

F.No.2.2(41)/2016-G.II  
UNION PUBLIC SERVICE COMMISSION  
(SANGH LOK SEVA AYOG)  
DHOLPUR HOUSE, SHAHJAHAN ROAD  
NEW DELHI-110069

**NOTICE INVITING TENDERS**

Online bids are invited under two bid system for supply of Antivirus Software for 750 users with Centralized Management Console as per Specifications (Annexure-I) from distributors or authorized dealers. **Manual bids shall not be accepted.**

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

**GENERAL TERMS AND CONDITIONS**

**CRITICAL DATE SHEET**

Published Date	03.03.2017 (1700 Hrs.)
Bid Document Download/Sale Start Date	04.03.2017 (1500 Hrs.)
Bid Submission Start Date	06.03.2017 (1500 Hrs.)
Bid Submission End Date	20.03.2017 (1500 Hrs.)
Bid Opening Date	23.03.2017 (1530 Hrs.)

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.

*J. Singh*

## 1. Procedure of Submission of Bids

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 Telegram/Fax/email or any other mode shall not be considered. No correspondence will be entertained in this matter.

### (a) Technical Bid

The bidder should submit signed scanned copies of the following documents (documents mentioned at Checklist in Annexure-II) duly signed by the authorized signatory along with the technical bid:-

- i. Scanned copy of PAN card
- ii. Scanned copies of IT Returns of the firm for the preceding three years including the year 2015-2016
- iii. Scanned copies of audited Balance Sheets of the firm for the preceding three years including the year 2015-2016
- iv. Scanned copy of Earnest Money Deposit (EMD) of Rs.20,000/- or scanned copy of certificate from Kendriya Bhandar, NCCF, DGS&D or NSIC if claiming for EMD exemption
- v. Scanned copies of previous supply orders (during the last 3 years from the date of publishing of NIT) to Government departments or reputed public institutions.
- vi. Scanned copy of requisite certificate as in Annexure-III duly signed by authorised person
- vii. Scanned copy of Compliance Report w.r.t. Annexure-IV.

### (b) Price Bid

Schedule of price bid in the form of BOQ\_XXXX.xls

- (c) The **hard copy** of original instruments Earnest Money Deposit (EMD) of Rs.20,000/- (Rupees Twenty Thousand only) in the form of a Demand Draft/Pay Order/FDR payable to the Secretary, UPSC must be delivered to **UPSC** on or **before bid opening date/time** as mentioned in **critical date sheet**.

*D. V. K. N.*

## OTHER TERMS AND CONDITIONS

### 2. Earnest Money Deposit (EMD):

An Earnest Money Deposit (EMD) of Rs.20,000/- (Rupees Twenty Thousand Only) shall be deposited in the form of a Demand Draft/Pay Order/FDR from a commercial bank payable to the Secretary, UPSC at Delhi/New Delhi. However, Kendriya Bhandar, NCCF and the firms registered with DGS&D/NSIC are exempted from submission of EMD. The documentary proof of registration is required to be attached with the bid. Bids without Earnest Money Deposit and in a form other than prescribed above will be summarily rejected. The EMD shall remain valid for a period of forty five (45) days beyond the final bid validity period. The EMD of the unsuccessful bidders will be returned to them without any interest after finalization of the tender. Successful bidder's EMD will be returned without any interest after receipt of Performance Security from the firm. No interest on EMD would be paid by UPSC under any circumstances. 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.

3. Performance Security: The successful bidder will be required to furnish Performance Security of 5% of the value of the software in the form of Demand Draft/Pay Order in favour of Secretary, UPSC at Delhi within 10 days of receipt of the supply order. The Performance Security would be retained by the Commission till satisfactory completion of supply, installation and warranty obligations. The Performance Security shall remain valid till 60 (sixty) days of the completion of supply and installation including warranty obligations.
4. The number of the users for the antivirus software with Centralized Management Console is initially fixed at 750. However, the number of users may increase depending on the requirement of the Commission. Payment will be made on the number of licences ordered.
5. The bidder shall have successfully supplied and installed at least 1 (one) antivirus software with Centralized Management Console for at least 500 users with a support for a period of at least 1 year in a Govt. Department or reputed public institution. The said antivirus software should have been supplied & installed within 3 years prior to the date of publishing of this tender. In this regard, the bidder shall submit a copy of previous supply orders in support of its experience.
6. Income Tax: Recoverable at source from the bills, as applicable. Bidder shall furnish permanent I.T. A/C No. (PAN) and also copies of IT Returns of the firm for the preceding three years including the year 2015-2016. They are also required to furnish a certificate as at Annexure-III that they have not been penalized or convicted for concealment of income/wealth during the immediately preceding three years.

