

NATIONAL INSTITUTE OF PLANT GENOME RESEARCH

(An Autonomous Research Institution of the Department of Biotechnology

Ministry of Science and Technology, Govt. of India)

Aruna Asaf Ali Marg, New Delhi – 110 067

Phone: 26735139, 26735141 Fax: 26741658, 26741146

TENDER NOTICE

Tender No. 11-4/2019-20/NIPGR/AMC/Computers etc.

Online Tenders (in two bid system) are invited on behalf of the Director, NIPGR from the reputed service providers, so as to reach this office upto 03.00 PM on or before 01/04/2020 for the Annual Maintenance Contract of Computers, Printers, UPS and accessories etc. at NIPGR Campus, Aruna Asaf Ali Marg, New Delhi 110067.

Sl.No.	Estimated Cost (₹)	EMD (₹)	Period of Contract	Last Date & Time for Submission of Tender Documents	Date & Time of Opening of Tenders
1.	5.00 lakhs	10,000.00	01 Year (365 Days)	01/04/2020 1500 Hrs.	03/04/2020 1500 Hrs.

The Earnest money should be deposited in the form of Demand Draft or Bank Guarantee issued by any of the Commercial Banks favoring the **Director, NIPGR**, payable at New Delhi so as to reach the undersigned latest by 01/04/2020 (3.00 P.M.). The Tender documents and detailed specifications can be obtained in person by the interested firms from the Purchase-Cum-Stores Officer, NIPGR, during office hours against non-refundable cash payment of ₹ 500/- (Rs. Five hundred only) as mentioned above from 12/03/2020 to 01/04/2020 upto 1500 hrs. The tender document is available on eprocure.gov.in and can also be downloaded **free of cost** from our website: www.nipgr.ac.in and CPP Portal <https://eprocure.gov.in/eprocure/app>.

The agencies registered with MSME & NSIC in the above-mentioned service/Activity are exempted from submission of EMD.

The bids will be accepted in respect of those agencies having successfully completed one similar work costing not less than ₹ 4,00,000/- or two similar works each costing not less than ₹ 2,50,000/- or three similar works each costing not less than ₹ 2,00,000/- during last three years as on 31st December 2019 and having annual financial turnover of at least ₹ 5,00,000/- during each of the last three financial years. Similar works means, work related to AMC of Computers, Printers, UPS and accessories and repairing of associated accessories in Government National Laboratories / Institutions / Universities and reputed Organizations, engaged in the area of Research & Development. Intending tenderers must enclose documents such as Completion Certificates and Work / Supply orders / certified Balance Sheet / Income Tax Returns for last three financial years ending 31st March 2019.

The Director, NIPGR, reserves the right to accept or reject all or any of the bids without assigning any reasons thereof.

Purchase cum Stores Officer
NIPGR, New Delhi

General Terms and Conditions

- 1) Every tender shall be accompanied with the tender cost of ₹500/- (Rupees Five Hundred only) from 12/03/2020 to 01/04/2020 (03.00 P.M). The tender document is also available on <https://eprocure.gov.in> and can also be downloaded free of cost from our website www.nipgr.ac.in.
- 2) Every tender shall be accompanied with the required Earnest Money Deposit of ₹10,000/- (Rupees Ten Thousand only) in the form of Demand Draft drawn in favour of the “**Director, NIPGR**” payable at New Delhi. Any tender not accompanied by such earnest money will be rejected straight away. The same should reach the undersigned latest by 01/04/2020 (3.00 P.M.).
- 3) The rates quoted in the tender shall remain valid for a period **90** days from the date of opening of tender. No tenderer can withdraw/or modify his tender or revoke the same within the said period. If a tenderer on his own withdraws or revokes the tender or revises or alters or modifies the tender for any item or condition within the period mentioned in the tender notice, his earnest money deposit shall stand forfeited. Notwithstanding foregoing, the Institute reserves the right to take other actions as deemed appropriate. In case the successful tenderer after award of work fails to perform as per work order or violates any condition of tender, the security deposit/ performance security will be forfeited/encashed.
- 4) NIPGR does not bind itself to accept the lowest or any tender and reserves the right to reject any or all tenders without assigning any reason.
- 5) In two-bid system the tenders should be submitted containing (a) Technical Bid consisting of all technical details along with commercial terms and conditions and (b) Financial Bid indicating item wise price for the items mentioned in technical bid. NIPGR will not pay any expense, whatsoever incurred by tenderer for the preparation and submission of tenders.
- 6) The notice inviting tender, will form part of the contract agreement to be executed by the successful tenderer with the NIPGR. Submission of Complete tender document is mandatory.
- 7) All the correspondence on the tender shall be addressed to the Director, NIPGR, Aruna Asaf Ali Marg, New Delhi and any communication addressed to anyone else shall not in any manner to be binding upon the NIPGR, Aruna Asaf Ali Marg, New Delhi.
- 8) The tenderer shall submit a copy of PAN/GST/TIN numbers allotted to them.
- 9) NIPGR reserves the right to change the quantities of the units while issuing the letter of award of work.
- 10) The successful tenderer shall be required to deposit an amount equal to 10% of the Tender value as Performance Security after adjusting the Earnest Money Deposit within 10 days from the date of issue of letter of acceptance. Performance Security may be deposited in the form of Demand Draft or Bank Guarantee from State Bank of India Or any Scheduled bank. In case of violation of any condition of Tender, the Security Deposit / BG will be forfeited / revoked.
- 11) The rates shall be inclusive of Transportation, loading, unloading, taxes etc., nothing extra will be paid.
- 12) The supplier should be responsible for any damage and site clearance and nothing extra shall be paid. The agency shall be responsible for any damage occurred due to negligence of its staff deputed at the Institute during the tenure of contract period. The Company shall carry out the repairs of the damages occurred or else the cost on such repairs shall be recovered from them.
- 13) The bidder/service provider should quote the rates after visiting the location and assessing the quantum of work involved in it. No escalation / change in the rates shall be allowed later.
- 14) The site of work is at NIPGR Campus, Aruna Asaf Ali Marg, New Delhi – 110067.

