

F. No.: 2-2(4)/2016-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 tender for empanelment of Vendors for supply of books (print) to UPSC for three years from the vendors/distributors/suppliers having average annual turnover of at least **Rs 10.00 Lakhs** during each of the preceding three years. Scope of work and terms & conditions for supplying books to UPSC are mentioned in Annexure-I to this document. Manual bids shall not be accepted.

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

CRITICAL DATE-SHEET

Date of Publishing on CPP Portal	11.11.2021
Document Download Start Date	11.11.2021
Document Download End Date	02.12.2021
Bid Submission Start Date	11.11.2021
Last Date & Time for Uploading of Online Tender	02.12.2021; 1500 hrs
Clarification Start Date	11.11.2021
Clarification End Date	23.11.2021
Date & Time for Opening of Technical Bids	03.12.2021; 1500 hrs
Earnest Money Deposit (EMD)	Rs 20,000/-

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 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 20,000/-** 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 bidders 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 or TIN registration;
- b) Signed & scanned copies of IT Returns of the firm or its proprietor for the preceding three years including the FY 2020-21;
- c) Signed & scanned copies of CA certified Balance Sheet/Audited Balance Sheet of the firm for the preceding three years including the FY 2020-21;
- d) Signed & scanned copy of the certificate from a Chartered Accountant (CA) indicating the annual turnover of the firm for each of the preceding three years including the FY year 2020-21;
- e) Signed & scanned copy of documentary proof for registration with Federation of Publishers' and Book sellers' Association in India (FPBSA);
- f) Signed & scanned copies of authority letters (in case the firm is a distributor/dealer/stockiest/exclusive or preferred agent of any publisher) issued – by the publishers along with details of distributorship/dealership/stockiest/exclusive or preferred agents(s) of the firm;

- g) Signed & scanned copy of GST Registration Certificate;
- h) Signed & scanned copies of at least 3 (three) work orders for supplying books to libraries of reputed institutions/organizations during the preceding 5 years;
- i) Signed & scanned copy of a self undertaking that the firm/proprietor has not been blacklisted/declared ineligible by any government agency/university/autonomous bodies in India during the last three years;
- j) Signed & scanned copy of the list of clients to whom the vendor has supplied the books and other publications during the last three years;
- k) Signed & scanned copy of Earnest Money Deposit (EMD) of Rs 20,000/-;
- l) Signed & scanned copy of requisite certificate as per Annexure-III and declaration as per Annexure-IV.

(ii) **PRICE BID**

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

2. **Earnest Money Deposit:-**

- (i) An Earnest Money Deposit (EMD) of Rs 20,000/- 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. Firms which are registered as Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of MSME or are registered with the Central Purchase Organisation or the concerned Ministry or Department are exempted from submission of EMD on submission of documentary proof. For other bidders, submission of EMD in prescribed form as mentioned above is mandatory. **In case hard copy of the EMD is not received by due date, the bid will be summarily rejected.**
- (ii) The EMD shall be valid for minimum period of 45 (forty five) days beyond validity of the bid.
- (iii) The EMD shall be scanned and uploaded to the e-Tendering website within the period of tender submission and original must be deposited in UPSC (must be delivered to Under Secretary (G-II), Room No. 208A-ASB) by the last date & time of submission of bids.
- (iv) The EMD of the unsuccessful bidders would be returned to them after finalization of the tender. No interest on EMD would be paid by UPSC, under any circumstances.

(v) Forfeiture of EMD:- The EMD shall be forfeited

- (a) if the bid is withdrawn by the bidder- i) at any time prior to its rejection or
ii) before or after its acceptance is communicated to the bidder.

3. **Performance Guarantee**:- The successful bidder will be required to furnish Performance Security @3% of the annual contract value for each of the three years. This Performance Security will be equally divided among the empanelled vendors. The Performance Security shall be in the form of Demand Draft/Pay Order/FDR/Bank Guarantee in favor of Secretary, UPSC payable at Delhi. The Performance Security would be retained by the Commission till satisfactory completion of work for each of the three years. 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 (at Annexure-I) and 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 documentary proof for registration with Federation of Publishers' and Book sellers' Association in India (FPBSA).
5. The bidder must have experience in the field of supplying books to libraries of reputed institutes/organizations. In this connection, copies of at least 3 (three) work orders for supplying books to libraries of reputed institutions/organizations during the preceding 5 years must be enclosed with the technical bid.
6. The bidder must have average annual turnover of at least Rs 10.00 Lakh during each of the preceding three years including the FY 2020-21. In this regard, the bidder shall furnish copies of CA certified Balance Sheet/audited- Balance Sheets of the firm for each of the preceding three years including the FY 2020-21.

