



**Government of India
Ministry of External Affairs
[Establishment Division]**

Jawaharlal Nehru Bhawan, 23-D Janpath
New Delhi – 110011, India

E-notice inviting tender under two bids system for award of 'Comprehensive Annual Maintenance Contract (CAMC) for maintenance of Air Conditioners, Reverse Osmosis (RO) Systems and Water Coolers installed at various offices of the Ministry of External Affairs

Tender No. Q/OE/872/18/2018	DATED 05.02.2019
Publishing Date	05.02.2019 (1700 hrs)
Bid Document Download Start Date	05.02.2019 (1715 hrs)
Clarification Start Date	05.02.2019 (1715 hrs)
Clarification End Date	28.02.2019 (1000 hrs)
Bid Submission Start Date (on line)	06.02.2019 (1200 hrs)
Bid Submission End Date (on line)	28.02.2019 (1100 hrs)
Date of Technical Bid Opening (online-participating bidders may wish to be present)	05.03.2019 (1100 hrs)
Venue for Opening of Bids	NIC Cell, Room No. 1063, A Wing, Jawaharlal Nehru Bhawan 23-D, Janpath New Delhi – 110011

The bid shall be submitted online only at Central Public Procurement Portal
Website : <http://eprocure.gov.in/eprocure/app>

Manual bids shall not be accepted

(Amitabh Ranjan)
Under Secretary (OE, OF & OS)
Ministry of External Affairs
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Q/OE/872/18/2018
Government of India
Ministry of External Affairs
[Establishment Division]

Dated 05th February, 2018

Subject: Invitation of e-tender under two bids system for award of Comprehensive Annual Maintenance Contract (CAMC) for maintenance of Air Conditioners, Reverse Osmosis Systems and Water Coolers installed at various offices of the Ministry of External Affairs.

I am directed to say that online tenders are invited for award of Comprehensive Annual Maintenance Contract (CAMC) for repair and maintainance for approximately 300 window ACs, 230 split ACs, 3 tower ACs, 13 ROs and 20 water coolers (the number of ACs, ROs and Water Coolers may increase/decrease) in the Ministry of External Affairs for one year from the date of awarding.

2. Bids are invited under two bid systems viz. Technical Bid and Financial Bid from reputed and experienced agencies/maintenance firms in the relevant category of work and who have carried out similar works with Govt. departments/PSUs/MNCs and also from the reputed AC/Reverse Osmosis Systems/Water Cooler manufacturers or their authorised dealers as per the requirements and details in Annex-II. The copy of the proof for having carried out similar works in the last three financial years should be submitted along with the tender.

3. Interested firms may download tender document and submit their technical and financial bids on-line at <http://eprocure.gov.in/eprocure/app>. The last date of submission of bid is 28.02.2019 at 1100 hrs. For further details and obtaining of the tender documents, tender notice may be seen at the website of Minsitry of External Affairs at <http://mea.gov.in/tenders.html>. Bids received after stipulated date and time shall not be entertained. The Technical Bids will be opened at 1100 hrs on 05.03.2019 at Jawaharlal Nehru Bhawan, New Delhi. Financial bids of technically qualified, eligible bidders meeting all the requisite criteria only shall be opened on a date & place to be notified later in the presence of short listed contractors or their authorized representatives.

4. Incomplete or conditional tenders will not be entertained. The tenders of those firms will be entertained who deposit the Earnest money Deposit (EMD) amount of Rs. 12,000/- (Rupees Twelve Thousand Only) in the form of Demand Draft/Pay order in favor orf "**Pay & Accounts Officer, Ministry of External Affairs**" payable at New Delhi along with the Technical Bid. It should be submitted by 28.02.2019 on 1600 hrs. The Technical Bid received without the EMD will be summarily rejected. The successful tenderer/suppliers will be required to submit a Performance Bank Guarantee (PBG) of an amount of Rs. 60,000. Bank guarantee shall be valid up to two months beyond the date of completion of all the contractual obligations of the supplier. If successful bidder(s) fails to furnish the required bank guarantee within the specified period, EMD will be forfeited and the bidder will be barred from participating in future tenders of the Ministry.

5. Technical Bid

Technical bid should include scanned copies of the following Certificates/Documents, duly self attested failing which their bids shall be summarily/out rightly rejected and will not be considered any further.

