

**F. No. 2.2(26)/2019-G.II**  
**UNION PUBLIC SERVICE COMMISSION**  
**(SANGH LOK SEVA AYOOG)**  
**Dholpur House, Shahjahan Road,**  
**New Delhi -110069**

**NOTICE INVITING TENDERS**

Online bids are invited under two-bid system for comprehensive Annual Maintenance Contract (AMC) of Unified Storage/SAN (10 TB) from Original Equipment Manufacturer (OEM)/authorized dealers/suppliers/distributors/channel partners of the OEM who have experience in this field. The scope of work and technical details are indicated in Annexure-I & II of this document. **Manual bids shall not be accepted.**

Tender documents may be downloaded from UPSC website [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 given in **CRITICAL DATE SHEET** as under:

**CRITICAL DATE SHEET**

Date of Publishing on CPP Portal	18.04.2019
Document Download Start Date	18.04.2019
Document Download End Date	10.05.2019
Bid Submission Start Date	18.04.2019
Clarification Start Date	18.04.2019
Clarification End Date	26.04.2019
Last Date & Time for Uploading of Online Tender	10.05.2019; 1000 Hrs.
Date & Time for Opening of Technical Bids	13.05.2019; 1500 Hrs.
Earnest Money Deposit (EMD)	Rs. 27,000/-

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.

## GENERAL TERMS & CONDITIONS

### 1. Procedure of Submission of Bids:

Bids 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. 27,000/-** in the form of a Demand Draft/Pay Order in favour of Secretary, UPSC must be **delivered to Under Secretary (G-II), Room No. 208A-ASB, UPSC** 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 mentioned in the Checklist as at Annexure-VII duly signed by the authorized signatory along with the Technical Bid viz. :-

- a) Signed & scanned copy of Registration Certificate/Certificate of Incorporation of the company as proof that the bidder is a legally valid entity either in the form of a Limited Company or a Private Limited Company registered under the Companies Act, 1956. Bidders in the form of JV/consortium, Proprietorship or Partnership firms are not permitted.
- b) Signed & scanned copy of PAN card;
- c) Signed & scanned copy of GST Registration Certificate;
- d) Signed & scanned copy of ISO Certification;
- e) Signed & scanned copy of tender specific Authorization letter from OEM i.e. M/s Hitachi;

- f) Signed & scanned copies of IT Returns of the firm for the preceding three years including the year 2017-2018;
- g) Signed & scanned copies of audited Balance Sheets of the firm for the preceding three years including the year 2017-2018.
- h) Signed & scanned copy of certificate from a Chartered Accountant (CA) indicating the annual turnover of the firm for each of the preceding three years.
- i) Signed & scanned copies of at least 2 work orders/purchase orders during the preceding 5 years.
- j) Signed & scanned copy of Earnest Money Deposit (EMD) of Rs. 27,000/-.
- k) Signed & scanned copy of Technical Compliance Statement as at Annexure-III and requisite certificates as at Annexure-IV and Annexure-V.

**(ii) PRICE BID**

Schedule of price bid must be submitted in the prescribed format only. Rates should be quoted exclusive of taxes. Taxes shall be quoted separately along with rates.

**2. Earnest Money Deposit:**

An Earnest Money Deposit (EMD) of Rs. 27,000/- (Rupees Twenty Seven 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 from any nationalized 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 with 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.

- (i) The EMD shall be valid for minimum period of 45 (forty five) days beyond validity of the bid.
- (ii) 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.

- (iii) 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 Guarantee:** The successful bidder will be required to furnish Performance Security @5% of the total actual contract value for the three years. The Performance Security shall be in the form of Demand Draft/Pay Order/Bank Guarantee in favour of Secretary, UPSC payable at Delhi and shall be submitted within 15 days of issue of letter of intent. The Performance Security shall remain valid till ninety days of the completion of all contractual obligations. It should be clearly understood that in the event of the work not being completed as per the Scope of Work, the Performance Security is liable to be forfeited. This will be in addition to the liquidated damages/penalties, 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 Performance Security. No interest on Performance Security would be payable by UPSC under any circumstances.

