



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

**E-NOTICE INVITING TENDER FOR ICT INTEGRATION PROJECT TO INTER-LINK
SUSHMA SWARAJ BHAWAN, RIZAL MARG TO JAWAHARLAL NEHRU BHAWAN,
JANPATH AND SOUTH BLOCK THROUGH INTERCOM FACILITY.**

Tender No:	DATED:
<u>Important Dates</u>	
Published Date	24/11/2021
Bid Document Download Start Date	24/11/2021
Clarification Start Date	24/11/2021
Clarification End Date	29/11/2021
Bid Submission Start Date (online)	24/11/2021
Bid Submission End Date (online)	15/12/2021
Date of Technical Bid Opening (online)	16/12/2021 (or next working day)

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.

E-NOTICE INVITING TENDER (NIT)

- 1 Online bids are invited from authorized agencies/firms for ICT integration project to inter-link Sushma Swaraj Bhawan (SSB), Rizal Marg to Jawaharlal Nehru Bhawan (JNB), Janpath and South Block through intercom facility.
- 2 **The two bid system (Technical and Financial) shall be followed for this tender.** The bid (complete in all respect) 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.**

3 Scope of work

This tender is for ICT integration project to inter-link Sushma Swaraj Bhawan (SSB) to Jawaharlal Nehru Bhawan (JNB) and South Block through intercom facility. MTNL will provide 5 Mbps bandwidth (on ethernet with port RJ 45) Point to Point connectivity on optical fiber media leased line between SSB and JNB, while JNB and South Block are already connected through leased circuit. All these three buildings are equipped with Avaya EPABX system.

4 Eligibility Criteria for Bidders:-

- 4.1 The bidder shall be Authorised Company/Firm/Agency specializing in the field of Information and Communication Technology. A valid proof of such authorization from the company has to be compulsorily attached with the technical bid ;
- 4.2 The bidder shall have minimum 3 years of experience of undertaking various projects with Departments/Ministries/organisation of the Government of India/State Govt./PSU in fields of Telecommunications and Information technology (Valid proof has to be attached);
- 4.3 The bidder shall have minimum turnover of Rs. 1,00,00,000/- per annum during each of the last three years (2019-20, 2018-19 & 2017-18). Attested copies of ITR and balance sheets of the last three years must be submitted with the technical bid;
- 4.4 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;
- 4.5 The bidder should possess valid GST registration. Attested copies of the same must be submitted with the technical bid;
- 4.6 The bidder must have an office in National Capital Territory of Delhi.
- 4.7 The bidder must attach authorisation certificates from the OEM.

5 Submission of online bids:-

- 5.1 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.**
- 5.2 The online bids (complete in all respect) must be uploaded online in **Two Covers (Technical and Financial bids)** as explained in Annexure-I.
- 5.3 Tenderer/Bidders are advised to follow the instructions provided in the **‘Instruction to Tenderer’** specified at Annexure-V 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;

- 5.4 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.**
- 5.5 Bidders not submitting any of the required documents online will be summarily rejected.
- 5.6 Both technical and financial bid are to be submitted concurrently duly digitally signed on the Central Public Procurement Portal;
- 5.7 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;
- 5.8 Prospective bidders are accordingly advised to go through instructions provided at Central Public Procurement Portal;
- 6 **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). 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 make supplies later.
- 7 **Critical Dates:- Given in page no. 1 of the Tender document**
- 8 **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>
- 9 **Opening of Technical Bid & Financial Bid:-**
 - 9.1 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. 4002 B, A Wing, 4th Floor Jawaharlal Nehru Bhawan, 23-D Janpath, New Delhi-110011. **Bid received without BID SECURITY DECLARATION will be rejected straightaway.**
 - 9.2 A duly constituted committee will evaluate eligibility criteria of bidders.
 - 9.3 Technical bid of only those bidders, whose bids are declared eligible by the committee, will be evaluated.
 - 9.4 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;
 - 9.5 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);

