

F.No. 2/2/2021-G.II  
UNION PUBLIC SERVICE COMMISSION  
(SANGH LOK SEVA AYOG)  
Dholpur House, Shahjahan Road,  
New Delhi-110069.

**NOTICE INVITING TENDER**

Online bids are invited under two-bid system for supply of Plain Computer Labels for three years from the bidders having annual turnover of at least **Rs 6.00 Lakh**. Specific details of the tender are mentioned in Annexure-I to this document. 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 given in **CRITICAL DATE-SHEET** as under:-

**CRITICAL DATE-SHEET**

Date of Publishing on CPP Portal	14.10.2021
Document Download Start Date	14.10.2021
Document Download End Date	04.11.2021
Bid Submission Start Date	14.10.2021
Clarification Start Date	14.10.2021
Clarification End Date	26.10.2021
Last Date & Time for Uploading of Online Tender	04.11.2021; 1500 hrs
Date & Time for Opening of Technical Bids	05.11.2021; 1500 hrs
Earnest Money Deposit (EMD)	“BID Security Declaration” in lieu of EMD

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

**Bidders are advised to follow the instructions provided on the Central Public Procurement Portal for the e-submission of the bids online through the CPP 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 keeping in view the following points:-

- All the pages of bid being submitted must be **signed and sequentially numbered** by the bidders 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.
- “Bid Security Declaration” as per format in Annexure-V

#### (i) **TECHNICAL BID**

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

- a) Signed & scanned copy of PAN card;
- b) Signed & scanned copy of GST Registration Certificate;
- c) Signed & scanned copies of IT Returns of the firm for the preceding three years including the year 2019-2020;
- d) Signed & scanned copies of audited Balance Sheets of the firm for the preceding three years including the year 2019-2020.
- e) Signed & scanned copy of Annual Turnover Certificate certified by Chartered Accountant.
- f) Signed & scanned copies of at least 2 purchase orders during the preceding 5 years.
- g) Signed & scanned copy of “Bid Security Declaration” as per format in Annexure-V ;
- h) Signed & scanned copy of requisite certificates as per Annexure-III and Annexure-IV.
- i) Samples (with dated signature & stamp of authorised signatory of the firm) of items mentioned at Annexure-I to be delivered to the Commission.

**(ii) PRICE BID**

Schedule of price bid must be submitted in the prescribed format (BOQ format) only. The bidder will strictly submit the rate in BOQ format in CPP portal as per the proforma prescribed for Price Bid (Annexure-II). Disclosing of quoted rates in any manner in the technical bid will result in summary rejection of the bid. Rates should be quoted exclusive of taxes. Taxes shall be quoted separately along with rates.

**2. Earnest Money Deposit:**

As per department of Expenditure Office Memorandum No. F.9/4/2020-PPD dated 12.11.2020, in lieu of EMD, a "Bid Security Declaration" is required to be submitted. The "Bid Security Declaration" is to be submitted in the format at Annexure-V.

- 3. Performance Guarantee:** As per department of Expenditure Office Memorandum No. F.9/4/2020-PPD dated 12.11.2020, the performance security has been reduced from 5-10% to 3% of the contract value. The successful bidder will be required to furnish Performance Security @ 3% of the annual contract value for each of the three years. The Performance Security shall be in the form of Demand Draft/Pay Order/Bank Guarantee in favor 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 terms & conditions of the tender, 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. No interest on Performance Security would be payable by UPSC under any circumstances.

**ELIGIBILITY CRITERIA**

4. The bidder must have experience in supplying computer labels to Govt. organizations/Public Sector companies/reputed private companies for at least 5 (five) years. In this connection, copies of at least 2 (two) purchase orders during the preceding 5 years must be enclosed with the technical bid.
5. The bidder must have a turnover of at least Rs 6.00 lakh per year during each of the preceding three financial 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 2019-2020 and the annual turnover certificate certified by chartered accountant.
6. The prospective bidders shall submit Samples (with dated signature & stamp of authorised signatory of the firm) of items mentioned at Annexure-I to be delivered to the Commission. Non-submission of samples in respect of any of the items shall attract summary rejection of the bidder.
7. The samples submitted must conform to the specifications given at Annexure-I. The samples should have stamp and signature of authorised signatory of the firm along with the date. The samples must be delivered to General-II Section, Room No. 007, ASB, UPSC, Shahjahan Road, New Delhi before the last date of submission of bids.

