

**Government of India**  
**MINISTRY OF EXTERNAL AFFAIRS**  
**(Establishment Division)**  
**Jawaharlal Nehru Bhawan (JNB) 23D, Janpath,**  
**New Delhi-110011, INDIA**

No: Q/OA/867/02/2019

**E-TENDER FOR DISPOSAL OF USED HOUSEKEEPING MACHINERY/EQUIPMENT IN THE  
MINISTRY OF EXTERNAL AFFAIRS, JAWAHARLAL NEHRU BHAWAN, 23 D, JANPATH, NEW  
DELHI – 110011 ON “AS IS WHERE IS BASIS”.**

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GOVERNMENT OF INDIA  
MINISTRY OF EXTERNAL AFFAIRS  
ESTABLISHMENT DIVISION  
OFFICE ALLOTMENT (OA) SECTION

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**SECTION-1**

**(NOTICE INVITING E-TENDER)**

**Government of India**  
**MINISTRY OF EXTERNAL AFFAIRS**  
**(Establishment Division)**  
**Jawaharlal Nehru Bhawan(JNB) 23D, Janpath,**  
**New Delhi-110011, INDIA**

**E-NOTICE INVITING TENDER FOR DISPOSAL OF USED HOUSEKEEPING MACHINERY/EQUIPMENT IN THE MINISTRY OF EXTERNAL AFFAIRS ON “AS IS WHERE IS” BASIS.**

On behalf of the President of India, Ministry of External Affairs invites online bids for disposal of old machinery/equipment used for providing housekeeping and pest control services at Jawaharlal Nehru Bhawan, 23 D, Janpath, New Delhi – 110011 as per details given in the tender documents.

<b>Notice No: No.Q/OA/867/02/2019</b>	<b>Dated: 05.11.2019</b>
<b><u>Important Dates</u></b>	
<b>Publishing Date</b>	<b>05.11.2019</b>
<b>Bid Document Download Start Date</b>	<b>05.11.2019</b>
<b>Date and Time for Inspection of items along with pre-bid meeting</b>	<b>11.11.2019 ; 1100 Hrs</b>
<b>Contact Person</b>	<b>Shri AP MEENA, AO(OA)</b> <b>Phone: 011-49015114, Intercom: 4145</b>
<b>Venue of Inspection</b>	<b>Jawaharlal Nehru Bhawan, 23D Janapath, New Delhi</b>
<b>Bid Submission Start Date (online)</b>	<b>11.11.2019; 1200 Hrs</b>
<b>Bid Submission End Date (online) – Portal will not accept bids after closing time</b>	<b>02.12.2019; 1200 Hrs</b>
<b>Date of Technical Bid Opening (online – participating bidders may wish to be present)</b>	<b>03.12.2019; 1200 Hrs</b>
<b>Date of Financial Bid Opening (online)</b>	<b>To be notified subsequently in due course</b>
<b>Venue for Opening of Bids</b>	<b>Office Allotment Section, Room No. 4007, A-Wing,</b> <b>Jawaharlal Nehru Bhawan, 23-D, Janpath Road,</b> <b>New Delhi-110011</b>

2. 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.

3. The Competent Authority reserves the right to reject any or all the bids without assigning any reason and the decision of the competent authority of the Ministry shall be final and binding.

**(A P Meena)**  
**Administrative Officer (OA)**  
**Establishment Division**  
**Ministry of External Affairs**  
**Tel: 011- 49015114,**  
**Email: [aouest@mea.gov.in](mailto:aouest@mea.gov.in)**

