must be submitted in original and no Xerox copy will be accepted.
- i. There must not be any corrections in the price quote schedule of the document. However if any correction is found, the same is to be signed by the authorized signatory. In case of discrepancy between amount in figures and words the amount mentioned in words shall be deemed to be final.
- j. Payment will be made for the Sq. meter area allotted for cleaning only

- k. Cleaning of open area in campus (24 acres) ,concreted area around all the blocks and other work like removal/disposal of garbage mentioned under serial numbers 1 to 13 under Main item of work will form part of the work order and will not be separately mentioned every time.
- l. The contractor must ensure that those employed are inoculated against Tetanus and do not suffer from contagious diseases and must be in sound health. The Agency must also ensure that the workers get their health checkup from ESI Dispensary at regular intervals.
- m. The average age of employees must be below 30 years
- n. The contractor should issue salary slips to the workers and payments to the workers should be made through cheque/NEFT and the details should be shown in the payment slips.
- o. The contractor should provide cleaning materials to the workers.
- p. Nothing mentioned in the various clauses of the Tender Document shall be interpreted against the Company to cover unsatisfactory performance by the successful Tenderer.
- q. The tenderers must carefully read all the Terms & Conditions and work specifications before filling up the tender and Financial Bid. Tenderers are requested to get well versed with the tender conditions / guidelines, written hereunder. Those tenderers, who cannot read English, may get the same translated at their own risk in a language known to them and understand the conditions of the tender. Any clarification regarding the same can be had from Divisional Engineer.RTTC,BSNL, Chennai Telephones, Maraimalainagar-603209 before the submission of bid document.

SECTION IX

ANNEXURE V

NO RELATIVE CERTIFICATE

I,

son of.....Residing at

.....

.....

hereby certify that none of my relative as defined in the tender documents is employed in BSNL. In case at any stage if it is found that the information given by me is false / incorrect, BSNL shall have the absolute right to take any action as deemed fit without any prior intimation to me.

Signature of the Tenderer

Name:

Address:

Date:

Place:

ANNEXURE VI

EXPERIENCE CERTIFICATE

This is to certify that M/s _____ registered at the official address

_____ has provided man power / outsourcing of House keeping to our establishment / Department

_____ for the period from

_____ to _____. During the above period their performance / workmanship were good and satisfactory.

Station:

Date :

Signature :

Name of the Officer :

Office Address :

Office Stamp:

B. BACK SIDE

**DO NOT OPEN
CLEANING IN PROGRESS**

SECTION XI

LIST OF ABBREVIATIONS

	Abbreviation	Expansion
1.	CMD	Chairman and Managing Director
2.	BSNL	Bharat Sanchar Nigam Limited
3.	CHTD	Chennai Telephone District
4.	GM(HR&ADMN)	General Manager (Human Resources and Administration)
5.	EMD	Earnest Money Deposit
6.	EPF	Employee's Provident Fund
7.	ESI	Employee State Insurance
8.	SDE(BLDGS)	Sub Divisional Engineer(Building)
9.	Sq.m.	Square metre
10.	Nos	Numbers
11.	DD	Demand Draft
12.	O/O	Office of
13	RTTC	Regional Telecom Training Centre
14	MM Nagar	Marai malai Nagar

Section -XII
ANNEXURE -VII

7(A) For the BIDSECURITY/ EMD Guarantee

(To be typed on Rs.100/- non-judicial stamp paper)

Sub: Bid Security/EMD guarantee.

Whereas M/s R/o
(Hereafter referred to as Bidder) has approached us for giving Bank Guarantee of Rs./- (hereafter known as the "B. G. Amount") valid up to/...../ 20.... (hereafter known as the "Validity date") in favour of THE GENERAL MANAGER/HR & ADMIN, % CGM,BSNL CHENNAI TELEPHONES,CHENNAI (Hereafter referred to as BSNL) for participation in the tender of work of vide tender no.