- 9.6 The representatives of the bidders willing to attend tender opening process will have to submit a letter of authorisation to this effect;
- 9.7 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;
- 9.8 Bids shall be summarily rejected, if it is received other than online through Central Public Procurement Portal;
- 10 **Validity of Bid:-** The bids shall be valid for a period of four months from the date of opening of bids. A bid for a shorter period of validity shall stand rejected. The bidders may be requested to extend validity of bids subject to their agreement to such request.
- 11 **Bid Prices and period of their validity:** Rates should be valid for one year from the date of awarding of contract. Rates/prices should remain fixed during the entire period of the contract and shall not be subject to variation on any account. However, in case of fall in prices, the benefit shall be passed on to the Ministry. No claim for compensation or loss due to fluctuations or any other reasons / causes shall be entertained. A bid submitted with an adjustable price quotation shall be treated as non responsive and shall be rejected. No request for increase in the rates would be entertained during the period of contract.
- 12 **Non transferability:-** This tender is non-transferable. The incomplete and conditional tenders will be summarily rejected;
- 13 **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 the Bid Security Declaration submitted by the firm.
- 14 **Basis of awarding the contract:-** The contract shall be awarded on the basis of the overall lowest quote.
- 15 **Purchasers Rights:-**
- 15.1 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;
- 15.2 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;
- 15.3 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;
- 15.4 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;
- 15.5 An indicative list of items, with their particulars and detailed specifications, to be supplied under the proposed Contract is provided in **Annexure III** of the Tender Document;
- 16 **Penalty for delayed services:-**
- 16.1 The project should be completed within **2 months**, as per Terms & Conditions of the Tender Document, from the date of awarding of contract to the successful bidder.

16.2 Liquidated damages: In case the successful bidder(s) fails to complete the contract within the specified deadline (see point 16.1), liquidated damages will be recovered from the bidders on slab basis i.e. ¼% of the contract value for the first month of delay thereof ½% for second month, ¾ % for the third and subsequent months subject to a maximum of 2%.

17 Genuinity of the supplies :-

17.1 In case of any technical defect or non-compatibility to existing EPABX system of any kind, the item(s) shall have to be immediately replaced with a new compatible one at no extra cost.

17.2 Warranty shall be valid on all supplied items including parts.

18 Mode of Payment:

18.1 Payment against bill/Invoice shall be released only after completion of the project and quality of work found to the satisfaction of MEA.

18.2 Payment will be made through e-payment mode. No request for other mode of payment will be entertained.

18.3 No advance payment will be made in any case.

19 Performance Bank Guarantee (PBG):-

19.1 Successful Tenderer/suppliers will be required to submit a performance bank guarantee @3% of the contract value in the form of FDR (Fixed Deposit Receipt) / bank guarantee at the time of signing of the agreement.

19.2 Bank guarantee shall be made in favour of Pay & Accounts Officer, Ministry of External Affairs, New Delhi.

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

19.4 If successful Tenderer(s) fails to furnish the required bank guarantee within the specified period, the bidder will be barred from participating in future tenders of the Ministry.

20 Amendment of Bidding Document:-

20.1 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;

20.2 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;

20.3 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;

20.4 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.

20.5 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.

21 Corrupt or Fraudulent Practices:-

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

21.2 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;

21.3 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.

22 Force Majeure:-

22.1 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.

22.2 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.

23 Settlement of Disputes and Arbitration:-

23.1 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.

23.2 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.

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

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

24 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.

(Prem Chand)
Under Secretary (SP)
Ministry of External Affairs,
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Jawaharlal Nehru Bhawan,
23-D, Janpath, New Delhi - 110011
E-Mail: ussp@mea.gov.in
Tel. no.: 23085105