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**SECTION-2**

**(UNDERTAKING & AFFIDAVIT)**

**UNDERTAKING**

1. I/We..... Partner(s)/Legal Attorney/Proprietor(s)/ Accredited Representative(s) of M/s.....solemnly declare that :
2. I/we am/are submitting tender for auction of used housekeeping equipment/machinery at Jawaharlal Nehru Bhawan, 23D, Janpath, New Delhi-110011 against Tender Notice Number Q/OA/867/02/2019 dated 05.11.2019 .
3. I/we or our partners do not have any relative working in Ministry of External Affairs, New Delhi, or any office thereof.
4. All information furnished by me/us in respect of fulfillment of eligibility criteria and information given in this tender is complete, correct and true. All documents/credentials submitted along with this tender are genuine, authentic, true and valid.
5. My/our bid shall be valid for a period of 120 days from the date fixed for opening of financial bid and shall remain binding upon us and maybe accepted at any time before the expiry of the period.
6. The Price - Bid submitted by me/us is "WITHOUT ANY CONDITION".
7. If any information or document submitted is found to be false/incorrect, department may cancel my/our Tender and can take any action as deemed fit including forfeiture of all dues including Earnest Money Deposit (EMD) and blacklisting of my/our firm and all partners of the firm etc.
8. I/we also declare that the Government of India or any other Government body has not issued any show cause notice or declared us ineligible or blacklisted us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.
9. I/we also accept all the terms and conditions of this bidding document and undertake to abide by them, including the condition that Ministry is not bound to accept highest ranked bid/lowest bid or any other bid that Ministry may receive.

(Signature of the Tenderer with Seal)

Date

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**AFFIDAVIT**

1. I/We..... Partner(s)/Legal Attorney/Proprietor(s)/ Accredited Representative(s) of M/s.....solemnly declare that :
2. I/we am/are submitting tender for auction of used housekeeping equipment/machinery at Jawaharlal Nehru Bhawan, 23D, Janpath, New Delhi-110011 against Tender Notice Number Q/OA/867/02/2019 dated 05.11.2019 .
3. I/we also declare that the company/firm/agency is/has not been blacklisted by Central/State Govt/PSU .

(Signature of the Tenderer with Seal)

Date

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**SECTION-3**

**(GENERAL INSTRUCTIONS)**

## **GENERAL INSTRUCTIONS**

Complete list of housekeeping machinery/equipment to be auctioned is given in Annexure 'A'. These items are kept in the Jawaharlal Nehru Bhawan, Ministry of External Affairs, 23D Janpath, New Delhi – 110011.

1. Tender will follow a two bid system a) Technical Bid and b) Financial Bid

2. For selection of bidders at technical bid stage of the bidding process, the bidder must be registered with Income Tax and GST. Attested copies of PAN and GST need to be uploaded with Technical Bid.

3. The employees of this Ministry are not eligible to take part in the bidding.

### **4. TENDER FEE and EARNEST MONEY DEPOSIT (EMD)**

4.1 **Tender Fee:** No cost of tender documents will be charged for the tender documents downloaded by bidders.

#### **4.2 Earnest Money Deposit (EMD)**

4.2.1 The Earnest Money Deposit (EMD) of **Rs. 8000/- (Rupees Eight thousand only)** in the form of Demand Draft in favour of "PAY AND ACCOUNTS OFFICER, MINISTRY OF EXTERNAL AFFAIRS, NEW DELHI" payable at New Delhi is required to be submitted in a sealed envelope superscribed "**TENDER FOR DISPOSAL OF USED HOUSEKEEPING MACHINERY/EQUIPMENT IN THE MINISTRY OF EXTERNAL AFFAIRS AT JAWAHARLAL NEHRU BHAWAN, 23 D, JANPATH, NEW DELHI – 110011**", on or before the closing date and time of e-submission of online bids (as mentioned in Page 3 of this tender document) to ADMINISTRATIVE OFFICER (OFFICE ALLOTMENT), ESTABLISHMENT DIVISION, MINISTRY OF EXTERNAL AFFAIRS, Room No. 4007, A-Block, 4th Floor, Jawaharlal Nehru Bhawan, 23 D, Janpath, New Delhi – 110011, Tel No: 011-4901 5114, E-mail: [aoestt@mea.gov.in](mailto:aoestt@mea.gov.in), failing which the bids will not be considered. Also, a scanned copy of Demand Draft should be uploaded online.

4.2.2 The EMD of the successful bidder shall be adjusted in the bid.

4.2.3. The EMD of the unsuccessful bidders shall be returned within **30 days** from date of award of tender to successful bidder. However, if the return of EMD is delayed for any reason, no interest/penalty shall be payable to the bidder. The EMD shall not carry any interest.

4.2.4 The EMD of a bidder will be forfeited, if the bidder withdraws or amends its bid or impairs or derogates from the tender in any respect within his Bid Validity period.

