



संघ लोक सेवा आयोग
UNION PUBLIC SERVICE COMMISSION
धौलपुर हाऊस, शाहजहान रोड,
DHOLPUR HOUSE, SHAHJAHAN ROAD,
नई दिल्ली, 110 069
New Delhi-110 069

F.No.D-19016/2/2016-G.IV

Tender No. UPSC/14/2016-G.IV

TENDER NOTICE

Subject: NIT for entering into Annual Maintenance Contract (AMC) for 04 digital duplicators/printers installed in UPSC

Online bids are invited under one-bid system for entering into Annual Maintenance Contract for 04 digital duplicators/printers installed in UPSC. Details of the digital printer/duplicator installed in the UPSC are as under:

Make/model of the Digital printer/duplicator	Number of machine installed	Year of Installation	AMCs for the periods
Gestetner-5305	02	April, 1993	The AMC in respect of each machine will remain valid for a period of one year from the date of entering into contract or as specified in the order.
Riso RZ 2000AG	01	Feb, 2006	
Riso EZ 221A	01	May, 2014	

Approximately 19.5 lakhs copies are being printed in the Commission every year using the above mentioned Digital Duplicators/Printers. The Annual Maintenance contract (AMC) will be valid for one year and on satisfactory work report it may be extended further on mutually agreeable terms and conditions. Bids submitted by the firms/vendors/contractors will be evaluated separately for each Digital duplicator/printer. Combined estimated cost of the tender is approximately Rs.3,40,000/- (Three lakh forty thousand rupees only). Payments will be made to contractor/vendor/firm on quarterly basis upon completion of work satisfactorily as per terms and conditions mentioned in the Notice Inviting Tender (NIT).

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

CRITICAL DATE SHEET

Published Date	18.01.2017
Bid Document Download / Sale Start Date	18.01.2017
Clarification Start Date	18.01.2017
Clarification End Date	09.02.2017
Pre bid meeting	Not Applicable
Bid Submission Start Date	18.01.2017 at 15:30Hrs
Bid Submission End Date	09.02.2017 at 15:30Hrs
Bid Opening Date	10.02.2017 at 15:30Hrs

Sd/-
(C.M Kaith)
Under Secretary (General)
Union Public Service Commission
(Ph.011-23388418)



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नई दिल्ली, 110 069
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F.No.D-19016/2/2016-G.IV

Tender No. UPSC/14/2016-G.IV

NOTICE INVITING TENDERS
(e-Tendering mode only)

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Tender documents may be downloaded from UPSC web site 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 in tender Notice.

General Terms and Conditions of the Tender

1. Bids shall be submitted online only at Central Public Procurement Portal for e-Procurement website: <https://eprocure.gov.in/eprocure/app>. **Manual Bids shall not be accepted.**

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

3. Bid documents to be scanned and submitted by the Tenderers/Contractors/Firms on <https://eprocure.gov.in/eprocure/app> must be clearly readable.

4. Procedure of Submission of Bids

4.1 One bid system for tendering shall be followed. The tender shall be submitted online in single part or folder.

4.2 All the pages of bid documents being uploaded/submitted must be duly signed and stamped by authorised signatory of the firm.

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

4.4 The bid must contain the following documents:

a) Scanned copy of Earnest Money Deposit (EMD) of Rs.10,200/- (ten thousand two hundred rupees only) in the form of Account Payee Demand Draft/Fixed Deposit Receipt/Pay order/Bankers's Cheque from any of the commercial bank in an acceptable form, payable to the Secretary, U.P.S.C, New Delhi-69.

b) The original Earnest Money Deposit EMD must be delivered offline to Under Secretary (General-IV), Ayog Sachivalaya Building, Union Public Service Commission, Dholpur House, Shahjahan Road, New Delhi-110069 on or before the bid opening time and date. The EMD may be sent by Registered Post or dropped in the 'tender-box' kept at Reception Gate 'C' of UPSC.

