



सत्यमेव जयते

Government of India
Ministry of External Affairs
SPM Section Establishment Divisions
Jawaharlal Nehru Bhawan, 23-D Janpath,
New Delhi-110011, INDIA

E-NOTICE INVITING TENDER FOR SUPPLY OF 'Crockery Sets' etc.

Tender No: Q/SPM/882/01/2022	DATED: 01.11.2022
<u>Important Dates</u>	
Published Date	02.11.2022
Bid Document Download Start Date	02.11.2022
Clarification Start Date	02.11.2022
Clarification End Date	11.11.2022
Bid Submission Start Date (online)	02.11.2022
Bid Submission End Date (online)	23.11.2022
Date of Technical Bid Opening (online)	24.11.2022

The bid shall be submitted online only at Central Public Procurement Portal Website:
<https://eprocure.gov.in/eprocure/app> Manual bids shall not be accepted.

E-NOTICE INVITING TENDER (NIT)

1. Online bids are invited from authorized contractors for “Supply of Representational Crockery Set etc. to our Indian Missions/Posts abroad”.
2. **The two bid system (Technical and Financial) shall be followed for this tender.** The bid (complete in all respect) shall be submitted online only at Central Public Procurement Portal Website: <https://eprocure.gov.in/eprocure/app>. Manual bids will not be accepted under any circumstances.
3. **Eligibility Criteria for Bidders:-**
 - i) The bidder shall have minimum 3 years of experience of supplying item covered under this tender in bulk to the Departments/Ministries/organisation of the Government of India/State Govt./Large Public Sector Undertakings, Five Star Hotels, Big Corporate Houses etc. (Valid proof has to be attached);
 - ii) The bidder shall have minimum turnover of Rs.7,00,000/- per annum or average of Rs.7,00,000/- per annum during last three years ending 31st March of the previous financial year . Attested copies of income tax returns of last 3 financial years must be submitted along with the technical bid;
 - iii) The bidder shall not have been blacklisted by any of the Departments/Ministries/organisation of the Government of India. A duly signed undertaking to this effect must be submitted with the technical bid;
 - iv) The bidder should possess valid GST registration. Attested copies of the same must be submitted with the technical bid;

4. Submission of online bids:-

- i) The bid shall be submitted online only at Central Public Procurement Portal Website: <https://eprocure.gov.in/eprocure/app>
Manual bids will not be accepted under any circumstances.
- ii) The online bids (complete in all respect) must be uploaded online as explained below:-

Cover 1 - (Technical Bid) (following documents to be uploaded online in .pdf format)		
Sl. No.	Document	File Type
1.	EMD of Rs. 50,000 (Rupees Fifty Thousand only) (scanned copy) and Bank Details (certified copy)	.pdf
2.	Income Tax return and copy of balance sheet (including profit & loss account statement) for last three financial years	.pdf
3.	GSTIN NO. along with registration certificate	.pdf
4.	Proof of minimum three years of experience of supplying of item covered under this tender in bulk to the Departments / Ministries / Organisations of the Govt of India / State Govt./Large Public Sector Undertakings, Five Star Hotels, Big Corporate Houses etc.	.pdf
5.	Undertaking that the bidder has not been blacklisted by any Departments / Ministries / Organisations of the Govt of India / State Govt.	.pdf

6.	Registration and incorporation certificate of firm / Company	.pdf
7.	Compliance statement that bidder agrees to all terms and conditions of this tender document	.pdf
8.	Copy of PAN card	.pdf
9.	Certificate that the quality, size and material of crockery sets supplied by the bidder are in compliance with the specifications mentioned in Annexure II.	.pdf
Cover 2 - (Financial Bid) (to be submitted in BOQ format online)		
Sl. No.	Document	File Type
1.	Financial bid as per Annexure-I of this tender document	.xls

