

F.No. 2.1(1)/2019-G.II  
UNION PUBLIC SERVICE COMMISSION  
(SANGH LOK SEVA AYOJ)  
Dholpur House, Shahjahan Road,  
New Delhi-110069.

Dated 15<sup>th</sup> March 2019

**NOTICE INVITING TENDER**

Online bids are invited under two-bid system for Comprehensive Maintenance of Photocopier Machines installed in UPSC as per details given in **Annexure-I**.

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

**CRITICAL DATE SHEET**

Date of Publishing on CPP Portal	15.03.2019
Document Download Start Date	15.03.2019
Document Download End Date	08.04.2019
Bid Submission Start Date	15.03.2019
Clarification Start Date	15.03.2019
Clarification End Date	01.04.2019
Last Date & Time for Uploading of Online Tender	08.04.2019; 1000 hrs.
Date & Time for Opening of Technical Bids	10.04.2019; 1500 hrs.
Earnest Money Deposit (EMD)	Rs.20,000/-
Venue, Date and Time for Opening of Financial Bids	Will be intimated to Technically Qualified Tenderer

## **GENERAL TERMS & CONDITIONS**

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

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

Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned documents.

### **2. Procedure for 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 following points:-

- All the pages of the 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 bidder should submit the following documents mentioned in the Checklist (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 Authorization letters from OEM's. **Hard copy of original tender specific authorization letters from OEM's 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.**

- d) Signed & scanned copies of IT Returns of the firm for the preceding three years including the year 2017-2018;
- e) Signed & scanned copies of audited Balance Sheets indicating annual turnover of the firm for each the preceding three years including the year 2017-2018.
- f) Signed & scanned certificate from a Chartered Accountant (CA) indicating the annual turnover of the firm for each of the preceding three years.
- g) Signed & scanned copies of at least 2 work orders/purchase orders during the preceding 5 years.
- h) Signed & scanned copy of Earnest Money Deposit (EMD) of Rs. 20,000/-.

**(ii) Financial Bid**

- a) Schedule of Financial Bid is in the form of pdf. The bidder shall indicate in the Price Schedule (Annexure-II) the maintenance charges. Bids not in the prescribed format are liable to be rejected.
- b) The bidders are free to participate in one or more or all the items of the Price Schedule. However, they must submit ink-signed authorization of the concerned OEM along with their bid.
- c) The rates shall include all charges related to transportation of material to and from UPSC. The rates should be quoted up to **2 decimal places** only.
- d) The 'per copy' rates include the cost of all spares and consumables i.e. Toner, Drum etc.
- e) The rate quoted should not be higher than the rate charged by the bidder and from other organizations for similar work.

**3. Earnest Money Deposit (EMD):**

- (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. Kendriya Bhandar, NCCF, the firm registered with MSME/NSIC/DGS&D and any organization exempted from submission of EMD under rules 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 should 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 the finalization of the tender. No interest on EMD would be paid by UPSC, under any circumstances.

#### **4. Performance Guarantee:**

The successful bidder will be required to furnish Performance Security @5% of the contract value. The Performance Security shall be in the form of Demand Draft/Pay Order/Bank Guarantee in favour of Secretary, UPSC payable at Delhi and shall be submitted within 15 days of issue of letter of intent. The Performance Security shall remain valid till ninety days of the completion of all contractual obligations. It should be clearly understood that in the event of the work not being completed as per the requirements of the terms and 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. The EMD would be refunded to the successful bidder on receipt of Performance Security. No interest on Performance Security would be payable by UPSC under any circumstances.

