



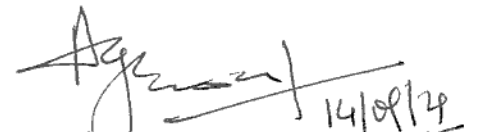
Government of India
Ministry of External Affairs
Establishment Division
Jawaharlal Nehru Bhawan, 23-D Janpath,
New Delhi-110011.

Annual Rate Contract for dry cleaning/washing/shampooing of carpets, curtains, floor covering, sofa set, chairs, blinds, etc. in different Offices/Divisions in the Ministry of External Affairs for a period of one year.

Tender No:Q/OF/881/01/2021	DATED: 09 September, 2021
Important Dates	
Publishing Date	14.09.2021(1500 hrs)
Bid Document Download Start Date	15.09.2021(1530 hrs)
Clarification Start Date	22.09.2021(1530 hrs)
Clarification End Date	28.09.2021(1700 hrs)
Bid Submission Start Date (online)	01.10.2021(0900 hrs)
Bid Submission End Date (online)	06.10.2021(1730 hrs)
Date of Technical Bid Opening (online)	12.10.2021(1100hrs) (non Sat/Sun)
Date of Financial Bid Opening (online)	To be notified soon
Venue for Opening Bid	O/o The Under Secretary, Room No 4010, A- Wing, Jawaharlal Nehru Bhawan, 23-D, Janpath New Delhi- 110011.

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.


(Pramod Kumar Agrawal)

Under Secretary (SE & TK)
Ministry of External Affairs,
Room.No. 4010, 'A' Wing,
Jawaharlal Nehru Bhawan,
23-D, Janpath, New Delhi - 110011

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अवर सचिव (एस ई. एच टी. के)
Under Secretary (SE & TK)
विदेश मंत्रालय, नई दिल्ली
Ministry of External Affairs
New Delhi

No.Q/OF/881/01/2020
Government of India
Ministry of External Affairs
(Establishment Division)
(OF Section)

Dated : 09 September 2021

Subject: Invitation of competitive tenders for execution of Annual Rate Contract for dry cleaning/ washing/ shampooing of carpets, curtains, floor covering, sofa set, chairs, blinds etc. in different Offices/ Divisions of the Ministry of External Affairs for a period of one year.

I am directed to say that online tenders are invited from the reputed Firms/Company/Agency for **Annual Rate Contract for dry cleaning/washing/shampooing of carpets, curtains, floor covering, sofa set, chairs, blinds etc. in different Offices/Divisions of the Ministry of External Affairs.**

2. The two bid system(Technical And Financial) shall be followed for this tender. Interested parties may please send their bids (complete in all respects) on-line at Central Public Procurement Portal through <http://eprocure.gov.in/eprocure>. For further details and obtaining of the tender documents, tender notices may be seen at the website of Ministry of External Affairs at <http://www.mea.gov.in/tenders.htm>. Manual bids will not be accepted under any circumstances.

3. Eligibility Criteria for Bidders:-

- 3.1 The bidder should have registered office or one of the branch office of the Company/Firm/Agency in New Delhi/NCR.
- 3.2 The bidder shall be Authorised distributor/Supplier/dealer of the services covered under this tender. A valid proof of such authorization from the company has to be compulsorily attached with the technical bid;
- 3.3 The bidder shall have minimum 2 years of experience in providing this service to the Departments/Ministries/organisation of the Government of India/State Govt./PSU/Nationalised banks etc (Self attested valid proof has to be attached with the technical bid duly supported by documentry evidence);
- 3.4 The bidder shall have minimum turnover of Rs. 10,00,000/- per annum during each of the last two years. Attested copies of income tax returns must be submitted with the technical bid;
- 3.5 The bidder shall not have been blacklisted by any of the Departments/Ministries/organisation of the Government of India. A duly signed undertaking to this effect must be submitted with the technical bid;
- 3.6 The bidder should possess valid GST registration. Attested copies of the same must be submitted with the technical bid.
- 3.7 The bidder must be registered for collecting & depositing GST with the concerned Tax Department and a copy of registration certificate to this effect, duly signed and stamped by the authorized person of the company must be enclosed with the bid.

