

F. No.1-8(3)/2019-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 award of annual contract for supply of Airmail Bags from vendors having experience in this field and are having annual turnover of at least Rs. 1 crore during each of the preceding three years. Specific details of the airmail bags required to be supplied are mentioned in Annexure-I of this document. Manual bids shall not be accepted.

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** as under:-

CRITICAL DATE-SHEET

Date of Publishing on CPP Portal	08.01.2020
Document Download Start Date	08.01.2020
Document Download End Date	28.01.2020
Bid Submission Start Date	08.01.2020
Last Date & Time for Uploading of Online Tender	28.01.2020
Clarification Start Date	08.01.2020
Clarification End Date	20.01.2020
Date & Time for Opening of Technical Bids	31.01.2020
Earnest Money Deposit (EMD)	Rs. 4,00,000/-

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

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

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

GENERAL TERMS & CONDITIONS

1. Procedure of Submission of Bids:

Bids should be submitted through **Central Public Procurement Portal (e-procurement)** only.

The tender shall be submitted online in two parts, viz. Technical Bid and Price Bid 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 4,00,000/- delivered to Under Secretary (G-II), Room No. 208A-ASB, UPSC** on or before the last date/time of submission of online bids as mentioned in critical date sheet.

(i) TECHNICAL BID

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

- a) Signed & scanned copy of PAN card;
- b) Signed & scanned copy of GST Registration Certificate;
- c) Signed & scanned copies of IT Returns of the firm for the preceding three financial years including the year 2017-2018;
- d) Signed & scanned copies of audited Balance Sheets of the firm for the preceding three years including the year 2017-2018.
- e) Signed & scanned copies of at least 2 purchase orders during the preceding 5 years.
- f) Signed & scanned copy of ISO certificate.
- g) Signed & scanned copy of Earnest Money Deposit (EMD) of Rs. 4,00,000/-.
- h) Signed & scanned copy of requisite certificates as per Annexure-II and Annexure-III.

- i) Two samples of cotton Airmail Bags as per details given in Annexure-I.
- j) Original test certificate by NABL accredited laboratory with regard to the samples of airmail bags.

(ii) PRICE BID

Schedule of price bid must be submitted in the prescribed format only. The bidder will strictly submit the rate in the proforma prescribed for Price Bid (Annexure-IV). Rates should be quoted exclusive of taxes. Taxes shall be quoted separately along with rates.

2. **Earnest Money Deposit:** An Earnest Money Deposit (EMD) of **Rs. 4,00,000/- (Rupees Four Lakhs Only)** is essentially required to be submitted along with the tender. EMD shall be deposited in the form of a Demand Draft/Pay Order from any nationalized bank payable to the Secretary, UPSC at Delhi/New Delhi failing which the bid will be summarily rejected. The Kendriya Bhandar, NCCF, the firm registered with NSIC/DGS&D and any organization exempted from submission of EMD under rules are exempted from submission of EMD on submitting the documentary proof. For other bidders, submission of EMD in prescribed form as mentioned above is mandatory.
 - (i) The EMD shall be valid for minimum period of 45 (forty five) days beyond validity of the bid.
 - (ii) The EMD shall be scanned and uploaded to the e-Tendering website within the period of tender submission and original should be deposited in UPSC.
 - (iii) The EMD of the unsuccessful bidders would be returned to them after the finalization of the tender. No interest on EMD would be paid by UPSC, under any circumstances.
3. **Performance Guarantee:** The successful bidder will be required to furnish Performance Security @5% of the annual contract value for each of the 1st, 2nd and 3rd year. The Performance Security for each year shall be submitted at the beginning of each of the three years. The validity of the 1st and 2nd year Performance Security shall be for a period of 15 months. The Performance Security for the 3rd year shall remain valid till ninety days of the completion of all contractual obligations including warranty obligations, if any. The Performance Security shall be in the form of Demand Draft/Pay Order/Bank Guarantee in favour 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. It should be clearly understood that in the event of the work not being completed as per the Scope of Work, the Performance Security is liable to be forfeited. This will be in addition to the liquidated damages/penalties, if any, which may be imposed as specified in the terms and conditions hereto. The EMD would be refunded to the successful bidder on receipt of Performance Security. No interest on Performance Security would be payable by UPSC under any circumstances.