### **5. SITE VISIT AND PRE-BID MEETING:**

5.1 The bidders may inspect the items on predetermined dates specified in the tender to apprise themselves about the items they are bidding for. Pre-bid site visit date and time is mentioned under important dates in Table on Page-3 and the visit to site will be coordinated by Administrative Officer (Office Allotment), Establishment Division, Ministry of External Affairs, Room No. 4007, A-Block, 4th Floor, Jawaharlal Nehru Bhawan, 23 D, Janpath, New Delhi – 110011. Tel No: 011-49015114.

5.2 A Pre-bid meeting followed by site visit would be held in Ministry. The bidders who require any clarifications on the tender documents are invited for the meeting.

## **6. SUBMISSION OF ONLINE BIDS :**

6.1 The bid shall be submitted online only at Central Public Procurement Portal Website : <http://eprocure.gov.in/eprocure/app>. Manual bids will not be accepted under any circumstances.

6.2 Bidders are advised to follow the instructions provided in the “Instructions to the Bidders for Online Bid Submission” specified at Section 5 of this tender document for e-submission of the bids online through CPP Portal Website : <http://eprocure.gov.in/eprocure/app> before proceeding with the tender.

6.3 All documents as per tender requirement shall be uploaded online through CPP Portal Website : <http://eprocure.gov.in/eprocure/app> and no documents except original demand draft towards EMD will be accepted offline.

6.4 Bid of bidders not submitting any of the required documents online will be summarily rejected. Also, the incomplete quotations are liable to be rejected.

6.5 Both technical and financial bids are to be submitted concurrently duly digitally signed on the Central Public Procurement Portal.

6.6 The bidders shall have a valid digital signature certificate for participation in the online tender. The cost of digital signatures, if any, will be borne by respective bidders.

6.7 Prospective bidders are accordingly advised to go through instructions provided at Central Public Procurement Portal.

6.8 The online bids (complete in all respects) must be uploaded online in Two Files (File-1: Technical Bid in .pdf format and File-2: Financial bid in same format as of original BOQ file) as per Annexure-I and Annexure-II respectively.

6.9 Bids received after the closing date shall not be considered.

## **7. FINANCIAL BID:**

7.1 Bidders are requested to note that they should necessarily submit their financial bids in the format provided at **Annexure ‘II’** (uploaded as BoQ format) and no other format is acceptable. Bidders are required to download the BoQ file, open it and complete the unfilled cells with their respective financial quotes and other details (such as name of the bidder etc.).

## **8. EXTENSION OF LAST DATE AT THE DISCRETION OF THE MINISTRY:**

Ministry may, in its discretion, extend the last date for e-submission of the online bids and such extension shall be binding on all the Bidders. Addendum/Corrigendum/Re-tendering, if any, in this regard will be published on the CPP Portal: <http://eprocure.gov.in/eprocure/app> website .



## 9. OPENING OF TECHNICAL AND FINANCIAL BID:

9.1 A duly constituted committee will evaluate eligibility criteria of bidders. Technical bids of only those bidders, whose bids are declared eligible by the committee, will be evaluated.

9.2 It shall be noted that required documents submitted online along with the technical bid will be perused/examined and in case of any deficiency, the technical bid will be rejected and financial bid will not be opened.

9.3 After scrutiny of technical bids, the Ministry shall shortlist the eligible bidders who qualify in the technical evaluation stage and inform them of the date and time of opening of the Financial Bids (preferably by E-mail).

9.4 The representatives of the bidders willing to attend tender opening process will have to submit a letter of authorization from the bidder to this effect. Bidders/representatives not attending the tender opening process will lose their right to challenge the process at a subsequent stage.

9.5 Online bids (complete in all respects) received along with draft of EMD (physically) will be opened as per stipulated time and date indicated in Notice Inviting Tender (Page 3) of the tender document in the presence of bidder/authorized representative of bidder, if available, at Ministry of External Affairs, New Delhi.

9.6 The financial bid price of each bidder shall be read out on the spot. However, it shall be clearly stated that the final financial bid prices would be arrived at after detailed scrutiny/correction of arithmetical error in the financial bid.

9.7 Merely becoming the **Highest bidder**, prior to financial bid scrutiny, will not give him any right to claim that he is successful in the bidding process. The successful bidder shall be decided only after following due procedure by the Tender Evaluation Committee.

## 10. VALIDITY OF BIDS

10.1 The bids will be valid for 120 days from the date of opening of financial bids.

10.2 In case the Ministry calls the bidder for negotiation then this shall not amount to cancellation or withdrawal of original offer which shall be binding on the bidder.

## 11. NON TRANSFERABILITY

This tender is non-transferable. Incomplete and conditional tenders will be summarily rejected.

## 12. NON-WITHDRAWAL OF BIDS

No bidders will be allowed to withdraw after e-submission of bids/opening of the tender. Otherwise, the EMD submitted by the firm will be forfeited.

## 13. CHANGE IN TENDER CONDITIONS

The Ministry reserves the right to change any condition of the tender before opening of the Technical Bids.

**14. SALE RELEASE ORDER:**

14.1 The items shall be sold to the highest bidder as per the figures quoted in **Annexure 'II'**; GST as applicable at the time of disposal shall be charged extra and will be borne by the successful bidder.

14.2 The items will be disposed off on **"AS IS WHERE IS"** basis.

14.3 The Labour, transportation and any other charges will be borne by the highest successful bidder. It will be the sole responsibility of the successful bidder to ensure the safety of the structure and other materials to save them from damage etc. at the time of removing, shifting the machinery etc.

14.4 The successful bidder has to make full balance payment i.e the residual amount after adjusting the bid security (EMD) in the form of a Demand Draft/Pay order in favor of **"Pay & Accounts Officer, Ministry of External Affairs"** payable at New Delhi which should be submitted to the Contact Person of Notice inviting tender, within 7 working days after confirmation, failing which the offer will be canceled and bid security will be forfeited.

14.5 The sold machinery/equipment will be handed over to successful bidder only after the acknowledgment of receipt of the balance amount of the bid from **Pay & Accounts Officer, Ministry of External Affairs**.

14.6 The successful bidder shall be required to take all the items from the Ministry of External Affairs, Jawaharlal Nehru Bhawan, 23D Janpath, New Delhi –110011 to his premises within 15 working days after receipt of written confirmation. On failure to do so, MEA shall have the right to forfeit the entire amount of the bidder.

**15. RIGHT OF ACCEPTANCE:**

15.1 The Competent Authority in the Ministry of External Affairs reserves all rights to accept or reject all or any bids including bids of those bidders who fail to comply with the instructions without assigning any reason whatsoever . The decision of the Competent Authority in the Ministry in this regard shall be final and binding.

**16. FORCE MAJEURE:**

16.1 Ministry may consider relaxing the penalty and requirements, as specified in this Tender document, if and to the extent the delay in performance or failure to perform its obligations under the agreement is the result of a Force Majeure.

16.2 Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as natural disasters, act of states, the direct and indirect consequences of wars (declared or undeclared), hostilities, national emergencies, civil commotion and strikes at successful bidders premise, etc.

**17. RESOLUTION OF DISPUTES:**

If any dispute arises out of the contract with regard to the interpretation, meaning and breach of the terms of the contract, the matter shall be resolved in accordance with the ICADR Arbitration Rules, 1996. The

authority to appoint the arbitrators shall be the International Centre for Alternative Dispute Resolution. The International Centre for Alternative Dispute Resolution will provide administrative services in accordance with the ICADR Arbitration Rules 1996. The seat of arbitration proceedings shall be New Delhi. The language of the arbitration proceedings shall be English.

**18. GOVERNING LAWS AND DISPUTES:**

This shall be construed and governed by the Laws of India and the parties hereby submit to the exclusive jurisdiction of the Courts in Delhi.

**19. OTHERS:**

19.1 No items, once disposed to the successful bidder, shall be taken back by MEA, in any condition whatsoever.

19.2 While all efforts have been made to avoid errors in the drafting of the tender documents, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the tender documents shall be entertained.

## Annexure-A

<b>List of Housekeeping Machinery/Equipment for Auction</b>			
<b>Sl.No.</b>	<b>Description of items</b>	<b>Quantity</b>	<b>Other specifications</b>
1.	Wet and dry vacuum cleaner	06	One of 15 ltr. capacity and Four of 10 ltr capacity each One of 5-7 ltr caapacity
2.	Dry vacuum cleaner	01	Soteco Aspero 120S (Dakota 101)
3.	Single Disc Machines	01 02	Taski Ergodisk 165 Eureka Forbes Mega 50+
4.	Battery operated sweeper	02	Eureka Forbes CS50B with 12V, 10 Amp Jetpower chargers
5.	Aluminium Ladders 10 feet 20 feet	1 1	
6.	Twin Bucket mopping system for common area	12	
7.	Signages cleaning in progress/wet floor	16	
8.	Jobby set standing dustpan	06	
9.	Glass cleaning kit (Facade cleaning)	01	
10.	Pest and rodent control sprayer	01	

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**SECTION-4**

**(TECHNICAL AND FINANCIAL BIDS)**

**Annexure – I (Technical Bid)**

**Tender No. : Q/OA/867/02/2019**

<b>(Technical Bid)</b>		
(Following documents to be <i>attested and uploaded</i> online in <b>.pdf</b> format)		
S.No.	Document	File Type
1.	EMD of <b>Rupees Eight Thousand (Rs. 8,000/-) only</b> (scanned and certified copy of the Bank instrument)	.pdf
2.	Particulars and contact details of the bidder (Form - I)	.pdf
3.	Undertaking as mentioned in Section 2 of tender document.	.pdf
4.	Affidavit as mentioned in Section 2 of Tender Document.	.pdf
5.	PAN and GST Registration Certificate	.pdf
6.	Experience Certificate if any, of similar work in other Ministries/ Departments	.pdf
7.	Tender document signed & stamped on all pages as a token of having accepted the terms and conditions.	.pdf

(Signature of the Authorised Signatory of the Bidder)  
With Seal of the firm / company

Name:.....

Mobile Number:.....

Date:.....

**Annexure – II (Financial Bid)**

**Tender No. : Q/OA/872/02/2019**

**The table given below is for reference purpose only. Bidders must note that the details of the financial bid should be disclosed in BoQ file only and not through any other means.**

<b>(Financial Bid)</b>			
<p>(The BOQ template must not be modified / replaced by the bidder and the file should be uploaded in same format as of original BOQ file after filling the relevant columns, else the bid is liable to be rejected for this tender. Bidders are allowed to enter the Bidder's Name and Values only.)</p>			
<b>Name of the Firm:</b>			
S.No.	Machinery	Quantity	<b>BASIC RATE In Figures To be entered by the Bidder (Rs.)</b>
1.	Wet and dry vacuum cleaner	06	1.
2.	Dry vacuum cleaner	01	2.
3.	Single Disc Machines	01 02	3.
4.	Battery operated sweeper	02	4.
5.	Aluminium Ladders 10 feet 20 feet	1 1	5.
6.	Twin Bucket mopping system for common area	12	6.
7.	Signages cleaning in progress/wet floor	16	7.
8.	Jobby set standing dustpan	06	8.
9.	Glass cleaning kit (Facade cleaning)	01	9.
10.	Pest and rodent control sprayer	01	10

**Form - I**

**Particulars and Contact Details of the Bidder**

<b>S.No.</b>	<b>Particulars</b>	<b>Details</b>
1	Name of the Firm	
2	Address (with Telephone No.)	
3	Contact Person with Mobile No.	
4	E-mail address	
5	Bank Details	Name of the Bank: Branch: A/C No. Type of A/C: IFSC Code
6	Status Proprietary/Partnership/ Pvt./Public/Ltd. Co.	
7	PAN (Enclose copy of PAN Card)	
8	GST Number (Enclose copy of GST)	
9	Details of past experience in the same trade , if any(please enclose copies of orders received from Hotels / Institutions and Govt./Semi Govt. Organisations.	

(Signature of the Authorised Signatory of the Tenderer)  
with Seal of the firm / company

Name :.....

Mobile Number :.....

Date :.....



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**SECTION-5**

**(INSTRUCTIONS TO BIDDERS FOR ONLINE BID SUBMISSION)**

## **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 / 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.

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.

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.

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 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 file name. 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.
10. The bid summary has to be printed and kept as an acknowledgment of the submission of the bid. This acknowledgment 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.