#### **5. Eligibility Conditions:**

- (i) The bidder shall be Original Equipment Manufacturer (OEM)/authorized dealers/suppliers/distributors/channel partners of the OEM who possess experience in the field. The bidder shall submit hard copies of ink-signed original tender specific authorization letters from each of the OEM. In absence of the ink-signed tender specific authorization letter from OEM, bid will be summarily rejected.
- (ii) The bidder must have the experience of providing maintenance services for photocopier machines in Govt. organizations/Public Sector companies/reputed private companies for at least five years. In this connection, copies of at least 2 work orders/purchase orders during the preceding 5 years must be enclosed with the technical bid.
- (iii) The bidder must have a turnover of at least Rs. 20 Lakh per year during each of the preceding three years. In this regard, the bidder shall furnish copies of audited Balance Sheets of the firm for each of the preceding three years including the year 2017-2018. Further, the bidder shall submit a certificate from a Chartered Accountant (CA) indicating the annual turnover of the firm for each of the preceding three years.

## **OTHER TERMS & CONDITIONS**

6. Taxes shall be quoted separately along with rates. Bidders who do not quote tax rates separately will not be considered responsive and their bid will be rejected.

7. 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.

8. Bidder shall furnish GST Registration Certificate containing GST Identification Number (GSTIN) of the firm.

9. The photocopier machines proposed to be covered under the AMC are installed in UPSC, New Delhi. The maintenance support of these machines is to be provided on the site.

10. The consumables/spares to be used in machines should be genuine. Any tampering to the machines or use of spurious spares will lead to cancellation of the contract, debarment from any future dealings with this Office and also forfeiture of the performance security. The firm may also be blacklisted for such acts. All spare parts like toner, drum kit, fuser kit, lamps, PCB, power supply unit, unit gears, roller bush, laser unit etc. should be original and would be replaced by the company free of cost during the AMC period. The charges shall be paid only for "per copy basis" for photocopier machines.

11. UPSC reserves the right, at the time of award of contract or during the continuance of the contract, to decrease or increase the quantity of items offered for comprehensive AMC on the basis of reduction by virtue of expiry of life of the machine or addition after expiry of warranty period based on the requirement of UPSC without any change in unit rate for similar configured items on the same terms and conditions. Further, the number of photocopier machines may vary from time to time during the currency of the contract due to addition of new machines after warranty period or due to scrapping of old machines. Payment will be made on per copy basis for exact number of copies.

12. The maintenance service shall commence on "as is where is" basis. The photocopier machines have to be maintained during the entire period of the contract in working condition with regular quarterly Preventive Maintenance, servicing of the complete system of the photocopier machines. The firm shall provide service engineer(s) on call basis during the AMC period who will look after the maintenance of these equipments. The firm should have technical staff with adequate experience in managing and maintaining of the equipments. As and when required by UPSC, the service engineer shall render services also on non-working days.

13. All faults booked before 1100 Hrs. on any working day will have to be rectified the same day. Fault booked after 1100 Hrs. will have to be attended latest by next day.

14. The firm will prepare separate log book for each of the machines to be taken under AMC. Routine cleaning of all the machines and their accessories has to be carried out once in a month with a good quality cleaning liquid, cloth and brush etc. with due acknowledgment from the user. A preventive maintenance report from the user would be submitted to this office, failing which an appropriate penalty would be imposed. The firm shall record the calls attended and quarterly regular services rendered and get the signature of the user along with User's name, Designation, stamp, Telephone and Room Number. Original of the quarterly Preventive Maintenance reports and call reports shall be attached with the bills for payment.

15. In case of intermittent failure and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.

16. The contract shall be valid for 1 (one) year from the date of award of the contract subject to the following conditions:-

- (i) UPSC may, at its discretion, terminate the AMC by giving one month's notice to the vendor.
- (ii) UPSC, at its discretion, may extend the contract for a further period of up to 1 (one) year on the same terms, conditions and rates.

**17. Evaluation of Bids:**

- (i) Technical evaluation will be done based on eligibility criteria and other relevant terms & conditions prescribed herein.
- (ii) **Financial evaluation for each of the different Makes of the photocopier machines would be done separately.** The bidder shall quote 'per copy' rates in the prescribed format given in the Price Schedule (Annexure-II). The 'per copy' rates shall include the cost of all spares (including plastic parts) and consumables i.e. Toner, Developer, Drum etc.
- (iii) In case the rates quoted by two bidders are found to be same, the L-1 bidder will be taken as the one who has more cumulative annual turnover for 3 (three) years.
- (iv) To assist in the examination, evaluation and comparison of bids UPSC may, at its discretion, ask the bidder for the clarification of its bid. The request for clarification and the response shall be in writing. However, no post bid clarification at the initiative of the bidder shall be entertained.