*Dr. [Signature]*

7. The bidder shall have a minimum turnover of Rs. 30 lakhs per annum in software business. In this regard, the bidder shall furnish copies of audited Balance Sheets of the firm for the preceding three years including the year 2015-2016.
8. Taxes shall be quoted separately along with per unit cost.
9. 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, UPSC will have the right to forfeit the EMD, invoke the performance security deposited by the firm and procure the item from other firm at the risk and consequence 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 including custom duties, taxes, freight and insurance etc. In case UPSC is forced to procure the material through alternative source and if the cost is lower, no benefit on this account would be passed on to the firm.
10. Liquidated Damages/Penalties: Delivery of the software must be completed within 15 days from the date of receipt of supply order, failing which, Liquidated Damages @0.5% of the price of delayed goods for delay of each day subject to maximum 10% of value of supply order may be imposed and deducted from the concerned bill. In case of delay beyond 15 days, UPSC may cancel the supply order and forfeit such amount or full amount of the EMD/Performance Security of the firm as deemed fit besides procuring the material from any other source at the risk and cost of the bidder. The decision of Secretary, UPSC shall be final and binding.
11. Delivery:- Within 15 days of issue of supply order.
12. Arbitration: Any dispute or difference whatsoever arising between UPSC and the firm out of or relating to the conclusion, meaning and operation or effect of the 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 and the firm. The venue of Arbitration shall be at Delhi.
13. Jurisdiction: Subject to the arbitration herein above 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.
14. L-1 will be determined on the basis of unit per unit cost plus taxes as applicable.

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15. Payment Terms:

- (a) 90% payment would be released after successful supply and installation of the antivirus software in all the servers & desktops/laptops installed in the Commission.
  - (b) The remaining 10% payment would be released in two instalments i.e. 5% would be released one year after successful installation and the remaining 5% would be released two years after successful installation.
16. The Antivirus Software with Centralized Management Console shall initially be for the number of users as mentioned in the SOR. It shall have licence for three years with regular updates & onsite support. It shall be procured for the number of user/licence during the currency of the contract in terms of Clause 4 of the NIT. UPSC shall pay the cost of additional user/licence as per the approved rates only. No other charges shall be paid for this.
17. Force Majeure: The firm shall not be responsible for any failure to perform due to causes beyond its reasonable control including, but not limited to acts of God, war, riots, embargoes, strikes, lockouts, act of any Government authority, delay in obtaining licences or rejection of applications under the statutes, power failure, accidents or disruption or operations arising from causes not attributable to any mala fide acts of firm, fire or floods.
18. UPSC reserves the right to accept or reject all or any of the bids without assigning any reasons. The decision of the Secretary, UPSC would be final and binding.
19. Hypothetical and conditional bids will not be entertained.
20. The bids shall be valid for 180 days from the date of opening of technical bids.
21. The tender notice is also available on UPSC's website: [www.upsc.gov.in](http://www.upsc.gov.in)



(R.K. Dixit)  
Under Secretary (G-II)



The below-mentioned Financial Proposal/Commercial bid format is provided as BoQ\_XXXX.xls along with this tender document at <https://eprocure.gov.in/eprocure/app>. Bidders are advised to download this BoQ\_XXXX.xls as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid. **Bidder shall not tamper/modify downloaded price bid template in any manner.** In case if the same is found to be tampered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with UPSC.

**Financial Bid**

S. No.	Name of the Item	Qty.	Per unit cost (in Rs.)	Taxes, if any	Total per unit cost
1	Antivirus Software for 750 users with Centralized Management Console (Licence for three years) with regular updates & onsite support	1	<b>To be filled only in BoQ format</b>		

\* L-1 will be determined on the basis of unit per unit cost plus taxes as applicable.