1. Bidders should be an Indian company/firm engaged in repair and maintenance of ACs, ROs and water coolers in Delhi/NCR and having its office(head office/regional/Branch Office) in Delhi/NCR.
2. They should have minimum one year of experience in dealing with CAMCs of ACs, ROs and water coolers with the Departments/Ministries of the Government of India (Copies of work Orders/CAMCs received from Govt. depts./PSUs during the last year should be enclosed)
3. Bidders have minimum turnover of Rs. Five lakhs per year during each of the last three years (valid and certified proof has to be attached).
4. Bidders should not have been blacklisted by the Departments/Ministries of the Govt. of India/PSUs (Declaration has to be submitted)
5. MEA reserves the right to amend or withdraw any of the terms and conditions contained in the tender document or to reject any or all the tenders in whole or in part without giving any notice or assigning any reason. Further Addendum/Corrigendum if any required will be uploaded onto website of MEA and CPP portal only. The decision of MEA, in this regard, shall be final and binding on all.

Clarification on Bid Documents

1. A prospective bidder requiring any clarification on the Bid Documents may write to the Establishment Division (Under Secretary (OE,OF&OS)) in writing or by e-mail at the mailing usse@mea.gov.in with a copy to aooe@mea.gov.in. Such requests for clarifications should be sent not later than seven days prior to original or extended deadline for submission of the bids. Explanation of the query without identifying the source of the inquiry may be on MEA website www.mea.gov.in and <https://eprocure.gov.in> for the benefit of all the prospective bidders.
2. Any clarification issued by the Ministry in response to query raised by prospective bidders shall form an integral part of bid document and it may amount to amendment of relevant clauses of the bid documents.

Amendment of Bid Documents

1. At any time prior to the dead line for submission of bids, the Ministry may for any reason, whether at its own initiative or in response to a clarification requested by the prospective bidder, modify the Bid Documents by amendment. The amendment will only be uploaded on to MEA website <http://mea.gov.in/tenders.htm> & <https://eprocure.gov.in/eprocure/app> for the benefit of all the prospective bidders.

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2. In order to give prospective bidders reasonable time for taking an amendment into account in preparing their bids, the Ministry, at his discretion, may extend the deadline for the submission of bids.

Rejection of incomplete and conditional tenders

1. The incomplete and conditional tenders will be rejected. Quoting unrealistic rates will be treated as disqualification.

Non transferability

1. This tender is non transferable.

Documents to be attached

Annexure - I

Documents (self-attested) to be submitted under Technical Bid are summarised below:-

S. No.	Description	Documents Type
1.	EMD of Rs. 12,000/- (Rupees Twelve Thousand Only)	-pdf-
2.	Registration and incorporation particulars of bidder (Registered Office or one of the Branch Office of the Company/firm/Agency should be located in New Delhi)	-pdf-
3.	Experience details in same trade for the last year (please enclose the same copies of order received from hotel/institutions and Govt. Organizations and private sectors)	-pdf-
4.	Copies of valid VAT/CST/Service Tax Number	-pdf-
5.	Particulars and contact details of bidder/GST	-pdf-
6.	Annual turnover proof of last 3 years	-pdf-
7.	Copy of PAN Card	-pdf-
8.	Copies of IT return of last 3 years	-pdf-
9.	Affidavit stating that the Company/Firm/Agency is/has not been blacklisted by Central/State Govt/PSU.	-pdf-

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6. Financial Bids

The financial bid should contain the rate against each item, **excluding taxes**, as per Annexure-II and the bidders have to submit the financial bids in the same performa, if not, the tender would be summarily rejected. The format in which information has to be furnished is as under :-

List of Items of Work to be undertaken by the contractor

Annexure – II

S. No.	Items	Rate per Unit (In Rs.) Excluding taxes)
1.	Maintenance of Air Conditioning per unit per annum (I) Split (upto 2 ton) (ii) Window (up to 2 ton) (iii) Tower (up to 4 ton) (Note : The term maintenance will include : Oiling, greasing, servicing, gas charge, wiring cleaning electrical parts, air filter , repair of compressor, repair and replacement of motor)	
2.	Dismantling & Installation (Shifting) charges with material (applicable only when the location of the AC/Water Cooler changes, on the direction of the Ministry) (I) Window AC (ii) Split AC (iii) Tower AC (iv) Water Cooler	
3.	Cost of new compressor (ISI marked) (I) Window and Split AC (ii) Tower AC (iii) Water Cooler	
4.	Buy back of old compressor (I) Window and Split AC (ii) Tower AC (iii) Water Cooler	
5.	Body replacement of AC per unit (I) Window AC (ii) Split AC (iii) Tower AC	