OTHER TERMS & CONDITIONS

7. **The contract shall be valid for 3 (three) years** from the date of award of the contract subject to the following conditions:-
- (i) UPSC is not bound to place the purchase order to the approved vendor. UPSC, at its discretion, may 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 & discounts.
8. The bidder shall indicate in the Price Bid the rate of discount (in percentage) for each category of books separately. **The rate of discount must be 10% or above 10% for all category (including Government/Swamy's publication) of books. No category of books must be left without offering the discount of 10% or above.** This rate of discount shall be taken into account through out the Contract period. The bidders shall take in to account all costs including delivery of material i.e. to and fro movement to UPSC for quoting the rate of discount. In this regard, no claim for any extra payment for any reason shall be entertained.
9. If any information furnished by tenderer(s) is found to be incorrect or false at any time, the tender will liable to be terminated and the EMD/Performance Security will be forfeited.
10. Empanelled vendors must conform to the Scope of Work and terms & conditions for supply of books to UPSC given at Annexure-I.
11. **Evaluation of Bids:-**
- (i) **Evaluation of Technical Bids:** Evaluation of Technical Bids shall be done on the basis of technical bid documents submitted by the bidders, eligibility criteria, General terms & conditions and Other terms & conditions of the NIT.
- (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.
- (b) Financial evaluation will be as per following details:-
- I. Books purchased by the Commission for the last three years has been classified into 27 subjects.
- II. On the basis of total expenditure incurred for all the last three years, each of 27 subjects has been allotted with subject-wise weight factor. Higher weight factor means more expenditure on that subject of books.
- Subject-wise weight factor= $\frac{\text{Actual Expenditure}}{\text{Total Expenditure}} \times 100$

III. Percentage of discount offered by the supplier would be taken at the scale of 1 (instead of 100). Supplier-wise weight factor for each of 27 subjects would be allotted by taking into consideration (multiplying) the respective supplier discount (on the scale of 1) and respective subject-wise weight factor. Thus, each supplier would get total weight factor for all 27 subjects of books and accordingly, rank would be allotted to each supplier. **Maximum three(03) suppliers will be empanelled at the rate of H-1 (highest ranker).**

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

The rate of H-I bidder will be offered to H-2 and H-3 bidders. If any of two selected bidders (i.e. H-2 and H-3) refuse to accept the offer, offer shall be made to the fourth bidder (H-4) at the quoted rate of the H-I bidder. The H-I bidder is bound to accept the offer, failing which EMD of H-I bidder will be forfeited. In case of non-acceptance by H-4 bidder, the same process will be repeated at the quoted rate of the H-I bidder till the last eligible bidder is exhausted.

12. Bids will be valid for a period of 180 days from the date of opening of technical bids.
13. Hypothetical, conditional or incomplete bids are liable to be rejected summarily.
14. 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.
15. Income Tax: Recoverable at source from the bills, as applicable. Bidders should furnish their permanent I.T. A/c No. (PAN). Bidders shall also provide copies of IT Returns of the firm for the preceding three financial years including the year 2019-2020. 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.
16. **Delivery:** Delivery will be as per time-schedule given at Annexure-I.
17. **Payment Terms:** The payment will be made within 60 days after successful delivery of books and will be as per invoicing procedure given at Annexure-I.
18. **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 scope of work and terms & conditions of the tender document and/or execute the work as per prescribed schedule given or at any time breach the contract, UPSC will have the right to forfeit the EMD, invoke the performance security, deposited by the firm and get the work done from other firm at the risk and expense of the firm. The cost difference between the alternative arrangement and firm's bid value will be recovered from the firm along with other incidental charges. In case, UPSC is forced to get the work done through alternative sources and if the cost is lower, no benefit on this account would be passed on to the firm.

19. **Liquidated Damages:** Job should be completed within **time schedule as given at Annexure-I**, failing which a penalty @ **0.5%** for each day subject to maximum **10%** of the monthly bill of that particular month may be imposed and deducted from the concerned bill. In case of delay beyond **the time schedule**, the UPSC may forfeit such amount or full amount of the Performance Security of the firm as deemed fit besides getting the work done from any other source at the risk and cost of the bidder. Decision of Secretary, UPSC shall be final and binding.
20. **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.
21. **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 hereby expressly agree to submit to the jurisdiction of such court.
22. **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.
23. In the event of non-satisfactory performance (like failing to execute the job within the stipulated time, or leaving the job incomplete or refusing to complete the work or taking more than the schedule fixed time) 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.
24. Any queries relating to this tender may be directed to the following Helpline No.: 011-23381141 during office hours.

25. In view of the ongoing COVID-19 pandemic, the vendor must ensure that all its personnel deployed to UPSC adhere to the latest guidelines issued by the Government of India on prevention, sanitization, social distancing measures etc.
26. The tender notice is also available on UPSC's website: www.upsc.gov.in.