4. Submission of online bids:-

- 4.1 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.
- 4.2 The online bids (complete in all respect) must be uploaded online in **Two Covers (Technical and Financial bids)** as explained in Annexure-I.
- 4.3 Tenderer/Bidders are advised to follow the instructions provided in the '**Instruction to Tenderer**' specified at Annexure-IV of this Tender document for e-submission of the bids online through Central Public Procurement Portal Website: <http://eprocure.gov.in/eprocure/app> before proceeding with the tender;
- 4.4 All documents as per tender requirement shall be uploaded online through Central Public Procurement Portal Website: <http://eprocure.gov.in/eprocure/app> and further **no documents will be accepted offline.**
- 4.5 Both technical and financial bid are to be submitted concurrently duly digitally signed on the Central Public Procurement Portal;
- 4.6 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 tenderer;
- 4.7 Prospective bidders are accordingly advised to go through instructions provided at Central Public Procurement Portal;
- 4.8 Bid security Declaration in the prescribed format as mentioned in Annexure-III is to be submitted online along with the bids.
- 4.9 **Technical bid should include photocopies of the following documents, duly attested by a Gazetted Officer, failing which their bids shall be summarily/outrightly rejected and will not be considered any further.**
Documents to be submitted under Technical Bid are summarised below:

(Technical Bid) (following documents to be uploaded online in .pdf format)		
Sl. No.	Document	File Type
1.	Bid Security Declaration in prescribed format as mentioned in "Annexure-III"	.pdf
2.	Income Tax return for last two financial years and GST registration certificates along with TIN No.	.pdf
3.	Copy of PAN Card	
4.	Experience details of the major similar contracts handled during the last two years with services of item in this field in Ministries/ Departments/ Organisations of the Government of India / State Government, PSUs, Private Firms , Nationalised Banks etc. with at least two year proof duly supported by documentary evidence	.pdf

5.	Affidavit stating that the bidder has not been blacklisted by any Departments / Ministries / Organisations of the Govt of India / State Govt.	.pdf
6.	Registration and incorporation particulars of bidder (Registered Office or one of the Branch Office of the Company/ Firm/ Agency should be located in New Delhi).	.pdf
7.	Compliance statement that bidder agrees to all terms and conditions of this tender document	.pdf
8.	Annual turnover proof	
9.	Authorisation Certificate: Details of Award / Certificates of merit etc. received from any organization and	.pdf
10.	Particulars and contact details of bidder (as per Annexure 'A')	

5. **Financial Bid:-**The bidder must submit their financial bid in the prescribed format (BOQ.XXXX File) – specified at **Annexure II** of this tender document and no other format is acceptable. Bidders are required to download the BOQ File, open it and complete the unprotected cells with their respective financial quotes **[the rate per unit for each item in both figures and words (without GST)]** and other details (such as name of the bidder). The details of all taxes, GST etc. wherever applicable, should be clearly indicated in respect of each item. 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. **The bidders are strictly advised to refrain from quoting unrealistic prices at which they may not provide service later. Incomplete or blank quoting of rate in financial part of tender document/ tender without Bid security declaration would result in rejection of tender and shall not be considered under any circumstances.**

6. **Critical Dates:-** Given in page no. 1 of the Tender document.

7. **Extension of last date at the Discretion of the Ministry:-**The 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, if any in this regard, will be published on the Ministry of External Affairs' website: www.mea.gov.in and Central Public Procurement Portal Website: <http://eprocure.gov.in/eprocure/app>

8. **Opening of Technical Bid & Financial Bid:-**

8.1 Online bids (complete in all respect) received along with Bid Security Declaration will be opened as per stipulated time and date indicated in para 6 of the tender document in presence of bidders representative, if available at Room No. 4010, A Wing, 4th Floor Jawaharlal Nehru Bhawan, 23-D Janpath, New Delhi-110011. **Bid received without BID SECURITY DECLARATION will be rejected straightaway;**

8.2 A duly constituted committee will evaluate eligibility criteria of bidders.

- 8.3 Technical bid of only those bidders, whose bids are declared eligible by the committee, will be evaluated.
- 8.4 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;
- 8.5 After scrutiny of technical bids, the Ministry shall shortlist the eligible bidders and inform them of the date and time of opening of the Financial Bids (Preferably by E-mail);
- 8.6 The representatives of the bidders willing to attend tender opening process will have to submit a letter of authorisation to this effect;
- 8.7 In case the date of opening of tender is declared a holiday for unexpected reasons, the tender shall be opened same time on the next working day;
- 8.8 Bids shall be summarily rejected, if it is received other than online through Central Public Procurement Portal;

9. **Validity of Bid:-** The bids shall be valid for a period of four months from the date of opening of Financial bids. A bid for a shorter period of validity shall stand rejected;

10. Bid Prices and period of their validity of contract:

10.1 Rates should be valid for one year from the date of signing of the agreement. Rates prices should remain fixed during the entire period of the contract. i.e. one year which shall not be subject to variation on any account. However, in case of fall in the benefit shall be passed on to the Ministry. No claim for compensation loss due to fluctuations or any other reasons / causes shall be entertained. A bid with an adjustable price quotation shall be treated as non responsive and be rejected. No request for increase in the rates would be entertained during period of contract.