- 15) The contract shall remain valid for one year initially from the date of award which may be extended further with the mutual consent and on the satisfactory services during the contract. NIPGR also reserves the right to terminate the contract after giving 30 days' notice without assigning any reason thereof.
- 16) The scope of the work can be increased or reduced during the period of AMC at the discretion of the Institute.
- 17) Tenderers are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their tender. A tenderer shall be deemed to have full knowledge of the site, whether he inspects it or not and no compensation or otherwise of any charges incurred or to be incurred consequent on any misunderstanding or otherwise shall be admissible.
- 18) Any accident / electrocution caused due to negligence or during the course of normal work etc., shall be responsibility of the Contractor. The contractor shall be responsible for all compensation to the staff engaged by him.
- 19) NIPGR shall in no way be involved in any dispute of any kind between the contractor and the staff engaged by him.
- 20) The bidder should not be blacklisted/suspended or involved in any service-related dispute with any Govt. Organization/Department etc. in India or outside India. A declaration in this regard should be attached as per **Annexure-I**.
- 21) Attendance register of the staff shall be maintained by the agency and the same shall be submitted daily basis or as desired by the Institute.
- 22) The agency shall abide all the rules and regulations related to minimum wages, labour laws, accident, workmen compensation act workmen insurance, ESI, PF, Payment of Bonus Act, Payment of Gratuity Act etc. This will be sole responsibility of the contractors. NIPGR will not be a party at any stage in any of the disputes relating to above. In case, any liability arises due to noncompliance by the agency, under no circumstances NIPGR will be liable for the same.
- 23) The agency shall submit the analysis for the rates quoted in Financial Bid.
- 24) The agency shall ensure compliance of all statutory Laws and bye laws of the Central Govt. / State Govt. / Municipal authorities related to the employment of their staff and all such obligation under Wages Act, Workmen Compensation act. ESI Act, payment of gratuity Provident Fund and Miscellaneous Provision Act., Bonus Act. And Contract Labour Act. 1970 and amendments issued time to time etc. NIPGR will not be responsible for such lapses in any way.

Payment Terms and Conditions

- The payment to the contractor will be made on quarterly basis at the end of each quarter against invoice raised by the contractor. Income tax/GST at Source and any other applicable deductions as per prevailing rates, will be deducted before making the payment. The maintenance charges quoted by the agency per item shall be on yearly basis inclusive of all taxes and levies applicable. No escalation of prices shall be permitted on any ground except for statutory increase in rate of taxes.
- The bidder shall show the rate of GST and tax component in the financial bid separately. The GST @ **5%** as per GOI notification Nos. 45/2017 & 47/2017 dated 14/11/2017 shall be payable on Spares and accessories required during the tenure of AMC, however, GST @ **18%** shall be payable on services.

- The GST exemption certificate shall be provided at the time of issue of Work Orders.
- Necessary taxes will be deducted as per rules in force.

Description of the Work:

The agency is required to maintain system and peripherals as given in the Schedule of Quantities and in accordance with the provisions laid down in the tender document, on yearly charges as given in the contract. The maintenance contract/services will consist of:

- a) The maintenance contract is non-comprehensive and will include cost of services on account of attending to complaints raised by various departments/individuals of NIPGR daily basis.
 - b) Onsite preventive and corrective maintenance of computers, printers connected in LAN and peripherals at NIPGR, New Delhi.
 - c) The maintenance contract will include necessary repairs to the installed systems and other accessories/peripherals. The payment on replacement of defective/damaged parts, if required, shall be made separately. Warranty details/documents of replaced parts (new) shall be provided to the Institute.
 - d) The maintenance contract also includes removal of virus, software patch updation, HDD crash recovery, system administration, network administration, software support/troubleshooting to keep the system fully operational and website updated.
2. The service provider shall provide one (1) Resident Engineer for maintenance/ service. The maintenance services will be provided on all working days. Provision of availability of service engineers on Saturdays, Sundays or other holidays should be made in case of exigency.
 3. The maintenance service agency shall further provide maintenance services through qualified experienced and competent engineers for maintaining workstations, printers/scanners, web designing and programming as and when required.
 4. Besides quoting rates for maintenance services, the service provider should quote rates for the spares and accessories which may be required for replacement during the tenure of the Contract. The rates quoted shall remain valid during the tenure of the AMC contract. The indicative list of items/material required for maintaining the systems is at **Annexure-II**.

PENALTY

1. If the services provided by the agency under this maintenance services contract are not to the full satisfaction of NIPGR, the maintenance contract may be terminated by NIPGR and the charges shall be payable only up to the period, till which the agency has rendered satisfactory services. The decision of NIPGR in this regard shall be final and binding on the agency.
2. In case of non-compliance with the contract, NIPGR reserves the right to cancel/revoke the contract and impose suitable penalty in proportion to the damages.
3. The maximum response time for repairing the system shall not be more than five hours and penalty for failure of the agency to repair the system will be ₹ 300/- per system per day.
4. The Service Engineers provided by agency shall not be changed frequently, any charge shall be with the consent of Institute.

(Signature of Authorized Signatory with Company Seal)

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Schedule of Quantities

Sr. No.	Description	Unit	Rate Per Unit	Amount
1	Desktops	245 nos.	Not to be filled	Not to be filled
2	Laptops	20 nos.		
3	Workstations	31 nos.		
4	Printers	144 nos.		
5	UPS	185 nos.		
6	Servers	13 nos.		
7	Scanners	10 nos.		

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Annexure – II

List of spares/accessories required to be replaced/repared with existing/installed makes or brands during AMC period.

Sr. No.	Name of the Item	Quantity	Unite Price
1	Teflon for HP-LJ-1020	1	Not to be quoted
2	Teflon for HP LJ-1005	1	
3	Teflon for HP LJ-2015 dn	1	
4	Teflon for HP LJ-2025 dn	1	
5	Teflon for HP LJ-1606 dn	1	
6	Teflon for HP M1136	1	
7	Teflon for HP LJ-1015	1	
8	Teflon for HP LJ-1213 nf	1	
9	Teflon for HP LJ-1022	1	
10	Pressor Roller For HP LJ 1020	1	
11	Pressor Roller HP LJ-1005	1	
12	Pressor Roller For HP LJ 2015 dn	1	
13	Pressor Roller For HP LJ 2025dn	1	
14	Pressor Roller For HP LJ 1606dn	1	
15	Pressor Roller For HP LJ 1136	1	
16	Pressor Roller For HP LJ 1015	1	
17	Pressor Roller For HP LJ 1213nf	1	
18	Pressor Roller For HP LJ 1022	1	
19	Pressor Roller For HP LJ M1005	1	
20	Formatting Card HP LJ 1020	1	
21	Formatting Card HP LJ 1022	1	
22	Formatting Card HP LJ 1005	1	
23	Formatting Card HP LJ M1005	1	
24	Formatting Card HP LJ 2015dn	1	
25	Formatting Card HP LJ 2025dn	1	
26	Formatting Card HP LJ 1606dn	1	
27	Formatting Card HP LJ M1136	1	
28	Formatting Card HP LJ 1015	1	
29	Formatting Card HP LJ 1515	1	
31	Formatting Card HP LJ CP 1525	1	
32	Formatting Card HP LJ 128fn	1	
33	Fuser Assembly For HP LJ 1020	1	
34	Fuser Assembly For HP LJ 1022	1	
35	Fuser Assembly For HP LJ 1005	1	
36	Fuser Assembly For HP LJ M1005	1	
37	Fuser Assembly For HP LJ 2015dn	1	
38	Fuser Assembly For HP LJ 2025dn	1	
39	Fuser Assembly For HP LJ 1606dn	1	
40	Fuser Assembly For HP LJ M1136	1	
41	Fuser Assembly For HP LJ 1015	1	
42	Fuser Assembly For HP LJ CP 1515	1	
43	Fuser Assembly For HP LJ 128fn	1	

44	Toner Drum Kit HP CLJ 1600dn	1
45	Toner Drum Kit CLJ 2600dn	1
46	Toner Drum Kit CP1515	1
47	Toner Drum Kit CLJ 1525	1
48	1 TB Bolt for CLJ 1600 dn	1
49	1 TB bolt for CLJ 2600 dn	1
50	1 TB Bolt for CP 1515	1
51	1 TB bolt for CLJ 1525	1
52	Mother board 1 st Gen. Computer	1
53	Mother Board 2 nd Gen. computer	1
54	Mother board 3 rd Gen. computer	1
55	Mother Board 4 th gen. computer	1
56	Mother Board 5 th Gen. computer	1
57	Mother Board 6 th Gen. Computer	1
58	Mother Board 7 th Gen. Computer	1
59	Mother Board 8 th Gen. Computer	1
60	Mother Board Workstation Dell	1
61	Mother Board Workstation HP	1
62	GC & DC card 18.5" Col. Monitor	1
63	GC & DC 21" Col. Monitor	1
64	GC & DC 24" Col. Monitor	1
65	GC & DC 27" Col. Monitor	1
		1
		1
68	Power supply for HP Elite Desktop	1
69	Power Supply For Dell 780 Desktop	1
70	Power Supply for Dell OptiPlex Desktop	1
71	Power Supply For HP XW series 6200 Workstation	1
72	Power Supply For HP XW series 6400 Workstation	1
73	Power Supply For HP XW series 8200 Workstation	1
74	Power Supply for Dell Precision series 1700 workstation	1
75	Power Supply for Dell Precision series 5400 workstation	1
76	Power supply for Dell precision series 3610 workstation	1
77	Power supply for Dell precision series 7810 workstation	1
78	Power supply for Dell precision series 7910 workstation	1
79	Mouse Dell (USB Cable)	1
80	Mouse Dell (wireless)	1
81	Mouse (Optical)	1
82	Key board (USB Cable)	1
83	Key Board (Wireless)	1
84	Quick Heal Total Security (Single User- Three Years)	1

85	Quick Heal Total Security (three User- Three Years)	1	
86	Quick Heal Total Security (five User- Three Years)	1	
87	Quick Heal Total Security (10 User- Three Years)	1	
88	Kaspersky Antivirus Net Security (Single User- One year)	1	
89	Kaspersky antivirus Net Security (Three Users- One year)	1	
90	Laptop Battery	1	
91	Hard Disk 1 TB for Dell computers	1	
92	Hard Disk 1 TB for HP Computers	1	
93	Hard Disk 2 TB for Dell computers	1	
94	Hard Disk 2 TB for HP Computers	1	
95	Hard Disk 4 TB for Dell computers	1	
96	Hard Disk 4 TB for HP Computers	1	
97	Hard Disk 4 TB External	1	
98	Hard Disk 8 TB External	1	
99	UPS Battery 7 AH	1	
100	UPS Battery 12 AH	1	
101	PCB Board of UPS 600 VA	1	
102	PCB Board of UPS 1000KVA	1	
103	UPS 1000 KVA logic card	1	
104	UPS 600 KVA Logic Card	1	
105	Power Supply Dell OptiPlex 3050 Desktop Computer	1	
106	Mother Board Dell OptiPlex 3050 Desktop Computer	1	
107	Power Supply Dell OptiPlex T-3620 Workstation	1	
108	Mother Board Dell OptiPlex T-3620 Workstation	1	
109	Power Supply Dell OptiPlex 7050, Desktop Computer	1	
110	Mother Board Dell OptiPlex 7050, Desktop Computer	1	
111	MS office Home & Student Version	1	
112	Windows 10 Professional	1	
113	Power Supply for Apple iMac Computer	1	
114	Mother Board for Apple iMac Computer	1	
115	Power Supply for HP 280 G4 MT i5 Desktops	1	
116	Mother Board for HP 280 G4 MT i5 Desktops	1	
117	Teflon for Laser Printer Pro MFP M132 Fw	1	
118	Pressure Roller Card for Laser Printer Pro MFP M132 Fw	1	

