

F.No. J-15011/20/2016-Genl. I
Government of India
Ministry of Electronics and Information Technology
6, CGO Complex, Lodhi Road

New Delhi 110003.
Dated 10.07.2017

**E-TENDER DOCUMENT
CRITICAL DATE SHEET**

Tender Document Download	11.07.2017 at 12.35 PM
Bid Submission Start Date	11.07.2017 at 12.45 PM
Bid Submission End Date	29.07.2017 at 12.30 PM
Bid Opening Date	31.07.2017 at 02.30 PM

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No. J-15017/20/2016 Genl. I
Government of India
Ministry of Electronics and Information Technology
6, CGO Complex, Lodhi Road,

New Delhi 110003.
Dated 10.07.2017

Subject:- Invite the e-bid for purchase of Digital IP based KTS System in the residence office of MoS(E&IT).

1. e - Tender Notice

On behalf of the President of India, e-tenders are invited from reputed firm located in NCR for supplying of Digital IP based KTS System in the residence office of MoS(E&IT).

2. The tender documents can be downloaded from the website “<http://eprocure.gov.in/eprocure/app>” from 11.07.2017 (12.35 PM) to 29.07.2017 (upto 12.30 PM).

3. The interested service providers may submit the tenders online at “<http://eprocure.gov.in/eprocure/app>” in two bid system (i.e. **Part I : Technical Bid and Part II : Financial Bid**) in the prescribed Performa. Tenders are to be submitted only online through e-procurement portal i.e. “<http://eprocure.gov.in/eprocure/app>”. All the documents in support of eligibility criteria etc. are to be scanned and uploaded along with the Tender Documents.

4. Tenders sent by any other mode will not be accepted.

Joint Director
T.No.24301240

NB : The terms and conditions of the bid are enclosed at **Annexure-I** which should be carefully noted and complied with. Specification of the Digital IP based KTS System is given in BoQ which must be used for quoting rates.

2. Scope of work and General Instructions for Tenderers

Scope of work:- Purchase of new Digital IP based KTS System in the residence office of the MoS(E&IT).

General Instructions:

1. General Instructions

- i) Interested service providers have to submit the tender through e-procurement portal as per required packet/cover contents.
- ii) The bid must be valid for a minimum period of ninety days from the due date.
- iii) The bidder must be a reputed manufacturer or his authorized representative of the type of product. In case of representative, the authority letter specific from the manufacturer/distributor may be submitted.
- iv) The bidder should have at least Five years experience in Govt. department, PSUs /reputed Organization and copy of certification working must be furnished along with technical bids failing which bid shall be rejected.
- v) The contract shall not be allowed to transfer, assign, pledge or sub-contract its services under any circumstances without written permission of the Ministry.
- vi) The rates should be quote in Indian Rupees for delivery at premises of the Ministry. All prices should be fixed and should not be subject to escalation of any description. The rates must be excluding of VAT/CST, which shall be paid by the Ministry's separately as applicable. However, these would be considered at the time of evaluation.
- vii) Form "D" for grant of Central Sales Taxes Concession for goods originating outstation will be furnished by this Department. Rates should be quoted accordingly.
- viii) Complete Technical Details along with make; model, and complete specification, of the systems highlighting the special feature of their offer should be supplied along with the technical bid.
- ix) It may be specifically mentioned whether quotation in strictly as per tender specification/conditions. If not, deviation must be spelt out specifically in the technical bid. In the absence of this the quotation will be rejected.
- x) Submit the Registration number of the firm along with the CST No./VAT No./ESI No/EPF No. Service Tax No. allotted by the concerned authority in your quotation. Incomplete bids are liable to be rejected.
- xi) The Ministry's reserved the right to accept or reject any bid or cancel the tender proceeding without assigning any reason whatsoever.
- xii) Quotations received without supporting document are liable to be rejected.
- xiii) Bidder shall sign all pages of quotation.
- xiv) In case of any discrepancy between rate mentioned in the figures and word, the later shall prevail. Further in case of any discrepancy between unit price and total price, the price quoted; as unit price shall prevail.
- xv) Any attempt of negotiation direct or indirect on the part of the tenderer with the authority to whom he has submitted the tender or authority who is competent finally to accept it after he has submitted his tender or any endeavor to secure any interest for an actually or prospective tenderer or to influence by any means the acceptance or the particular tenders will tender the tenderer liable to be exclusion from consideration.