#### **ELIGIBILITY CRITERIA**

4. The bidder shall necessarily be a legally valid entity either in the form of a Limited Company or a Private Limited Company registered under the Companies Act, 1956. Bidder in the form of JV/Consortium, Proprietorship or Partnership is not permitted. A proof for supporting the legal validity of the bidder i.e. Registration Certificate/Certificate of Incorporation of the company shall be submitted.
5. The bidder shall be Original Equipment Manufacturer (OEM)/authorized dealers/suppliers/distributors/channel partners of the OEM who have experience in this field. The bidder shall submit tender specific authorization letter from OEM i.e. M/s Hitachi.
6. The bidder must have the experience of providing maintenance services for SAN storage with specifications as mentioned in Annexure-II and similar equipments in Govt. organizations/Public Sector companies/reputed private companies for at least five years. In this connection, copies of at least 2 work orders/purchase orders during the preceding 5 years must be enclosed with the technical bid.
7. The firm should have been in existence for at least 7 years. Documentary proof in the form of Registration/Certificate of Incorporation clearly indicating the date of incorporation should be enclosed with the Technical Bid.
8. The bidder must have a turnover of at least Rs. 20 Lakh per year during each of the preceding three years. In this regard, the bidder shall furnish copies of audited Balance Sheets of the firm for each of the preceding three years including the year 2017-2018. Further, the bidder shall submit a certificate from a Chartered Accountant (CA) indicating the annual turnover of the firm for each of the preceding three years.

9. The bidder shall be an ISO 9001:2008 certified company. Documentary proof to be attached with the technical bid.

### **OTHER TERMS & CONDITIONS**

10. The SAN storage proposed to be covered under the AMC is installed in UPSC, New Delhi. The maintenance support of the equipment is to be provided on the site.
11. The maintenance service to be provided in respect of the above-mentioned equipment shall commence on “as is where is” basis. The firm shall provide Engineers on call basis during the AMC period who will look after the maintenance of the SAN storage. The tenderer should have technical staff with adequate experience in managing and maintaining of SAN storage and IT peripherals. A technical compliance statement as at Annexure-III to this document duly signed by the authorized signatory should be enclosed with the technical bid.
12. The contract shall be valid for 3 (three) years from the date of award of the contract subject to the following conditions:-
  - (i) AMC shall be renewed on year to year basis subject to satisfactory performance by the vendor.
  - (ii) UPSC may, at its discretion, terminate the AMC by giving one month’s notice.
  - (iii) UPSC, at its discretion, may extend the contract for a further period of up to 1 (one) year on the same terms, conditions & 3<sup>rd</sup> year rate.
13. The bidder shall indicate in the Price Schedule (Annexure-VI) the yearly maintenance charges separately for each of the three years. Bids not received in the prescribed format are liable to be rejected.
14. Taxes shall be quoted separately along with rates. Bidders who do not quote tax rates separately will not be considered responsive and their bid will be rejected.
15. L-1 bidder will be decided on the basis of NPV (Net Present Value) at the discounting rate of 10% annually. The details of calculation for deciding L-1 firm are given in the Price Schedule (Annexure-VI). The selection of L-1 vendor will be on the basis of NPV. However, payment will be made on the basis of year-wise rate quoted by the vendor plus taxes as applicable.
16. Bids will be valid for a minimum period of 180 days from the date of opening of technical bids.
17. Hypothetical, conditional or incomplete bids are liable to be rejected summarily.

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. Income Tax: Recoverable at source from the bills, as applicable. Bidders should furnish their permanent I.T. A/c No. (PAN). 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 preceding three years.
20. Bidder shall furnish GST Registration Certificate containing GST Identification Number (GSTIN) of the firm.
21. **Payment Terms:** Payment towards the comprehensive Annual Maintenance Contract will be made on quarterly basis on successful completion of work duly certified by IS Wing of UPSC. The contractor will have to submit the bills along with certificate from IS Wing and Preventive Maintenance report at the end of each quarter.
22. **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, the 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.
23. **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.
24. **Penalties:** As mentioned in Scope of Work (Annexure-I).
25. **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.
26. **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.

27. **Force Majeure:** UPSC or the bidder, as the case may be, in case of any failure or omission to complete the contractual liability or having delayed the performance of its work on account of natural calamities such as fires, floods, earthquakes, hurricanes etc. and reasons beyond one's control such as civil strikes, lockouts, strikes, riots, civil war etc. shall not be held responsible for such omission, failure or delay and shall be relieved of their respective obligations to perform provided either party give to the other party a notice within 21 days of the occurrence of such incidence. Either party, as and when it gives notice of *force majeure* shall provide confirmation of such events in the form of certificate from the Government Department or agency or Chamber of Commerce. The parties shall be relieved of their respective obligations to perform hereunder for so long as the event of *force majeure* continues and to the extent their performance is affected by such an event of *force majeure* provided notices as above are given and the event of *force majeure* is established as provided herein above. However, UPSC reserves the right to terminate the contract if the performance against the contract is prevented by the event of strike, lockout etc. for a period exceeding 60 days.
28. In the event of non-satisfactory performance of maintenance SAN storage by the successful bidder, UPSC will have the discretion to terminate the AMC by giving one month notice and to award it to any other firm and recover such amount from the successful bidder as may be decided by Secretary, UPSC having regard to the loss/damage suffered by this office. The decision of the Secretary, UPSC in this regard shall be final and binding on the parties.
29. The above are broad conditions for AMC to be awarded. The vendor will have to sign detailed maintenance agreement if the AMC is awarded to it.
30. UPSC reserves the right to discontinue the agreement/contract with the agency at any point of time during the contract period without assigning any reason after giving one month's notice to the agency. The decision of the Secretary, UPSC shall be final and binding on both the parties.
31. Any queries relating to this tender may be directed to the following Helpline No.: 011-23381141 during office hours.
32. 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)

### Scope of Work

A 5TB SAN storage (Hitachi make, HUS 130) was procured in the year 2015 with a warranty of three years. Thereafter, SAN storage (5TB) was upgraded to 10 TB through M/s Hitachi in December 2017 with a warranty of 1 year. The SAN storage (10TB) is configured with Redundant Array of Independent Disks (RAID) - 5 level.

The firm will have to ensure the following terms and conditions to keep the SAN storage in good working order.

1. The firm will be responsible for configuration & re-allocation of existing SAN storage & Network Attached Storage (NAS) with RAID-5.
2. The firm should attend all the calls for corrective and remedial maintenance subject to the terms of the agreement.
3. The firm should provide services to set right the malfunction of the SAN system.
4. The AMC will be comprehensive and the cost of spare if required, during the maintenance period will be included. Un-serviceable parts should be replaced at no extra cost. In case of replacement of part the defective part removed from the SAN system will be the property of the firm.
5. The firm will be responsible to provide installation and configuration support like reloading of SAN's related software with all the drivers, system upgrades, SAN configurations and network configuration with all the Rack servers during the period of maintenance.
6. The firm will be responsible for scheduled preventive maintenance (PM) once in three months which includes routine checks of data tuning of SAN as well as of NAS system, cleaning of SAN system and updates of software license if required will be a part of preventive maintenance. The PM reports have to be submitted to UPSC before submitting the Bill.
7. The firm will be responsible to provide 95% uptime for SAN systems and failing which a penalty as proposed by UPSC will be imposed. However, before imposing penalty, UPSC will issue a show-cause notice in which the details of down time will be mentioned. It will also include the penalty proposed to be imposed on the vender. The break down time will be work out as under:-
  - (a.) Total SAN system hours (X) = (No of working days in a quarter x 8 working hrs/day.)
  - (b.) Down time = Time lapse ( In terms of working hours calculated on 8 hours on all working days ) between (I) date & time when fault is rectified to the satisfaction of user and (II) date & time when fault is reported/ acknowledged by the maintenance Engineer for SAN system.



- (c.) Down time (Y) = No of Breakdown days x 8 working hrs/day.
  - (d.) Percentage uptime =  $[(X-Y)/X] \times 100$
  - (e.) Calculation of Penalty = Rate (cost of AMC for one quarter for the SAN x Downtime (Y) during the quarter / Total Working Hours in the respective quarter.
8. The working of UPSC is from 09.30 Hrs to 18.00 Hrs. However, due to exigencies of work, services of Engineer may be occasionally required beyond working days/ hours or on holidays for which no additional amount shall be payable to the firm.
  9. The firm will be responsible to attend the complaint on call basis and all the complaints/call should be attended by Engineer within 4 hour of logging and not more than 6 hours of logging of such complaint. The vendor will ensure that all complaints with regard to SAN working will have to be rectified to the satisfaction of the UPSC within a maximum period of 24 hours from logging of complaints failing which a penalty as per clause 7 of the scope of work will be imposed per day at the time of making quarterly payments.
  10. Service Engineer will ensure the projects adhere to all government and industry standards and guide lines. If special permits or records need to be obtained, the Service Engineer will do so and ensure the paperwork is recorded and stored properly. The Assigned Engineers should also have requisite qualifications and sufficient working knowledge of the SAN storage and associated Software.

**Specifications of Unified Storage /SAN**

<b>Sr. No</b>	<b>Name of the components</b>	<b>Descriptions ( make Hitachi) HUS 130</b>
1	Unified Storage Architecture	Unified Storage System with NSPoF (No single point of failure) Architecture. The Storage supports NAS & SAN (Unified) as an integrated offering. The architecture allow modular upgrades of hardware and software for investment protection. The system support dual-ported 6Gbps SAS Disk Drives (Latest Drive interface) and SATA or NL-SAS Disk Drives (latest Drive interface).
2	Front End Ports	Storage System have 2 x iSCSI ports for IP-SAN and 4 x 8Gbps FC Ports per controller.
3	Storage Controller	System have two controllers with NSPoF Architecture (NO single point of failure architecture). The architecture allowed modular upgrades of hardware and software for investment protection.
4	Cache Memory	32 GB DRAM based across dual controllers.
5	Supported Drives	Support 10K rpm, 15K rpm, 6Gbps SAS Disks and also support 7200 rpm SATA II or 7200 rpm NL-SAS (Nearline SAS) Disk Drives & Flash Drives.
6	Storage Capacity	SAN is configured with 10 TB useable capacity in RAID-5 based on 6Gbps/s 10K rpm 900GB SAS Disks.
7	Storage Scalability	The storage is scalable to 100 drives.
8	Raid level Support	0,1,5 and 10
9	Management	Easy to use GUI based and web enabled administration interface for configuration, storage management.
10	Operating System Support	The storage array support industry-leading Operating System platforms including: Windows Server 2003/2008/2012, VMware, Linux (RHEL 6.2) etc.
11	Availability and Reliability	Redundant, hot-swappable hardware modules Multi-pathing support, Device mapper support
12	Rack Mountable	SAN is rack mounted

**Technical Compliance Statement w.r.t. Scope of Work**

**Technical Compliance Statement**

<b>Sr. No</b>	<b>Technical Details</b>	<b>Compliance Yes/No</b>	<b>Page No.</b>	<b>Remarks *</b>
1.	Please confirm the acceptance & understanding of deliverables by the bidder with respect to Scope of Work and other terms and conditions of NIT.			
2.	Bidder should have provide duly signed copy of tender specific authorization letter of OEM support			
3.	Please confirm that the firm is ISO certified for providing maintenance support of computer items			
4	Please indicate clearly any deviations in scope of work w.r.t. tender document conditions.			

NOTE 1: All bidders are required to write 'YES' or 'NO' in the compliance column. They are also required to describe clearly in detail, in the technical bid, how they plan to comply with the technical scope of work mentioned in the tender bid. They are also required to mention 'Page No.' where they have described all above 4 points.

NOTE 2: \*Deviation, if any, may be indicated clearly.

**INVITATION OF BIDS FOR THE ANNUAL MAINTENANCE CONTRACT (AMC) OF SAN STORAGE**

We \_\_\_\_\_

\_\_\_\_\_ (Name & address of the firm) have in response to your NIT dated \_\_\_\_\_ submitted a Technical & Financial bid for Annual Maintenance Contract (AMC) of SAN storage. 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 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 the firm has been in existence for more than seven years and has a turnover of at least Rs. 20 lakh per year during each of the preceding three years.
4. That the firm possesses necessary technical expertise to undertake the job as specified in the Scope of Work and shall provide Engineer on call basis to look after the maintenance of UPSC SAN storage during the AMC period.
5. That the repair/replacement of the parts of the SAN storage shall be of Original Equipment Manufacturer (OEM).
6. That I/We have not been penalized or convicted for concealment of income/wealth during the immediately preceding three years.
7. That I/We have not been blacklisted by any Government organization.

(Authorized Signatory)

Name & address of the firm/bidder

**DECLARATION**

I \_\_\_\_\_ s/o / d/o Shri  
\_\_\_\_\_ hereby declare that none of my relatives  
is/are employed in Union Public Service Commission (UPSC), New Delhi. In case at any  
stage, it is found that the information given by me is false/incorrect, UPSC shall have the  
absolute right to take any action as deemed fit without any prior intimation to me

Dated: \_\_\_\_\_

(Dated Signature of the Bidder  
with Stamp of the firm)

**ANNEXURE- VI****Price Schedule [To be submitted in BOQ.xls format only]**

S. No.	Particulars/Equipments to be covered in the AMC	Qty	Rate (in Rs.) for 1 <sup>st</sup> Year (Y1) (Excl. tax)	Rate (in Rs.) for 2 <sup>nd</sup> Year (Y2) (Excl. tax)	Rate (in Rs.) for 3 <sup>rd</sup> Year (Y3) (Excl. tax)	Applicable Tax as on date of tender (in percentage)
1	SAN Storage (HUS 130) 10 TB usable	1				

**Note:**

- 1) The first year will start from the date of award of the contract.
- 2) NPV (Net Present Value) will be calculated at the discounting rate of 10% annually. The details of calculation for deciding L-1 firm are given below:-

$$NPV = \{Y1 + Y2/(1 + 0.1) + Y3/(1 + 0.1)^2\}$$

[NPV = Net Present Value; Y1 = Rate quoted for 1<sup>st</sup> year; Y2 = Rate quoted for 2<sup>nd</sup> year & Y3 = Rate quoted for 3<sup>rd</sup> year]

Examples of NPV:

- (i) If Y1 = 150, Y2 = 200 and Y3 = 240, then NPV will be calculated as under:-

$$\begin{aligned} NPV &= 150 + (200/1.1) + (240/1.21) \\ &= 150 + 181.82 + 198.35 \\ &= 530.17 \end{aligned}$$

Thus, the NPV is Rs. 530.17

- (ii) If Y1 = 300, Y2 = 250 and Y3 = 200, then NPV will be calculated as under:-

$$\begin{aligned} NPV &= 300 + (250/1.1) + (200/1.21) \\ &= 300 + 227.27 + 165.29 \\ &= 692.56 \end{aligned}$$

Thus, the NPV is Rs. 692.56

- 3) The selection of L-1 vendor will be on the basis of NPV. However, payment will be made on the basis of year-wise rate quoted by the vendor plus taxes as applicable.

**CHECKLIST**

S. No.	Particulars	Yes/No	Page No.
1.	Whether signed & scanned copy of EMD enclosed		
2.	Whether signed & scanned copy of ISO Certificate enclosed		
3.	Whether signed & scanned copy of tender specific Authorization letter from OEM i.e. M/s Hitachi enclosed		
4.	Whether signed & scanned copy of Registration/Certificate of Incorporation enclosed		
5.	Whether signed & scanned copies of IT Returns of the firm for the preceding three years including the year 2017-2018 enclosed		
6.	Whether signed & scanned copies of audited Balance Sheets of the firm for the preceding three years including the year 2017-2018 enclosed		
7.	Whether signed & scanned copy of certificate from a Chartered Accountant (CA) indicating the annual turnover of the firm for each of the preceding three years enclosed		
8.	Whether signed & scanned copies of at least 2 work orders/purchase orders during the preceding 5 years enclosed		
9.	Whether signed & scanned copy of PAN card enclosed		
10.	Whether signed & scanned copy of GST Registration Certificate enclosed		
11.	Whether signed & scanned copy of Technical Compliance Statement as at Annexure-III enclosed		
12.	Whether signed & scanned copy of certificate as in Annexure-IV enclosed		
13.	Whether signed & scanned copy of Declaration as in Annexure-V		

(Authorized Name & Address of the Firm)  
Tel. No./Mobile 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.
2. 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**

- (i) 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.
- (ii) 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 & +91-7878007973.