- iii) Tenderer/Bidders are advised to follow the instructions provided in the 'Instruction to Bidders' specified at **Annexure-IV** of this Tender document for e-submission of the bids online through Central Public Procurement Portal Website: <https://eprocure.gov.in/eprocure/app> before proceeding with the tender;
- iv) All documents as per tender requirement shall be uploaded online through Central Public Procurement Portal Website: <https://eprocure.gov.in/eprocure/app> and further no documents will be accepted offline.
- v) Bidders not submitting any of the required documents online will be summarily rejected;
- vi) Both technical and financial bid are to be submitted concurrently duly digitally signed on the Central Public Procurement Portal;
- vii) The bidders shall have a valid digital signature certificate for participation in the online tender. The cost of digital signatures, if any, will be borne by respective bidder;
- viii) Prospective bidders are accordingly advised to go through instructions provided at Central Public Procurement Portal;
5. **Financial Bid:-** The bidder must submit their financial bid in the prescribed format (BOQ.XXXX File) – specified at **Annexure I** of this tender document and no other format is acceptable. Bidders are required to download the BOQ File, open it and complete the unprotected cells with their respective financial quotes and other details. No other cells should be changed. Aforesaid tender is for supply of crockery items to Indian Missions/Posts abroad. Therefore, Indian Missions/Posts abroad will place the order for supply of crockery directly with the vendor and will make the payment directly to the vendor in US dollars. As this is an export order, Bidders should quote their rates in US dollar (exclusive of international shipping and insurance charges). Further, Local taxes like GST etc., if not applicable in export cargo, **“ZERO (0)” figure must be entered in all rows corresponding to column “GST” of the BoQ by Bidders otherwise BoQ file will not be uploaded.** Once the details have been completed, the bidder should save it and submit it online, without changing the file name. If the BOQ file is found to be modified, the bid will be rejected. The bidders are strictly advised to refrain from quoting unrealistic prices, at which they may not make supplies later.
6. **Critical Dates:-** Given in page no. 1 of the Tender document
7. **Extension of last date at the Discretion of the Ministry:-** The Ministry may in its discretion extend the last date for submission of the online bids and such extension shall be binding on all the Bidders. Addendum/Corrigendum, if any in this regard, will be published on the Central Public Procurement Portal Website: <https://eprocure.gov.in/eprocure/app>
8. **Opening of Technical Bid & Financial Bid:-**

- i) Online bids (complete in all respect) received along with demand Demand Draft / Pay Order/Insurance Surety Bond of EMD (Physically) will be opened as per stipulated time and date indicated in para 6 of the tender document in presence of bidders representative, if available at Room No. 1025, A Wing, 1st Floor Jawaharlal Nehru Bhawan, 23-D Janpath, New Delhi-110011. Bid received without EMD will be rejected straightaway.
- ii) A duly constituted committee will evaluate eligibility criteria of bidders.
- iii) Financial bid of only those bidders, whose Technical bids are declared eligible by the committee, will be evaluated.
- iv) It shall be noted that required documents submitted online along with the technical bid will be perused/examined and in case of any deficiency, the technical bid will be rejected and financial bid will not be opened;
- v) After opening of technical bids, bidders will be informed of the date and time to bring along with them a sample of **complete** Crockery Set (**listed in Annexure I**) having specifications (**listed in Annexure II**) to the Ministry;
- vi) After scrutiny of technical bids, the Ministry shall shortlist the eligible bidders and inform them of the date and time of opening of the Financial Bids **on CPP Portal**;
- vii) The representatives of the bidders willing to attend tender opening process will have to submit a letter of authorisation to this effect;
- viii) In case the date of opening of tender is declared a holiday for unexpected reasons, the tender shall be opened same time on the next working day;
- ix) Bids shall be summarily rejected, if it is received other than online through Central Public Procurement Portal;

9. **Validity of Bid:-** The bids shall be valid for a period of four months from the last date of submission of bids. A bid for a shorter period of validity shall stand rejected;

10. **Bid Prices and period of their validity:**

i) Rates should be valid for one year from the date of signing of the agreement. Rates/prices should remain fixed during the entire period of the contract. i.e. one year and shall not be subject to variation on any account during the time the contract is effective. No claim for compensation or loss due to fluctuations or any other reasons / causes shall be entertained. A bid submitted with an adjustable price quotation shall be treated as non responsive and shall be rejected. No request for increase in the rates would be entertained during the period of contract.

ii) The Annual Rate Contract (ARC) shall initially be for one year. However, the ARC may be extended for a further period of one year with mutual agreement on the same rate, terms and conditions, if the services of the contractor are satisfactory.