## **OTHER TERMS & CONDITIONS**

8. The contract shall be **valid for 3 (three) years** from the date of award of the contract subject to the following conditions:-
  - (i) UPSC may, at its discretion, terminate the contract by giving one month's notice.
  - (ii) 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.
9. In case of any deviation in the specifications of the material, it will be subjected to rejection of whole supply at the risk of the bidder. The bidders are, therefore, advised to adhere consistently to the quality as per the specifications of the items and as per the approved sample. In the event, the bidder is found to be supplying sub-standard or inferior quality of material, the firm is liable to be blacklisted and the Performance Security will be forfeited.
10. The tender sample will be treated as advance sample for all the future supply and for all the supplies throughout the tender period, if any doubt arises about quality of the supplied items, UPSC reserves the right to get the tests conducted from any Government Authorised Laboratory at the risk & cost of the supplier.
11. The estimated annual quantity is tentative and may increase or decrease as per the requirement of UPSC.
12. The bidders shall indicate in the Price Bid the yearly unit rates for each of the items (details at Annexure-I) for each of the three years. Rates shall include all charges related to transportation/unloading of materials to UPSC. Bids not received in the prescribed format are liable to be rejected.
13. Taxes shall be quoted separately along with the rates. Bidders who do not quote tax rates separately will not be considered responsive and their bid will be rejected.
14. **Evaluation of Bids**
  - (i) **Evaluation of Technical Bids:** Evaluation of Technical Bids shall be done on the basis of technical bid documents and samples of the Computer Labels submitted by the bidders.
  - (ii) **Evaluation of Financial Bids:**
    - (a) The financial bids of only those bidders would be opened whose technical bids have been approved by the Competent Authority of UPSC after detailed examination of the technical bids and submitted samples of computer labels.
    - (b) Financial evaluation will be done by taking into account the sum of the quoted unit rates for each of the items for all the three years. The selection of L-I will be on the basis of NPV(Net Present Value) as per details given in Annexure-II. However, payment will be made on the basis of year-wise unit rates quoted by the vendor plus taxes as applicable.

(iii) **Evaluation under non-acceptance of the offer :-**

If the L-I selected bidder refuses to accept the offer, his EMD will be forfeited and offer shall be made to the L-2 bidder at the quoted rate of the L-I bidder. In case of non-acceptance by L-2 bidder, the same process will be repeated at the quoted rate of the L-I bidder till the last eligible bidder is exhausted. If no bidder is available even after the above process or no response from the bidders, the tender process will be considered failed and retendering will be done.

15. Bids will be valid for a period of 180 days from the date of opening of technical bids.
16. Hypothetical, conditional or incomplete bids are liable to be rejected summarily.
17. 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.
18. 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.
19. Bidders shall furnish GST Registration Certificate containing GST Identification Number (GSTIN) of the firm.
20. **Delivery:** Delivery of the materials shall be made within 15 days of issue of supply order. However, in emergency, the supplier may be asked for immediate supply of the required item and the expenses for sending items to this office shall be borne by the concerned firm only.
21. **Payment Terms:** The payment would be released after the successful supply of the materials by the vendor and upon certification by the user Branch.
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 fails to 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. Further, the firm is liable to be blacklisted for the same. 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:** Delivery of the materials shall be made within 15 days of issue of each supply order, failing which Liquidated Damages @0.5% of the price of delayed goods for delay of each day subject to maximum 10% of that particular supply order may be imposed and deducted from the concerned bill. In case of delay beyond 15 days, the UPSC may cancel the supply order and forfeit such amount or full amount of the Performance Security of the firm as deemed fit besides procuring the material from any other source at the risk and cost of the firm. Further, the firm may

be blacklisted for the same. The decision of Secretary, UPSC in this regard shall be final and binding.

24. **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.
25. **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.
26. **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.
27. In the event of non-satisfactory performance by the successful bidder, UPSC will have the discretion to terminate the contract by giving one month's 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.
28. Samples of the Computer Labels may kindly be seen between 3.00 P.M. and 5.00 P.M. in General-II Section (Tele. No. 011-23381141) on all working days.
29. Any queries relating to this tender may be directed to the following Helpline No.: 011-23381141 during office hours.
30. 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)

**ANNEXURE-I**

**Schedule of Requirement(SOR)**

**Tender for procurement of Plain Computer Labels for three years**

S.No.	Items with specifications	Tentative Quantity to be Procured for		
		1 <sup>st</sup> Year	2 <sup>nd</sup> Year	3 <sup>rd</sup> Year
1.	Plain Computer Label (white) Size 9 X 5 cms ( 90 GSM wood free paper with good gum and 120 GSM release paper)	1,12,000	1,20,00	1,22,000
2.	Plain Computer Label (white) Size 10X15 cms (90 GSM wood free paper with good gum and 120 GSM release paper)	64,000	1,05,000	1,15,000
3.	Plain Computer Label (white) 21X 6.5 cms (Four Stickers in one sheet) (100 GSM wood free paper with good gum and 120 GSM release paper) ( <b>Note:</b> Label should have strong gum / adhesive which should be successful on sticking on Corrugated Boxes, Dosuti Bags or any rough surface)	1,20,000	1,20,000	1,20,000
4.	Plain Computer Label (white) 25 X 6.5 cms (Three stickers in one sheet)(100GSM woodfree paper with good Gum and 120 GSM release paper) ( <b>Note:</b> Label should have Strong gum / adhesive which should be successful on sticking on Corrugated Boxes, Dosuti Bags Or any rough surface)	1,20,000	1,20,000	1,20,000

**Note:-**

1. The estimated annual quantity is tentative which may increase or decrease as per the actual requirement of UPSC.
2. All items of the SOR table given above should be as per samples which may be seen at General-II Section, Room No. 007, ASB, UPSC.

