

F.No.2.2(5)/2019-G.II
UNION PUBLIC SERVICE COMMISSION
(SANGH LOK SEVA AYOGE)
Dholpur House, Shahjahan Road,
New Delhi -110069.

NOTICE INVITING TENDER

To _____

Dear Sir,

Online bids are invited under two-bid system from the reputed firms involved in the field of Oracle Database Administration and having Oracle Certified Professionals (OCP) for database administration. The specific details of the online tender are indicated in **Annexure-I** to this document. Manual bids shall not be accepted.

Tender documents may be downloaded from UPSC website www.upsc.gov.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule given in **CRITICAL DATE-SHEET** as under:

CRITICAL DATE SHEET

Date of Publishing on CPP Portal	26.08.2019
Document Download Start Date	26.08.2019 (1300 hours)
Document Download End Date	16.09.2019 (1100 hours)
Bid Submission Start Date	26.08.2019 (1330 hours)
Bid Submission End Date	16.09.2019 (1100 hours)
Clarification Start Date	26.08.2019 (1300 hours)
Clarification End Date	29.08.2019 (1700 hours)
Date & Time for Opening of Technical Bids	17.09.2019 (1700 hours)
Earnest Money Deposit (EMD)	Rs. 11,000/- (Rupees Eleven Thousand only)
Venue, Date and Time For Opening Of Financial Bid	Will be intimated to Technically Qualified Tenderer

Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>.

Bidders are advised to follow the instructions provided in the 'Instructions to the Contractors/Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app>'.

Bid documents may be scanned with **100 dpi** with black and white option which helps in reducing size of the scanned document.

Important: For any information/clarification, bidders may contact Under Secretary (G), UPSC on all government working days between 1000 hrs to 1700 hrs during the clarification window provided in the Critical Date Sheet at Tel. No. 011- 23388418.

GENERAL TERMS AND CONDITIONS**1. PROCEDURE OF SUBMISSION OF BID:**

Bid should be submitted through **Central Public Procurement Portal (e-procurement)** only. The tender shall be submitted online in two parts, viz., **Technical Bid** and **Price Bid**.

All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. The offers submitted by Fax/e-mail or any other mode shall not be considered. No correspondence will be entertained in this regard. The hard copy of original instruments of Earnest Money Deposit (EMD) of **Rs. 11,000/-** in the form of a Demand Draft/Pay Order/FDR payable to the Secretary, UPSC must be dropped into the **Tender Box at Reception, Gate 'C' of UPSC, Dholpur House, Shahjahan Road, New Delhi-110069** on or **before the last date/time** of submission of online bids as mentioned in **Critical Date Sheet**.

(i) TECHNICAL BID

The bidder should submit the following documents as mentioned in the **Check List at Annexure-IV** duly signed by the authorized signatory along with the Technical Bid viz. :-

- a.) Scanned copy of Certificate of Incorporation/Registration of the firm;
- b.) Scanned copy of PAN card;
- c.) Scanned copy of GST Registration Certificate;
- d.) Scanned copies of IT Returns of the firm for each of the preceding three years including Assessment Year - 2018-19;
- e.) Scanned copies of Audited Balance Sheets of the firm for each of the preceding three years including the year 2018-19 i.e. supporting documents in respect of Annual Turnover of **Rs. 2 Lakh** or above during each of the preceding three years as per Clause 4(b);
- f.) Scanned copy of Work Orders as per Clause 4(a) of the NIT;
- g.) Scanned copy of Earnest Money Deposit (EMD) of **Rs. 11,000/-**;
- h.) Scanned copy of requisite certificate under **Annexure-III** duly signed by authorized person;
- i.) Scanned copy of Database Administrator's qualification and experience as per Clause 5 of the NIT.

(ii) PRICE BID

- a.) The bidder will submit its rates in **BOQ (.xls)** format in accordance with the proforma for Price Schedule prescribed at Annexure-II.
- b.) The rates shall be quoted for services on “call basis” for regular preventive/corrective calls related to Oracle Database and its allied products.
- c.) Rates should be quoted exclusive of taxes. Taxes, if any, should be indicated separately in the Price Schedule, failing which, the rates quoted by the bidder shall be taken as inclusive of all taxes.
- d.) The quoted prices should be valid for six months from the date of opening of the tender.
- e.) The rates shall remain firm during the validity of the contract.
- f.) Incomplete or inconclusive price bids will be summarily rejected.

