

Government of India  
Ministry of External Affairs  
External Publicity & Public Diplomacy Division  
Shastri Bhawan, New Delhi-110001

E-NOTICE: Tender for website management and redesign of Ministry of External Affairs's website.

**Tender No. Q/XMM/302/01/2019**

**Dated: 15.01.2020**

<b><u>Important Dates</u></b>	
Published date	15.01.2020
Bid document download start date	15.01.2020
Bid submission start date	15.01.2020
Clarification start date	15.01.2020
Pre-Bid meeting	20.01.2020
Clarification end date	22.01.2020
Bid submission end date	06.02.2020
Date of Technical Bid opening	11.02.2020
Date of Technical Presentation	18.02.2020

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



(Garima Paul)

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## TENDER NOTICE

The External Publicity & Public Diplomacy Division of the Ministry of External Affairs invites bids from reputed agencies, for redesign and maintenance of the website of Ministry of External Affairs.

### **(I) Broad Scope of work:**

The work would broadly include:

- i. An overhaul of the website design to make its layout more attractive, user friendly and practical.
- ii. Maintenance of the MEA website for a duration of one year.
- iii. Deployment of an in-situ team (the members will be stationed in Ministry's office space) on a 24 x 7 basis. This will be in addition to the tech support the agency is expected to provide.
- iv. Editing & Uploading of content on portal and related webpages. The content may include documents, PDFs, Images, videos etc.
- v. Designing of webpages/modules on special occasions and as per Ministry's requirements. Eg. on the occasion of International Day of Yoga, Kailash Mansarovar Yatra etc.
- vi. To ensure that the website is GIGW (Guidelines for Indian Government Website) compliant and has the requisite features ensuring accessibility to physically disabled persons. The website should also observe the W3C guidelines available at [www.w3.org/TR/WCAG20-TECHS/PDF7.html](http://www.w3.org/TR/WCAG20-TECHS/PDF7.html)
- vii. Carrying out security audit of the website and procurement of digital certificates (eg. SSL, website quality certificate etc.) as and when required.
- viii. Designing of a URL shortener for the Ministry.

### **(II) Detailed Scope of Work**

#### **A. Website Design**

- i. Website must be Responsive and Bilingual (English and Hindi) with uniform and user friendly presentation of the contents.
- ii. Website must be designed, developed, deployed and maintained according to W3C Guidelines and the Guidelines for Indian Government Websites (GIGW).
- iii. The website must be developed using well established technologies preferably Open Source environment without using any third party tool or framework, which may incur any financial implication to MEA.
- iv. Hosting will be done on NIC cloud. Since the website is to be hosted at NIC Cloud (Meghraj) environment, the agency must ensure and use the available technology environment at NIC Cloud for the development. Agency will need to get clearance of security audit of the website by Department of Electronics and Information Technology (DEITY) empanelled agency.
- v. Compliance of web standards and guidelines issued by Government of India time to time and certification by the STQC, DEITY for GIGW compliance.
- vi. Creation of documents including user and technical manuals.
- vii. Providing training to the users of MEA.
- viii. Transfer of Source code and other credentials for the website.
- ix. Responsive design compatible with all handheld devices and browsers.
- x. Aesthetic and modern.
- xi. At least three design options/templates need to be provided with technical presentation for home page as well as inner pages of the website.

- xii. Upon selection, selected agency will need to provide FRESH designs incorporating inputs from MEA if any, for website for the committee to choose from.
- xiii. Committee will reserve the right to choose and finalise the new design for the website. Redevelopment of the website will start only after the design of the website gets finalized.
- xiv. Design must have Search Engine Optimization (SEO) boosting elements/SEO friendly. Highly user friendly information architecture (IA) and clear navigation.
- xv. Website speed optimization.
- xvi. Customization of user interface in terms of color, font size and language etc.
- xvii. Social Media Integration.

