



**Government of India
Ministry of External Affairs
Establishment Division
Jawaharlal Nehru Bhawan, 23-D Janpath,
New Delhi-110011, INDIA**

E-NOTICE INVITING TENDER FOR “FULL SERVICE MAINTENANCE AGREEMENT” (FSMA) OF CANON PHOTOCOPIERS INSTALLED AT VARIOUS OFFICES/DIVISION OF THE MINISTRY OF EXTERNAL AFFAIRS.

Tender No: Q/OE/872/02/2014	DATED: 31th December, 2018
Important Dates	
Publishing Date	31.12.2018 (1730 hrs.)
Bid Document Download Start Date	31.12.2018 (1800 hrs.)
Clarification Start Date	01.01.2019 (1100 hrs.)
Clarification End Date	23.01.2019 (1600 hrs.)
Bid Submission Start Date (online)	01.01.2019 (1200 hrs.)
Bid Submission End Date (online)	24.01.2019 (1700 hrs.)
Date of Technical Bid Opening (online)	29.01.2019 (1100 hrs.)

The bid shall be submitted online only at Central Public Procurement Portal
Website: <http://eprocure.gov.in/eprocure/app>

Manual bids shall not be accepted.

**(Amitabh Ranjan)
Under Secretary (OE, OF & OS)
Ministry of External Affairs,
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Jawaharlal Nehru Bhawan,
23-D, Janpath, New Delhi - 110011
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Q/OE/872/02/2014
Government of India
Ministry of External Affairs
[Establishment Division]

Dated 31th December, 2018

Subject: Invitation of E tender under two bids system for “Full Service Maintenance Agreement” (FSMA) Of Canon Photocopiers machine installed at the Ministry of External Affairs.

I am directed to say that online tenders are invited from the authorized Service providers or Original Equipment Manufacturer (OEM) for awarding of Full Service Maintenance Agreement (FSMA) of different models of Canon Photocopier machines installed in Ministry of External Affairs, New Delhi at various buildings i.e. South block, Jawaharlal Nehru Bhawan, Patiala House, ISIL Building, Akbar Bhawan for a period of one year which may be extended for further period of two years on annual basis at same rates, terms and conditions subject to satisfactory performance. Tenders are invited under two bid system viz. Technical Bid and Financial Bid. The detailed terms and conditions of the contract are given in Annex –“A” and technical bid & financial bids are given in Annex- I and Annex-II respectively of the Tender Document.

2 Interested firms may please send their bids on-line through <http://eprocure.gov.in/eprocure> via two bids system, Technical Bid & Financial Bid. The last date of submission of bid is 24.01.2019 (1700 hrs) . Tender notice may also be seen at the website of Ministry of External Affairs at <http://www.mea.gov.in/tenders.html>. Bids received after stipulated date and time shall not be entertained. The Technical Bids will be opened at 1100 hrs. on 29.01.2019 at Jawaharlal Nehru Bhawan, New Delhi. Financial bids of technically qualified, eligible bidders meeting all the requisite criteria only shall be opened on a date & place to be notified later in the presence of short listed contractors or their authorized representatives.

3 Incomplete or conditional tenders will not be entertained. The tender documents shall be free for all. Earnest Money Deposit (EMD) amount of Rs. 40,000/- (Rupees Forty Thousand Only) in the form of Demand Draft should be deposited in favour of “Pay & Accounts Officer, Ministry of External Affairs” payable at New Delhi along with the Technical Bid. The Technical Bid received without the EMD will be summarily rejected. The successful bidders/ suppliers will be required to submit a Performance Bank Guarantee (PBG) of an amount of Rs.80,000/- of tendered amount. Bank guarantee shall be valid up to two months beyond the date of completion of all the contractual obligations of the supplier. If successful bidder fails to furnish the required bank guarantee within the specified period, EMD will be forfeited and the bidder will be barred from participating in future tenders of the Ministry.

4 After commercial evaluation of the bids order shall be placed on the lowest offer which conforms to the bid norms.

5. The EMD's submitted by all the unsuccessful bidders shall be returned by the Ministry after finalization of the tender.

6. The Ministry reserves the right to cancel the tender at any time or amend/withdraw any of the terms and conditions contained in the Tender Document, without assigning any reason, thereof.