11. **Non transferability:-** This tender is non-transferable. Incomplete and conditional Tenders will be summarily rejected;

12. **Non-withdrawal of Bids:-** No bidders will be allowed to withdraw after e-submission of bids/ opening of the tender; otherwise the EMD submitted by the firm will be forfeited;

13. **Basis of awarding the contract:-**

- i) The contract shall be awarded on the basis of the lowest quote for each item.
- ii) If more than one bidder have offered the same rate which are L1, the Ministry reserves the right to classify all such bidders as L1 and divide the purchase order equally among them;

14. **Purchasers Rights:-**

- i) Ministry reserves the right to accept/reject any or all the Bids in whole or in part and annul the bidding process without assigning any reason whatsoever;
- ii) Ministry reserves the right to award the supply orders in parts to more than one Bidder;
- iii) Ministry reserves the right to relax/withdraw any of the terms and conditions mentioned in the Tender Document so as to overcome any problem encountered during the selection of the bidders and also during the course of the execution of the contract;
- iv) Ministry reserves the right to black list a bidder for a suitable period in case the firm fails to honour its bid without sufficient grounds;
- v) If a firm after award of the contract violates any of the terms and conditions or breaches the contract, it shall be blacklisted and its Performance Security/ EMD will be forfeited;
- vi) An indicative list of items, with their particulars and detailed specifications, to be supplied under the proposed Annual Rate Contract is provided in **Annexure II** of the Tender Document;
- vii) Terms and conditions specified at **Annexure-III** of the Tender Document shall be binding on the contractor;
- viii) It shall in no way be binding on the Ministry to purchase the exact number of quantities as indicated in **Annexure II** of the Tender Document. The actual quantities that may be purchased by the Ministry may vary in each case;

15. Delivery & Penalty for delayed services:-

15.1 The items duly inspected, against all the orders received by the bidder will be delivered to the respective Missions abroad of this Ministry as early as possible but not later than 45 days from the date of issue of the orders. Transportation charges as per actual.

15.2 Mode of Despatch:

The items should be despatched as per the instructions in each contract.

15.3 Liquidated damages – Liability for Delay:

In the event of the contractor's (successful bidder) failure to have the items ready for delivery by the date/dates specified in the contract, the purchaser (Ministry of External Affairs) may at their discretion withhold any payments until the whole of the items have been supplied and the purchaser may deduct or recover from the contractor as liquidated damages and not by way of penalty, a sum of half percent (1/2%) of the contract price of the undelivered items for each and every week or part of a week up to a maximum of ten percent (10%) of the contract price. But if the contractor during the course of execution of the contract at any stage anticipates a delay in supplies beyond the agreed delivery schedule, the contractor would promptly notify the purchaser, who may admit as reasonable ground for further time and grant an extension to the delivery schedule by issue of an amendment to the contract.

15.4 Transit Insurance:

The purchaser (Ministry of External Affairs) will not pay separately for transit insurance and the contractor will be responsible up to the time the items arrive in good condition at their final destination. Items of Crockery set lost in transit or received broken or short will be replaced by contractor at no extra charge if such loss is attributable to incorrect or defective packing.

15.5 Shipping Procedure:

Shipping arrangements will be made by the contractors. Shipping is to be made by road, rail, vessels and airlines, which operate directly to the concerned destination without requiring trans-shipment en-route where a single carrier can't be used for reasons beyond shippers control; trans-shipment may be permitted. All freight is to be shipped on CIF basis.