**ANNEXURE- II**

**Proforma of Price Bid**

The bidder is required to enter the Price Bid in the CPP portal in BOQ format only. Price Bid in any other format will not be accepted. Disclosing the price bid in any manner in the technical bid will attract summary rejection of the bid. Following is the general format of the Price Schedule:-

S.No.	Items with specifications	Unit Rate (in INR) (excl. of taxes)			Taxes as applicable
		1 <sup>st</sup> Year	2 <sup>nd</sup> Year	3 <sup>rd</sup> Year	
1.	Plain Computer Label (white) Size 9 X 5 cms ( 90 GSM wood free paper with good gum and 120 GSM release paper)				
2.	Plain Computer Label (white) Size 10X15 cms (90 GSM wood free paper with good gum and 120 GSM release paper)				
3.	Plain Computer Label (white) 21X 6.5 cms (Four Stickers in one sheet) (100 GSM wood free paper with good gum and 120 GSM release paper) ( <b>Note:</b> Label should have strong gum / adhesive which should be successful on sticking on Corrugated Boxes, Dosuti Bags Or any rough surface)				
4.	Plain Computer Label (white) 25 X 6.5 cms (Three stickers in one sheet)(100GSM woodfree paper with good Gum and 120 GSM release paper) ( <b>Note:</b> Label should have Strong gum / adhesive which should be successful on sticking on Corrugated Boxes, Dosuti Bags Or any rough surface)				

**Note:**

- 1) The estimated annual quantity is tentative and may increase or decrease as per the requirement of UPSC.



- 2) Financial evaluation will be done by taking into account the sum of the quoted unit rates for each of the items for all the three years. The selection of L-I will be on the basis of NPV (Net Present Value);
- 3) 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. These taxes are liable to change as per the Government's instructions issued from time to time.
- 4) Rates shall include all charges related to transportation/unloading of materials to UPSC.
- 5) The first year will start from the date of award of the contract.
- 6) 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:-

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

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

Examples of NPV:

- (a) 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

- (b) 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

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.

**ANNEXURE-III**

We, \_\_\_\_\_  
\_\_\_\_\_ (Name & address of the firm) have in response to  
your NIT dated \_\_\_\_\_ have submitted a Technical & Financial bid with respect to  
tender for procurement of Plain Computer Labels. 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 Specifications of the NIT and our bid is strictly in  
accordance with the terms & conditions of the NIT.
3. The firm has a turnover of at least Rs 6.00 lakh per year during each of the preceding  
three years.
4. That I/We have not been penalized or convicted for concealment of income/wealth  
during the immediately preceding three years.
5. That I/We have not been blacklisted by any Government organization.
6. Details of the firm are given below:-

<b>1.</b>	<b>Name of the Firm</b>	
<b>2.</b>	<b>Office Address</b>	
<b>3.</b>	<b>Phone No./Mobile No.</b>	
<b>4</b>	<b>E-Mail</b>	

(Authorized Signatory)  
Name & address of the firm/bidder

**ANNEXURE-IV**

**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-V**

**BID SECURITY DECLARATION**

We, \_\_\_\_\_ (name & address of the firm) understand that bids must be supported by a Bid Security Declaration. We accept that if we withdraw or modify our bids during period of validity etc., we will be suspended for two years.

(Authorized Signatory)  
Name & address of the firm/bidder  
Tel. No./Mobile No./Fax No.

**ANNEXURE-VI**

**CHECKLIST**

S. No.	Particulars	Yes/No	Page No.
1.	Whether “Bid Security Declaration” as in Annexure-V enclosed.		
2.	Whether signed & scanned copies of IT Returns of the firm for the preceding three years including the year 2019-2020 enclosed.		
3.	Whether signed & scanned copies of audited Balance Sheets of the firm for the preceding three years including the year 2019-2020 enclosed.		
4.	Whether signed & scanned copy of Annual Turnover Certificate certified by Chartered Accountant enclosed.		
5.	Whether signed & scanned copies of at least 2 purchase orders during the preceding 5 years enclosed.		
6.	Whether signed & scanned copy of PAN card enclosed.		
7.	Whether signed & scanned copy of GST Registration Certificate enclosed.		
8.	Whether sample (with dated signature & stamp of authorised signatory of the firm) of items mentioned in Annexure-I delivered to UPSC.		
9.	Whether signed & scanned copy of certificate as in Annexure-III enclosed.		
10.	Whether signed & scanned copy of Declaration as in Annexure-IV enclosed.		

(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.
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.

**Note:** My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.

## **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.