2. EARNEST MONEY DEPOSIT:

An Earnest Money Deposit (EMD) of **Rs. 11,000/- (Rupees Eleven Thousand only)** is essentially required to be submitted along with the tender. EMD shall be deposited in the form of a Demand Draft/ Pay Order/ FDR from any Nationalized or Commercial Bank payable to the Secretary, UPSC at Delhi/New Delhi failing which the bid will be summarily rejected. The Kendriya Bhandar, NCCF, the firm registered at NSIC/DGS&D and any organization exempted from submission of EMD under rules are exempted from submission of EMD on submitting the documentary proof. For other bidders, submission of EMD in prescribed form as mentioned above is mandatory.

- a.) The EMD shall be valid for minimum period of 45 (forty five) days beyond validity of the bid.
- b.) The EMD shall be scanned and uploaded to the e-tendering website within the period of tender submission and original should be deposited in UPSC.
- c.) The EMD of the unsuccessful bidders would be returned to them after the finalization of the tender. No interest on EMD would be paid by UPSC, under any circumstances.

3. PERFORMANCE SECURITY:

Within 10 (Ten) days from the date of issue of Letter of Intent or within such extended time as may be granted by UPSC in writing, the contractor shall submit to UPSC an irrevocable Performance Security in the form of Demand Draft/Pay Order/Bank Guarantee/FDR from any Nationalized or Commercial Bank @ 10% of the contract value drawn in favour of Secretary, UPSC, payable at Delhi for the due and proper execution of the Contract.

The Performance Security shall be initially valid up to 90 days beyond the stipulated date of completion of contract. In case the time for completion of works gets extended, the contractor shall get the validity of Performance Security extended to cover such extended time for completion of work. The Commission would retain the Performance Security till satisfactory completion of all contractual obligations.

UPSC reserves the right of forfeiture of the Performance Security in the event of the contractor's failure to fulfill any of the contractual obligations or in the event of termination of contract as per terms and conditions of the contract.

It should be clearly understood that in the event of the work not being completed as per the time schedule laid down by the UPSC, the Performance Security is liable to be forfeited. This will be in addition to the liquidated damages/penalty, if any, which may be imposed as specified in the terms and conditions hereto. The EMD would be refunded to the successful bidder on receipt of the Performance Security. No interest on Performance Security would be payable by UPSC under any circumstances.

In case the contractor fails to submit the Performance Security of the requisite amount within the stipulated period or extended period, letter of intent will automatically stand withdrawn and EMD of the contractor shall be forfeited.

4. **ELIGIBILITY CRITERIA:**

Eligibility conditions given below specify minimum eligibility criteria in various areas to ensure that bidder has necessary experience, expertise, financial and human resources to successfully provide the desired quality of service. **Bidders not meeting these qualification criteria should not participate in the process of bidding, as bids of those not meeting these conditions will be summarily rejected.** Bidder should ensure point by point compliance and attach relevant documents against each of the clauses below:

a.) The bidder must have experience of providing Database Administration Services to Govt. Departments, reputed educational institutions like IITs, Public Service Commissions or reputed private sector firms during the preceding 5 years ending last day of the month previous to the one in which applications are invited. In this regard, the bidder shall submit copies of Work Orders pertaining to Database Administration Services as per the following:-

i. Three previous Work Orders of value of work of at least **Rs. 90,000/-** each executed during the preceding 5 years.

OR

ii. Two previous Work Orders of value of work of at least **Rs. 1,10,000/-** each executed during the preceding 5 years.

OR

iii. One Work Order of value of work of at least **Rs. 1,70,000/-** executed during the preceding 5 years.

b.) The firm must have an annual turnover of **Rs. 2 Lakh** from services related to Oracle Database Administration during each of the last 3 years including 2018-19. In this regard, the bidder must furnish copies of Audited Balance Sheets of the last 3 years including 2018-19.

5. **ELIGIBILITY OF DBA:**

Only Oracle authorized service providers are required to be appointed as Database Administrators (DBA) on "call basis" for regular products as per the Scope of Work. The DBA should possess the following necessary qualifications/experience:

- i.) The DBA must have at least M.C.A. degree or B.E./B.Tech degree in Computer Science/IT;
- ii.) The DBA must have a minimum three (03) years of experience in maintenance & fine tuning of Oracle RDBMS;
- iii.) The DBA must be Oracle Certified Professional (OCP) for database administration.