10.2 The Annual Rate Contract (ARC) shall initially be on annual basis of one year. However, the ARC may be extended for further period of one year with mutual consent of the Ministry and the contractor on the same rate, terms and conditions, if the services of the contractor are satisfactory during the initial rate contract.

11. **Non transferability:-**This tender is non-transferable. The 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 necessary action will be taken against the Bidder as per Bid Security Declaration submitted by the firm.

13 Basis of awarding the contract:-

13.1 The L1 bidder for all the specified works will be considered for award of the contract. In case, no bidder is found L1 for all items, Ministry reserves the right for empanelment of more than one supplier for the L1 rate of each items.

13.2 If two or more bidders have offered the same rate, the Ministry reserves the right to classify all such bidders as lowest and divide the order suitably between them.

- 13.3 During the period, no request for increase in quoted rates shall be accepted under any circumstances;

14 Purchasers Rights:-

- 14.1 Ministry reserves the right to accept/reject any or all the Bids in whole or in part and annul the bidding process without assigning any reason whatsoever;
- 14.2 Ministry reserves the right to award the supply orders in parts to more than one Bidder;
- 14.3 Ministry reserves the right to relax/withdraw any of the terms and conditions mentioned in the Tender Document so as to overcome any problem encountered during the selection of the bidders and also during the course of the execution of the contract;
- 14.4 Ministry reserves the right to black list a bidder for a suitable period in case the firm fails to honour its bid without sufficient grounds;
- 14.5 If a firm after award of the contract violates any of the terms and conditions, it shall be blacklisted and its performance guarantee shall be forfeited besides annulment of the contract.

15. Delivery of services:-

- 15.1 The successful bidder will have to commence the work within 5 days of acceptance of contract. Otherwise, the contract will be cancelled and the Earnest Money Deposit will be forfeited.
- 15.2 The Successful bidder should submit a list of its workers along with their photographs, residential address and other details to the concerned section immediately after the contract is awarded.
- 15.3 It is the responsibility of the firm to depute skilled and experienced dry-cleaners to carry out the specified work/task within the stipulated time. The Firm would be required to collect, deliver and fix and dry cleaned clothes, etc., in the respective rooms of Ministry of External Affairs, New Delhi, using their workers.
- 15.4 The work entrusted should be attended to within 3 working days from 9 A.M. to 5 PM. Otherwise penalty of 1% of the total cost of bill will be imposed (equal to 1 % of the bill per day of delay, if the delay is attributable to the firm). In case of repeated failure to carry out the work entrusted by the Ministry within the stipulated time, the Ministry would terminate the contract and the firm shall be barred from participating in any future tenders of the Ministry.
- 15.5 No separate transportation charges shall be payable on this account.

16 Mode of Payment:

- 16.1 The contractor will raise bill in triplicate every month up to 10th day of the succeeding month. The payment will therefore be made on monthly basis after the bills have been found to be in order in all respects. The payment shall be made only after the work is performed to the full satisfaction of MEA and certification of the concerned Office/Division. Details of work undertaken should be filled by the concerned Section/ Officer.

16.2 No advance payment will be made in any case.

16.3 Government tax, namely, GST will be payable wherever applicable and the bill to be submitted by the contractor should bear valid tax registration number. Validity of the tax registration during the period of contract shall be sole responsibility of the contractor.

17 Performance Bank Guarantee (PBG):-

17.1 Successful Tenderer/suppliers will be required to submit a performance bank guarantee of **Rs. 15,000/- (Rs. Fifteen Thousand only)**, at the time of signing of the agreement.

17.2 Bank guarantee shall be made in the form of DD/Pay Order/Fixed deposit receipt from a Commercial Bank/Bank Guarantee in favour of Pay & Accounts Officer, Ministry of External Affairs, New Delhi.

17.3 Bank guarantee should be valid for a period of **60 days** from the date of completion of all contractual obligations of the contractor.

17.4 If successful Tenderer(s) fails to furnish the required bank guarantee at the time of signing of contract, the bidder will be barred from participating in future tenders of the Ministry.