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

Scope Of Work and terms & conditions for supplying books to UPSC:-

1. Conditions for supplying books:-

- a) Supply of books has to be made strictly against the order placed to them through e-mail. At the first instance, all the empanelled vendors/suppliers will send an e-mail query along with list of books required for library procurement. On receipt of the e-mail, the vendors having books as per list in their ready stock or able to supply the books, have to respond within 24 hours.
- b) All books shall be supplied with an authentic price proof of catalogue/online.
- c) Proof of handling charges on foreign books/publications if import.
- d) Damaged/Defective/Torn/Mutilated books will not be accepted and same must be replaced within the stipulated time at vendor's cost.
- e) In case the urgent nature book is not available with the Supplier/Publisher/Distributor, the vendor may explore the possibility of getting the publication through online portals like Amazon, Flipkart etc. and additional charges, if any, will be reimbursed to him.
- f) Since the Government Documents are immensely useful information sources for research, therefore priority is to be given to all important Indian Government Report/Publications.
- g) **Specifications about the Books:-**
 - Pirated books strictly prohibited, it would lead to immediate ban from empanelment.
 - Latest editions of books must be supplied, unless mentioned otherwise.
 - By default, paperback editions of books should be supplied, unless specified otherwise.
 - Vendors/Suppliers shall supply the paperback volumes/low price editions until specific instructions otherwise are given.
 - In case of non-availability of a title or edition, the vendor should take prior approval from the Librarian to replace it with similar titles or alternate editions.
 - If the suppliers, after commitment, fail to supply the book/publication within the prescribed time limit then fine of 50% of cost of the books will be deducted from his security deposit.

h) Purchase Order:-

- The library will place purchase orders with the empanelled vendor(s) who offers best and prompt services and will try to distribute purchase orders equally among vendors.
- Supply of books has to be made strictly against the purchase orders only.
- Sending an acknowledgment of the receipt of purchase order, which is taken as an acceptance of the purchase order, is mandatory, preferably by email.
- Any clarification/query regarding the purchase order should be sought from the Library within five (05) days of receipt of the order.

i) Time Schedule:-

S.No.	Type of Publications	Time Limit for supply of books (from issue of Purchase Order)
1.	Urgent Nature	Immediate/4-6 hours
2.	Indian Books/Publications	1-3 days
3.	Government & Other Publications	1-3 days
4.	Foreign Books/Publications (if import)	4-6 Weeks (after placing the firm order)

- If the publication is out of print, it should be brought to the notice to the Librarian/concerned person immediately through e-mail.
- The order would be treated as cancelled, if ordered books are not supplied or not reported available, or otherwise received beyond the specified period.
- If the vendor fails to supply the books within prescribed time limit, the same will be purchased from open market and difference in price, if any, will be recovered from the Empanelled Vendors from their performance security.
- In case vendor fails to supply books in the stipulated time as decided by the library and this is repeated three times, then empanelment may be terminated.

j) Invoicing procedure:-

- Pre-receipted invoice(s)/bill(s) have to be submitted in triplicate (3 copies).

- A revenue stamp should be affixed on the original bill and should be signed by authorized signatory. (In case of bill amount is on or above Rs 5000/-)
- Books priced in foreign currencies, may be converted to Indian rupees on prevailing GOC (Good Offices Committee) conversion rates. Attested copy of the GOC rates shall be enclosed by the vendor/supplier. (Mandatory to follow GOI conversion rate for date of the invoice).

OR

- The vendor will have to submit the invoices of foreign books converted to Indian rupees at the RBI/Nationalized bank exchange rate as on the date of billing of books along with bank rate certificate of that particular day.
- Every price proof and currency conversion proof should contain seal and authorized signature of the vendor.
- If the price of the book is not printed then the vendor must submit publisher's/authorized distributor's invoice copy/Copy of publisher's website price as price proof. Sticker price will not be acceptable.
- The Vendors/Suppliers shall certify on the bill/invoice that
 - I. "The prices charged in this invoice are the actual, current publisher's prices as billed to us and are true and correct".
 - II. "The prices charged are as per the publisher's invoice (publishers/importers/distributors) and latest catalogue".
 - III. "The latest editions have been supplied, and they are not remaindered titles".

Bank Details to be submitted in the following prescribed format:-

S.No.	Particulars	Details
1.	Account Holders Name/Name of the Beneficiary	
2.	Bank Account Number	
3.	Name of the Bank	
4.	Branch Address	
5.	Branch Code	
6.	Account Type/Nature of Account	
7.	IFSC code of the Bank	
8.	MICR Number	
9.	E-mail Address	
10.	Phone/Mobile Number	

Note:- i. Urgency would be mentioned by Library.

ii. The discount rates once quoted by the suppliers/distributors/publishers shall not be allowed to be altered.