3. Eligibility Criteria for qualify the Technical Bids:-

- i) Bidders are required to upload scanned copy of documentary evidence indicating that the firm is located in National Capital Region of Delhi.
- ii) Bid form (as per annexure-I)
- iii) Bidders are required to upload scanned copy of a reputed manufacturer or his authorized representative of the type of product. In case of representative, the authority letter specific from the manufacturer/distributor may be submitted.
- iv) Bidders are required to upload scanned copy of sufficient experience for similar type of works in this field for the last 5 years.
- v) Bidder is required to upload scanned copy of Balance Sheet along with Profit and Loss statement duly certified by Chartered Accountant having turnover of more than Rs. 50 lakh for the Financial Year 2015-16 and 2016-2017.
- vi) Bidders are required to upload scanned copy of the CST /VAT /ESI / EPF/Service Tax /PAN No. Certificate allotted by concerned authorities.
- vii) Bidders are required to upload the scanned copy of the EMD of Rs. 15,000/- (Fifteen Thousand Only) should be in the form of Pay Order/ Demand Draft issued by any commercial bank in favour of 'Pay & Accounts Officer, MeitY payable at New Delhi and physical EMD may be deposited Section Officer, General-I Section, MeitY.
- viii) Bidders are required to upload the scanned copy of the Income Tax returns for the last two year i.e. 2015-2016-2016-2017.
- ix) Bidders are required to upload the scanned copy of the Declaration on letter head stating that the bidder has not been black-listed by any Ministry/Department/Organization.
- x) Bidders are signed with seal all the pages of quotations, documents, specification, etc. otherwise the bid will be rejected.

If it is subsequently established or found that the bidding firm has given any false information or facts or has suppressed facts or manipulated the documents etc., the Earnest Money Deposit or the Performance Security deposit, as the case may be, will be forfeited and no excuse what so ever will be entertained therefore.

4. Terms and conditions

The rate approved in this tender shall be valid for the whole of the period of the rate contract and no upward revision will be allowed during the period of the contract.

- i) All entries in the tender form should be legible and filled clearly. If the space provided for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be scanned and uploaded. No correction either in the Technical Bids or Financial Bids is permitted. In no case should there be any change in the format of the Financial Bid. The bids submitted in the proforma other than the proforma provided for the purpose, will be rejected summarily.
- ii) The bidders should have at least one dedicated landline telephone connection and one mobile for contact. The details of the same may be furnished in the bid (**Annexure-I**).
- iii) Selected lowest Bidder(s) shall be empanelled as Service Providers on the fixed rate for one year from the date of signing of Agreement. In case, the empanelled service provider is found in breach of any condition(s) of tender/agreement at any stage or services of service provider are found not to the satisfaction to the Ministry, the agreement/contract may be terminated leading to forfeiture of performance security. The decision of the Ministry shall be final in this regard.

- iv) It may specifically be mentioned whether quotation is strictly as per terms and conditions of the tender. Deviation if any must be spelt out specifically in Technical Bid. In the absence of this, the quotation may be rejected.
 - v) The bidder must quote for all items as per price schedule (BoQ), **the quantity of which is tentative and may vary time to time.** The evaluation of bids shall be made on overall basis. Conditional discounts, if any offered shall not be considered for evaluation purpose. **After technical bids have been opened, then no bidding firm will be allowed to withdraw or on notifying the rates, refuses to accept the tender or violate any other terms and conditions of the tender, its EMD will be forfeited.**
 - vi) All the rates quoted in BoQ must be excluding of applicable taxes which shall be paid by the Ministry on applicable rates.
 - vii) Duly constituted committee shall first open and evaluate Technical Bids. Price bids of only those bidders shall be opened whose technical bids are found to be in order as per terms and conditions of tender. Intimation to this effect shall be separately sent to the bidders whose bids are found technically acceptable. **The lowest quoted bidder(s) shall be chosen on the basis of total lowest bid price received.**
 - viii) The Ministry reserves the right to accept or reject any bid or cancel the tender proceeding without assigning any reason whatsoever
5. **Receipt of Tax liability:** The contract awarding firm for supplying of Digital IP based KTS System in the residence office of Hon'ble MoS(E&IT) will be given applicable tax on the bills. The firm will ensure that the tax receipts are deposited to the Ministry, while raising bill for the second and subsequent quarters. In case the receipt(s) is/are not submitted by the firm, the tax would not be paid to the firm and the already paid tax would be recovered from the bill so raised.
6. **Payment:** Payment shall be made through ECS to the firm only on satisfactory acceptance of the work as well as receipt of pre-receipted bill in triplicate. In case any item is found to be not as per ordered specification or does not meet the requirement or found to be of sub-standard quality, the same shall be rejected and supplier should replace the same without extra charge within the specified delivery schedule.
7. **Earnest Money Deposit (EMD):** Each quotation must be accompanied by Earnest Money Deposit as per **Annexure-I** which shall be in the form of Demand Draft / Pay Order in the name of "Pay & Accounts Officer, Ministry of Electronics and Information Technology" payable at New Delhi. Quotations received without Earnest Money deposit are liable to be rejected.
- 1. Earnest Money is liable to be forfeited and bid is liable to be rejected, if the tenderer withdraws amends, impairs or derogates from the tender in any respect within the period of validity of the tender.