6.	Heating Kit (per kit)	
7.	Cooling kit (per kit)	
8.	Steel Chassis	
9.	Grills (Window/Split)	
10.	Cost of repair of Remote Window Split Tower	
11.	Cost of new Remote Window Split Tower	
12.	Copper tube pipe (per mtr)	
13.	PVC drain pipe (per mtr)	
14.	Inner unit of Split AC	
15.	Outer unit of Split AC	
16.	AC Stabilizer (Comprehensive maintenance per stabilizer per annum)	
17.	Spray painting per AC	
18.	Water cooler maintenance (tank cleaning, wiring, fan motor, drain basin and piping, adjust and check water level)	
19.	Annual Maintenance of RO System of following capacity (including repair and replacement of all kinds of filters, pre-filter candle, membrane, pump, adaptor and any other components/consumables made by Original Equipment Manufacturer) (I) 25 LPH (ii) 50 LPH (iii) 100 LPH (iv) 150 LPH	

7. Terms and Conditions

1. MEA reserves the right to terminate the contract at any time without assigning any reasons thereof. It also reserves the right to reject any or all the quotations without assigning any reason thereof.
2. MEA may amend any terms and conditions of the tender and extend the last date and if required incorporate additional clauses/terms and conditions.
3. Tenders may note that if the date of tender opening given in this Tender Document is declared a closed holiday by the Central Government, the tender shall be opened on the next day at the same timing. In such an event the closing hours for receipt of tenders in MEA will stand automatically extended up to 1730 hours of the next working day in the Central Government offices.
4. Unreasonably unrealistic/lower rates or rates exceeding the prevailing rates or providing complementary services will not be accepted by this Ministry. Such quotations will not be considered at all.
5. Annual Rate Contract will be valid for the period of one year from the date of acceptance of the contract. ARC may be extended for further period of one more year at the same rates, terms and conditions subject to the satisfactorily services and mutual consent.
6. The successful firm will be required to start working immediately after the award of contract. The contractor will be required to fix all the required accessories to the air conditioners, reverse osmosis systems, water coolers in question to bring them into perfect working order so that there are ready for use before the commencement of the summer season.
7. No advance payment will be released. Payment will be made only after satisfactory completion of work on a quarterly basis as per the actual counting of equipments. The payment of each quarter of AMC will be made after all the machines have been serviced at least once and brought to good working condition supported by concerned officials (end user) satisfactory servicing report, MEA may, if it is so desired, re-verify the work undertaken by the firm.
8. The rates shall remain valid for the duration of the contract. No request for revision of the rates will be entertained during the above period.
9. The contractor will have to deploy sufficient number of qualified technician(s) who has an experience of not less than five years to ensure that all the complaints are attended without any undue delay in all the offices of this Ministry located at Jawaharlal Nehru Bhawan, South Block, Patiala House, Shastri Bhawan, ISIL Building, Akbar Bhawan, Jaisalmer House, CPC complex etc. Persons deployed in MEA should in possession of identity document provided by the firm. No extra charges/conveyance charges or vehicle will be provided by this Ministry for commuting to different locations.
10. In case of any complaint in any of the equipment, the firm has to attend the fault and undertake repair/maintenance within 24 hours of reporting on phone/FAX/Email etc. failing which will invite a penalty as follows:
 - a. Attending to complaint between 24-48 hours of intimation – Rs. 100/-
 - b. Attending to complaint between 2 to 5 days of intimation – Rs. 200/-

c. Attending to complaint beyond 5 days-Rs. 500/-

d. Inadmissible delay – Cancellation of contract and forfeiture of performance guarantee

11. It will be the responsibility of contractor to show and hand over the replaced parts of any equipment to Administrative Officer (OE), Establishment Division, MEA, New Delhi.

12. The contractor should not indulge in any fraudulent and corrupt practices. If at point of time, it is brought to the notice of MEA that the contractor is involved in submitting inflated and fake bills and forges the signatures of end user, performance guarantee will be forfeited and contract will be terminated immediately. The amount of repair/maintenance work done including supply of electrical items should be claimed as actually provided. MEA may impose the penalty as deemed fit.

13. The presence of the technician will be required at the said locations daily at 9.00 A.M. during working day and if required also Saturday/Sunday and Gazzeted Holiday to attend the complaints of urgent and emergency nature. MEA may issue separate instruction depending upon work required.