All claims regarding qualifications & experience etc. should be supported by documentary evidence.

OTHER TERMS & CONDITIONS

6. The bidder should be registered with the tax authorities and a copy of registration certificate/relevant documents such as GST registration certificate must be attached.
7. The bidder is also required to furnish an undertaking as at **Annexure-III** certifying that:-
 - i.) They accept all the terms and conditions of the tender;
 - ii.) They fully understand the Scope of Work specified in the NIT and their bid is strictly in accordance with the Scope of Work;
 - iii.) They have not been penalized or convicted for concealment of income/wealth during the immediate preceding three years;
 - iv.) They are not currently blacklisted or have been blacklisted with any Government of India agency/PSU or any State Government department.
8. Bids will be valid for a minimum period of 180 days from the date of opening of technical bids.
9. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the bidder or prescribed herein. Withdrawal of a bid during the interval may result in forfeiture of EMD of such bidder.
10. Hypothetical and conditional bids will be summarily rejected.
11. UPSC reserves the right to accept or reject any or all of the bids without assigning any reasons. The decision of the Secretary, UPSC, in this regard, would be final and binding.
12. The contract shall be valid for **three years** from the date of award of contract. However, Secretary, UPSC at his discretion may extend the contract for a further period up to **one year** on the same terms, conditions & rates. The rates quoted by the bidder shall remain firm during the validity of the contract.
13. In the event of the firm or the concerned division of the firm being taken over/bought by another firm, all obligations and execution responsibilities under the agreement shall pass on to the new firm.
14. UPSC reserves the right to terminate the contract at any time if it is satisfied that the bidder has failed to fulfill its obligations as per the terms and conditions of the contract. The decision of UPSC in this regard would be final and binding.
15. **Income Tax:** Recoverable at source from the bills, as applicable. Bidder shall furnish their permanent I.T. A/C No. (PAN) and copies of IT Returns of the firm for the preceding three years including Assessment Year - 2017-18.

16. EVALUATION OF BIDS:

- a.) The financial bids of only those bidders would be opened whose bids have been approved by the Competent Authority of UPSC after detailed examination of the technical bid.
- b.) The rates shall be quoted for each item separately as per the price schedule given at **Annexure-II**. Rates should be quoted exclusive of taxes. Taxes will be paid as applicable.
- c.) The L-1 bidder will be decided on the basis of the Net Present Value (NPV) of the rates quoted in the Price Bid. The rate of discounting will be taken as 10% annually. Since the rate of discounting is pre-disclosed, the calculation of NPV has been illustrated in the proforma for Price Schedule at Annexure-II.

17. RISK PURCHASE CLAUSE:

If the firm after submission of bid and due acceptance of the same i.e. after the placement of order fails to abide by the terms and conditions of the tender document and/or execute the work as per prescribed schedule given or at any time repudiates the contract, UPSC will have the right to forfeit the EMD/invoke the performance security deposited by the firm and get the work done from other firm at the risk and expense of the firm. The cost difference between the alternative arrangement and firm's bid value will be recovered from the firm along with other incidental charges. In case UPSC is forced to get the work done through alternative sources and if the cost is lower, no benefit on this account would be passed on to the firm.

18. LIQUIDATED DAMAGES:

The vendor has to execute the work strictly as per scope of work in accordance with the terms and conditions of the tender. In the event of failure to abide by the tender terms & conditions, UPSC without prejudice to any other right or remedy available may recover any such amount suffered as loss from the vendor as ascertained/assessed by this office as liquidated damages and not by way of penalty to be imposed separately at the rate of 1% per week of delay subject to a maximum of 10% of the total contract value. If any loss or delay has been caused due to any reasons beyond the control of any of the parties (Force Majeure), the Secretary, UPSC shall have the sole discretion to waive off such loss or penalty as he deems fit. The Vendor shall explain in writing the reasons, which caused such delay or loss within 10 days from the date of delay or incurrance of such loss. For any delay beyond ten weeks, the UPSC shall be at liberty to get the work done from any other Agency and also forfeit the Performance Security of the vendor and take other actions as deemed fit by the Secretary, UPSC

19. FORCE MAJEURE:

Any delay in or failure to perform of either party, shall not constitute default so as to give rise to any claim for damages, to the extent such delay or failure to perform is caused by an act of God, or by fire, explosion, flood or other natural catastrophe, governmental legislation, orders or regulation etc. The time for performance of the obligation by the parties shall be deemed to be extended for a period equal to the duration of the force majeure event. Both parties shall make their best efforts to minimize the delay caused by the force majeure event.