2. The earnest money of all the unsuccessful tenderers will be returned as early as possible after award of contract letter. No interest will be payable by the Ministry on the Earnest Money Deposit.
3. Earnest Money of successful bidder shall be returned after furnishing of performance Security.

8. **Performance Security:** The successful bidder shall require to submit a **Performance Security of Rs. 30,000/- (Rupees thirty thousand only)** as indicated in within fifteen days of the issue of Acceptance of Bid letter by the Ministry. The performance security may be in the form of Demand Draft/Pay order/Bank Guarantee or Fixed Deposits Receipts (FDR) of any commercial Bank. In case, the contractor fails to provide satisfactory services during the term of contract, the performance security submitted by the firms will be forfeited without prejudice to other remedies. No interest will be payable by the purchaser on the performance security. Performance Security should be valid for a minimum period of 14 months from the date of acceptance.

The job carried out shall be to the satisfaction of the Ministry failing which deductions up to 10% of the total bill are deducted, depending upon the severity of negligence. The Ministry may also resort to blacklist the agency for a suitable period of time on the lapse on its part. The decision of the competent authority shall be final and binding on the firm/agency. The Ministry at any time can terminate the contract without assigning any reason, if the work of the firm is found unsatisfactory. In this respect, the decision of the Ministry will be final and binding on the firm.

9. EVALUATION OF BIDS

(i) A committee constituted by Competent Authority for this purpose will first examine the technical bids to determine its eligibility with reference to tender document. The committee shall determine the conformity of each bid to the bidding documents. Ministry may seek any clarification, if so required. The technical bids not conforming to the tendered conditions shall be declared unresponsive. Price bids of only those bidders whose technical bid is found to be qualified shall be opened by the duly constituted committee in the presence of technically qualified bidders for which separate intimation shall be given to them.

(ii) Competent authority in the Ministry reserves the right to reject all or any of the bids.

(iii) Incomplete bids are liable to be rejected.

10. **Agreement deed:** -The successful bidder/s shall execute an agreement for the fulfilment of the contract on Rs. 100/- non-judicial stamp paper within 15 days from the date of award of the contract. Agreement/contract will be signed after the submission of the performance security at the following terms.

- a) The period of contract for completion of job shall be 90 days from the date of award of contract/submission of the performance security/Agreement Deed whichever is later but not more than 15 days. The contractor has to submit all the formalities within 15 days, failing which the schedule of time will be counted from the date of award of contract.
- b) The incidental expenses of execution of Agreement/Contract shall be borne by the successful bidder.

11. **Arbitration:** In the event of any dispute or disagreement under or in relation to this Agreement or over the interpretation of any of the terms hereinabove contained or any claim or liability of the party, the same shall be referred to the sole Arbitrator to be nominated by mutual consent of both parties therein. The intending party will serve notice in writing upon the other party notifying its intention for appointment of Arbitrator. Should both parties fail to agree on by mutual consent, then Ministry will appoint the sole Arbitrator. The provisions of Arbitration and Conciliation Act, 1996 will apply. The arbitration proceedings will be held in New Delhi. The Arbitrator will give reasons for his award and the award passed by the Arbitrator shall be final and binding upon the parties herein. Such reference shall be deemed to be a submission to arbitration under the Indian Arbitration and Conciliation Act, 1996, or of any modifications or re-enactment there of including the rules framed there under.