14. The persons deployed by the firm should not have any Police records/criminal cases against them. The Agency should make adequate enquiries about the character and antecedents of the persons whom they are deploying. The contractor will also ensure that the personnel deployed are medically fit and will keep in record a certificate of their medical fitness. The Service Provider shall withdraw such employees who are not found suitable by the office for any reasons immediately on receipt of such a request.

15. The said persons deployed by the contractor shall be the employee of the contractor and it shall be the duty of the contractor to pay their wages every months and further that the said person of the contractor shall not claim any absorption/employment in the Ministry. The contractor shall be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislations as applicable to it from time to time including Minimum Wages Act, Employees Provident Fund, ESI Act etc, and MEA shall not incur any liability any obligation. The amount of bill may be restricted if so warrant.

16. The contractor's person shall not claim any benefit /compensation/absorption/regularization of services from/in the Ministry.

17. The contractor's personnel shall not divulge or disclose to any person, any details of office, operation process technical know-how, security arrangements, administrative/organizational matters etc.

18. The personnel deployed should be polite, positive and efficient, while handling the assigned work. The contractor shall be responsible for any act of indiscipline on the part of persons deployed by him.

19. The persons deputed shall not be below the age of 18 years and they shall not interfere with the duties of the employees of the Ministry.

20. MEA may require the contractor to dismiss or remove from the site of work, any person or persons employed by the contractor, who may be incompetent or for his/their misconduct and the contractor shall forthwith comply with such requirements.

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21. The contractor shall ensure proper conduct of his personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.
22. The transportation, food, medical and other statutory requirements in respect of each personnel of the contractor shall be responsibility of the contractor.
23. The contractor will submit the bill in triplicate in respect of the a particular quarter in the first week of the next quarter. The payment will be released by the fourth week of the following after deduction of taxes deductible at source under the laws in force. This period may be longer if bills are found to have contained any discrepancy and would be subjected to re-verification.
24. The contractor shall be held fully responsible for any damage caused to Govt. property in course of repair work undertaken by his workers. The cost of the damage to the Govt. property shall be made good from the bills of the Contractor.
25. The successful bidder shall furnish Performance Security (BG) equivalent to Rs. 60,000/- (Rupees Sixty Thousand only) in the form of Bank Guarantee in favor of Pay and Account Officer, MEA , New Delhi from an nationalized commercial Bank. The security deposit shall remain valid for a period of sixty day beyond the date of completion of all contractual obligations of the Contractor. The security deposit will be forfeited in case the supply of goods/repairs is delayed beyond the period stipulated or for non-compliance of the terms of agreement by the contractor. Indulgence in submission of inflated and false bill will also lead to forfeiture of BG (Format of BG is attached at "A").
26. The repair works will have to be carried out at the location of the equipmjent except in the exceptional circumstances where the equipment or any component of the machines is required to be taken to the workshop by the firm. In that case, the firm will take prior approval of the competent authority and will provide standby arrangement without any extra cost or as decided by MEA.
27. The Least Cost System method will be adopted for evaluation of the technical and financial bids. There would be no weightage for Technical score in the final evaluation and the responsive technically qualified proposal with the lowest evaluated cost shall be selected.
28. The financial bids of the technically qulaified bidders would be opened.
29. The financial bids will be evaluated taking into account the unit prce as well as the tentative quantity of goods.
30. The work will be awarded to overall L1 bidder, with the condition that the L1 bidder will match the lowest rates of other technically qualified bidders for the items for which his rates are higher.
31. While submitting the tender for this enquiry, the tenders will be deemed to have read, understood and accepted all the terms and conditions stated in this documents.
32. **Guarantee/Warranty :** Except as otherwise provided in the invitation to the tender, the contractor shall guarantee that the stores, articles sold/supplied to the MEA under this contract shall be of the best quality and workmanship and new in all respects and shall be strictly in accordance with the specification and particulars contained/mentioned in the Tender enquiry. The contractor hereby guarantees that the said goods/stores articles would continue to conform to the

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description and quality aforesaid for a period of twelve months, from the date of supply of the said goods/stores/articles to MEA and notwithstanding the fact that MEA may have inspected and /or approved the said goods/stores/articles, if during the aforesaid period of 12 months the said stores/goods/articles be discovered not to conform to the description and quality aforesaid or not giving satisfactory performance or have deteriorated, the decision of the purchaser in that behalf shall be final and binding on the contractor and the purchaser shall be entitled to call upon the contractor to rectify the goods/stores/articles or such portion thereof as is found to be defective by the purchaser within a reasonable period or such specified period as may be allowed by the purchaser in his discretion on/an application made thereof by the contractor and in such an event, the above rectification thereof. In case of failure of the contractor to rectify or replace the goods etc., within specified time, the Ministry shall be entitled to recover the cost with all expenses from the contractor for such defective stores.

33. **Force Majeure** : 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 reasons of any war of hostility, acts of the public enemy, civil commotion, sabotages, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (here in after referred to as events) 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 due to such event be entitled to terminate this contract nor shall either party have any claim for damages against 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 come to an end or cease to exist, and the decision of the purchaser as to whether the deliveries have been so resumed or not shall be final and conclusive. Further that if the performance in whole or any obligation under this contract is prevented or delayed by reasons of any such event or period exceeding 60 days, either party may, at this option, terminate the contract.

34. **Settlement of Disputes and Arbitration** : All disputes, differences and questions arising out of or in any way touching or concerning this agreement or subject matter thereof or the representative rights, duties or liability of the parties shall be resolved in accordance with the Arbitration and Conciliation Act, 1996. No part of the agreement shall be suspended on the ground of pending arbitration proceedings. The decision of the sole arbitrator shall be final and binding on the parties.

Yours faithfully,

(Amitabh Ranjan)
Under Secretary to the Govt. of India
Tele No. 49015106

FORMAT FOR PERFORMANCE GUARANTEE BOND

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

To,
Amitabh Ranjan
US(OE/OF/OS)
Ministry of External Affairs,
New Delhi- 110011.

LETTER OF GUARANTEE

WHEREAS Ministry of External Affairs have invited Tender vide Tender No..... Dt. for CAMC for maintenance of ACs, RO systems and water coolers installed in various offices/sections in MEA AND WHEREAS the said tender document requires that any eligible successful tenderer wishing to do the work in response there to shall establish an irrevocable Performance Guarantee Bond in favor of “Pay and Account Officer, MEA, New Delhi” in the form of Bank Guarantee for Rs and valid till from the date of issue of Performance Guarantee Bond may be submitted within from the date of Acceptance as a successful bidder.

NOW THIS BANK HEREBY GUARANTEES that in the event of the said tenderer (seller) failing to abide by any of the conditions referred in tender document This Bank shall pay to Ministry of External Affairs on demand and without protest or demur Rs (Rupees.....).

This Bank further agrees that the decision of Ministry of External Affairs as to whether the said Tenderer has committed a breach of any of the conditions referred in tender document / purchase order shall be final and binding.

We, (name of the Bank & branch) hereby further agree that the Guarantee herein contained shall not be affected by any change in the constitution of the Tenderer and/ or Ministry of External Affairs.

Notwithstanding anything contained herein:

1. Our liability under this Bank Guarantee shall not exceed Rs. (Indian Rupees only).
2. This Bank Guarantee shall be valid up to(date) and
3. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if Ministry of External Affairs serve upon us a written claim or demand on or before(date).

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

Yours truly,

Signature and seal of the guarantor:
Name of Bank:
Address:
Date:
Instruction to Bank:

(Bank should note that on expiry of Bond Period, the Original Bond will not be returned to the Bank. Bank is requested to take appropriate necessary action on or after expiry of bond period.)

Instruction to Bidders

Instruction for Online Bid Submission :

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

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

REGISTRATION

1. Bidders are required to enrol on the e-procurement module of the CPP Portal (URL: <http://eprocure.gov.in/eprocure/app>) by clicking on the link "**Online bidder Enrolment**" on the CPP Portal which is free of charge.
2. As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
4. Upon enrolment, the bidders will be required to register their valid **Digital Signature Certificate (DSC)** (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/TCS/nCode/eMudhra etc.), with their profile.
5. Only one valid DSC should be registered by a bidder, please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
6. Bidders then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC/e-Token.

SEARCHING FOR TENDER DOCUMENTS

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

PREPARATION OF BIDS

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of documents-including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
3. Bidder should prepare, in advance, the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/XLS/RAR/DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned documents.
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 Space” or Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” are 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

Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will responsible for any delay due to other issues.

The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

Bidder has to select the payment option as “offline” to pay the tender fee/EMD as applicable and enter details of the instrument.

Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

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 downloaded and to be filled by all the bidders. Bidders are required to download the **BoQ** file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. *If the **BoQ** file is found to be modified by the bidder, the bid will be rejected.*

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.

All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is

uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener public keys.

Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

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

ASSISTANCE TO BIDDERS

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal helpdesk. The contact number for the helpdesk is 1800 3070 2232. Foreign bidder can get help at +91–7878007972, +7878007973.