20. **PENALTY CLAUSE:**

The vendor shall execute the work strictly as per Scope of Work after the call is reported. The vendor shall attend the call within 6 hours after registering of call failing which a penalty of 10% of amount payable to the vendor for that particular quarter would be deducted. The call will be considered closed only after the user certifies that the reported problem has been rectified

21. **ARBITRATION:**

Any dispute or difference whatsoever arising between UPSC & the firm out of or relating to the conclusion, meaning and operation or effect of this contract or the breach thereof shall be settled by the Arbitrator to be appointed by UPSC in accordance with the provisions of Arbitration and Conciliation Act, 1996 and the award in pursuance thereof shall be binding on UPSC & the firm. The venue of Arbitration shall be at Delhi.

22. **JURISDICTION:**

Subject to the arbitration hereinabove provided, any suit or proceedings to enforce the right of either of the parties hereto the contract shall be instituted in and tried only by the courts in Delhi and by no other court, and both the parties hereto hereby expressly agree to submit to the jurisdiction of such court.

23. **PAYMENT:**

Payment will be done on quarterly basis post satisfactory services certificate issued by IS wing of this Office for the actual calls attended by the DBA.

24. The tender notice is also available on UPSC's website: www.upsc.gov.in.

(R.K. Dixit)
Under Secretary (General)
Union Public Service Commission
Telephone No. 011-23388418

SCOPE OF WORK**INTRODUCTION:**

The Union Public Service Commission, a constitutional body, conducts various examinations to All India and Central Services. UPSC at present conducts 9 examinations for recruitment to Civil Services Posts and four Defence Services. In addition, Recruitment by interview is made for filling up vacancies to various Ministries and Departments. In UPSC, there are approximately 790 Desktops connected through 16 VLAN's. The main examination related data is residing on Pre & Post Examination Servers. The data is based on Oracle. The version of Oracle is 9i & the Servers are running on WINDOWS 2003/2008 R2 platform. The application software required for Pre & Post Examination groups have been developed by M/s CMC Ltd. The Application Software is developed in Visual Basic on front end and is under isolated network Environment. To resolve the database related issues and to plan for future up-gradation, UPSC has decided to appoint Database Administrator for Oracle 9i or higher version as and when updated who can plan for future, coordinate and direct the work related to configuration, development and implementation of Oracle Database in a proper and organized way, in both pre & post examination servers and other servers such as in DP branch etc.

RESPONSIBILITIES OF DBA:

1. Maintenance of Oracle Database.
2. Day to day Operation checklist for the daily activity to be performed by the onsite DBA includes the following:
 - 2.1 Checking Disk Space
 - 2.2 Checking Alert Log
 - 2.3 Checking Trace Files (if any)
 - 2.4 Checking Hit ratio's
 - 2.5 Checking Table Space size (usage)
 - 2.6 Checking locks
3. Database migration procedure document
4. Patch/Bug Fix installation help
5. Resource Utilization
6. Backup's and Recovery strategy document – (Export/not)
7. Database Monitoring/ Trouble Shooting
8. Database Crash Recovery
9. Database reorganization
10. Audit of the daily processes on the visit
11. Database general health check on the visit
12. Database security
13. Tuning SGA size
14. Top 10 queries
15. Re-indexing activity
16. Taking RDA report
17. Index Rebuilding
18. Scheme/Table Analyze
19. Issues reported by concerned user

REQUIREMENT:

1. The DBA will have to attend one preventive call per month in co-ordination with IS Wing. UPSC reserves the right to schedule the preventive maintenance call by clubbing with any corrective issue/problem as well. In total, minimum calls attended by DBA would be '12' in number during the annual contract period. However, in case more numbers of corrective calls are required by UPSC, it will be attended by the DBA at the same per visit rates as approved.
2. For preventive calls, the DBA would be required to carry out detailed Health Check up of all the Servers and submit detailed report including suggestions and action to be taken by UPSC.
3. For corrective calls, the DBA will have to identify the problem in the Database and the call will be treated as complete only after DBA has taken necessary corrective action to the satisfaction of the user i.e. UPSC irrespective of number of visits made by DBA.