15.6 Despatch Instructions:

- a) The contractor should furnish sufficient copies of invoices/relevant documents to the shipping company.
- b) The following documents for clearance of items to be sent by air mail to Consignee/Landing officer within seven days of the ship leaving the Port and by same flight in case of air despatch.
 - i) Full set of three original copies of Bill of Lading/Airway Bill.
 - ii) Three copies of bill of Lading/Airway Bill showing freight charges/ freight sheets
 - iii) Two copies of the signed invoices showing the value and also the name of the consignee. The invoices should indicate the various types of commission/discount, if any allowed for levying customs duty. The invoices should be prepared in terms of the Customs Tariffs of the importing country.
 - iv) Country of Origin Certificate.
 - v) Packing list showing individual dimensions and weight of packages.
 - vi) Insurance Report(where items are insured)

15.7 Packing Instructions:

- a) **Packing** - Every piece shall be suitably packed with environment friendly material (not plastic material), each set of similar piece shall be packed in a cardboard box with the details of contents written on the top. All these cardboard boxes forming one complete set or more than one set as the case may be, shall be packed in a cardboard box lined with water proof material. These boxes shall be further strengthened with iron hoops and seals as per procedure detailed below.
- b) Steps to be taken by the Supplier:
 - i) Counting of pieces and packing would be done in the presence of two responsible employees of the firm who shall draw up a list (in triplicate) of the items packed under their supervision. The list in question would be signed by them in testimony thereof and one signed copy of it would be placed in the package itself. The original list shall be sent directly to the consignee with the bill of lading / Airway bill etc.
 - ii) The firm while fixing the iron hoops on a package would place a lead or other metallic seal in each hoop (Bearing the firm's mark-monogram). The size of the seal would be ½" in diameter. Such seals are meant to ensure that the packages are not replaced or exchanged while in transit.
 - iii) Complete specifications of each cardboard box i.e. size, number of iron hoops, number of seals and the type of seals would be intimated to the consignee Mission direct immediately after dispatch.

16. Genuinity of the supplies :-

- i) In case of any manufacturing defect of any shape/kind, damage of any type such as breakages etc. the item shall have to be immediately replaced with a new one;
- ii) The supply shall be completed within the delivery time as per Terms & Conditions of the Tender Document from the date of placement of Purchase Order;

17. Mode of Payment:

- i) Payment against bill/Invoice shall be released only after execution of the supply order and the quality of the items are found to the satisfaction of MEA;
- ii) Payment will be made by Indian Missions/Posts through SPM Section to the contractor by cheque or directly to the contractor by cheque/electronic transfer. No request for other mode of payment will be entertained.
- iii) No advance payment will be made in any case.

18. Earnest Money Deposit (EMD):-

- i) The scanned copy of Earnest Money Deposit (EMD) for a value of Rs.50,000 (Rupees Fifty Thousand only) should accompany the Technical Bid in the form of Demand Draft drawn in favour of 'Pay and Accounts Officer, MEA' payable at New Delhi shall be uploaded as .pdf file along with envelope 1 (technical bid);
- ii) The original hard copy of Earnest Money Deposit (EMD) of Rs.50,000 (Rupees Fifty Thousand only) in the form of Demand Draft / Pay Order/Insurance Surety Bond in favour of "**Pay & Account Officer, Ministry of External Affairs**" is also required to be submitted in a sealed envelope superscribed "Tender for Supply of Crockery Set" and in any case not later than the day previous to the closing date and time of e-submission of online bids to Administrative Officer (SPM), room No. : 4009 A-Wing, 4th Floor Jawaharlal Nehru Bhawan, 23-D Janpath, New Delhi-110011, failing which the bids will not be considered. ;
- iii) Tender received without EMD or EMD for lesser amount will be summarily rejected;
- iv) The submission of EMD is compulsory for all the Bidders and no exemption will be granted for submission of EMD in any case except for MSEs (micro and small enterprises) subject to furnishing of relevant valid certificate for claiming exemption;
- v) The EMD shall be returned within 30 days to the unsuccessful bidder(s) in the first stage (i.e technical evaluation). However if the return of EMD is delayed for any reason, no interest/penalty shall be payable to the bidder;
- vi) The EMD of the successful bidder(s) will be returned on receipt of Performance Bank Guarantee;
- vii) EMD of a bidder will be forfeited, if the bidder withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its tender;
- viii) The EMD shall be valid for a period of forty-five (45) days beyond the final bid validity period.

19. Performance Bank Guarantee (PBG):-

- i) Successful Bidder/Contractors will be required to submit a performance bank guarantee of 3% of the actual contract value, after award of the contract;
- ii) Bank guarantee shall be made in favour of **Pay & Accounts Officer, Ministry of External Affairs, New Delhi**;
- iii) Bank guarantee shall be furnished within 14 days after notification of award and shall be valid for a period of **sixty days** beyond the completion of the contract period;
- iv) 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.
- v) No Third Party Performance Bank guarantee will be accepted.

20. Amendment of Bidding Document:-

- i) At any time prior to the deadline for e-submission of bids, the Ministry may, for any reason, whether on its own initiative or in response to the clarification request by a prospective bidder, modify the bid document;
- ii) Any amendment in the bidding document, at any time prior to the deadline for e-submission of bids, shall be uploaded as "corrigendum" on <https://eprocure.gov.in/eprocure/app>. Such amendments/ modifications shall be binding on all the prospective bidders;
- iii) Ministry at its discretion may extend the deadline for the e-submission of bids if the bid document undergoes changes during the bidding period, in order to give prospective bidders time to take into the consideration the amendments while preparing their bids;
- iv) The Ministry 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.

- v) Further Addendum/Corrigendum if any will be uploaded onto the website of CPP portal only. The decision of Ministry, in this regard, shall be final and binding on all.

21. Corrupt or Fraudulent Practices:-

- i) It is expected that the bidders who wish to bid for this tender have highest standards of ethics;
- ii) Ministry shall reject the bid if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices while competing for this contract;
- iii) Ministry may declare a bidder ineligible, either indefinitely or for a stated duration, if it at any time determines that the bidder has engaged in corrupt and fraudulent practices during the execution of contract.

22. Force Majeure:-

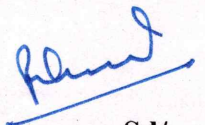
Each contracting party shall be excused for the non-performance of any of his contractual duties or obligations if and to the extent to which such non-performance is caused by the supervision of *force majeure* PROVIDED that the party whose performance is so affected immediately and in writing notifies, the other of the disasters or other acts of God, war, civil commotion, strikes, sabotage, explosions, epidemics, quarantine restrictions and such other occurrences beyond the control of either party.

23. Settlement of Disputes and Arbitration:-

If any dispute arises out of Contract with successful bidder with regard to the interpretation, meaning and breach of the terms of the Contract, the matter shall be resolved in accordance with ICADR Arbitration Rules, 1996. The seat of arbitration shall be New Delhi and the language shall be English.

24. Governing Laws and Disputes:-

All disputes shall be construed and governed by the Laws of India and the parties hereby submit to the exclusive jurisdiction of the Courts of Law of Delhi.



Sd/-
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Under Secretary (SP)
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4017, 'A' Wing, Fourth Floor
Jawaharlal Nehru Bhawan,
23-D, Janpath, New Delhi - 110011
E-Mail: ussp@mea.gov.in
Phone : 23085118

Annexure I
Financial Bid

The table below given is only for reference purpose.
Bid to be submitted online in prescribed BOQ.XXXX format
Along with the Tender document

Tender Inviting Authority: SPM Section, Establishment Division, Ministry of External Affairs, New Delhi

Name of Work: SUPPLY OF Crockery Sets

Contract No: Q/SPM/882/01/2022

Bidder Name :

PRICE SCHEDULE

(This BOQ template must not be modified /replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

NUM BER #	TEXT #	NUM BER #	NUMBER #	NUM BER	NUMBER #	NUMBE R #	TEXT #	
Sl. No.	Item Description	Quantit y	Unit Cost (Without GST) In Figures To Be Entered By The Bidder In US\$	GST In %	TOTAL AMOUNT Without GST (col. 3x4)	TOTAL AMOUN T With GST (Col. 6+GST)	TOTAL AMOUN T In Words (with GST)	Remarks
1	2	3	4	5	6	7	8	
1.	Dinner Plate	1						
2.	Salad Plate/ Desert Plate	1						
3.	Quarter Plate	1						
4.	Rimmed Soup/ Salad Bowl	1						
5.	Tea cup & saucer	1						
6.	Coffee cup & saucer	1						
7.	Covered Veg. Dish	1						
8.	Open Veg Dish	1						
9.	Sugar Pot with handles	1						
10.	Tea Creamer	1						
11.	Tea Pot	1						
12.	Coffee Pot	1						

13.	Pickle Bowl	1						
14.	Sweet Bowl	1						
15.	Rice Plate (Oval)	1						
16.	Deeper Rice Plate (Oval)	1						
17.	Small dessert bowl (sweet)	1						
18.	Large open Veg Dish	1						
19.	Rectangular Platter	1						
20.	Square Platter	1						
21.	Square Platter	1						

Annexure-II

24 PERSON SET

Sl.No.	Description	Size	Quantity
1.	Dinner Plate	270 mm diameter	28
2.	Salad Plate/ Desert Plate	215 mm diameter	28
3.	Quarter Plate	165 mm diameter	28
4.	Rimmed Soup/ Salad Bowl	215 mm diameter	28
5.	Tea cup & saucer	200 ml capacity	28
6.	Coffee cup & saucer	100 ml capacity	28
7.	Covered Veg. Dish	1990 ml capacity	4
8.	Open Veg Dish	1210 ml capacity	4
9.	Sugar Pot with handles	400 ml capacity	4
10.	Tea Creamer	320 ml capacity	4
11.	Tea Pot	1300 ml capacity	4
12.	Coffee Pot	1280 ml capacity	4
13.	Pickle Bowl	74 mm diameter, 34 mm height	12
14.	Sweet Bowl	97 mm diameter, 46 mm height	28
15.	Rice Plate (Oval)	400x300 mm	3
16.	Deeper Rice Plate (Oval)	400x315 mm	3
17.	Small dessert bowl (sweet)	85 mm diameter, 47 mm height	28
18.	Large open Veg Dish	3500 ml capacity	4
19.	Rectangular Platter	290x140 mm	4
20.	Square Platter	230x230 mm	4
21.	Square Platter	290x290 mm	4
	Total Price		

All the crockery items should be of fine quality and must have “**Gold line and Ashoka Emblem in Gold embossed on them**”.

Annexure – III

**Ministry of External Affairs
SPM Section**

Terms & Conditions of Rate Contract

1. Prices:

The prices should be quoted on fixed and firm basis (inclusive of making and packaging) for free delivery on Board (FOB). The freight charges are to be shown separately on the invoices.

2. Specifications: As per description of the stores mentioned in **Annexure-II**.

3. Sales Tax/Excise Duty/Custom Duty/GST: As applicable.

4. Direct Demand from Missions/Posts:

The Indian Missions/Posts abroad will be placing the orders with the contractor directly during the period of the contract.

5. Marking Instructions:

Marking 'FRAGILE STORE', 'HANDLE WITH CARE' should be prominently displayed on all sides of the packages. The package number with all other relevant details will be given on the outside label.

6. In the event the contractor fails to despatch the replacements of stores lost in transit or received broken or short by the consignee, within 90 days of the receipt of the information, the cost of the stores already paid to the contractor will be recovered from the contractor by raising debits against outstanding payment to be made.

Annexure IV
Instruction to bidders

Instructions for Online Bid Submission:

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

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

REGISTRATION

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

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 covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from

these may lead to rejection of the bid.

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

SUBMISSION OF BIDS

1. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
4. Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
6. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
7. 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's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
8. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
9. Upon the successful and timely submission of bids (i.e. 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.

10. 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, +91-7878007973.