- c) **All the copies of the document to be uploaded on the CPPP website must be duly signed and stamped by authorized signatory.**
- d) Scanned copy of NIT document duly signed and stamped by authorized signatory on each page.
- e) Scanned copy of TIN /Sales Tax registration Certificate. In case firm pays VAT/any other taxes/cess, scanned copy of registration certificate with tax authorities must also be uploaded. In case the firm is exempted from paying Service tax/VAT/any other taxes/cess a copy of requisite Certificate issued by tax authorities must be uploaded.
- f) Scanned copy of PAN card.
- g) Scanned copy of certificate w.r.t non-concealment of wealth/income. Kindly refer to Annexure D.
- h) Scanned copy of undertaking form declaring all terms and conditions mentioned in this NIT are acceptable to the firm, duly signed and stamped by the Authorized Signatory. Kindly refer to Annexure A.
- i) Scanned copy of latest Income Tax Returns of the firm, preferably for the financial year 2015-16.
- j) Scanned copy of undertaking stating that the rates quoted by firm for maintenance of the digital duplicators/printers installed in UPSC doesn't exceed the prevailing rates for similar services. The undertaking should be submitted in proforma prescribed in Annexure D.
- k) Scanned copy of duly filled Tender form as given in Annexure A.
- l) Scanned copy of details of the firm along with an undertaking certifying that firm is not blacklisted by any Government establishment/agency and no criminal case is registered/pending against the firm or its owner/partners anywhere in India (Annexure B). Preferably on the letter head of the firm.
- m) Scanned copy of registration certificate with Central Purchase Organization, National Small Industries Corporation (NSIC) or any other concerned Ministry or Department in case EMD exemption is claimed.

5. Evaluation of Bids:

- 5.1. Bids will be evaluated on the basis of documents submitted as per terms and condition of this NIT by a Bids Evaluation Committee (BEC) or authority authorized by the competent authority of this Office. Decision of the Competent Authority with regard to acceptability of the bid should be binding on all the bidders and cannot be challenged.
- 5.2. Bids submitted by the firms/vendors/contractors will be evaluated separately for each Digital duplicator/printer.
- 5.3. The rate of VAT/Service Tax/any other tax/cess if any, should be quoted separately in the price schedule. Financial evaluation of bids will be done exclusive of all taxes. No correspondence on this issue will be made to the concerned firm.
- 5.4. Bid submitted by Firm/Vendor/Contractor must remain valid for acceptance for a period of **06(Six) months** from the bid opening date.

6. Award of Contract:

Annual Maintenance Contract for individual Digital Duplicator/Printer will be awarded to the bidder that has quoted lowest rate (L-1 bidder) excluding all taxes for maintenance of that particular Digital Duplicator/Printer.

7. Earnest Money Deposit

- 7.1 Earnest Money of Rs.10,200/- (Ten thousand and two hundred rupees only) should be furnished in the form of Account Payee Demand Draft/ Pay Order/ Banker's Cheque/ Fixed Deposit Receipt in favour of Secretary, Union Public Service Commission payable at Delhi/ New Delhi. **It must be delivered to UPSC on or before bid opening time and date.** Tenders without EMD or EMD submitted in any other form or EMD received after the bid opening time and date will NOT be considered and will be summarily rejected except for those Firms/bidders which are registered with the Central Purchase Organization, National Small Industries Corporation (NSIC) or any other concerned Ministry or Department and are exempted from submitting EMD. Such firms/bidders are required to enclose a copy of their Registration Certificate with concerned authority for claiming exemption otherwise no exemption will be granted and bid will be summarily rejected.

- 7.2 EMD shall remain valid for period of 45 days beyond the validity of the bid i.e. 225 days beyond bid opening date. EMD with lesser validity period will not be accepted and such bids will be summarily rejected.
- 7.3 EMD of a bidder will be forfeited, if the bidder withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its bid. Further, if the successful bidder fails to furnish the required performance security within the specified period, its EMD will be forfeited.
- 7.4 EMD furnished by all unsuccessful bidders will be returned to them without any interest whatsoever. EMD of the successful bidder will be returned after receipt of the Performance Security.