ANNEXURE- II**PRICE SCHEDULE**

Particulars of Work	Charges per visit/call			Taxes as applicable
	1 st year (Y ₁)	2 nd year (Y ₂)	3 rd year (Y ₃)	
(1)	(2)	(3)	(4)	(5)
Maintenance of Oracle Database in UPSC				

IMPORTANT NOTES:

Note 1: Taxes, if any, shall be quoted separately failing which quoted rates would be taken as inclusive of taxes and no further request for inclusion of taxes would be entertained by this office.

Note 2: The L-1 bidder will be decided on the basis of the Net Present Value (NPV) of the rates quoted. The rate of discounting will be taken as 10% annually. Since the rate of discounting is pre-disclosed, the calculation of NPV has been illustrated below:-

CALCULATION OF NPV:

Taking rate of discounting for year-wise quote as 10% annually, NPV will be calculated as shown below:

$$NPV = \{Y_1 + \frac{Y_2}{1 + 0.1} + \frac{Y_3}{(1 + 0.1)^2}\}$$

where,

NPV means Net Present Value;

Y₁, Y₂, & Y₃ implies Charges per visit for the 1st Year, 2nd Year & 3rd Year respectively (exclusive of taxes).

For example, if charges per visit for first year (Y₁), second year (Y₂) and third year (Y₃) is 1000, 1100 & 1200 respectively, then NPV will be as under:

$$\begin{aligned} NPV &= 1000 + (1100/1.1) + (1200/1.21) \\ &= 1000 + 1000 + 991.74 \\ &= \mathbf{2991.74} \end{aligned}$$

Thus, the NPV is Rs. 2991.74/-.

Note 3: The selection of L-1 vendor will be on the basis of NPV. However, payment to L-1 bidder will be made on the basis of year-wise rate quoted by the vendor.

ANNEXURE-III**UNDERTAKING IN RESPECT OF THE TENDER FOR MAINTENANCE OF ORACLE
DATABASE IN UPSC**

I/We, _____
_____(Name & address of the firm) have in response to your NIT
dated _____submitted a Technical & Financial bid for Maintenance of Oracle Database in
UPSC. As required under NIT, we hereby certify as under:-

1. That, all the terms and conditions of the tender are acceptable to us;
2. That, I/we fully understand the Scope of Work specified in the NIT and our bid is strictly in accordance with the Scope of Work;
3. That, I/we have not been penalized or convicted for concealment of income/wealth during the immediate preceding three years;
4. That, I/we are not currently blacklisted or have been blacklisted with any Government of India agency/PSU or any State Government department.

(Authorized Signatory)
Name and Address of the Firm/Bidder

ANNEXURE-IV**CHECK – LIST**

S. No.	PARTICULARS
1.	Signed & Scanned copy of Certificate of Incorporation/Registration of the firm
2.	Signed & Scanned copy of PAN Card
3.	Signed & Scanned copy of GST Registration Certificate
4.	Signed & Scanned copies of IT Returns of the firm for each of the preceding three years including Assessment Year 2018-2019
5.	Signed & Scanned copies of Audited Balance Sheets of the firm for each of the preceding three years including the year 2018-2019
6.	Signed & Scanned copy of Work Orders as per Clause 4(a) of the NIT
7.	Signed & Scanned copy of Earnest Money Deposit (EMD) of Rs.11,000/-
8.	Signed & Scanned copy of requisite certificate under Annexure-III duly signed by the authorized person
9.	Signed & Scanned copy of Database Administrator's qualification and experience as per Clause 5 of the NIT

(Authorized signatory)
Name and Address of the firm
Tel. No. / Mobil No./Fax No.

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 Help Desk.

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 in to 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 Document. 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 openers' 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.

11. 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 Help Desk. The contact number for the Help Desk is 1800 3070 2232. Bidder can also get help at +91-7878007972 & +91-787800