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:-

(Financial Bid)

S. No.	Subject	Subject-wise Weight Factor	Rate of discount per unit (in %)
1.	Hindi Literature	1.1327	
2.	English Literature	2.1643	
3.	Biography & Autobiography	1.0467	
4.	Psychology/Philosophy	0.5848	
5.	Religion	0.6763	
6.	Other Language Books	0.2172	
7.	Law & Bare Acts	2.4645	
8.	Government & Swamy Publications	4.2098	
9.	Public Administration	0.7863	
10.	Management	1.5923	
11.	Social Problem, Social Work, Police, Forensic Science, Crime, Criminology, Human Rights	1.2027	
12.	Social Science – Economics, Political Science, Statistics, Humanities	4.4105	
13.	Science – Chemistry, Physics, Medical Science	9.4663	
14.	Earth Science, Geology	0.4490	
15.	Biology, Botany	3.3668	
16.	Agriculture	0.7121	
17.	Engineering, Electrical, Civil, Manufacturing etc.	9.4949	
18.	Dictionary & Glossaries	1.0241	

19.	Year books, Encyclopedia, Atlas & Maps	1.6930	
20.	Computer, Knowledge, Library Science	1.1364	
21.	History	1.0815	
22.	Geography	0.4431	
23.	Education	0.0961	
24.	Mathematics	0.4684	
25.	Commerce, Accountancy, Income Tax	0.0545	
26.	Photography	0.0244	
27.	General Books/Miscellaneous	-	

Notes:-

*** Rate of discount must be 10% or above 10% in each category of books (including Government/Swamy's publication) and shall be considered by the bidders while quoting rates in the price bid.**

➤ No category of books must be left without offering the minimum rate of discount of 10% or above 10%.

i. Financial evaluation will be done as following:-

- I. Books purchased by the Commission for the last three years has been classified into 27 subjects.
- II. On the basis of total expenditure incurred for all the last three years, each of 27 subjects has been allotted with subject-wise weight factor. Higher weight factor means more expenditure on that subject of books.

$$\text{Subject-wise weight factor} = \frac{\text{Actual Expenditure}}{\text{Total Expenditure}} \times 100$$

- III. Percentage of discount offered by the supplier would be taken at the scale of 1 (instead of 100). Supplier wise weight factor for each of 27 subjects would be allotted by taking into consideration (multiplying) the respective supplier discount (on the scale of 1) and respective subject-wise weight factor. Thus, each supplier would get total weight factor for all 27 subjects of books and accordingly, rank would be allotted to each supplier. Maximum three(03) suppliers will be empanelled at the rate of H-1 (highest ranker).
- ii. Rate of Discount shall remain firm for the entire Contract period and quoted on FOR destination basis. The hike in prices of material will not affect the contract and will not entitle the bidder to claim any difference in amount as a result of such hike;
 - iii. The rates of discount shall be quoted by taking into account all charges related to transportation of material to and fro, if any, to UPSC.
 - iv. The first year will start from the date of award of the contract.

ANNEXURE-III

We, _____
_____ (Name & address of the firm), in response to your NIT dated _____, have submitted a Technical & Financial bid with respect to tender for empanelment of vendors. 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 and Terms & Conditions of the NIT and our bid is strictly in accordance with the same.
3. That I/We have not been penalized or convicted for concealment of income/wealth during the immediately preceding three years.
4. That I/We have not been blacklisted by any Government organization.
5. Details of the firm are given below:-

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

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

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

CHECKLIST

S. No.	Particulars	Yes/No	Page No.
1.	Whether signed & scanned copy of Registration with FPBSA;		
2.	Whether signed & scanned copy of GST Registration Certificate enclosed;		
3.	Whether signed & scanned copy of self undertaking that the firm/proprietor has not been blacklisted enclosed;		
4.	Whether signed & scanned copy of the list of clients to whom the firm has supplied the books during the last three years enclosed;		
5.	Whether signed & scanned copies of authority letters (in case the firm is a distributor/dealer/stockiest/exclusive or preferred agent of any publisher) enclosed;		
6.	Whether signed & scanned copies of IT Returns of the firm or its proprietor for the preceding three years including the FY 2020-21 enclosed;		
7.	Whether signed & scanned copies of CA certified Balance Sheet/audited Balance Sheets of the firm for the preceding three years including the FY 2020-21 enclosed;		
8.	Whether Signed & scanned copy of the certificate from a Chartered Accountant (CA) indicating the annual turnover of the firm during each of the preceding three years including the year FY 2020-21 enclosed;		
9.	Whether signed & scanned copy of PAN card or TIN registration enclosed;		
10.	Whether signed & scanned copies of at least 3 work orders during the preceding 5 years enclosed;		
11.	Whether signed & scanned copy of certificate as in Annexure-III enclosed;		
12.	Whether signed & scanned copy of Declaration as in Annexure-IV enclosed;		
13.	Whether signed & scanned copy of EMD of Rs 20,000/- 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.

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.