(Amitabh Rajan)
Under Secretary (OE/OF/OS)
Ministry of External Affairs
Tele : 01149015106

Copy to :

1. NIC for placing this tender on CPP portal for wide publicity.
2. XP Division, MEA for uploading this tender on MEA's website.

A. TERMS AND CONDITIONS OF CONTRACT

1. SCOPE OF WORK

- i) The scope of work covers comprehensive and annual maintenance of Photocopiers of different canon models installed in various buildings of Ministry of External Affairs in New Delhi i.e. South block, Jawaharlal Nehru Bhawan, Patiala House, ISIL Buidling, Akbar Bhawan, FSI, Chankyapuri Housing complex, Dwarka Housign complex, Gol market Hostel, curzon Road Hostel.
- ii) Provide regular onsite preventive maintenance.
- iii) To replace old and defective parts with new and genuine parts for these machines during the contract period and no extra payment will be made for change/replacement of parts and toners etc.
- iv) It shall be responsibility of the firm to maintain all the Photocopy machines in good working order and take prompt action to rectify the defects.
- v) The firm shall provide standby photocopy Machine till the machine is got repaired by the firm if the time taken for repair exceeds three working days.
- vi) The firms will provide maintenance and repair services on all working days. However, in case of emergency firm will provide maintenance and repair services on week-ends and holidays also.

2. PERIOD OF CONTRACT

The contract will be for a period of one year, if the services are found to be satisfactory it can be extended for a further period of two years on annual basis at same rates, terms and conditions subject to mutual consent.

3. EARNEST MONEY DEPOSIT (EMD)

Earnest Money Deposit (EMD) of Rs. 40,000/- (Rupees Forty Thousand only) in the form of crossed Demand Draft/Bankers Cheque in favour of “Pay & Accounts Officer, Ministry of External Affairs” payable at New Delhi has to be submitted to the AO(OE), Room No. 4002 A, Jawaharlal Nehru Bhawan, New Delhi – 110011 by 1700 hrs on 24.01.2019. EMD's should be valid for a period of at least 60 days from the date of opening of the tender. Earnest money of unsuccessful bidders shall be refunded within one month after the finalization of the bid. EMD of successful bidder shall returned within 15 days from the date of receipt of the security deposit. No interest is payable on EMD. The firms registered with MSME and NSIC should submit a copy of EMD exemption certificate for claiming exemption from EMD submission. EMD will be forfeited in case successful bidder fails to abide by the terms and conditions or refuse to undertake the contract.

4. FORFEITURE OF EARNEST MONEY DEPOSIT

The earnest money shall be forfeited

(a) if the quotation is withdrawn by the bidder:

(I) at any time prior to its rejection or (ii) Before or after its acceptance is communicated to the bidder or

(b) If the successful bidder fails to comply with the terms & condition of the tender.

5. PERFORMANCE SECURITY

An amount of Rs. 80,000/- (Rupees Eighty thousand only) will be the Security Deposit in the case of successful bidder, which may be furnished in the form of Fixed Deposit Receipt from a commercial bank or bank Guarantee from a Commercial bank. The Performance Security should be valid for a period of sixty days beyond the date of completion of all contractual obligations of the contractor. **Earnest Money will be refunded to the successful bidder on receipt of Performance Security:**

6. RELEASE OF PAYMENT

No advance payment shall be made. Only per copy charges will be paid to the selected FSMA firm. The following documents are to be submitted by the bidder at the end of each quarter :-

(I) Details of number of copies made by machine wise. All the bills submitted by the successful bidders would have to be accompanied by the work vouchers duly signed by the concerned officers/officials. Monthly logbook is to be duly signed and stamped by the user/officer with date.

(ii) Summary of the call reports for calls attended in the respective quarter.

(iii) Payments will be made on receipt of per-receipted bills (in duplicate) on quarterly basis.

GST, as per rules, should be quoted at the time of bill submission. TDS as per prevailing rates will be deducted before making the payment. GST will be paid as per rules and as amended from time to time.