**B. CMS Maintenance:**

- i. Maintenance and redevelopment of a customized Content Management System (CMS). CMS must be flexible and scalable to accommodate suggested changes/modifications including design and IA, as and when required during the contract period.
- ii. CMS must have simple workflow and publishing controls.
- iii. CMS should have simple and easy administration.
- iv. CMS must have Search Engine friendly attributes.
- v. CMS must have security features.
- vi. CMS must have robust content templates.
- vii. CMS must support detailed analytics for each section of the website.
- viii. Comprehensive SEARCH functionality on homepage as well as each section of the website. Auto archival mechanism to maintain the archived documents with proper classification and auto archival system.
- ix. Content optimization including images.
- x. Role/Level based access to users for content updates.
- xi. Audit trails of the documents hosted on the website should be maintained and should be accessible to the administrator as and when required.
- xii. Content of each section should be sharable by the user on multiple platforms such as Facebook, Twitter, WhatsApp, Email etc.

**C. Website Maintenance:**

- i. The maintenance support for one year after the successful launching of the website, extendable for a year as per Ministry's discretion.
- ii. It would include the following:
- iii. Maintenance of CMS and technical modifications as and when required.
- iv. Creation of new web pages within existing site as and when required.
- v. Website design changes as and when required.
- vi. Website technical functionality upgrade as and when required.
- vii. Monitoring and maintaining website speed, sign up process, navigation links etc.
- viii. To design and upload banners, jQuery, graph artwork, info graphics and audio – video files etc. on the website.
- ix. Formatting and posting of content updates, images, videos etc. on regular basis. o Conversion of documents to required format such as HTML/HTML5.
- x. Bug fixing and keeping website (s) secured from all possible cyber-attacks and hackers at all time.
- xi. Security audit as and when required.
- xii. Execution of SEO inputs provided by the Department of Commerce.
- xiii. Content upload and website support on 24X7 basis.
- xiv. Keeping activity log for all web updates.
- xv. Creation and maintenance of archive section on the website.
- xvi. Trouble shooting.



**D. Website Hosting:**

The website would be hosted at NIC Cloud environment. Hosting of the website will be done by the agency with the allocated credentials provided by NIC. Agency will need to work closely with NIC to deploy designed and developed website on NIC server/cloud.

**(III) Validity & Extension of Contract**

The contract will be signed initially for a period of one year which may be extended for a further period of one year at a time (with a maximum of two successive extensions) at the sole discretion of the Ministry on the existing terms and with the written consent of the selected agency.

**(IV) Bids**

A two bid system (Technical & Financial Bids) will be followed. The technical bids shall be opened on February 11, 2020 at 1500 hrs at US (DD)'s office (Room No. 254, A Wing, Shastri Bhawan), New Delhi in the presence of those bidders who may desire to be present at that time. The Technical Bid/presentation will be evaluated by the Technical Evaluation Committee.

**(V) Minimum Eligibility Criteria:**

- i. Earnest Money Deposit (EMD) of Rs. 1,50,000/- (Rupees One Lac and fifty thousand only) in the form of Demand Draft in favour of 'Pay and Accounts Officer, Ministry of External Affairs', payable at New Delhi.
- ii. The agency should hold valid PAN, Sales tax/GST/VAT registrations.
- iii. A minimum of three years of experience in the relevant area and execution of a work of similar nature of project value worth at least Rs. 40,00,000/- per year, in the last three years.
- iv. The average annual turnover of the agency should be at least 50 crore for the last three financial years - The agency is required to submit a certificate from its auditor to this effect. The turnover figures for the preceding three financial years should also be marked clearly on the balance sheet. Turnover figures only for complete (not partial) financial years shall be accepted. In case the agency has multiple business wings, turnover figures of only the software development /related branch shall be considered and the agency will have to submit the said figure.
- v. The agency should neither be blacklisted by any Govt. Department nor should any Criminal Case be registered against the agency or its owner or partners anywhere in India.
- vi. Agency must have filed ITRs for the last three years.
- vii. Agency must be CMMI level 5 company.