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-IV	.pdf
2.	ITR and Balance Sheet for last three financial year (2019-20, 2018-19 and 2017-18) and GST registration certificates along with TIN No.	.pdf
3.	Proof of minimum three years of experience of undertaking various projects with Departments /Ministries/organisation of the Government of India/ State Govt./PSU in fields of Telecommunications and Information technology.	.pdf
4.	Undertaking that the bidder has not been blacklisted by any Departments / Ministries / Organisations of the Govt of India / State Govt.	.pdf
5.	Registration and incorporation particulars of firm / Company. Compliance statement that bidder agrees to all terms and conditions of this tender document	.pdf
6.	Compliance statement that bidder agrees to all terms and conditions of this tender document	.pdf
7.	Authorisation Certificate: Details of Award / Certificates of merit etc. received from any organization and	.pdf
8.	Address and contact details of office in National Capital Territory of Delhi.	.pdf
9.	Authorisation certificates from the OEM.	.pdf
(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: TNM Section, Establishment Division, Ministry of External Affairs, New Delhi								
Name of Work: .								
Contract No.								
Bidder Name:								
PRICE SCHEDULE								
(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.)								
NUMB ER #	TEXT #	TEXT #	NUMBE R #	NUMB ER #	NUMB ER	NUMBE R #	NUMB ER #	TEXT #
Sl. No.	Item Description	Item Code / Make	Quantity	BASIC RATE In Figures To be entered by the Bidder in Rs. P	GST Amount in INR Rs. P	TOTAL AMOUNT Without Taxes col (13) = (4) x (7) in Rs. P	TOTAL AMOUN T With Taxes col (14) = sum (8) to (13) in Rs. P	TOTAL AMOU NT In Words
1	2	3	4	7	9	13	14	15
1	Network Items Specification							
1.01	<u>Routing Protocols</u> -IPv4, IPv6, ISO, Connectionless Network Service (CLNS),Static routes <u>QoS Features</u> -Support for 802.1p, DiffServ code point (DSCP), EXP,Classification based on VLAN <u>Firewall Services</u> -Stateful and stateless firewall,Zone-based firewall <u>VPN Features</u> - Tunnels: Generic routing encapsulation (GRE)3, IP-IP3, Ipsec, Site-site IPsec VPN, auto VPN, group VPN <u>High Availability Features</u> -Virtual Router Redundancy Protocol (VRRP)3, Stateful high availability Management, Automation, Logging, and Reporting-SSH, Telnet, SNMP, Smart image download <u>Advanced Routing Services</u> -Packet mode,MPLS (RSVP, LDP)	ROUTE R	2.00					
1.02	VoIP DSPs (expandable up to 320 channels)-Memory SIMMs, H.248 gateway,Voice line interfaces, Voice trunk interfaces	DSP CARD	1.00			0.00	0.00	INR
1.03	On site installation and configuration of supplied items and creation of IP trunk among MEA Bhawans as per NIT Document.		1.00			0.00	0.00	INR
Total in Figures						0.00	0.00	INR
Quoted Rate in Words		INR						

Annexure III

Specification for required router and other devices -

1) ROUTER

Routing Protocols

- IPv4, IPv6, ISO, Connectionless Network Service (CLNS)
- Static routes
- RIP v1/v2
- OSPF/OSPF v3
- BGP with Route Reflector
- IS-IS
- Multicast: Internet Group Management Protocol (IGMP) v1/v2, Protocol Independent Multicast (PIM) sparse mode (SM)/dense mode (DM)/source-specific multicast (SSM), Session Description Protocol (SDP), Distance Vector Multicast Routing Protocol (DVMRP), Multicast Source Discovery Protocol (MSDP), Reverse Path Forwarding (RPF)
- Encapsulation: VLAN, Point-to-Point Protocol (PPP), Frame Relay, High-Level Data Link Control (HDLC), serial, Multilink Point-to-Point Protocol (MLPPP), Multilink Frame Relay (MLFR), and Point-to-Point Protocol over Ethernet (PPPoE)
- Virtual routers
- Policy-based routing, source-based routing
- Equal-cost multipath (ECMP)

QoS Features

- Support for 802.1p, DiffServ code point (DSCP), EXP
- Classification based on VLAN, data-link connection identifier (DLCI), interface, bundles, or multifield filters
- Marking, policing, and shaping
- Classification and scheduling
- Weighted random early detection (WRED)
- Guaranteed and maximum bandwidth
- Ingress traffic policing
- Virtual channels
- Hierarchical shaping and policing Switching Features
- ASIC-based Layer 2 Forwarding
- MAC address learning
- VLAN addressing and integrated routing and bridging (IRB) support
- Link aggregation and LACP
- LLDP and LLDP-MED
- STP, RSTP, MSTP
- MVRP
- 802.1X authentication

Firewall Services

- Stateful and stateless firewall
- Zone-based firewall
- Screens and distributed denial of service (DDoS) protection
- Protection from protocol and traffic anomaly
- Integration with Pulse Unified Access Control (UAC)
- Integration with Aruba Clear Pass Policy Manager
- User role-based firewall
- SSL Inspection (Forward-proxy)2 Network Address Translation (NAT)
- Source NAT with Port Address Translation (PAT)
- Bidirectional 1:1 static NAT
- Destination NAT with PAT