7. PENALTY CLAUSE

(I) A penalty of Rs. 200/- would be imposed for each day of delay in attending to each machine for which complaint has been lodged with the vendor/firm and this amount would be deducted from the bill;

(ii) In case the successful bidder is found in breach of any condition(s)/tender at any stage, legal action as per rules/laws shall be initiated against the agency concerned. In that case Earnest Money Deposit/Performance security shall be forfeited after giving proper opportunity through show cause notice.

(iii) In case the performance of the successful bidder is not found satisfactory, the contract will be cancelled and the Performance Security/Earnest Money forfeited.

8. RESOLUTION OF DISPUTE

All disputes are subject to the jurisdiction of courts in the National Capital Territory of Delhi and Agreement will be governed by and be construed in accordance with the laws of India.

9. GENERAL TERMS & CONDITIONS

(i) The total number of machines likely to be put under FSMA is about 90 (various models are mentioned in Annexure-II) at present. The number of machines placed under the contract may increase or decrease;

(ii) The contract is inclusive of all spares and consumables such as toner, drum kit, fuser kit, lamps and outer plastic covers, etc. All spares and consumables to be supplied/replaced should be genuine and duly supported by proof of their having been purchased from the authorized dealers of respective photocopier machines;

(iii) The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard components for replacement. Until and unless written order from the Ministry of External Affairs is conveyed, the original specifications/characteristics/features shall not be changed;

(iv) Any request for increase in quoted and/or accepted rates will not be entertained for any reason during the currency of the contract;

(v) All the complaints/repairs must be attended at site within one day from the time the complaint is lodged and the fault(s) rectified satisfactorily. In case of some major repair the maximum time period allowed will be of three working days. The firm has to provide a standby photocopier, if the photocopier is not repaired in three working days.

(vi) The company shall not engage any sub-contractor or transfer the contract to any other person/agency in any manner. This will be treated as breach of contract and the contract will be terminated forthwith;

(vii) The firms/bidders must have at least 3(three) years of experience in providing repair/maintenance service services to Government Ministries/Departments/PSUs/other reputed national level institutions. The relevant documents are to be submitted with bid documents;

(viii) A satisfactory performance certificate regarding AMC from at least two Govt. Departments/PSUS shall have to be furnished;

(ix) The firm will prepare separate log books for each of the machine to be taken under the AMC. Preventive maintenance will be carried out on monthly basis;

(x) The firm will take satisfactory report of the user of the Photocopier Machine on monthly basis. This monthly satisfactory report should be submitted along with the bills;

(xi) Any request for increase in quoted and/or accepted rates will not be entertained for any reason during the currency of the contract;

(xii) Canvassing in any form is strictly prohibited and tender of the bidder who resort to such activities will be summarily rejected;

(xiii) The lowest bidder(s) shall be selected on the basis of total bid price received after adding all rates quoted. However, the lowest bidder has to match the lowest rate of other technically qualified bidders for the items for which his rate are higher. MEA, at its sole discussion may consider appointment/ empanelment of more than one contractor on the same rates and in that case, order may be placed on any appointed contractor at the sole discretion of MEA;

(xvi) The successful bidder will have to furnish the names, ID proofs & the mobile numbers of their authorized workers to attend to the requirements of the MEA;

(xv) The successful contractor shall be required to do the work during the entire period of the contract at the rates as approved on the basis of the tender. If for any reason, the firm is not able to do the work, the same shall be got done from some other firm or from the open market at the cost of the contractor and the expenditure incurred thereon shall be recovered from the bills/performance security of the firm. This may even entail the termination of the contract and forfeiture of the performance security;

(xvi) The Ministry reserves the right to reject any or all the bids in full or part or not to award the contract to the lowest bidder without assigning any reason whatsoever and giving any compensation. The decision of the Ministry in this regard shall be final and binding on all;

(xvii) The contractor's personnel shall not divulge/disclose to any person, any details of office, operational process, technical know-how, security arrangements, administrative/organizational matters;

(xviii) The persons deputed shall not be below the age of 18 years and they shall not interfere with the duties of the employees of the Ministry;

(xix) The contractor shall ensure proper conduct of his personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, Pan, smoking and loitering without work;

(xx) The contractor will be responsible for the verification of the conduct/integrity of his deployed staff;

(xxi) The Ministry reserves the right to impose any other conditions for regulating the contract in public interest;

(xxii) In case the successful bidder is found in breach of any condition(s)/tender at any stage, legal action as per rules/laws shall be initiated against the agency concerned. In that case Earnest Money Deposit/Performance security shall be forfeited after giving proper opportunity through show cause notice;

(xxiii) Interested firms/parties will have to submit unconditional acceptance to the above terms and conditions at the time of submission of the tender. A self attested copy of this tender should be submitted at the technical stage.