8. Performance Security

- 8.1 The successful bidder, irrespective of its registration status etc., will have to furnish Performance Security which is fixed at 7% of the contract value in the form of Account payee Demand Draft/Pay Order/Fixed Deposit Receipt from a Commercial Bank in an acceptable form in favor of Secretary, UPSC, New Delhi-69 at the time of award of contract.
- 8.2 Performance Security should remain valid for a period of **Sixty Days** beyond the date of completion of all contractual obligations of the supplier.
- 8.3 Performance Security will be refunded to the supplier without any interest, whatsoever, after it duly performs and completes all its contractual obligations satisfactorily.
- 8.4 Performance Security will be forfeited if the firm fails to perform in accordance to the terms or conditions of the contract.

9. Payment:

Payment to the firm will be done on quarterly basis upon execution of work satisfactorily as per terms and conditions mentioned in this NIT.

10. Force Majeure

The firm shall not be responsible for any failure to perform due to causes beyond its reasonable control including but not limited to acts of God, war, riots, embargoes, strikes, lockouts, act of any Government authority, delays in obtaining licenses or rejection of applications under the Statutes, power failure, accidents or disruption or operations arising from causes not attributable to any malafide acts of supplier, fire or floods.

11. Risk Purchase Clause:

If the firm after submission of bid and due acceptance of the same i.e. after issuing of contract award letter/work order fails to abide by the terms and conditions of the bid document/NIT, or fails to execute the work as per prescribed schedule given or at any time repudiates the contract then 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 consequence of the firm. The cost difference between the alternative arrangement and firms' bid value will be recovered from the firm along with other incidental charges including custom duties, taxes, freight and insurance etc. In case the cost of obtaining the materials/services through alternative arrangement is lower, no benefit on this account would be passed on to the defaulting firm.

12. Income Tax:

Income tax will be recoverable at source from the bills of suppliers, as applicable.

13. Severability

If any provision of the Work Order/Contract/NIT is held invalid, unenforceable or illegal for any reason, the Work Order/Contract/NIT will remain otherwise in full force apart from that provision(s) which shall be deemed deleted.

14. Alteration and Modification

Any alteration or modification or waiver in connection with the Work Order will not be effective unless made in writing and signed by both the parties.

15. Dispute Resolution

Any dispute, difference, controversy or claim ("Dispute") arising between the Parties out of or in relation to or in connection with Work Order/Contract/NIT, or the breach, termination, effect, validity, interpretation or application of this Work Order/Contract/NIT or as to their rights, duties or liabilities hereunder, shall be addressed for mutual resolution by the authorized official of the parties. If, for any reason, such Dispute cannot be resolved amicably by the Parties, the same shall be referred to the sole arbitration of the Secretary of the Union Public Service Commission or any other person appointed by him as Sole Arbitrator. The provisions of the Arbitration and Conciliation Act, 1996 or any statutory modifications on re-enactment thereof as in force will be applicable to the arbitration proceedings. The venue of Arbitration shall be in Delhi.

16. Termination of Contract

UPSC without prejudice to any other remedy, reserves the right to terminate the contract/work order by giving notice in writing in case vendor/firm/contractor repeatedly fails to discharge its obligation as per terms and conditions of this NIT without sufficient grounds or repeatedly found guilty of negligence, carelessness or found guilty of inefficiency, fraud, mischief and misappropriation or any other type of misconduct by vendor/firm/contractor or by its staff or agent. In such scenario, UPSC reserves the right to forfeit EMD, Performance Security and payments due to the firm/vendor/contractor.

17. No bid shall be allowed to be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of the bid validity prescribed herein (**six months** from the bid opening date). Withdrawal of bid during this period may result in the forfeiture of EMD of such bidder and the concerned firm/vendor/contractor may also be debarred from participating in tenders of UPSC for a specified period as decided by Competent Authority. UPSC may further delist the firm and initiate action to blacklist it.

18. UPSC reserves the right to accept or reject any or all bids without assigning any reason thereof and do not bind itself to accept the lowest bid or any specific tender. The decision of the UPSC in this regard would be final and binding.

19. The firm/vendor/contractor may enclose scanned copy of Bank details along with the bid for bill payments, release of EMD and or release of performance security.

20. Debarring and Delisting

The UPSC may by notice in writing debar the firm/vendor/contractor from doing business with this office for certain period in case firm/vendor/contractor repeatedly fails to discharge its obligation under Work Order/Contract without sufficient grounds or found guilty for breach of terms and condition(s) of the Work Order/Contract/NIT, negligence, carelessness, inefficiency, fraud, mischief and misappropriation or any other type of misconduct by the firm/vendor/contractor or by its staff or agent. The UPSC may take further action against such firm/vendor/contractor which includes delisting and blacklisting of the firm/vendor/contractor.

21. Any bid received after the specified bid opening time and date shall not be considered and will be summarily rejected.

22. Scope of Work

22.1 Details of the Digital Duplicators/Printers installed in the commission are as under:

Make/model of the Digital printer/duplicator	Number of machine installed	Year of Installation	AMCs for the periods
Gestetner-5305	02	April, 1993	The AMC in respect of each machine will remain valid for a period of one year from the date of entering into contract or as specified in the order.
Riso RZ 2000AG	01	Feb, 2006	
Riso EZ 221A	01	May, 2014	

22.2 Approximately 19.5 lakhs copies are being printed in the Commission every year using Digital machines mentioned in the table given at clause 22.1 of this NIT.

22.3 Responsibilities of the firm entering into Annual Maintenance Contract will be as under:-

22.3.1 To ensure that the Digital Duplicators/Printers remain in excellent working condition during the AMC period. The Digital Machines will be inspected regularly by Competent Authority assigned by UPSC.

22.3.2 To carry out periodical preventive maintenance, at least once in 15 days and attend to the complaints immediately within 24 hrs of complaint so that the machines remain in excellent working condition. In case of delay, beyond 48 Hrs. (excluding holidays) penalty may be imposed @1% for each day delay subject to maximum of 10% of the quarterly bill. Delays of more than 12 days in attending to such complaints may entail action for cancellation of contract, along with forfeiture of EMD and or Performance Security and other action as may be deemed fit by the Competent Authority of U.P.S.C.

22.3.3 Replace all defective parts with new parts as and when necessary at no extra cost except Thermal Head, Scanner and Drum and its Accessories.

22.3.4 Supply original ink and other consumables at free of cost except Master Rolls.

- 22.3.5 No VAT/Service tax/ any other tax/cess will be paid on any consumables & spare parts as these are to be provided free of cost as per clause 22.3.3 and 22.3.4 of this NIT.
- 22.4 The Annual Maintenance Contracts in respect of each machine will remain valid for a period of one year from the date of commencement of the services as specified in the work order/contract award letter (to be sent to successful firm(s) upon finalization of tender) at the rates finally approved by the UPSC. UPSC at its sole discretion may extend the Annual Maintenance Contract further at same rates and terms and conditions on mutual consent.
- 22.5 In emergency cases, the bidder/vendor/firm/contractor should be in a position to provide Maintenance Services and Consumables on short notice as and when required (including holidays/Saturdays/Sundays) by UPSC.
- 22.6 The successful bidder firm shall be required to provide functional mobile numbers and official telephone numbers of the firm or its personnel for urgent communication.
23. Conditional or Hypothetical bids are liable to be rejected.
24. Firms/Vendors/Contractor may inspect the Digital Duplicators/Printers installed in UPSC on any working day between 10.00 hrs to 17.00hrs. For any further information/clarification you may contact General-IV Section, UPSC on any working day between 10.00 hrs to 17.00hrs at Tel. No. 23381388.

Sd/-
(C.M Kaith)
Under Secretary(General)
Union Public Service Commission
(Ph. 011-23388418)

TENDER FORM

NIT for entering into Annual Maintenance Contract (AMC) for 04 digital duplicators/printers installed in UPSC

Dated: _____

To,
Shri C.M Kaith,
Under Secretary(G.IV)
Union Public Service Commission,
Dholpur House, Shahjahan Road,
New Delhi-110069.