**(VI) Pre-bid Meeting**

- i. A prospective bidder, requiring a clarification on the Tender document shall notify MEA via email to dsdd@mea.gov.in within the time-frame as indicated in the Data Sheet.
- ii. MEA will conduct the Pre-bid Meeting on January 20, 2020 at 1500 hours to address the submitted queries. Responses to the queries notified through email will be uploaded on MEA website (mea.gov.in) and Central Public Procurement Website.

### **(VIII) Uploading Bids**

The bidders shall upload their bids on CPP Portal in separate two parts, viz.:

(i) **Technical Bid:** The bidding agencies are required to submit documents as detailed in Annexure I. Only the bids complying with the Minimum Eligibility Criteria shall be allowed to participate in the technical bid.

(ii) **Financial Bid:** to be submitted in the Online BOQ sheet (*a sample format of which may be found at Annexure II*).

- **Instructions to the Bidders for Online Bid Submission may be found at Annexure III.**

### **(IX) Technical Evaluation:**

- Only the agencies who fulfill the Minimum Eligibility Criteria and upload the documents as mentioned in Annexure- I shall be eligible for technical evaluation. Such agencies shall be required to undergo a technical evaluation.
- As part of the technical evaluation, agencies will have to give a technical presentation to the Ministry covering the points as mentioned in the table below. The technical evaluation of the bidders shall be made on the following points:
- 

Number of website maintenance contracts (duration equal/more than 1 year)	10 marks [ <= 04 = 02 marks 05 <= 08 = 04 marks 09 <= 12 = 06 marks 12 <= 15 = 08 marks > 15 = 10 marks]
Number of contracts for design of webpages/modules/misc software projects	10 marks [ <= 04 = 02 marks 05 <= 08 = 04 marks 09 <= 12 = 06 marks 12 <= 15 = 08 marks > 15 = 10 marks]
Average turnover of the Agency over the last three financial years	10 marks [ 50 <= 55 crore = 2 marks 55 <= 60 crore = 4 marks 60 <= 65 crore = 6 marks 65 <= 70 crore = 8 marks > 70 crore = 10 marks]
Technical Presentation:  * (described below)	70 marks
<b>TOTAL</b>	<b>100 marks</b>

\* In addition to the criteria of Scope of Work, the Technical Presentation will be evaluated on the following criteria covering but not limited to the below mentioned areas:

Proposed web design	Technical specifications	Proposed improvements	Resources
<ul style="list-style-type: none"> <li>- Modern, aesthetically appealing design</li> <li>- Well structured, clutter free</li> <li>-Ease of navigation</li> <li>-Improved GUI</li> </ul>	<ul style="list-style-type: none"> <li>- How does the bidder plan to make the website more secure</li> <li>- Compliance with GIGW norms</li> <li>-Compatibility across devices/operating systems</li> <li>-Searchability of content</li> <li>-Systems/database, record keeping, troubleshooting, bug testing etc.</li> <li>- Other security features.</li> </ul>	<ul style="list-style-type: none"> <li>-New interactive features</li> <li>-How does the bidder plan to drive more traffic to the site</li> </ul>	<ul style="list-style-type: none"> <li>- How much manpower the bidder plans to dedicate to this contract (front and back end)</li> <li>- Estimated response time for creating a simple module/web page</li> <li>-Time required to switch to the new design</li> <li>-Responsiveness to Ministry's requests for customization</li> </ul>

iii. The minimum qualifying score shall be 70.

**(X) Financial round:**

- i. Only the agencies who qualify the Technical evaluation round, will be eligible to participate in the financial bidding round. The date and time for opening of the Financial Bid will be intimated on a later date.
- ii. The bidder will quote their 'per quarter rate' (exclusive of applicable taxes) for carrying out the entirety of the scope of work. The rates shall be quoted in the Online BOQ sheet (a sample is provided with tender documents as Annexure II)
- iii. No change in financial bids is allowed after the last date of submission of tender documents.

**(XI) Terms & Conditions:**

1. Tender bids received after the closing date and time will not be entertained.
2. The Ministry reserves the right to extend the last date and time for submission of the bids on its own discretion.
3. The bidding agency shall bear all costs associated with the preparation and submission of its bids and the Ministry of External Affairs will in no way be held responsible or



liable for these costs, regardless of the conduct or outcome of the bidding process. It is also clarified that no binding relationship will exist between any of the bidders and the Ministry until execution of a contractual agreement.

4. The bids shall remain valid for a period of 120 (One hundred & twenty) days.
5. Failure to furnish all the required information may result in rejection of the bid.
6. Agencies applying for the tender will submit a certificate that the information submitted by them is correct and they will abide by any decision of the Ministry. In case the information submitted by the agency is found to be false and/ or incorrect in any manner, the agency can be suspended and/or debarred.
7. Any notice by one party to the other, pursuant to the Contract shall be sent by e-mail/letter and confirmed in writing to the address specified for that purpose in the Contract.
8. To assist in Technical evaluation, the Ministry reserves the right to call for any clarification from any/all bidding agencies during the evaluation of the bids. Such clarification should be submitted only in writing. However, no other correspondence on bids will be entertained.
9. Participation in this bid will imply that the bidder has accepted all the terms and conditions and subsequent modifications, if any, of this bid document.
10. The Ministry shall have the sole proprietary rights over the content created/edited/provided by the agency who has been awarded the contract through this tender.
11. In all matters related to dispute relating to this tender, the decision of this office will be final and binding upon the agency.
12. The Ministry reserves the right to accept or reject any or all bids without assigning any reasons at any stage of tender process. No bidders shall have any cause or claim against the Ministry for rejection of their bid.
13. Payment terms:
  - The price quoted shall remain fixed and not be subject to variations in exchange rate, duties, levies etc.
  - The agency who has been awarded the contract shall submit the bills within a week of expiry of the billing quarter.
  - Only applicable taxes shall be applied in addition to quoted rates.
14. Agency must procure and provide all the hardware and software required by its project team to enable them to meet the target assignment.

15. The Ministry expects the agency to engage professionals to undertake the project and reserves the right to call for resumes, documents relating to their professional background, expertise and their achievements.

16. Quality of work and completion of task within the time schedule (as notified with each assignment) are of paramount importance and any lapse may lead to cancellation of the contract with the agency without any further notice.

17. Notwithstanding any of the provisions mentioned above, for rates and other terms and conditions, in case of any disagreement etc., decision of the Ministry will be final and binding on all bidders participating in this bid.

18. **Earnest Money Deposit:** Bidders are required to submit an **Earnest Money Deposit (EMD)** of Rs. 1,50,000/- (Rupees One Lakh and fifty thousand only) as described in Annexure I. It must be delivered to the Under Secretary (Digital Diplomacy), Room No. 254, A-Wing, Shastri Bhawan, New Delhi, in the form of Demand Draft in favour of 'Pay and Accounts Officer, Ministry of External Affairs', payable at New Delhi.

The bid security of unsuccessful bidders will be returned to them after the award of the contract. Earnest Money Deposit with MEA for the purpose of tender will earn no interest.

EMD will be forfeited on account of one or more of the following reasons:-

1. The Bidder withdraws/modifies his bid during the period of bid validity.
2. In case the selected bidder fails to sign the agreement in time and furnish performance bank guarantee.

19. The Agency has to provide services on a 24 x 7 basis.

20. **Bidders are required to upload documents exactly as described in Annexure I.**

**(XII) Performance Bank Guarantee:** The successful bidder shall provide a Performance Guarantee for the due and faithful performance of contract for a sum of 10% of the total contract price before the signing of Agreement. The Performance Guarantee should remain valid for a period of 60 days beyond the date of completion of contractual obligations. Earnest Money Deposit of the successful bidder will be returned after submission of Performance guarantee.

Refusal or inability or delay by successful bidder to supply all deliverables as per scope of work at the contracted rate may result in termination of the contract and forfeiture of Performance Guarantee (PG) as well as disqualification of the bidder from participating in future tenders.

**(XIII) Agreement deed:** The successful bidder shall execute an agreement for the fulfilment of the contract on ₹ 100/- non-judicial stamp paper at the time of award of contract. The incidental expenses of execution of agreement/Contract shall be borne by the successful bidder. Agreement/contract will be signed after the submission of the Performance Bank Guarantee (PBG) which shall be 10 percent of the contract value.

**(XIV) Penalty Clause:**



- i. If the bidder withdraws or alters the bid before the expiry of bid validity period, Ministry/Division may take the decision to forfeit the EMD and debar it from participating in future tenders.
- ii. If at any future point of time it is found that the bidder has submitted information which is factually incorrect or if the bidder does not fulfill any of the contractual obligations, the Ministry may take a decision to cancel the contract with immediate effect, and/or debar the bidder from bidding prospectively in this and all other tender procedures for a period to be decided by the Ministry and take any other action as deemed necessary. The penalty with respect to its time period shall be quantified by the Ministry at its own discretion/satisfaction.
- iii. It would be the first and foremost responsibility of the contractor to ensure that the services are being provided satisfactorily and contract is executed as per agreed terms and conditions. In the event of delayed or unsatisfactory services, this Ministry may recover a sum from the contractor equivalent to a minimum of 0.5% of the price for any portion of services delayed / negligence in service. The maximum amount which shall be recovered would be 10% of the price for any portion of services delayed / negligence in service.

**(XV) Governing Laws and Jurisdiction:**

The contract shall be construed and governed by the laws of India, and the parties hereby submit to the exclusive jurisdiction of the Delhi court of law.

**(XVI) Settlement of Disputes and Arbitration:**

All disputes, differences and questions arising out of or in any way touching or concerning the contract or the subject matter thereof or the representative's rights, duties or liability of the parties shall be referred to the sole arbitration under the Arbitration and Conciliation Act 1996 as amended up to date. The arbitrator shall be entitled to extend the time of arbitration proceedings with the consent of the parties.

**(XVII) FORCE MAJEURE:**

1. The Ministry may consider relaxing the penalty and delivery requirements, as specified in the tender document, if and to the extent the delay in performance or failure to perform its obligations under the contract is the result of Force Majeure.

2. Force majeure as used herein means any unforeseeable and irresistible act of nature, any act of war (whether declared or not), invasion, revolution, insurrection, terrorism, or any other acts of a similar nature or force, provided that such acts arise from causes beyond the control and without the fault or negligence of the Contractor.

3. In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the affected Party shall give notice and full particulars in writing to the other Party, of such occurrence or cause if the affected Party is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under the Contract.

4. The affected Party shall also notify the other party of any other changes in conditions or the occurrence of any event which interferes or threatens to interfere with its performance of the Contract. On receipt of the notice or notices required hereunder, the Party not affected by the occurrence of any cause constituting force majeure shall take such action as it reasonably considers being appropriate or necessary in the circumstances, including granting the affected Party of a reasonable extension of time in which to perform any obligations under the Contract.

5. If the contractor is rendered unable, wholly or in part, by reason of force majeure to perform its obligations and meet its responsibilities under the Contract, the Ministry of External Affairs shall have the right to suspend or terminate the Contract on the same terms and conditions with immediate effect. In any case, the Ministry of External Affairs shall be entitled to consider the Contractor permanently unable to perform its obligations under the Contract in case the Contractor is unable to perform its obligations, wholly or in part, by reason of force majeure.

**(XVIII) Liquidated damages and termination:**

- In case of quality of service provided by the contractor found wanting / inadequate, the competent authority may terminate the contract agreement after giving 15 days' notice. In that case the competent authority may forfeit the Performance Guarantee deposit.
- In case of a material breach of any of the terms and conditions mentioned in the tender document, the competent authority will have the right to terminate the contract, cancel the work order without assigning any reason and nothing will be payable by this Ministry in that event in that event and the Performance security deposit may also be forfeited.

**(XIX) Closure of Contract-** While making the final payment to the contractor and before releasing the PBG, a "no claim certificate" shall be taken from the contractor as per the format given in the Annexure 21 of Manual for the Procurement of Goods, 2017 (**ANNEXURE IV** of tender document below).



(Garima Paul)

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S. No.	Document	File type
1.	<b>Earnest Money Deposit (EMD) of Rs. 1,50,000/- (Rupees One lakh and fifty thousand only) in the form of Demand Draft in favour of Pay and Accounts Officer, Ministry of External Affairs payable at New Delhi.</b> Scanned copy of the Demand Draft to be uploaded.	.pdf
2.	Copies of registration	.pdf
3.	Copy of PAN & GST number as applicable.	.pdf
4.	Copy of ITR returns for the last three years.	.pdf
5.	Copy of Latest Sales Tax/VAT/GST Clearance Certificate or copy of latest tax deposit challan.	.pdf
6.	A list of their owners/partners etc. of the agency	.pdf
7.	Copy of Certificate to the effect that the agency is neither blacklisted by any Govt. Department nor any Criminal Case is registered against the agency or its owner or partners anywhere in India.	.pdf
8.	Copies of award of contracts	.pdf
9.	Copy of an audited statement of account of the agency and relevant documents in support of Annual Turn-over. <b>(turnover figures must be highlighted)</b>	.pdf
10.	Details of the bank account for release of payment through Electronic Fund Transfer System.	.pdf
11.	Contact details of the agency's representative.	.pdf



Tender Inviting Authority: Ministry of External Affairs

Name of Work: Redesign and maintenance of the website/webpages of Ministry of External Affairs

Contract No: Q/XMM/302/01/2019

Name of the Bidder/ Bidding Firm / Company :	
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**PRICE SCHEDULE**

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only )

NUMBER #	TEXT #	NUMBER #	TEXT #
Sl. No.	Item Description	BASIC RATE In Figures To be entered by the Bidder in Rs. P	TOTAL AMOUNT In Words
1	2	7	17
1	Rate		
1.01	Per quarter rate as per tender doc (exclusive of taxes)		INR Zero Only
<b>Total in Figures</b>			INR Zero Only
<b>Quoted Rate in Words</b>		<b>INR Zero Only</b>	

**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 enrollment 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 III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / 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**

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



2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

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

**Note:** *My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.*

## **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 filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

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

7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to



asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

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

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

9) 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.

Annexure 21: No Claim Certificate  
(On company letterhead)

To,

(Contract Executing Officer)

Procuring Entity .....

NO CLAIM CERTIFICATE

Sub: Contract Agreement no. .... dated ..... for the supply of .....

We have received the sum of Rs. (Rupees ..... only) in full and final settlement of all the payments due to us for the supply of ..... under the abovementioned contract agreement, between us and Government of India. We here by unconditionally and without any reservation whatsoever, certify that with this payment, we shall have no claim whatsoever, of any description, on any account, against Procuring Entity, against afore said contract agreement executed by us. We further declare unequivocally, that with this payment, we have received all the amounts payable to us, and have no dispute of any description whatsoever, regarding the amounts worked out as payable to us and received by us, and that we shall continue to be bound by the terms and conditions of the contract agreement, as regards performance of the contract.

Yours faithfully,

Signatures of contractor or  
officer authorised to sign the contract documents  
on behalf of the contractor (company stamp)

Date: .....

Place: .....