(xxvi) The Tender of bidder who does not fulfill any of the above conditions and incomplete tender are liable to be summarily rejected at the risk and cost of the bidders only and any further correspondence in this regard will not be entertained;

(xxv) At the end of the contract period of AMC vendor shall certify separately that the Photocopier machines are in satisfactory working conditions and that no faults or complaints are pending and

(xxvi) At the time of expiry of the contract all the Photocopier under the AMC shall be handed over in working condition so that handing over of AMC to the next contractor takes place in a smooth manner. The vendor shall provide services for at least 15 working days from the date of expiry of the contract for the smooth transfer of the AMC to the new contractor without any extra cost. Any equipment which is not in working condition till the last hour of the AMC contract period should be rectified by the outgoing AMC contractor without any extra cost.

10. Force Majeure:

If, at any time, during the continuance of the contract, the performance in whole or in part by either party of any obligation under the contract is prevented or delayed by reasons of any war of hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (hereinafter referred to as events) provided notice of happenings of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall be entitled to terminate the contract nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such an event comes to an end or ceases to exist, and the decision of the Purchaser as to whether the deliveries have been so resumed or not shall be final and conclusive. Further that if the performance in whole or in part of any obligation under the contract is prevented or delayed by reasons of any such event for a period exceeding 60 days, the Purchaser may, at its option, terminate the contract.

B. Bid Qualification Criteria

The tendering agency/firm must fulfil the following qualification/specification in order to eligible for evaluation of the Bid:-

- i. EMD of Rs.40,000/-(Rupees Forty Thousand Only) in the form of Demand Draft/Pay order in favor of" Pay & Accounts Officer, Ministry of External Affairs" payable at New Delhi. Its self-certified copy may be scanned and uploaded in the technical bid.
- ii. The service providers should have an office in Delhi NCR. The proof of address should be submitted with bid documents;
- iii. The service providers should have their own BankAccount. The bank details are also to be submitted along with bid documents;
- iv. Experience details in same trade for the last three years (please enclose the copies of orders received from Govt. Organizations and private sectors)
- v. The bidder should have had an annual turnover of at least Rs. 30 Lakhs only per year in the previous 3 years, excluding the current year.Certified annual turnover statement to this effect from a CA and copies of Income Tax return of previous 3 years should be submitted with the technical bid;
- vi. The firm shall provide complete address and telephone number along with PAN/TAN, GST No, etc. In this regard, certified copy of the registration shall be submitted with the bid documents;
- vii. The firm/bidders should not have been blacklisted by any Ministry/Department of the Government of India and not have been involved in any major litigation that may affect or compromise the delivery of service as required under the tender. A self-declaration in this regard should be submitted with the bid documents;
- viii. If it is found that the information/certificates furnished by the participating firms is incorrect/wrong or bogus, the firm shall be blacklisted, its bids will be ignored and EMD/Performance Security deposit will be forfeited.
- ix. A self attested copy of this tender should be submitted at the technical stage.
- x. Valid authority letter issued by M/s Canon, India to the bidder regarding repair/maintenance of photocopiers.

Clarification on Bid Documents

- 1 A prospective bidder requiring any clarification on the Bid Documents may write to the Establishment Division (Under Secretary (OE, OF &OS) in writing or by e-mail at the mailing address usse@mea.gov.in with a copy to aooe@mea.gov.in. Such requests for clarifications should be sent not later than seven days prior to original or extended deadline for submission of the bids. Explanation of the query without identifying the source of the inquiry may be uploaded on MEA website www.mea.gov.in and <https://eprocure.gov.in> for the benefit of all the prospective bidders.
- 2 Any clarification issued by the Ministry in response to query raised by prospective bidders shall form an integral part of bid document and it may amount to amendment of relevant clauses of the bid document.

Amendment of Bid Documents

1. At any time prior to the dead line for submission of bids, the Ministry may for any reason, whether at its own initiative or in response to a clarification requested by the prospective bidder, modify the Bid Documents by amendment. The amendment will only be uploaded on to MEA website <http://mea.gov.in/tenders.htm> & <https://eprocure.gov.in/eprocure/app> for the benefit of all the prospective bidders.
2. In order to give prospective bidders reasonable time for taking an amendment into account in preparing their bids, the Ministry, at its discretion, may extend the deadline for the submission of bids.

11. This Ministry reserves the right to accept or reject the tender in full or in part without assigning any reason.

(Amitabh Rajan)
Under Secretary (OE/OF/OS)
Ministry of External Affairs
Tele :011-49015106

Documents to be submitted under Technical Bid are summarised below:

S. No.	Description	Document Type
1.	EMD of Rs. 40,000/- (Rupees Forty Thousand Only) scanned and self-certified copy	.pdf
2.	Certificate of Registration/ incorporation particulars of bidder (Registered Office or one of the Branch Office of the Company/ Firm/ Agency should be located in New Delhi)	.pdf
3.	Experience details in same trade for the last three years (please enclose the copies of orders, atleast one each pertaining to 2015,2016 and 2017 received from Govt. Ministries/Departments/PSUs/other reputed national level institutions)	.pdf
4.	Self-attested copy of valid GST registration Number	.pdf
5.	Copy of PAN Card	.pdf
6.	Particulars and contact details of bidder	.pdf
7.	Annual turnover proof for last 3 years(certified annual turnover statement from a Chartered Accountant to be attached)	.pdf
8.	Self-attested Copies of IT return of last 3 years(2015-16,2016-17,2017-18)	.pdf
9.	Affidavit stating that the Company/Firm/Agency is/has not been blacklisted by Central/State Govt./ PSUs and has not involved in any major litigation that may affect or compromise the delivery of service as required under the tender(Declaration as per Annexure "B")	.pdf
10.	Valid authority letter issued by M/s Canon India in favor of the bidder reg. repair/maintenance of photocopier	.pdf
11.	Self attested copy of this tender	.pdf
12.	Bank account details of the bidder	.pdf

Annexure - II

List of models of canon photocopiers machines in this Ministry proposed for AMC (FSMA)

Sl. No.	Model No.	FSMA rate per copy
1.	Canon IR 2530 or similar model	
2.	Canon IR 4245 or similar model	
3.	Canon IR 2535 or similar model	
4.	Canon IR 2000 or similar model	
5.	Canon IR 2022N or similar model	
6.	Canon IR 2016 J or similar model	
7.	Canon IR 2020 or similar model	
8.	Canon IR 2230 or similar model	
9.	Canon IR 4045 or similar model	
10.	Canon IR 3530 or similar model	
11.	Canon IR 2002n or similar model	
12.	Canon IR 2004 or similar model	
13.	Canon IR 2545W or similar model	

DECLARATION

I, _____ Son/Daughter/Wife of Shri _____
Proprietor/Director, authorized signatory of the Company, mentioned above, is competent to sign
this declaration and execute this tender document;

2. I have carefully read and understood all the terms and conditions of the tender no.
Q/OE/872/02/2014 dated 31.01.2018 and undertake to abide to them;

3. My company/firm/agecny has not been blacklisted by Central/State Govt./ PSUs and has not
involved in any major litigation that may affect or compromise the delivery of service as required under the
tender;

4. The information/documents furnished along with the above bid are true and authentic to
the best of my knowledge and belief. I/we, am/are well aware of the fact that furnishing of any
false information/fabricated document would lead to rejection of my tender at any stage besides
liabilities towards prosecution under appropriate law.

Signature of authorized person
Full Name:
Seal:

Date:
Place:

Instruction to bidders

Instructions for Online Bid Submission:

Bidders are required to submit soft copies of their bids electronically on the **CPP Portal**, using valid **Digital Signature Certificates (DSC)**. 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 CPP 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 user name 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 (DSC)** (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 DSCs 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

- 3 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.
- 4 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.

- 5 The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1 Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2 Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3 Bidder should prepare, in advance, 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

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.

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

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

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.

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.*

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.

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.

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. 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. Foreign bidder can get help at +91-7878007972, +91-7878007973.