ELIGIBILITY CRITERIA

4. The bidder should have been in the field of supplying similar materials to Govt. organizations/Public Sector companies/reputed private companies at least for the last 5 (five) years. In this connection, copies of at least 2 (two) purchase orders during the preceding 5 years must be enclosed with the technical bid.
5. The bidder must have a turnover of at least Rs. 1 crore per year during each of the preceding three financial years. In this regard, the bidder shall furnish copies of audited Balance Sheets of the firm for each of the preceding three years including the year 2017-2018.
6. It is mandatory to submit two identical Samples of cotton Airmail Bags conforming to the specifications given at Annexure-I along with the original test certificate from NABL accredited laboratories. In one of the samples, there should be no mark or stamp of the concerned firm. In another sample, the firm should append their stamp and signature. Samples may be kept in a separate opaque sealed envelope duly superscribed as "Samples of cotton Airmail Bag". This tender sample will be treated as advance sample for all the future supply and, if need be, UPSC will randomly pick bags in the supplied material and send to the Laboratories for its quality check. The sample must be delivered to General-II Section, Room No. 007, ASB, UPSC, Shahjahan Road, New Delhi before the last date of submission of bids.
7. The bidder shall be an ISO certified company. Documentary proof should be attached with the technical bid.

OTHER TERMS & CONDITIONS

8. The contract shall be valid for 3 (three) years from the date of award of the contract subject to the following conditions:-
 - (i) UPSC may, at its discretion, terminate the contract by giving one month's notice.
 - (ii) UPSC, at its discretion, may extend the contract for a further period of up to 1 (one) year on the same terms, conditions & 3rd year rate.
9. In case of any deviation in the specifications of the material, it will be subject to rejection of whole supply at the risk of the bidder. The bidders are, therefore, advised to adhere consistently to the quality as per the specifications of the bag and as per the approved sample. In the event the bidder is found to be supplying sub-standard or inferior quality of material, the firm will be summarily blacklisted and the Performance Security will be forfeited.

10. The estimated annual quantity is tentative and may increase or decrease as per the requirement of UPSC.
11. The bidder shall indicate in the Price Bid the yearly unit rate for each item separately for each of the three years. Bids not received in the prescribed format are liable to be rejected.
12. 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.

13. **Evaluation of Bids**

(i) **Evaluation of Technical Bids:** Evaluation of Technical Bids shall be done on the basis of technical bid documents and samples of the cotton Airmail Bags submitted by the bidder.

(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 done by taking into account the unit rate for each of the three years. L-1 will be decided on the basis of NPV (Net Present Value) at the discounting rate of 10% annually. The details of calculation for deciding L-1 firm are given in the Price Bid (Annexure-IV). The selection of L-1 vendor will be on the basis of NPV. However, payment will be made on the basis of year-wise unit rates quoted by the vendor plus taxes as applicable.
14. Bids will be valid for a maximum period of 180 days from the date of opening of technical bids.
 15. Hypothetical, conditional or incomplete bids are liable to be rejected summarily.
 16. 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.
 17. 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 2017-2018. They are also required to furnish a certificate as at Annexure-II that they have not been penalized or convicted for concealment of income/wealth during the preceding three years.
 18. Bidder shall furnish GST Registration Certificate containing GST Identification Number (GSTIN) of the firm.

19. **Delivery Schedule:** The vendor has to deliver the ordered quantities within 45 days of issue of the supply order. However, in emergency, the supplier may be asked for immediate supply of the required item and the expenses for sending items to this office shall be borne by the concerned firm only.

The successful vendor will submit a NABL laboratory report along with each supply. The NABL laboratory report should confirm whether the items supplied are in conformity with the IS specifications as indicated in Annexure-I.