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ANNEXURE-I

**Technical Specification for Antivirus Software**

<b>S. No</b>	<b>Antivirus Software to protect Desktops/Laptop &amp; Servers with following functionality for 750 users with Centralized Management Console</b>
1	Antivirus solution Should have a Centralized Management Console for both Servers & desktop/laptop
2	The antivirus solution should provide antivirus protection for desktops & servers of all the attacks originating from places inside/outside of the network due to virus and/or other malicious programming code.
3	The antivirus solution Should Support Multi-Platform operating system(Windows , Mac & Linux) and the same should be managed from a single Centralised Management console
4	Solution should have a application based console
5	Antivirus solution Should have single, Configurable Installation with centralized configuration & policy management.
6	Automatic update of Antivirus Server from Original Software Developer (OSD)/Original Equipment Manufacturer (OEM) & the client should get update from the local Server If updating from the Primary Server fails for any reason (such as the user being off the network) an attempt should be made to contact the Secondary Server (i.e. OSD/OEM)
7	Antivirus should have centralized scanning of all network Systems
8	Administrator should have flexibility to schedule Scan and update at the endpoints from central Server.
9	Antivirus should be able to capture Viruses, Trojans, Worms, Spyware and Malware, adware and Potentially Unwanted Application (PUA) from single agent.
10	Antivirus Should have Host Intrusion Prevention System (HIPS)technology which works in 4 Layers to provide zero day protection without the need for updates (Unknown Virus Detection & Repair)
11	Antivirus should have run time detection technology i.e. behavioural & Heuristic scanning to protect from unknown viruses and buffer overflow protection integrated with AV scan engine for protection from threats/exploits that uses buffer overflow
12	Anti-Virus Software must have the capability to clean, Quarantine or delete Viruses and should be able to detect new classes of viruses by normal virus definition update mechanisms
13	Antivirus OSD/OEM should provide definitions with incremental updates. Should support daily update for definition files. Size of daily update should be extremely small in size (typically between 25 and 50kb in size)
14	Administrator Should be able to add files, folders or extensions to an exclude list so that they are not scanned on access.
15	Administrator should be able to lock down all anti-virus configurations at the desktop & User should be prevented from being able to uninstall the anti-virus software.

16	Administrator must be able to distribute new and update anti-virus software, virus definitions and Policies automatically to clients and servers from a central location.
17	Antivirus should provide centralized event logging to locate and cure virus problems.
18	Alerts on virus activity should be passed on to administrator
19	Antivirus Should have Personal Firewall (Client Firewall) with location awareness feature and it should block unsolicited inbound traffic, control outbound traffic, and apply policy rules based on traffic, ports, applications, and locations
20	Antivirus solution should have a Live web protection module Integrated into existing endpoint agent with no endpoint configuration required to Blocks URLs that are hosting malware and Should Support all major browsers - IE, Firefox, Safari, Opera, Chrome etc.
21	Solution Updates should not be more than 30~50Kb with multiple updates to Reduce Minimum impact on Bandwidth
22	Solution must support Device Blocking and Exceptions with Vendor and Model (Device ID), with the option of Block/Read/Allow
23	OEM should have Standalone Antivirus scanner in a Bootable format for all Operating Systems
24	OSD/OEM Should have 24x7 toll free Global Technical Support.
25	Gartner leader for one year or more during the last five years

*J. W. King*

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ANNEXURE-II

**CHECKLIST**

S. No.	Particulars	Yes/No	Page No.
1	Whether scanned copy of PAN card enclosed		
2	Whether scanned copies of IT Returns of the firm for the preceding three years including the year 2015-2016 enclosed		
3	Whether scanned copies of audited Balance Sheets of the firm for the preceding three years including the year 2015-2016 enclosed		
4	Whether scanned copy of Earnest Money Deposit (EMD) of Rs.20,000/- or scanned copy of certificate from Kendriya Bhandar, NCCF, DGS&D or NSIC if claiming for EMD exemption enclosed		
5	Whether scanned copies of previous supply orders to Government departments or reputed public institutions during the last 3 years enclosed		
6	Whether scanned copy of requisite certificate as in Annexure-III duly signed by authorised person enclosed		
7	Whether scanned copy of Compliance Report w.r.t. Annexure-IV enclosed		

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

*Dr. Jeyu*

ANNEXURE-III

Tender for Procurement of Antivirus Software

We \_\_\_\_\_ (Name and Address of the firm) have in response to your NIT dated \_\_\_\_\_ submitted a technical and financial bids for supply of Antivirus Software. As required under the NIT, we hereby certify as under:-

1. That all the terms and conditions of the tender are acceptable to us.
2. That the Antivirus Software quoted by us in response to this tender is strictly as per the specifications prescribed in Annexure-I of the tender document.
3. That I/We have not been penalized or convicted for concealment of income/wealth during the immediately preceding three years.