18 Amendment of Bidding Document:-

18.1 At any time prior to the deadline for e-submission of bids, the Ministry may, for any reason, whether on its own initiative or in response to the clarification request by a prospective bidder, modify the bid document;

18.2 Any amendment in the bidding document, at any time prior to the deadline for e-submission of bids, shall be uploaded as "corrigendum" on <http://eprocure.gov.in/eprocure/app> and www.mea.gov.in. Such amendments/ modifications shall be binding on all the prospective bidders;

18.3 Ministry at its discretion may extend the deadline for the e-submission of bids if the bid document undergoes changes during the bidding period, in order to give prospective bidders time to take into the consideration the amendments while preparing their bids;

18.4 The Ministry reserves the right to amend or withdraw any of the terms and conditions contained in the tender document or to reject any or all the tenders in whole or in part without giving any notice or assigning any reason.

18.5 Further Addendum/Corrigendum if any will be uploaded onto website of MEA only besides the CPP portal. The decision of Ministry, in this regard, shall be final and binding on all.

19 Corrupt or Fraudulent Practices:-

19.1 It is expected that the bidders who wish to bid for this tender have highest standards of ethics;

19.2 Ministry shall reject bid if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices while competing for this contract;

19.3 Ministry may declare a bidder ineligible, either indefinitely or for a stated

duration, if it at any time determines that the bidder has engaged in corrupt and fraudulent practices during the execution of contract.

19.4 If any incident of theft/ pilferage by the worker of the contractor is reported causing pecuniary loss to the Government, the entire cost will be recovered from the firm besides annulment of the contract.

19.5 The staff deployed by the bidder shall perform their duties at the premises with due diligence and take all precautions to avoid any loss or damage to the Government Property. If any action or inaction on the part of workers of the contractor causing damage to contracted item(s) is reported then full amount equivalent to that of damaged article will be recovered from the contractor in addition to any other action as deemed appropriate by the Competent Authority.

20. Force Majeure:-

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

20.2 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.

20.3 If, at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war or 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 due to such event be entitled to terminate this contract nor shall either party have any claim for damages against 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 come to an end or cease to exist, and the decision of the Purchaser as to whether the deliveries have been so resumed or not shall be final and conclusive.

21 Settlement of Disputes and Arbitration:-

21.1 All disputes, differences and questions arising out of or in any way touching or concerning this agreement or subject matter thereof or the representative rights, duties or liability of the parties shall be referred to the sole arbitration as per the Arbitration and Conciliation Act, 1996.

21.2 The arbitration shall be in accordance with the Arbitration and Conciliation Act, 1996. The arbitrator shall be entitled to extend the

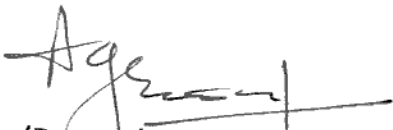
time of arbitration proceedings with the consent of the parties.

21.3 No part of the agreement shall be suspended on the ground of pending arbitration proceedings.

21.4 The decision of the sole arbitrator shall be final and binding on the parties.

22 **Governing Laws and Disputes:-** Tender and the subsequent agreement with successful bidder shall be construed and governed by the Laws of the India and the parties hereby submit to the exclusive jurisdiction of the Delhi Courts of Law.

23. The prospective bidders are free to seek any clarifications regarding this tender from OF Section, Establishment Division, MEA (Tel. No. 49015111).



(Pramod Kumar Agrawal)

Under Secretary (SP)

Ministry of External Affairs,

4010, 'A' Wing, Fourth Floor

Jawaharlal Nehru Bhawan,

23-D, Janpath, New Delhi - 110011

E-Mail: aosp@mea.gov.in

Tel. no.: 49015106

ANNEXURE - I

(Technical Bid) (following documents to be uploaded online in .pdf format)		
Sl. No.	Document	File Type
1.	Bid Security Declaration in prescribed format as mentioned in "Annexure-III"	.pdf
2.	Income Tax return for last two financial years and GST registration certificates along with TIN No.	.pdf
3.	Copy of PAN Card	
4.	Experience details of the major similar contracts handled during the last two years with services of item in this field in Ministries/ Departments/ Organisations of the Government of India / State Government, PSUs, Private Firms , Nationalised Banks etc. with at least two year proof duly supported by documentary evidence	.pdf
5.	Affidavit stating that the bidder has not been blacklisted by any Departments / Ministries / Organisations of the Govt of India / State Govt.	.pdf
6.	Registration and incorporation particulars of bidder (Registered Office or one of the Branch Office of the Company/ Firm/ Agency should be located in New Delhi).	.pdf
7.	Compliance statement that bidder agrees to all terms and conditions of this tender document	.pdf
8.	Annual turnover proof	
9.	Authorisation Certificate: Details of Award / Certificates of merit etc. received from any organization and	.pdf
10.	Particulars and contact details of bidder (as per Annexure)'A')	
(Financial Bid) (to be submitted in BOQ format online)		
Sl. No.	Document	File Type
1.	Financial bid as per Annexure II of this tender document	.xls

