

सं./No.: D-26019/03/2018-Admn. III

भारत सरकार

Government of India

सूचना और प्रसारण मंत्रालय

Ministry of Information & Broadcasting

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Shastri Bhavan, New Delhi.

Dated, 25th June, 2018

Sub: NOTICE INVITING TENDERS (NIT) FOR EMPANELMENT OF AGENCY FOR HIRING OF VEHICLES.

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E-Tenders are invited from only Delhi based firms/Agencies (within 10 Kms) for hiring of CNG based vehicles fulfilling the criteria/details laid down in the Annexure-1 and Financial Bid at (Annexure-2) in Ministry of Information and Broadcasting.

2. Brief Description of the Selection Process: Ministry of Information and Broadcasting will adopt one stage selection process in the form of single bid. The bid shall be accepted online only through Central Public Procurement Portal website: <http://eprocure.gov.in/eprocure/app>. And No other format for submitting the bids shall be accepted. Financial evaluation of the bids will be carried out and **successful** bidder, finalized for empanelment, will be required to sign a contract with Ministry of Information & Broadcasting for doing above-mentioned work on L1 (lowest rates) rates in the bids as per the terms and conditions mentioned in this tender document. The rates will have to be quoted in Indian Rupees (INR).

3. The scanned copy of the demand draft of **Rs.50,000/- (Rupees Fifty Thousand only)** as Earnest Deposit (EMD) must be uploaded with the bid. The EMD shall be in Indian Rupees (INR) and shall be in the form of Demand Draft from any of the Nationalized Bank/Scheduled Bank in favour of "Pay and Accounts Officer, Ministry of Information & Broadcasting, New Delhi payable at New Delhi." Any exemption from EMD (As per the applicable rules/conditions) should be supported with relevant documents. The original hard copy of EMD of Rs. 50,000/- in the form of Demand Draft is also required to be submitted in a sealed envelope superscribed "**Annual Contract for Hiring of taxis in the Ministry of Information & Broadcasting**" on or before the closing date and time of e-submission of online bids to Under **Secretary (GA), Ministry of Information & Broadcasting, A Wing, Room No. 544, Shastri Bhavwan, New Delhi**, failing which the bids will not be considered.

4. The bids will be received by M/o I&B **upto 11.00 a.m on 16th July,, 2018** in the prescribed format (On Line) only. Any bid received after the prescribed deadline shall not be considered irrespective of rates.

5. The successful bidders shall have to deposit Rs. 2,00,000/- (Rupees Two Lakh only) as performance security by means of Bank Guarantee from a Nationalized Bank /Scheduled Bank in favour of "Pay and Accounts Officer, Ministry of Information & Broadcasting, New Delhi payable at New Delhi". No interest will be paid on performance Security by this Ministry. EMD of the unsuccessful bidders shall be returned after finalization of the tender process and selection of successful agency/contractor.

6. The Bid Document should be accompanied by this Tender Document duly signed by the Bidder or the authorized person of the Bidder on each page. Similarly, all other documents, to be accompanied with the bid document, should also be duly signed by the bidder or the authorized person of the Bidder. In case, the documents are to be signed by the authorized person, an authority letter from the Bidder authorizing the person concerned should invariably accompany the bid document. Failing this, the bid is liable to be rejected.

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7. The Bidder is also required to submit the "Tender Acceptance Letter" which is to be given on the Company's/Firm's Letter Head duly signed by the Bidder or the Authorized Signatory on behalf of the Bidder. Specimen of the same is at Annexure I & II

8. The Ministry reserves the right to cancel the process of tender/contract at any point of time without assigning any reason.

9. Intended agencies may quote the rates as per enclosed Performa. Terms & Conditions for the contract/quotations are enclosed which will be required to be signed by the contractor.


(SHAILESH GAUTAM)
Under Secretary to the Govt. of India.
Tele No. 2338 4990.

TERMS & CONDITIONS FOR HIRING OF VEHICLES

1.0 SCOPE OF WORK

1.1 The scope of work covers empanelment of transport agencies for hiring vehicles and finalizing rates of different category of vehicles for M/o I&B (Main Secretariat), New Delhi to travel within Delhi & NCR (Local Journey) and outside Delhi & NCR as and when required under different packages to M/o I&B as per the terms & conditions of the contract specified herein and shall have adequate staff and telephone facilities round the clock.

1.2 The agency shall provide AC/Non AC commercial vehicles duly registered in DELHI / NCR of Model 2016 or later (CNG) and complying with emission norm of Bharat Stage III / IV (Euro III / IV).

1.3 The tentative no. of vehicles to be hired at present is **10** which may vary from time to time depending upon the actual requirement.

1.4 The agency shall provide the vehicles at Shastri Bhawan, New Delhi or at any other place intimated to the contractor /agency for travel within or outside Delhi/NCR. **The maximum dead mileage** allowed towards to and fro journey from garage to place of duty **will be 10 (ten) Kms.** or actual, whichever is less.

1.5 Journey within NCR region will be treated as local journey.

2.0 QUALIFYING CRITERIA FOR BIDDERS

2.1 The Bidders should have at least three (3) years' experience in successfully executing similar contracts with Ministries/Departments/PSUs etc. and has performed his work with the satisfaction of the user. Copies of award of contracts/experience along with certificate of satisfactory performance should be provided.

2.2 The Bidders should have CNG cars of model 2016 or later and more than one year old, conforming to BS III/IV.

2.3 The bidder should have his office in Delhi with phone/mobile connection, and capable of providing taxis round the clock. **Details to be furnished along with the bid.**

2.4 The Company/Agency/Firm should be registered for SERVICE TAX payment. Copy of registration certificate including Service Tax No., GST number should be attached.

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2.5 The Company/Agency/Firm should not have been blacklisted or debarred from participating in tendering process by any of the Ministry/Department/PSU during last 05 (five) years. A certificate to this effect should also be attached.

3. While the contract will be awarded initially for a period of one (1) year which may be extended on satisfactory performance for further period of two years on year-to-year basis on the same terms and conditions of the tender. However, Ministry reserves the right to terminate the contract at any point of time, without assigning any reason to or seeking any explanation from the contractor. The Decision of the Ministry in this regard will be final and binding on the service provider.

Arbitration

4. All matters connected with this shall be governed by the Indian law both substantive and procedural, for the time being in force and shall be subject to the exclusive jurisdiction of Indian Courts located at Delhi.

Right to accept/reject the bids

5. M/o I & B reserves the right to accept/reject any bid and to cancel the bidding process at any time and reject all bids, at any time prior to placement of order, without thereby incurring any liability.

6. Any Clarification on the documents may be obtained from:-

Shallesh Gautam,
Under Secretary (Administration)
Room No. 544,A- Wing
Shastri Bhavan, New Delhi- 110 001.
Telephone No. 2338 4990

7.0 RESPONSIBILITY OF THE CONTRACTOR/AGENCY

7.1 The Contractor/agency shall provide DELHI/ NCR registered vehicles (CNG) of Model 2016 or later as per the requirement of Ministry of Information & Broadcasting with well behaved /skilled drivers in proper uniform having knowledge of routes & minor repairs of cars and valid driving licenses. All the cars shall carry first aid box, Stepney and toolbox.

7.2 The Contractor/Agency shall depute a Supervisor-Cum-Nodal person to manage the adjustment of vehicles to the officers/official of the Ministry with proper contract details viz. Name, Mobile Number, etc. during the office hours or beyond the office hours, holidays etc. as per requirement.

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7.3 If the vehicle does not report at the requisitioned time or place; or is not found in good condition; or without proper documents, the vehicle may be rejected and sent back. No payment shall be made on account of car so rejected.

7.4 In case of break down the contractor shall provide alternate vehicle of same category failing which the travelling officers/officials will be allowed to hire any vehicle and complete the journey and the amount thus incurred shall be recovered from the bills of the contractor.

7.5 All kinds of repairs / maintenance cost, charges of CNG, oil, lubricant, fee towards licenses/registration taxes such as road tax, permit fee etc., challans, salary/ overtime of the driver, mobile phone charges of driver, insurance premium etc. are the responsibility of the contractor and shall be borne by the Contractor all along.

7.6 It shall be the responsibility of the Contractor/Agency to have or avail all requisite permissions which may be required to commute between Delhi and NCR and any expenditure towards payment of requisite permit fees/taxes, etc. will be the sole responsibility of the Contractor/Agency.

7.7 The vehicles deployed during the contractual period at any point of time should be well maintained and in perfect running condition as per M/o I&B's requirement with proper pollution check and valid pollution certificate.

7.8 The vehicle shall always be provided with decent upholstery, clean seat covers, comfortable seat cushions and other basic fittings / accessories for maximum comfort of passengers. The upholstery and seat cover of vehicle should be properly dry cleaned on a weekly basis. No extra charges will be paid by M/o I&B for the same.

7.9 Drivers of vehicles must be provided with mobile phones. No extra charges would be paid by M/o I&B for the same. It shall be the responsibility of the Contractor/Agency that the Drivers respond to the telephone calls of officers/officials of the Ministry with whom they will be deployed.

7.10 The drivers will always report for duty on the specified time to the office as well as officers/officials and in proper uniform with name badge.

7.11 The agency shall provide well-behaved, pleasant personality, well mannered and proper Hindi or English speaking drivers in clean and proper uniform with valid driving license of minimum 02 years old and should be able to read duty slip and signboards in English and Hindi.

nil

7.12 The driver should also have some knowledge of car mechanism so that he could attend minor repairs and should be well conversant with the roads and routes in Delhi and NCR.

7.13 In case of break down / servicing / repair, the contractor shall provide alternate vehicle of same Make and model failing which vehicle shall be hired from any other source / sources at the risk and cost of the contractor.

7.14 In case of non-reporting / refusing to provide the requisite Vehicle, the same may be hired from any other source(s) at the risk and cost of the contractor, besides any other penal action which may be even termination of contract.

7.15 **Insurance:** The provided vehicle must be fully and comprehensively insured covering the risk to the driver and all passengers also. The Contractor shall be fully responsible for any loss or damage to the vehicle or occupant and shall be liable to pay full compensation for any injury or any other loss to the passengers.

7.16 M/o I&B reserves the right to get the meter calibrated or checked at any time at its sole discretion and in the event of any error / fault in the meter being noticed, the bill for the journey undertaken (including those undertaken earlier) would be adjusted, besides any other penal action which may even lead to termination of Contract.

7.17 The Vehicle sent to our office on our requisition must have all relevant documents like registration Certificate/ Insurance / Permit fee / pollution certificates / Passenger Tax / Border Tax / mobile phone etc. The vehicle should be licensed and shall conform to all Govt. rules and regulation being in force from time to time.

7.18 In case of non-availability of vehicles with the bidder / contractor, vehicles other than those owned by the bidder / contractor may be provided as an ad hoc arrangement only and should be replaced by own vehicle at the earliest opportunity and in any case within one month.

7.19 The Contractor shall maintain the duty slip as per proforma to be provided for every trip / requisition. The duty slip should be got signed by the user which would indicate the Vehicle Number, opening and the closing meter reading with time and date at the point of starting / ending the journey by the user. It should be ensured that there is no overwriting in the duty slips. In no case duty slip without signature will be accepted for payment unless specifically intimated in advance.

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7.20 The Ministry reserves the right to increase or decrease the number of vehicles hired from the concerned Agency/Contractor as per its specific requirement on any particular day. The Ministry also reserves the right to detain a particular day without giving any prior notice to the concerned Agency/Transporter.

7.21 In case of ambiguous or contradictory terms/conditions mentioned in the tender, interpretations as may be advantageous to the Ministry will be taken without any reference to the tender.

7.22 In case, the vehicles are being hired on monthly/daily basis including Saturdays, Sundays or holidays, the concerned Agency/Contractor will not change the driver/vehicle frequently to that particular user, unless change is requested by the user.

7.23 It is the responsibility of the Agency/Contractor that no such vehicle is supplied having registration in the Name of employee of Ministry of Information & Broadcasting or their relatives and a Certificate to this effect be given on the body of the bill while submitting claim. In case such an incident come to the notice/reported of/to Administration, the contract will be liable to be terminated forthwith.

7.24 No sub-contracting of the Service allotted by the Ministry of Information & Broadcasting is permissible.

7.25 Service provider shall not engage any person below 18 years of age as Drivers.

7.26 The Agency/Contractor shall be liable for theft, burglary, fire or any mischievous deeds by his staff/driver. Also, the Ministry shall not be liable for any dispute that might arise between the service provider and his staff/drivers.

8.0 PENALTY

8.1 In case a vehicle is requisitioned and same does not reach at the pointed time and juncture, the Ministry will be free to call another vehicle from the open market and the expenses incurred on this account will be deducted from the pending Bills/Security etc. Besides, a penalty of Rs.1000/- per day will be imposed for every such lapse.

8.2 In case of break down, after their reporting for duty, the vehicles will have to be replaced with the same type immediately and in any case within one hour. In case of non-availability of suitable vehicle, a penalty up to Rs.500/- will be imposed. If the number of break down exceeds two times in a month and suitable replacement of vehicles has not been provided timely, a penalty of Rs.1000/- per break down shall be imposed.

Nil

8.3 The firm will ensure that vehicles and drivers are not normally changed. Frequent change of vehicle(s) or driver(s) will not be permitted. However, if due to any compelling reasons, service provider intends to change the vehicle or the driver, it shall be with the prior approval of the Ministry of Information & Broadcasting. A penalty of Rs.1000/- will be imposed every time if driver(s) or the vehicle(s) is/are changed more than once in a month without any valid reasons.

8.4 In case of delay in reporting by the Driver to the designated place/location and the concerned officer/official, a penalty of Rs. 500/- per 30 minutes of delay shall be imposed. The penalty for absence during extra hour duty will be Rs.500/- per occasion and for temporary absence during duty during duty hours without permission will be Rs.500/- per hour of absence.

8.5 In case of non-availability of vehicles on any particular day, as per the terms and conditions of the contract penalty of Rs. 2000/- per day per vehicle shall be imposed.

8.6 **It shall be the responsibility of the Contractor/Agency** to provide vehicle against M/o I & B requirement and on each refusal a penalty of Rs. 2000/- for each refusal/non-providing of vehicle will be imposed besides any other action which may even lead to forfeiture of Performance Guarantee and finally also termination of contract.

8.7 If the Driver(s) deployed for duty in the Ministry are reported to be misbehaving, not following the instructions of the officers/officials, driving recklessly, refusing to go to the desired destination, causing any undesired inconvenience to the passenger, a penalty of Rs.2000/- will be imposed which may even lead to forfeiture of Performance Guarantee and finally also termination of contract.

8.8 In case the vehicle is not properly maintained as per the desired terms and conditions of the tender, A.C. is not working or lacking any other facility, drivers are not wearing proper uniform with name badges, not responding to the telephone calls from the officers/officials of the Ministry, a penalty of Rs.1000/- will be imposed.

8.9 If the Driver(s) is/are found or reported to be under the influence of alcohol or any intoxicating drug while on duty, a penalty of Rs.5000/- will be imposed which may even lead to forfeiture of Performance Guarantee and finally also termination of contract.

8.10 The Drivers shall not be entitled to any scheduled and/or fixed breaks for breakfast, lunch, dinner or tea/refreshment while on duty. For such purposes, the drivers shall have to manage from within the time available in between any particular journeys without causing inconvenience of any kind to the officers/officials concerned. Any inconvenience caused/reported to be caused on this account will attract a penalty of Rs.1000/-.

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8.11 The penalty imposed will be deducted from the pending bills or security deposit.

8.12 If the contractor after submission of bid and due acceptance of the same i.e. after the award of contract, fails to abide by the terms and conditions of these tender documents or fails to complete his contract period or any time repudiates the contract, the M/o I & B will have the right to forfeit the EMD and/or the performance Security, deposited by the bidder.

9.0 VEHICLE REQUISITIONING & DUTY SLIP

9.1 Booking made by authorized officers/officials of M/o I&B shall only be considered for purpose of payment.

9.2 The agency shall maintain the Log book as provided by the Ministry of Information & Broadcasting for every trip/requisition. The Log book should be got signed by the user, which would indicate the opening and the closing meter reading with time and date at the point of starting/ending the journey by the user. It should ensure that there is no overwriting in the log sheet. Tampering with the contents of the log book would be viewed very seriously. In no case duty slip without signature will be accepted for payment unless specifically intimated in advance.

10.0 PAYMENT & REIMBURSEMENT

10.1 The agency shall submit bills, in Triplicate within the first week of each month for the preceding month for release of the payment within a month to the Admn. Division complete in all respects along with duty slips and log books duly signed by the user and monthly statement of journey.

10.2 The mileage from garage to the requisitioned destination and back to the garage shall be as per actual by shortest route and restricted to a maximum of 10 kms./day.

10.3 Parking charges, Toll Tax, DND charges and State Passenger Tax wherever incurred shall be reimbursed as per actual by M/o I&B on certification by the user on submission of documentary proof (original receipt). **Driver must be provided with petty cash by the contractor for the purpose.**

11.0 METER TAMPERING

Agencies would ensure proper sealing of milometer. M/o I&B reserves the right to get the meter calibrated or checked at any time at its sole discretion. Tempering of meter reading and misbehavior of driver shall be viewed seriously, leading to even cancellation/termination of contract and forfeiture of security deposit. In the event of any error/fault in the meter being noticed, the bill for the journey undertaken (including those undertaken earlier) would be adjusted, besides any other penal action as deemed fit by the Ministry.

12.0 STATUTORY REQUIREMENTS

12.1 The cars sent to our office on our requisition must have all relevant documents like registration Book/Driving license/Insurance/**Road tax Receipt/Permit for Passenger Taxi**/Pollution certificate etc. The vehicle should be licensed and shall have valid permits for plying in NCR region in addition to Delhi in case of local journey. The vehicle should conform to all Govt. rules and regulation being in force from time to time.20

12.2 The driver should abide by the rules laid down by transport Authority or any Authority relevant to the subject and should always strictly follow the Traffic rules and regulations so as to ensure safety of the passenger.

12.3 Compliance of all statutory obligations viz. Industrial Dispute Act, workmen's compensation Act, Contract labour (R&A) act, shall be ensured by the agency. The agency shall indemnify and shall always keep M/o I&B indemnified against any liability due to non-compliance of statutory obligations by the agency or any of its agents/servants/driver or for any reason whatsoever. The agency will be responsible for the conduct of their staff.

13.0 AWARD OF CONTRACT

The contract will be awarded initially for a period of one (1) year which may be extended for further two year on year -to year basis on the satisfactory performance of the firm and on acceptance of same terms & conditions. Ministry reserves the right to terminate the contract at any point of time without assigning any reasons. Any type of misbehavior by driver/contractor and/or any act of contravention with the clauses of the tender document will be viewed very seriously and may even lead to termination of the contract with immediate effect, without seeking any explanation from the contractor.

14.0 UNDERTAKING BY BIDDERS

The bidders will have to provide an undertaking thereby stating that they are fulfilling the eligibility criteria and they accept the terms and conditions prescribed by the Ministry in full.

14.1 The bidder should not have been blacklisted by any Ministry/Department/PSU of the Govt. of India. The tendering firm/bidder shall have to give a certificate on the letter head of the firm to the effect that they have not been blacklisted or their business dealings with the Government Ministries/Departments have not been banned.

14.2 Copies of experience certificates from Government Ministries / Departments PSUs.

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14.3 Audited balance sheet of the firm indicating annual turnover last 03 years and certificate from the Chartered Accountant.

15.0 PERFORMANCE GUARANTEE

The successful bidder will have to deposit an amount of Rs. 2,00,000/- (Rupees Two Lakh only) as Performance Security by way of Bank Guarantee from a Nationalized/scheduled Bank, which may be refunded on satisfactory completion of the contract. No interest will be paid on performance security deposit

Nil

HIRING OF VEHICLES – TECHNICAL BID

1. THE FIRM

a) Name _____

b) Regd. Address _____

c) Address of Office at Delhi/NCR _____

d) Contact Person's details

i) Name & Design. _____

ii) Address _____

iii) Tel No. Land line _____ Mobile _____

iv) Email ID _____

2. Type of Firm with registration

no. _____

3. PAN/GIR No. : _____

(Please enclose photocopy)

4. Service Tax Regn. No.: _____

(Please enclose photocopy)

5. No. of cars in possession of Firm : _____

(List to be attached)

6. Whether cars available are of the model 2016 or later _____

(Please attach list of cars with model)

7. Whether cars are filled with CNG kit (Details of alongwith documentary proof in Registration Certificate of the car)

8. Experience of similar work in the field during the last three years

(Copies of Certificate of Incorporation / copy of the partnership deed / instrument of Partnership and list of clients with names, address and contact nos. of concerned officials.)

_____ enclosed (pl. specify)

8. Earnest money details : DD No. _____ dated _____ Amount

Rs. 50,000/-

Drawn On _____

Signatures of authorized signatory

For Official use

Name _____

Designation:

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Instructions to bidders

Instructions for Online Bid Submission

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

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

REGISTRATION

1. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "**Online bidder Enrollment**" on the CPP Portal which is free of charge.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
2. Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document.
3. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
 2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
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3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

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

SUBMISSION OF BIDS

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

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

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

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

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

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

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

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

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

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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.

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