Now at the request of the Bidder, We BankBranch having (Address) and Regd. office address as (Hereinafter called 'the Bank') agrees to give this guarantee as hereinafter contained:

2. We the Bank do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the BSNL stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the BSNL by reason of breach by the said bidder(s) of any of terms or conditions contained in the said Agreement or by reason of the bidder (s) failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee where the decision of the BSNL in these counts shall be final and binding on the bank. However, our liability under this guarantee shall be restricted to an amount not exceeding the "B. G. Amount".
3. We undertake to pay to the BSNL any money so demanded notwithstanding any dispute or disputes raised by the bidder(s) in any suit or proceeding before any court or tribunal relating thereto our liability under this present being absolute and unequivocal. The Payment so made by us under this bond shall be valid discharge of our liability for payment there under and the bidder(s) shall have no claim against us for making such payment.
4. We the Bank further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the BSNL under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till BSNL Certifies that the terms and conditions of the said Agreement

have been fully and properly carried out by the said bidder(s) and accordingly discharge this guarantee. Unless a demand or claim under this guarantee is made on us in writing or before the expiry of Validity date from the date hereof, we shall be discharged from all liability under this guarantee thereafter.

- 5. We the Bank further agree with the BSNL that the BSNL shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said bidder(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the BSNL against the said bidder(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Bidder(s) or for any forbearance, act or omission on the part of the BSNL or any indulgence by the BSNL to the said bidder(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.
- 6. Notwithstanding anything herein contained ;
 - (a)The liability of the Bank under this guarantee is restricted to the "B. G. Amount" and it will remain in force up to its Validity date specified above.
 - (b)The guarantee shall stand completely discharged and all rights of the BSNL under this Guarantee shall be extinguished if no claim or demand is made on us in writing on or before its validity date.
- 7. In case BSNL demands for any money under this bank guarantee, the same shall be paid through banker's Cheque in favour of "AO(COBA)BSNL " payable at CHENNAI.
- 8. The Bank guarantees that the below mentioned officer who have signed it on behalf of the Bank have authority to give this guarantee under its delegated power.

Place:

Date:

(Signature of the Bank Officer)

Rubber stamp of the bank

Authorized Power of Attorney Number:

Name of the Bank officer:

Designation:

Complete Postal address of Bank:

.....

Telephone Numbers

Fax numbers

7(B) For the Performance Guarantee

(To be typed on Rs.100/- non-judicial stamp paper)

Dated:.....

Sub: Performance guarantee.

Whereas THE GENERAL MANAGER/HR&ADMIN % CGM,BSNL CHENNAI TELEPHONES,CHENNAI-10 R/o(hereafter referred to as BSNL) has issued an APO no. Dated/...../20.... awarding the work of to M/s R/o (hereafter referred to as "Bidder") and BSNL has asked him to submit a performance guarantee in favour of BSNL CHENNAI TELEPHONES CHENNAI of Rs./- (hereafter referred to as "P.G. Amount") valid up to/...../20.....(hereafter referred to as "Validity Date")

Now at the request of the Bidder, We BankBranch having (Address) and Regd. office address as (Hereinafter called 'the Bank') agreed to give this guarantee as hereinafter contained:

2. We, "the Bank" do hereby undertake and assure to the BSNL that if in the opinion of the BSNL, the Bidder has in any way failed to observe or perform the terms and conditions of the said agreement or has committed any breach of its obligations thereunder, the Bank shall on demand and without any objection or demur pay to the BSNL the said sum limited to P.G. Amount or such lesser amount as BSNL may demand without requiring BSNL to have recourse to any legal remedy that may be available to it to compel the Bank to pay the same.
3. Any such demand from the BSNL shall be conclusive as regards the liability of Bidder to pay to BSNL or as regards the amount payable by the Bank under this guarantee. The Bank shall not be entitled to withhold payment on the ground that the Bidder had disputed its liability to pay or has disputed the quantum of the amount or that any arbitration proceeding or legal proceeding is pending between Bidder and BSNL regarding the claim.
4. We, the Bank further agree that the guarantee shall come into force from the date of its issue and shall remain in full force and effect up to its Validity date.
5. The Bank further agrees that the BSNL shall have the fullest liberty without the consent of the Bank and without affecting in any way the obligations hereunder to vary any of the terms and conditions of the said agreement or to extend the time for performance of the said agreement from any of the powers exercisable by BSNL against the Bidder and to forbear to enforce any of the terms and conditions relating to the said agreement and the Bank shall not be relieved from its liability by reason of such failure

or extension being granted to Bidder or through any forbearance, act or omission on the part of BSNL or any indulgence by BSNL to Bidder or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of relieving or discharging the guarantor.

- 6. Notwithstanding anything herein contained ;
 - (a) The liability of the Bank under this guarantee is restricted to the P.G. Amount and it will remain in force up to its Validity date.
 - (b) The guarantee shall stand completely discharged and all rights of the BSNL under this Guarantee shall be extinguished if no claim or demand is made on us in writing on or before its validity date.
- 7. In case BSNL demands for any money under this bank guarantee, the same shall be paid through banker's Cheque in favour of "AO (COBA) BSNL " payable at Chennai.
- 8. The Bank guarantees that the below mentioned officer who have signed it on behalf of the Bank have authority to give this guarantee under its delegated power.

Place:

Date:

(Signature of the Bank Officer)

Rubber stamp of the bank

Authorized Power of Attorney Number:

Name of the Bank officer:

Designation:

Complete Postal address of Bank:

.....

Telephone Numbers

Fax numbers

APPENDIX-I E-tendering instructions to Bidders

General

The Special Instructions (e-Tendering instructions to bidders) supplement 'Instruction to Bidders', as enclosed in the E-tender Document.

Submission of Bids through online process is mandatory for this Tender.

E-Tendering is a new methodology for conducting Public Procurement in a transparent and secured manner. Suppliers/ Vendors will be the biggest beneficiaries of this new system of procurement.

For conducting electronic tendering, BSNL, Chennai Telephones has decided to use the portal (<https://www.tenderwizard.com/BSNL>) through ITI, a Government of India Undertaking.

Benefits to Suppliers are outlined on the Home-page of the portal.

1. Tender Bidding Methodology:

Sealed Bid System – 'Single Stage - Two Envelopes', followed by 'e-Reverse Auction' after opening of Financial-part if required.

In case of two envelope system financial and techno-commercial bids shall be submitted by the bidder at the same time.

2. Broad outline of activities from Bidders prospective:

Procure a Digital Signing Certificate (DSC)

Register on Electronic Tendering System® (ETS)

Create Users and assign roles on ETS

View Notice Inviting Tender (NIT) on ETS

Download Official Copy of Tender Documents from ETS

Clarification to Tender Documents on ETS

– Query to BSNL (Optional)

– View response to queries posted by BSNL

1. Bid-Submission on ETS

2. Attend Public Online Tender Opening Event (TOE) on ETS

– Opening of Technical-Part

Post-TOE Clarification on ETS (Optional)

– Respond to BSNL's Post-TOE queries.

Attend Public Online Tender Opening Event (TOE) on ETS

– Opening of Financial-Part

(Only for Technical Responsive Bidders)

11. Participate in e-Reverse Auction on ETS if required by BSNL.

For participating in this tender online, the following instructions are to be read carefully. These instructions are supplemented with more detailed guidelines on the relevant screens of the ETS.

3. Digital Certificates

For integrity of data and authenticity/ non-repudiation of electronic records, and to be compliant with IT Act 2000, it is necessary for each user to have a Digital Certificate (DC). also referred to as Digital Signature Certificate (DSC) in Clause 2 above, issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer <http://www.cca.gov.in>].

4. Registration and Training

To use the ElectronicTender® portal (<https://www.tenderwizard.com/BSNL>), vendors need to register on the portal. Registration of each organization is to be done by one of its senior persons who will be the main person coordinating for the e-tendering activities. In ETS terminology, this person will be referred to as the Super User (SU) of that organization. For further details, please visit the website/portal, and click on the 'Supplier Organization' link under 'Registration' (on the Home Page), and follow further instructions as given on the site.

Pay Annual Registration Fee as applicable.

Note: After successful submission of Registration details and Annual Registration Fee, please contact ITI .

ITI's ETS Helpdesk

**Telephone/ Mobile S.Madhan -9941947400
S.Dinesh 9894191904**

Shri.

E-mail ID twhelpdesk438@gmail.com

twhelpdesk444@gmail.com

twhelpdesk679@gmail.com

madhans19@gmail.com

bsnl_twhelpdesk@gmail.com

BSNL Contact

BSNL's Contact Person-1, DE RTTC MARAIMALAINAGAR

Telephone no. 044-27455661 Mail id : rttchennai@gmail.com

[between 10:00 hrs to 17:30 hrs on working days]

BSNL's Contact Person-2, *SDE(BUILDING)RTTC*

Telephone no. 044-27455672 Mail id: sdebldgrttc@gmail.com
between 10:00 hrs to 17:30 hrs on working days]

5. Some Bidding related Information for this Tender (Sealed Bid)

The entire bid-submission would be online on ETS portal of ITI. Broad outline of submissions are as follows:

Submission of Bid Security/ Earnest Money Deposit (EMD)
 Submission of digitally signed copy of Tender Documents / Addendum

Two Electronic Envelopes containing

1. Techno-commercial-Part
2. Financial-Part

6. Offline Submissions :

The bidder is requested to submit the following documents and one original set of, bid in a cover offline to DE RTTC, MARAIMALAINAGAR -603209 on or before the date & time of submission of bids specified in covering letter of this tender document, in a Sealed Envelope. The envelope shall bear the tender number and the words 'DO NOT OPEN BEFORE' (due date & time).

1. EMD-Bid Security (In Original).

2. DD/ Bankers cheque of Rs. 590/-- drawn in favour of **Accounts Officer, BSNL, CHENNAI TELEPHONES, payable at Chennai against payment of tender fee.**

3. Valid MSE certificate if applicable

Note: The Bidder has to upload the Scanned copy of all above said original documents as Bid-Annexure during Online Bid-Submission.

7. Special Note on Security of Bids

Security related functionality has been rigorously implemented in ETS in a multidimensional manner. Starting with 'Acceptance of Registration by the Service Provider', provision for security has been made at various stages in Electronic Tender's software. Specifically for Bid Submission, some security related aspects are outlined below:

As part of the Electronic Encrypter™ functionality, the contents of both the 'Electronic Forms'

and the 'Main-Bid' are securely encrypted using a Pass-Phrase created by the Bidder himself. Unlike a 'password', a Pass-Phrase can be a multiword sentence with spaces between words (eg I love this World). A Pass-Phrase is easier to remember, and more difficult to break. It is recommended that a separate Pass-Phrase be created for each Bid-Part. This method of bid-encryption does not have the security and data-integrity related vulnerabilities which are inherent in e-tender in systems which use Public-Key of the specified officer of a Buyer organization for bid-encryption. Bid-encryption in ETS is such that the Bids cannot be decrypted before the Public Online Tender Opening Event (TOE), even if there is connivance between the concerned tender-opening officers of the Buyer organization and the personnel of e-tendering service provider.

Typically, 'Pass-Phrase' of the Bid-Part to be opened during a particular Public Online Tender Opening Event (TOE) is furnished online by each bidder during the TOE itself, when demanded by the concerned Tender Opening Officer may authorize the bidder to open his bid himself..

There is an additional protection with SSL Encryption during transit from the client end computer of a Supplier organization to the e-tendering server/ portal.

8. Public Online Tender Opening Event (TOE)

ETS offers a unique facility for 'Public Online Tender Opening Event (TOE)'. Tender Opening Officers as well as authorized representatives of bidders can attend the Public Online Tender Opening Event (TOE) from the comfort of their offices. For this purpose, representatives of bidders (i.e. Supplier organization) duly authorized are requested to carry a Laptop and Wireless Connectivity to Internet.

Every legal requirement for a transparent and secure 'Public Online Tender Opening Event (TOE)' has been implemented on ETS.As soon as a Bid is decrypted with the corresponding 'Pass-Phrase' as submitted online by the bidder himself (during the TOE itself), salient points of the Bids are simultaneously made available for downloading by all participating bidders. The work of taking notes during a manual 'Tender Opening Event' is therefore replaced with this superior and convenient form of 'Public Online Tender Opening Event (TOE)'.

ETS has a unique facility of 'Online Comparison Chart' which is dynamically updated as each online bid is opened. The format of the chart is based on inputs provided by the Buyer for each Tender. The information in the Comparison Chart is based on the data submitted by the Bidders. A detailed Technical and/ or Financial Comparison Chart enhance Transparency. Detailed instructions are given on relevant screens.

ETS has a unique facility of a detailed report titled 'Minutes of Online Tender Opening Event (TOE)' covering all important activities of 'Online Tender Opening Event (TOE)'. This is available to all participating bidders for 'Viewing/ DoWnloading'.

There are many more facilities and features on ETS. For a particular tender, the screens viewed by a Supplier will depend upon the options selected by the concerned Buyer.

Important Note:

In case of internet related problem at a bidder's end, especially during 'critical events' such as –a short period before bid-submission deadline, during e-auction, it is the bidder's responsibility to have backup internet connections. In case there is a problem at the e - Procurement/e-Auction service provider's end(in the server, leased line etc) due to which all the bidders face a problem during critical events, and this is brought to the notice of BSNL by

the bidders in time, then BSNL will promptly re-schedule the affected event(s).

9. E-Reverse Auction

E-Reverse Auction would be conducted item wise on net cost to BSNL value for bid evaluation, subsequently after the opening of the Financial-Part if required.

The following would be parameters for e-Reverse Auction:

Sl.No.	Parameter	Value
1	Date and Time of Reverse-Auction Bidding Event	Will be intimated to Responsive bidders after the opening of Financial-part.
2	Duration of Reverse-Auction Bidding Event	Two hours
3	Automatic extension of the 'Reverse -Auction Closing Time', if last bid received is within a Pre-defined Time-Duration' before the 'Reverse-Auction Closing Time'	Yes
3.1	Pre-defined Time-Duration	5 minutes
3.2	Automatic Extension Time-Duration	10 minutes
3.3	Maximum no of Auto-Extension	6 Automatic Extension
4	Criteria of Bid-Acceptance	'Beat on Starting Price', as well as, 'Beat on Rank-1 Bid Value'
5	Entity – Start-Price	L1 of the respective item of Financial-Part
6	Minimum Bid-Decrement	Will be intimated later
7	Display of 'Pseudo Identity' of Bidders during bidding	All Bidders, as well as, BSNL's officers.
8	Display of Bidder's own current Rank	Yes

Note: Parameters at slNo:5 & 6 shall be confirmed after opening and evaluation of financial bid parts.

10. Other Instructions

For further instructions, the vendor should visit the home-page of the portal (<https://>

[/www.tenderwizard.com/BSNL](http://www.tenderwizard.com/BSNL)), and go to the User-Guidance Center. The help information provided through 'ETS User -Guidance Center' is available in three categories – Users intending to Register / First-Time Users, Logged-in users of Buyer organizations, and Logged-in users of Supplier organizations. Various links are provided under each of the three categories.

Important Note: It is strongly recommended that all authorized users of Supplier organizations should thoroughly peruse the information provided under the relevant links, and take appropriate action. This will prevent hiccups, and minimize teething problems during the use of ETS.

The following '**FOUR KEY INSTRUCTIONS for BIDDERS**' must be assiduously adhered to:

1. Obtain individual Digital Signing Certificate (DSC or DC) well in advance of your first tender submission deadline on ETS
2. Register your organization on ETS well in advance of your first tender submission deadline on ETS.
3. Get your organization's concerned executives trained on ETS well in advance of your first tender submission deadline on ETS.

4. Submit your bids well in advance of tender submission deadline on ETS (At least one day before the deadline) (There could be last minute problems due to internet timeout, breakdown, etc).

While the first three instructions mentioned above are especially relevant to first-time users of ETS, the fourth instruction is relevant at all times.

11. Minimum Requirements at Bidders end

- **Computer System with good configuration (Min P IV, 1 GB RAM, Windows XP–Service pack-III)**
- **Broadband connectivity.**
- **Microsoft Internet Explorer 6.0 or above**
- **Digital Certificate(s)**

Appendix –II		VENDOR MASTER CREATION FORM	
CHENNAI TELECOM CIRCLE			
BANK/PAN/TAX DETAILS UPDATION			
MANTIS ID (Post Implementation Support)			
VENDOR CODE			
VENDOR NAME			
VENDOR ADDRESS			
BUSINESS AREA			
BANK IFSC			
BANK ACCOUNT NUMBER (AS PER CORE BANKING FORMAT)			
BANK ACCOUNT HOLDERS NAME			
BANK BRANCH			
TYPE OF BANK ACCOUNT			
PAYMENT TYPE			
PAN			
WITHHOLD TAXTYPE INVOICE			
WITHHOLD TAXCODE INVOICE			
TYPE OF ASSESSEE			
TAX LIABILITY			
TAX EXEMPTION NUMBER			
TAX EXEMPTION RATE			
TAX EXEMPTION REASON			
TAX EXEMPTION FROM			
TAX EXEMPTION TO			
SERVICE TAX REG NO			
<u>For Office use only :</u>			
It is certified that the above particulars are correct as per the document proof received from vendor.			
SIGNATURE OF OFFICER SENDING THE FORM			
NAME OF THE OFFICER			
PLACE	DATE		
COUNTERSIGNED BY			
AGM		DGM	

SIGNATURE OF CLAIM OFFICER			
NAME OF CLAIM OFFICER			
PLACE			
DATE			
COUNTER SIGNED BY			
CAO(CLAIMS)		DGM(F)	