20. **Payment Terms:** The payment would be released after the successful supply of the materials by the vendor and upon certification by the user Branch.
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 execute the work as per prescribed schedule given or at any time repudiates the contract, the UPSC will have the right to forfeit the EMD, invoke the performance security, deposited by the firm and get the work done from other firm at the risk and expense of the firm. The cost difference between the alternative arrangement and firm's bid value will be recovered from the firm along with other incidental charges. In case UPSC is forced to get the work done through alternative sources and if the cost is lower, no benefit on this account would be passed on to the firm.
22. **Liquidated Damages:** Delivery of the materials shall be made within 45 days of issue of each supply order, failing which Liquidated Damages @0.5% of the price of delayed goods for delay of each day subject to maximum 10% of that particular supply order may be imposed and deducted from the concerned bill. In case of delay beyond 10 days, the UPSC may cancel the supply order and forfeit such amount or full amount of the Performance Security of the firm as deemed fit besides procuring the material from any other source at the risk and cost of the firm. The decision of Secretary, UPSC in this regard shall be final and binding.
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 herein above provided, any suit or proceedings to enforce the right of either of the parties hereto the contract shall be instituted in and tried only by the courts in Delhi and by no other court, and both the parties hereto hereby expressly agree to submit to the jurisdiction of such court.

25. **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.
26. In the event of non-satisfactory performance by the successful bidder, UPSC will have the discretion to terminate the contract by giving one month's notice and to award it to any other firm and recover such amount from the successful bidder as may be decided by Secretary, UPSC having regard to the loss/damage suffered by this office. The decision of the Secretary, UPSC in this regard shall be final and binding on the parties.
27. Samples of the Airmail Bags may kindly be seen between 3.00 P.M. and 5.00 P.M. in General-II Section (Tele. No. 011-23381141) on all working days.
28. Any queries relating to this tender may be directed to the following Helpline No.: 011-23381141 during office hours.
29. The tender notice is also available on UPSC's website: www.upsc.gov.in.

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

ANNEXURE-I**SPECIFICATIONS OF AIRMAIL BAGS**

1. Airmail Bag should be manufactured as per Indian standard IS: 11055-1984 Reaffirmed 2010.

Particulars of Airmail Bags

Name of the Item	Size of Bag	Number of Loops per Bag	Tentative Quantity		
			1 st year	2 nd year	3 rd year
Airmail Bag (Dosuti Bags) Black	105 cm x 35 cm x 35cm	4 (Four)	20,000	40,000	40,000

2. **Manufacture:** The Bags to be made of Cotton Dosuti (Black) ($240 / m^2$) conforming to IS: 179-1977(Re: 2010) in all respects except for colour fastness which shall be according to 3.4 of this Standard. The colour of the cloth shall be Black.

The bags will be made out of 2 pieces of Black cloth, one for the sides and the other forming the bottom. The bottom portion should be of a square shape measuring 35 x 35 cms, the all round measurement being 140 cms. The approximate weight of the bag would be around 350 gms.

3. **Seam:** The sides of the bag will be machine-stitched using two rows of stitches. The first turning-in of the cloth should be about 5mm and the second turning-in of the cloth should be about 10 mm. The stitches will be of even tension throughout with all the loose ends securely fastened. The number of stitches per decimeter shall be minimum 28. In order to prevent fraying, the seam should be on the inner side of the bag.

4. **Tab:** Tabs for fixing cast aluminum loops to the bags shall be of the same basic material as of the bags. The tabs shall be secured with double layer of cloth and neatly stitched on the bags at the mouth. They shall be of a dimension commensurate with the size of the bags.

5. **Thread:** The sewing thread used for stitching shall conform to 36/6/(165x 6) of IS:1720-1978. The colour and dye fastness of the sewing thread should be same as that of the basic material.

6. **Loops:** The aluminum loops shall not be finer than 4.5 mm in diameter. Four loops depending upon the size of the bag shall be provided on each Bag.