Ref: Kindly refer to your Tender No. UPSC/14/2016-G.IV bearing F.No.D-19016/2/2016-G.IV

We, the undersigned have examined the above mentioned tender enquiry document/NIT and seen the Digital Printers/Machines. We now offer to provide the service for maintenance of the under mentioned Digital Printers/Duplicators at the rates indicated against each machine:-

Price Schedule

S.N o.	Digital Duplicator/Printer	Rate per copy Printed (in Rs.)	All Taxes, VAT, Service Tax etc. (in %)*	Rate per copy including All Taxes, VAT, Service Tax etc.	Discounts offered if any
1.	Gestetner 5305				
2.	Riso RZ 2000AG				
3.	Riso EZ 221A				

*The firm will be required to produce relevant Govt. orders in order to claim upward/downward revision in taxes.

2. If our bid is accepted, we undertake to provide the services in accordance with aforesaid Tender Enquiry/NIT (Tender No.UPSC/14/2016-G.IV; F.No.D-19016/2/2016-G.IV). We further confirm that, if our bid is accepted, we shall provide a performance security of required amount in an acceptable form as per terms and conditions of the Tender Enquiry/NIT.

3. We agree to keep our bid valid for acceptance for a period of Six months from the opening of the tender. We also accordingly confirm to abide by this bid up to the aforesaid period and this bid may be accepted any time before the expiry of the aforesaid period. We further confirm that this bid read with your written acceptance thereof within the aforesaid period shall constitute a binding contract between us.

4. We further understand that you are not bound to accept the lowest or any bid you may receive against your above-referred Tender Enquiry/NIT.

5. We accept all terms and conditions of the aforesaid Tender Enquiry/NIT.

.....
(Signature)

.....
(Name and designation)

Duly authorized to sign tender for and behalf of

.....
(Official Seal of the firm)

- Note:**
- a) **Official seal of the firm and signature of authorized signatory is to be appended on each page of this Tender form/Bid.**
 - b) **Overwriting, if any, should be countersigned by the authorized signatory.**

TENDER FOR AMC OF 04 DIGITAL DUPLICATORS/PRINTERS INSTALLED IN
UPSC [F.NO.D-19016/2/2016-G.IV; TENDER NO. UPSC/14/2016-G.IV]

DETAILS OF THE FIRM
(Preferably on the Letter Head of the firm)

1. Name of the firm : _____

2. Office Address : _____

3. Tel No. : _____

4. FAX No. : _____

5. Details of Directors/Partners/Proprietor of the firm:

Name(s) :

Residence Address(s) :

Mobile No.(s) :

6. Sales Tax Registration No./TIN: _____

(Copy of Registration certificate to be enclosed)

7. PAN No. of the Firm/Proprietor: _____

8. It is certified that our firm is not blacklisted by any Government establishment/Agency and no criminal case is registered/pending against the firm or its owner/partners anywhere in India.

.....
(Signature with date)

.....
(Name and designation)
Duly authorized to sign tender for and behalf of

.....
(Official Seal of the firm)

TENDER FOR AMC OF 04 DIGITAL DUPLICATORS/PRINTERS INSTALLED
IN UPSC

UNDERTAKING

We, _____

_____ (name and address of the firm) in response to
NIT of Union Public Service Commission bearing tender no.UPSC/14/2016-G.IV, F.No.
D-19016/2/2016-G.IV certify as under:

"The rate quoted by us for maintenance of the digital duplicators/printers installed
in UPSC doesn't exceed the prevailing rates quoted in other Ministries/Government
Organizations for similar services."

(Authorized Signatory)
Name & Address of Firm/bidder
With rubber seal

TENDER FOR AMC OF 04 DIGITAL DUPLICATORS/PRINTERS INSTALLED
IN UPSC

CERTIFICATE W.R.T NON-CONCEALMENT OF INCOME/WEALTH

We, _____

_____ (name and address of the firm) in
response to NIT of Union Public Service Commission bearing tender no.UPSC/14/2016-
G.IV, F.No. D-19016/2/2016-G.IV certify as under:

"We have not concealed any income/wealth whatsoever."

(Authorized Signatory)
Name & Address of Firm/bidder
With rubber seal

Instructions for Online Bid Submission

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrollment" 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 Helpdesk.

PREPARATION OF BIDS

1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.

2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.

4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

9) Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

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

ASSISTANCE TO BIDDERS

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

2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 2232. Bidder can also get help at +91-7878007972 & +91-7878007973.