12. **PENALTY AND TERMINATION**

(i) It would be the first and foremost responsibility of the Contractor to ensure that the system is in good working condition and contract is executed as per agreed terms and conditions. In case at any stage, it is observed during surprise check or in case of any complaint received from MoS office Ministry may impose a penalty up to of Rs. 500/- per day.

(ii) In case of quality of service provided by the contractor found wanting/inadequate, the competent authority may terminate the contract agreement after giving fifteen (15) days notice. In that case the competent authority may forfeit the Performance Security deposit as stated above.

(iii) In case of material breach of any of terms and conditions mentioned in the Tender Document, the Competent Authority will have the right to terminate the contract, cancel the work order without assigning any reason and nothing will be payable by this Ministry in that event and the Performance Security deposit may also be forfeited.

13. **Force Majeure:** Notwithstanding the provision of the **clause 8**, the firm shall not be liable for forfeiture of its performance security, liquidated damages or termination for breach, if and to the extent that, it's delay min performance or other failure to perform its obligation under the agreement is the result of an event of Force Majeure. For purpose of this clause, "Force Majeure" means an event beyond the control of the firm and not involving the firm's fault or negligence and not foreseeable. Such events may include, but are not restricted to, act of the 'Ministry' either in its sovereign or contractual capacity, wars or revolutions, fire, floods, epidemics, quarantine restrictions and freight embargoes. If the Force Majeure situation arises, the firm shall promptly notify the 'Ministry' in writing of such condition and the cause thereof. Unless otherwise directed by the 'Ministry' in writing, the firm shall continue to perform its obligation under the agreement as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

All disputes are subject to the jurisdiction of courts in the National Capital Territory of Delhi.

(B.D. Sharma)
Joint Director

BID FORM

1. **Tender No. J-15011/20/2016-Gen-I : Due Date : 29.07.2017**

2. Whether quoted rate for per items **YES/NO** : _____

3. Name and Address of Bidding Firm : _____

4. Name and Designation of the Person signing the bid : _____

5. Mobile/Land Line Telephone Number : _____

6. Earnest Money Deposit Details : _____

7. CST/VAT/ESI/EPF/PAN / Service Tax Registration Certificate No (copy enclosed) : _____

9. Annual turnover of last two financial Years (2015-16 & 2015-16) (copy of profit & loss account and balance sheet duly signed by Chartered Accountant enclosed) : _____

10) The bidder must be a reputed manufacturer or : _____
His authorized representative of the type of product with specific from the manufacturer /distributor may be submitted.

11. No. of years of experiences (Not less than 5 years) for similar type of works in Government Sector/PSU/Reputed Organizations (documents as per bid document attached). : _____

12. Terms and Conditions mentioned in the Tender Document are ACCEPTABLE/ NOT-ACCEPTABLE : _____

13. Deviation in Terms and conditions (if any) : _____

14. Capacity in which bid is signed by the Bidder (proprietor/ Partner/ Director) : _____

Signature of Bidder

: _____

Name in Block Letters : _____

Place : _____

Date : _____

CHECK LIST

Bidders must check whether documents have been enclosed in the respective and bid fulfils the following:

A. Technical Bid

Sl. No.	Description	Yes or No	Page
1.	Documentary evidence indicating that the firm is located in National Capital Region of Delhi.		
2.	Bid Form (as per annexure-I)		
3.	The bidder must be a reputed manufacturer or his authorized representative of the type of product. In case of representative, the authority letter specific from the manufacturer/distributor may be submitted.		
4.	The firm should have sufficient experience for similar type of works in this field for the last 5 years (documentary proof to be upload)		
5.	Proof of Annual Turn-over which should not be less than 50 lakh along with the Balance Sheet and Profit and Loss Account duly certified by Chartered Accountant for the financial years (i.e. 2015-2016, 2016-2017).		
6.	Proof of CST/VAT/ESI/EPF/PAN/Service Tax registration Number enclosed		
7.	Bid Security (EMD) of Rs. 15,000/- (Rupees Fifteen Thousand Only) through a demand draft in favour of 'PAO' MeitY, payable at New Delhi.		
8.	Copy of Income Tax returns for the last two years (2015-2016, 2016-2017).		
9.	The bidder should not have been black listed by any Ministry/Department/PSU and a certificate on the letter head need to be enclosed with technical bid to this effect.		
10.	Have you signed with seal all the pages of quotations, documents, specification, etc. otherwise the bid will be rejected.		