- Persistent NAT
- IPv6 address translation

VPN Features

- Tunnels: Generic routing encapsulation (GRE)3, IP-IP3, IPsec
- Site-site IPsec VPN, auto VPN, group VPN
- IPsec crypto algorithms: Data Encryption Standard (DES), triple DES (3DES), Advanced Encryption Standard (AES-256), AES-GCM
- IPsec authentication algorithms: MD5, SHA-1, SHA-128, SHA-256
- Pre-shared key and public key infrastructure (PKI) (X.509)
- Perfect forward secrecy, anti-reply
- IPv4 and IPv6 IPsec VPN
- Multi-proxy ID for site-site VPN
- Internet Key Exchange (IKEv1, IKEv2), NAT-T
- Virtual router and quality-of-service (QoS) aware
- Standard-based dead peer detection (DPD) support
- VPN monitoring Network Services
- Dynamic Host Configuration Protocol (DHCP) client/server/relay
- Domain Name System (DNS) proxy, dynamic DNS (DDNS)
- Juniper real-time performance monitoring (RPM) and IPmonitoring
- Juniper flow monitoring (J-Flow)3

High Availability Features

- Virtual Router Redundancy Protocol (VRRP)3
- Stateful high availability
 - Dual box clustering
 - Active/passive
 - Active/active
 - Configuration synchronization
 - Firewall session synchronization
 - Device/link detection
 - In-Band Cluster Upgrade (ICU)
- Dial on-demand backup interfaces
- IP monitoring with route and interface failover

Management, Automation, Logging, and Reporting

- SSH, Telnet, SNMP
- Smart image download
- Juniper CLI and Web UI
- Junos Space and Security Director
- Python
- Junos OS event, commit, and OP script
- Application and bandwidth usage reporting
- Auto installation
- Debug and troubleshooting tools
- Zero-Touch Provisioning with Contrail Service Orchestration 3GRE, IP-IP, J-Flow monitoring, and VRRP are not supported in stateful high-availability mode. 4SRX300 Line of Services Gateways for the Branch Data Sheet

Advanced Routing Services

- Packet mode
- MPLS (RSVP, LDP)
- Circuit cross-connect (CCC), translational cross-connect (TCC)
- L2/L3 MPLS VPN, pseudowires
- Virtual private LAN service (VPLS), next-generation

multicast VPN (NG-MVPN)

- MPLS traffic engineering and MPLS fast reroute

2) DSP Card Specification

VoIP DSPs (expandable up to 320 channels)

- Memory SIMMs Voice features
- H.248 gateway
- Voice line interfaces:
 - IP phones
 - Analog phones
 - Avaya DCP phones
 - BRI Phones
 - FXS/Fax
 - VoIP
 - Fax and modem over IP
- Voice trunk interfaces:
 - FXO
 - BRI
 - T1/E1
- Supported CODECs: G.711A/μLaw, G.729a, G.726, Opus codec.
- Survivability features for continuous voice services:
 - Local Survivable Processor (LSP) (with S8300)
 - Standard Local Survivability (SLS) (IPv4 only)
 - Emergency Transfer Relay (ETR)
 - Modem Dial Backup
 - Dynamic Call Admission Control (CAC) for Fast Ethernet, Serial, and GRE tunnel interfaces
 - Inter-Gateway Alternate Routing (IGAR)
- DHCP and TFTP server to support IP phones images and configuration (IPv4 only)
- Announcements support
- Contact Closure support
- International tone detection and generation for DTMF, R1-MF, R2-MFC, call classification
- Custom tone detection and generation

Annexure IV

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 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 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 and on behalf of (insert complete name of Bidder)

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

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 V
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

- 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 Enrolment**” on the CPP Portal which is free of charge.
- 2 As part of the enrolment process, the bidders will be required to choose a unique 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

- 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.

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:

Vikas Kumar, Administrative Officer (TNM)

Room No. 4002 B, Jawaharlal Nehru Bhawan, New Delhi - 110011

Email : aose1@mea.gov.in

Phone : 011-23085119

- 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.