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



ANNEXURE-IV

**Technical Compliance Report w.r.t. Specification of Antivirus Software**

S. No	Description	Compliance Yes/No	Remarks
1	Antivirus solution Should have a Centralized Management Console for both Servers & desktop/laptop		
2	The antivirus solution should provide enhanced antivirus protection for desktops & servers of all the attacks originating from places inside/outside of the network due to virus and/or other malicious programming code.		
3	The antivirus solution Should Support Multi -Platform operating system(Windows, Mac & Linux) and the same should be managed from a single Centralised Management console		
4	Solution should have a application based console		
5	Antivirus solution Should have single, Configurable Installation with centralized configuration & policy management.		
6	Automatic update of Antivirus Server from Original Software Developer (OSD)/Original Equipment Manufacturer (OEM) & the client should get update from the local Server If updating from the Primary Server fails for any reason (such as the user being off the network) an attempt should be made to contact the Secondary Server (i.e. OSD/OEM)		
7	Antivirus should have centralized scanning of all network Systems		
8	Administrator should have flexibility to schedule Scan and update at the endpoints from central Server.		
9	Antivirus should be able to capture Viruses, Trojans, Worms, Spyware and Malware, adware and Potentially Unwanted Application (PUA) from single agent.		
10	Antivirus Should have Host Intrusion Prevention System (HIPS)technology which works in 4 Layers to provide zero day protection without the need for updates (Unknown Virus Detection & Repair),		
11	Antivirus should have run time detection technology i.e. behavioural & Heuristic scanning to protect from unknown viruses and buffer overflow protection integrated with AV scan engine for protection from threats/exploits that uses buffer overflow		
12	Anti-Virus Software must have the capability to clean, Quarantine or delete Viruses and should be able to detect new classes of viruses by normal virus definition update mechanisms		
13	Antivirus OSD/OEM should provide definitions with incremental updates. Should support daily update for definition files. Size of daily update should be extremely small in size (typically between 25 and 50kb in size)		

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14	Administrator Should be able to add files, folders or extensions to an exclude list so that they are not scanned on access.		
15	Administrator should be able to lock down all anti-virus configurations at the desktop & User should be prevented from being able to uninstall the anti-virus software.		
16	Administrator must be able to distribute new and update anti-virus software, virus definitions and Policies automatically to clients and servers from a central location .		
17	Antivirus should provide centralized event logging to locate and cure virus problems.		
18	Alerts on virus activity should be passed on to administrator		
19	Antivirus Should have Personal Firewall (Client Firewall) with location awareness feature and it should block unsolicited inbound traffic, control outbound traffic, and apply policy rules based on traffic, ports, applications, and locations		
20	Antivirus solution should have a Live web protection module Integrated into existing endpoint agent with no endpoint configuration required to Blocks URLs that are hosting malware and Should Support all major browsers-IE, Firefox, Safari, Opera, Chrome etc.		
21	Solution Updates Should not be more than 30~50Kb with multiple updates to Reduce Minimum impact on Bandwidth		
22	Solution must support Device Blocking and Exceptions with Vendor and Model (Device ID), with the option of Block/Read/Allow		
23	OEM should have Standalone Antivirus scanner in a Bootable format for all Operating Systems		
24	OSD/OEM should have 24x7 toll free Global Technical Support.		
25	Gartner leader for one year or more during the last five years		

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### **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 enroll 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.

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- 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.

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- 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 (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 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. Bidder can also get help at +91-7878007972 & +91-7878007973.

*Dr. K. J. W.*



Bidders are requested to note that they should necessarily submit their proposals in the format provided and no other format is acceptable. If the price bid has been given as a standard Bid format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are requested to download the Bid file upon it and complete the white colored highlighted 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 Bid file is found to be modified by the bidder, the bid will be rejected.

The server time (which is displayed on the bidder's dashboard) will be considered as the standard time for releasing the deadline for submission of the bids by the bidder. Opening of bids and the bidder's work follow this time during bid submission.

All the documents being submitted by the bidder would be encrypted using bid encryption techniques to ensure the security of the data. The bid cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured socket layer (SSL) bid encryption technology. Bid storage encryption of sensitive fields is done. All bid documents that are uploaded to the server are subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using public key. Overall, the uploaded tender documents become readable only after the tender opening by authorized bid opener.

The uploaded tender documents become readable only after the tender opening by the authorized bid opener.

Upon the successful and timely submission of bids (i.e. after clicking "Process Bid Submission" in the portal, the portal will give a successful bid submission message as a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

The bid summary has to be printed and kept as an acknowledgment of the submission of the bid. This acknowledgment may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Bidding Authority for a tender or the relevant contact person indicated in the tender.

Any queries relating to the process of online bid submission or queries relating to CTP Portal in general may be directed to the CTP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 3777. Bidder can also get help at +91-7878007972 & +91-7878007073.

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