7. **Mouth Reinforcing:** The mouth of the bags shall be reinforced by providing a cotton line of 7 mm diameter securely stitched to it. The line shall be spliced to a length of 5 cm and whipped properly before being stitched with the body of the bag.

8. Inspection:

- (i) The supplied bags should match the advance sample in respect of weight of bag and the verification parameters including size of the bag as indicated above.
- (ii) The vendor will submit a NABL accredited laboratory's report along with each supply of the bags and the same should confirm whether the stores supplied are in conformity with the IS specifications as indicated above.
- (iii) UPSC reserves the right of sending the sample of supplied bag to any NABL accredited laboratory for testing the sample with reference to the IS specifications mentioned above.

ANNEXURE-II

We _____ (Name & address of the firm) have in response to your NIT dated _____ submitted a Technical & Financial bid with respect to tender for procurement of Airmail Bags. As required under NIT, we hereby certify as under:-

1. That all the terms and conditions of the tender are acceptable to us.
2. That we fully understand the Specifications of the NIT and our bid is strictly in accordance with the terms & conditions of the NIT.
3. That the firm has been in existence for more than seven years and has a turnover of at least Rs. 1 crore per year during each of the preceding three years.
4. That I/We have not been penalized or convicted for concealment of income/wealth during the immediately preceding three years.
5. That I/We have not been blacklisted by any Government organization.
6. Details of the firm are given below:-

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

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

ANNEXURE-III**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- IV**Proforma of Price Bid**

The bidder is required to upload the Price Bid in the CPP portal in BOQ format only. Price Bid in any other format will not be accepted. Following is the general format of the Price Schedule:-

S. No	Particulars	Unit Rate (in INR) (excl. taxes)			Taxes as applicable in %
		1st Year (Y1)	2nd Year (Y2)	3rd Year (Y3)	
1	Airmail Bags (Black colour) conforming to the specifications given at Annexure-I				

Note:

- 1) Taxes, if any, shall be quoted separately failing which quoted rates would be taken as inclusive of taxes and no further request for inclusion of taxes would be entertained by this office. These taxes are liable to change as per the Government's instructions issued from time to time.
- 2) Rates shall include all charges related to transportation/unloading of materials to UPSC.
- 3) The first year will start from the date of award of the contract.
- 4) NPV (Net Present Value) will be calculated at the discounting rate of 10% annually. The details of calculation for deciding L-1 firm are given below:-

$$\text{NPV} = \{ Y_1 + Y_2 / (1 + 0.1) + Y_3 / (1 + 0.1)^2 \}$$

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

Examples of NPV:

- (i) If $Y_1 = 150$, $Y_2 = 200$ and $Y_3 = 240$, then NPV will be calculated as under:-

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

Thus, the NPV is Rs. 530.17

- (ii) If $Y_1 = 300$, $Y_2 = 250$ and $Y_3 = 200$, then NPV will be calculated as under:-

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

Thus, the NPV is Rs. 692.56

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

CHECKLIST

S. No.	Particulars	Yes/No	Page No.
1.	Whether signed & scanned copy of PAN card enclosed		
2.	Whether signed & scanned copy of GST Registration Certificate enclosed		
3.	Whether signed & scanned copies of IT Returns of the firm for the preceding three years including the year 2017-2018 enclosed		
4.	Whether signed & scanned copies of audited Balance Sheets of the firm for the preceding three years including the year 2017-2018 enclosed		
5.	Whether signed & scanned copies of at least 2 purchase orders during the preceding 5 years enclosed		
6.	Whether signed & scanned copy of ISO Certificate enclosed		
7.	Whether signed & scanned copy of EMD enclosed		
8.	Whether two samples of cotton Airmail Bags delivered to UPSC		
9.	Whether original test certificate by NABL accredited laboratory for the samples of airmail bags delivered to UPSC		
10.	Whether signed & scanned copy of certificate as in Annexure-II enclosed		
11.	Whether signed & scanned copy of Declaration as in Annexure-III 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.