**18. Payment Terms:** Payment for comprehensive AMC will be made on quarterly basis based on the number of photocopier machines taken over or removed from comprehensive AMC on pro-rata basis. Payment will be released on quarterly basis after successful completion of the services duly certified by the users of UPSC. Payment will be made on the basis of the per copy rate quoted by the bidder. The users shall certify the number of copies made on each photocopier machine and that

the machine has been maintained satisfactorily by the firm. Following documents are to be submitted at the end of each quarter for making payments:-

- (i) Monthly computerized call reports in original as explained in Clause 14 duly signed and stamped by the user/officer with date as per logbook.
- (ii) Preventive Maintenance report duly signed by the user and the vendor for the respective quarter.
- (iii) Pre-receipted bill in duplicate.

19. Hypothetical, conditional or incomplete bids are liable to be rejected summarily.

20. 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.

**21. 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 shall 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.

**22. Liquidated Damages/Penalties:**

- (i) In case the firm fails to rectify the faults within the time frame as mentioned in Clause 13, it has to provide a standby identical system on the next working day before 1100 Hrs. and take parallel action for repairing. If the firm fails to make the system working within the stipulated time frame and also fails to provide a standby identical system, penalty of Rs. 200/- (Rs. Two Hundred only) will be imposed per working day per machine from the next working day of the booking of the fault. Fault booked will be treated as rectified if and only the AMC contractor gets satisfactory report from the user on the date of rectification. In case, the part(s) that require replacement is/are not available, the same should be replaced with a higher level of part that is compatible with the system. In case of delay beyond **10 (ten) days**, UPSC may terminate the contract and forfeit such amount or full amount of the Performance Security of the firm as deemed fit besides getting maintenance of the photocopier done from any other source at the risk and cost of the firm. The decision of Secretary, UPSC shall be final and binding.
- (ii) In case of non-adherence to preventive maintenance schedule, a penalty of 10% of the total of the AMC charges for that particular quarter for every such failure in a quarterly schedule will be recovered.

**23. Arbitration:** Any dispute or difference whatsoever arising between UPSC and the firm out of or relating to the conclusion, meaning and operation or effect of 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 and the firm. The venue of Arbitration shall be at Delhi.

**24. Jurisdiction:** Subject to the arbitration hereinabove 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.

**25. Force Majeure:** UPSC or the firm, 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 hereinabove. 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.

26. In the event of non-satisfactory performance of maintenance services by the firm, UPSC will have the discretion to terminate the AMC by giving one month's notice, award the contract to any other firm and recover such amount from the firm as may be decided by the Secretary, UPSC having regard to the loss/damage suffered to this office. The decision of the Secretary, UPSC in this regard shall be final and binding on the parties.

27. Bids will be valid for a minimum period of 180 days from the date of opening of technical bids.

28. The above are broad conditions for AMC to be awarded. The vendor will have to sign detailed maintenance agreement if the AMC is awarded to it.

29. 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

### DETAILS OF MACHINES TO BE COVERED UNDER COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT

S. No.	Brand/Make	Model No.	No. of Machine
1	Samsung	K4350LX	6
2	Samsung	K2200ND	1
Total			7
1	HP	E72530DN	10
2	HP	E82560DN	3
Total			13
1	Sharp	MXM 356 N	6
2	Sharp	MXM 464 N	9
3	Sharp	MXM 754 N	3
Total			18
1	Konica Minolta	554/558	8
Total			8
1	Kyocera Taskalfa	3011	7
Total			7
Total No. of Machines			53