119	Formatting Card for Laser Printer Pro MFP M132 Fw	1	
120	Fuser Assembly for Laser Printer Pro MFP M132 Fw	1	
121	Teflon for Brother DCP 2541 DN Multifunctional Printer	1	
122	Pressure Roller Card Brother DCP 2541 DN Multifunctional Printer	1	
123	Formatting Card for Brother DCP 2541 DN Multifunctional Printer	1	
124	Fuser Assembly for Brother DCP 2541 DN Multifunctional Printer	1	
125	Teflon for Brother Color LaserJet MFC9140 CDN Printer	1	
126	Pressor roller for Brother Color LaserJet MFC9140 CDN Printer	1	
127	Formatting Card for Brother Color LaserJet MFC9140 CDN Printer	1	
128	Fuser Assembly for Brother Color LaserJet MFC9140 CDN Printer	1	
129	Teflon for Printer HP 6830	1	
130	Pressor roller for Printer HP 6830	1	
131	Formatting Card for Printer HP 6830	1	
132	Fuser Assembly for Printer HP 6830	1	
133	Teflon for HP Color Printer Pro 8710	1	
134	Pressor roller for HP Color Printer Pro 8710	1	
135	Formatting card for HP Color Printer Pro 8710	1	
136	Fuser assembly for HP Color Printer Pro 8710	1	
137	Teflon for HP LaserJet MFP Pro 427 fdw	1	
138	Pressor roller for HP LaserJet MFP Pro 427 fdw	1	
139	Formatting card for HP LaserJet MFP Pro 427 fdw	1	
140	Fuser roller for HP LaserJet MFP Pro 427 fdw	1	

(Signature of Authorized Signatory with Company Seal)

Annexure-I

(Undertaking on a Non-Judicial Stamp Paper worth Rs. 100/- duly notarized)

I/We (bidder) hereby give an undertaking that:

- (a) I/We have not been backlisted/ not on holding list during last three years by any Govt. Department/Govt. Autonomous Body/Institution, etc.
- (b) I/We do not have any dispute with any of the Govt. Department/Govt. Autonomous Bodies/Institutions, etc.;
- (c) I/We have never been certified as “Unsatisfactory Performer” for the said services provided to the Govt. Department/Govt. Autonomous Bodies/Institutions;
- (d) I/We have not submitted any fake/forged certificates/documents and later, if any such ‘Certificates/Documents’ found to be fake/forged or contains willful wrong/incorrect information, suitable legal action may be initiated against me/us/agency besides ‘forfeiture of Earnest Money Deposit’ and ‘Blacklisting’ etc.
- (e) I/We shall not withdraw my/our bid after opening of Technical Bid and if done so, the NIPGR shall be authorized to forfeit the EMD submitted by me/us.

Seal and Signature of the Authorized
Person of the Agency

Place:

Date:

(Signature of Authorized Signatory with Company Seal)

Instructions for Online Bid Submission

1. The tender documents are available on our website www.nipgr.ac.in & www.eprocure.gov.in and same can be downloaded.
2. Tender documents may be downloaded from ITPO's website www.nipgr.ac.in and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in the tender document.
3. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>. Tenderers/Contractors are advised to follow the instructions provided in the 'Instructions to the Contractors/Tenderer for the resubmission of the bids online through the Central Public Procurement Portal for eProcurement 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.
4. Not more than one tender shall be submitted by one contractor or contractors having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
5. The bidders are advised to visit CPPP website <https://eprocure.gov.in/eprocure/app> at least 3 days prior to closing date of submission of tender for any corrigendum / addendum/ amendment.
6. Bids will be opened as per date/time as mentioned in the **Tender Document**. After online opening and evaluation of technical bids, the results of their qualification as well Price-Bid opening will be intimated later.

Submission of Tender

The tender shall be submitted online in two parts, viz., Technical bid and Financial bid.

All the pages of bid being submitted must be sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.

The offers submitted by Post/Fax/email shall not be considered. No correspondence will be entertained in this matter.

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 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 / nCode / eMudhra/ Nic 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

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

- 1) 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.
- 2) 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.
- 3) 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, GST Certificate 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 before bid opening date/time as mentioned in critical date sheet 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 opener's 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.

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, 91-7878007972 and 91-7878007973.