B. Price Bid Cover

Sl. No.	Description	Yes or No	Page
1.	Price Schedule as per financial quotation (Annexure-II)		
2.	Have you quoted for all items of the tender?		

Signature and seal of the Bidder

Annexure-III

S.No.	Descriptions	Rate	Qty.	Amount
1	<p>New latest IP/ Digital based KTS System equipped with 08 trunk, 16 Digital, PRI line, 32 analog Extension and expandable ports, mountable in a standard Network rack with facilities of :-</p> <ul style="list-style-type: none"> - Inbuilt caller ID, digital & ISDN/PRI connectivity - Offer system should have valid TEC approval, certificate of copy for ISDN connectivity should be enclosed. - Offered System must be ROHS complied as green product with power saving - System should have inbuilt facility of caller ID, call transfer, call pickup, call barring, store, re-dialing, hold, camp in busy, call forward & call waiting indicator - System should be support 6SIP, exiting PA system for emergency paging, UHF/VHF two way radios for voice communication - Media Gateways to allow TDM connectivity trunks and Extension and must be 96 conference resources. - System must be able to interpretive and endpoints using standards:- QSIG, H323, SIP, CSTA/CTI & E&M - The system should support high density media gateway to support the TDM extensions and trunks - Cell/ Dect station connectivity with System - Multiple networking options supporting PSTN (analog and digital) and TIE trunk (analog, digital and IP) without additional external equipment. - System should be connected thorough network in all existing installed system in all remote locations with full features - Malicious Call Trace, 100% non blocking - Voice messaging application has to be from the same OEM as that of the IP PBX and should support unified messaging - Real-time presence and availability of colleagues - The system should provide distinctive ringing for internal calls, junction calls, auto call back, wake up service and emergency reporting service and flexible Numbering plan (Make – Branded) 		01set complete	
2	MDF box 100 pair with IPM, frame & crone		05 nos.	
3	Battery backup for 5/6hrs. backup		01set.	
4	Caller ID phone push button		10 nos.	
5	<p>Key phone Digital with following</p> <ul style="list-style-type: none"> - Manual Signaling (Boss/Secretary Button/Buzzer) - Full duplex speakerphone and call history - Multiple line appearances with LED indication - Backlit line keys and Bluetooth support - Voip encryption and backlit keypad - Message lamp with Multi Colour LED - 24 programmable keys 		15 nos.	
6	Cordless phone with illuminated display handset, digital speaker, CLI & phonebook etc.		08 nos.	
7.	Amphenol with 50 pair copper wire		03 nos.	
8.	Branded make 38u Server rack with all accessories and customize for equipment.		01 nos.	
9.	Installation and Commissions Charges		01 job.	

TENDER ACCEPTANCE LETTER
(To be given on Company letter Head)

Dated:

To

Joint Director (GA)
Ministry of Electronics and Information Technology
Electronics Niketan, 6, CGO Complex
New Delhi-110003

Subject:- Acceptance of Terms & Conditions of Tender.

Tender Reference No. J-15011/20/2016-Genl.I

Name of Tender/Work: _

Purchase of new Digital IP based KTS System in the residence office of the
MoS(E&IT).

Dear Sir,

1. I/We have downloaded/obtained the tender documents for the above mentioned 'Tender/Work' from the web site(s) namely:-

www.eprocure.gov.in
2. I/We hereby certify that I/We have read the entire terms and conditions of the tender documents from Page No. 1 to 15 (including all documents like annexure(s), schedule(s), etc.) which form part of the contract agreement and I/We shall abide hereby by the terms/conditions/clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/organisation too have also been taken into consideration, while submitting this acceptance letter.
4. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s)/corrigendum(s) in its totality/entirety.
5. In case any provisions of this tender are found violated, then your department/organisation shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,

(Signature of the Bidder, with Official Seal)

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 submit 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. Bidder 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 to 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 documents 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” are 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 on 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 documents. The original should be posted/couriered/give 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 date 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 person 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 key. 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 meeting.

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. Bidder can also get help at +91-7878007972 & +917878007973.