**PRICE SCHEDULE/PRICE BID**

<b>S. No</b>	<b>Make/Model of Photocopier Machine</b>	<b>Quantity</b>	<b>Rate per Copy (in Rs) (exclusive of taxes)</b>	<b>Taxes (in percentage)</b>
1	Samsung	7		
2	HP	13		
3	Sharp	18		
4	Konica Minolta	8		
5	Kyocera Taskalfa	7		

**Note:**

- (i) Financial evaluation for each of the different makes of the photocopier machines would be done separately. The bidder shall quote '**per copy**' rates in the above format on overall rates. The rates should be quoted up to **2 decimal places** only. The per copy rates shall include the cost of all spares (including plastic parts) and consumables i.e. Toner, Developer, Drum etc.
- (ii) In case the rates quoted by two bidders are found to be same, the L-1 bidder will be taken as the one who has more cumulative annual turnover for 3 (three) years.

INVITATION OF BIDS FOR THE ANNUAL MAINTENANCE CONTRACT (AMC) OF PHOTOCOPIER MACHINES

We \_\_\_\_\_

\_\_\_\_\_ (Name & address of the firm) have in response to your NIT dated \_\_\_\_\_ submitted a Technical & Financial bid for Annual Maintenance Contract (AMC) of Photocopier Machines. As required under NIT, we hereby certify as under:-

1. That all the terms and conditions of the tender are acceptable to us.
2. That we fully understand the Scope of Work specified in the NIT and our bid is strictly in accordance with the Scope of Work.
3. That the firm has minimum turnover of Rs. 20 lakhs during each of the last 3 financial years.
4. That the firm possesses necessary technical expertise to undertake the job and shall provide service engineer on call basis to look after the maintenance of the equipments during the AMC period.
5. That the repair/replacement of the parts of the machines shall be of Original Equipment Manufacturer (OEM).
6. That I/We have not been penalized or convicted for concealment of income/wealth during the immediately preceding three years.
7. That I/We have not been blacklisted by any Government organization.

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

**DECLARATION**

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

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

(Signature of Bidder with Stamp of the firm)

**CHECKLIST**

S. No.	Particulars	Yes/No	Page No.
1.	Whether signed & scanned copy of EMD enclosed		
2.	Whether signed & scanned copies of PAN card enclosed		
3.	Whether signed & scanned copy of GST Registration Certificate enclosed		
4.	Whether original and ink signed & scanned copies of Authorization letters from OEM's enclosed		
5.	Whether signed & scanned copy of IT Returns of the firm for the preceding three years including the year 2017-2018 enclosed		
6.	Whether signed & scanned copies of audited Balance Sheets indicating annual turnover of the firm for each the preceding three years including the year 2017-2018 enclosed		
7.	Whether signed & scanned certificate from a Chartered Accountant (CA) indicating the annual turnover of the firm for each of the preceding three years enclosed		
8.	Whether signed & scanned copies of at least 2 work orders/purchase orders during the preceding 5 years enclosed		
9.	Whether signed & scanned copy of certificate as contained in Annexure-III enclosed		
10.	Whether signed & scanned copy of declaration as contained 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 on-line 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> .

### **1. REGISTRATION**

- (i) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrolment**” on the CPP Portal which is free of charge.
- (ii) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- (iii) 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.
- (iv) 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.
- (v) 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.
- (vi) Bidder then may log in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

### **2. SEARCHING FOR TENDER DOCUMENTS**

- (i) 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.

- (ii) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. 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.
- (iii) 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.

### **3. PREPARATION OF BIDS**

- (i) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- (ii) 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.
- (iii) 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.
- (iv) 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.

#### **4. SUBMISSION OF BIDS**

- (i) 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.
- (ii) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- (iii) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- (iv) 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.
- (v) 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 pdf 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 pdf 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 pdf file is found to be modified by the bidder, the bid will be rejected.
- (vi) 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.
- (vii) 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.



- (viii) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- (ix) 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.
- (x) 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.

## **5. 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 Helpdesk. The contact number for the helpdesk is 1800 3070 2232. Bidder can also get help at +91-7878007972 & +91-7878007973.