Note: Bidders are requested to read the eligibility criteria and terms & conditions specified in the tender document while submitting online bids.

Annexure II

Financial Bid

The table below given is only for reference purpose.
**Bid to be submitted online in prescribed BOQ.XXXX format
 along with the Tender document**

Tender Inviting Authority: OF Section, Establishment Division, Ministry of External Affairs, New Delhi	
Name of Work: dry cleaning/washing/shampooing of carpets, curtains, floor covering, sofa set, chairs, blinds, etc. in different Offices/Divisions in the Ministry of External Affairs	
Bidder Name:	
<u>PRICE SCHEDULE</u>	
(This BOQ template must not be modified /replaced by the bidder and 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.)	

BOQ

Sl. No.	Job Description of dry cleaning and shampooing	Amount Without taxes (in Rs.)	GST If applicable (in Rs.)	Any other taxes (in Rs.)	Amount With taxes (in Rs.)
1.	Curtains				
	a) Pure Silk with lining (per panel)				
	b) Polyester with lining (per panel)				
	c) Cotton curtains with lining (per panel)				
	d) Cotton curtains without lining (per panel)				
2.	Carpets				
	a) Floor Covering (per sq. ft.)				
	b) 1000 gm pure wool carpet (per sq. ft.)				
	c) 1250 gm wool / nylon carpet (per sq. ft.)				
3.	Sofa Set				
	All types of Sofa per seat				
4.	Office Chairs				
	a) Revolving Chairs (High back)				
	b) Revolving Chairs (Mid back)				

	c) Visitor Chair				
5.	Table Cloth				
6.	Blinds				
	a) Roller Blinds (dry wash) (Per panel)				
	b) Zebra Blinds (dry wash) (Per panel)				
7.	Liveries				
8.	Towels				
	a) Towels (Small)				
	b) Towel (Medium)				
	c) Towel (Large)				
9.	Bed Sheets				
	a) Bed sheet (Medium)				
	b) Bed sheet (Large)				
10.	Pillow Cover				
11.	Sofa Cushions with covers (Per seat)				

Bid Security Declaration Form

Date: _____

Tender No. _____

To (insert complete name and address of the purchaser)

I/We, The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Security Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Security Declaration shall cease to be valid if I/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) forty five days after the expiration of the validity of my/our Bid.

Signed: _____ (insert signature of person whose name and capacity are shown)

in the capacity of _____ (insert legal capacity of person signing the Bid Security Declaration)

Name: _____ (insert complete name of person signing the Bid Security Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on _____ day of _____ (insert date of signing)

Corporate Seal (where appropriate)

(Note: In case of a Joint Venture, the Bid Security Declaration must be in the name of all partners to the Joint Venture that submits the bid)

Annexure IV
Instruction to bidders

Instructions for Online Bid Submission:

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

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

REGISTRATION

Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "**Online bidder Enrolment**" on the CPP Portal which is free of charge.

As part of the enrolment process, the bidders will be required to choose a unique user-name and assign a password for their accounts.

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.

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.

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.

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.

- 1 Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 2 Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 3 To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, 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 should prepare the Bid Security Declaration as per the instructions specified in the tender document. Otherwise the uploaded bid will be rejected.
4. 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.
5. 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.
6. 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.

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 (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.
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 as follows:

Ms. RUBY MOHAN, AO (OF)

Room No. 4013, JNB, New Delhi - 110011

Email : aofurniture@mea.gov.in

Phone : 011-49015111

- 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.

APPLICATION - Technical bid should include of the following documents

Name of the Vendor/ Supplier (in BLOCK letters)	
Address for Correspondence	
Name of the Contact Person	
Phone/ Mobile No.	
E-mail Id	
Trade License No. (enclose copy) if any	
PAN (enclose copy)	
IT return (enclose copy)	
Proof of Experience Certificate (enclose copy)	
Bank Account Detail	Name of the Bank: Branch: A/C No. Type of A/C: IFSC Code: