

Tender No.364/CSA(Q-IV)/DCP-P&L/2017

Chapter -1

Instructions to Bidders

On-line e-Tender are invited in two bid system i.e. (i) Technical Bid and (ii) Financial Bid, by the undersigned from the **Manufactures only** for Purchase of Woolen Blanket on the following terms and conditions through Central Public Procurement Portal e-tender system website <https://eprocure.gov.in/eprocure/app> by **1130 Hrs.** on **21.06.2017**. Offline tenders shall not be accepted and no request will be entertained on any ground/reason.

Bidders are advised to submit the on-line tender and quote their rates after careful study of the following terms and conditions of the tender:-

1. On line e-Tender shall be in two bid system i.e. TECHNICAL BID and FINANCIAL BID for Purchase of **12000 Nos.** Woolen Blanket. Instructions for submitting online e-tender are enclosed at **Annexure-Z**.
2. Specification of Woolen Blanket in details are at **Annexure-A**.
3. The last date & time of on-line e-tender is by **1130 Hrs.** on **21.06.2017**. Offline tenders shall not be accepted and no request will be entertained on any ground/reason.
4. On-line TECHNICAL BIDS will be opened first on **22.06.2017** at **1130 Hrs.** in Committee Hall/P&L, 5 Rajpur Road, Delhi-110054.
5. The Company/firm (s) registered with Sales Tax/VAT Deptt. **for the particular item**, are eligible to participate in this tender. Self attested & stamped scanned copy of Registration Certificate/Dealer Profile shall be attached with the technical bid.
6. The self attested & stamped scanned copy of current Sales Tax/VAT deposit receipt shall be attached with the technical bid.
7. Only manufacturing companies/firms having established brand/trademark and having a turnover of at least **50 lacs** during the last financial year are eligible to participate in the tender. All the company/firm participating in the tender should submit self attested & stamped scanned copy of their last financial year balance sheet alongwith profit & loss account showing turnover in clear term of the firm, duly verified/attested by Chartered Accountants.
8. The self attested & scanned copy of certificate having a proof of manufacturer issued from DGS&D/NSIC/Min. of Textiles/Industries/Defence or any other Govt. Deptt. shall be attached with the technical bid. This is subject to verification, if necessary, with the prior approval of competent authority.
9. The self attested & stamped scanned copy of certificate having a proof of manufacturer indicating production capacity issued from DGS&D/NSIC/Min. of

Textiles/Industries/Defence or any other Govt. Deptt. shall be attached with the tender form, so as to enable the Purchase Committee to assess the capability of the company/firm to manufacture the tendered quantity within the delivery period. This is subject to verification, if necessary, with the prior approval of competent authority.

10. The Purchase Committee reserves the right to reject any tender, if it is found on the basis of production capacity mentioned in the certificate issued by DGS&D/NSIC/Min. of industries/Defence etc. that the company/firm would not be able to supply the tendered items within the delivery period mentioned in the tender notice.
11. The scanned copy of an undertaking duly signed & stamped by the authorized signatory as a token of acceptance of all the terms & conditions of the tender documents by the bidder shall be attached along with the tender as per enclosed **Annexure-X**.
12. The tendering company/firms should have to submit THREE fresh tender samples of Woolen Blanket as per approved sample/specifications displayed in CSA/Clothing store/P&L, 5-Rajpur Road, Delhi at the time of opening of technical bid. The bids of bidders who fail to deposit/submit **Three samples** shall not be opened and tender will be rejected straightway.
13. The samples of previous tender shall not be considered.
14. Optional/conditional tender will not be accepted.
15. The tendering company/firm have to submit self attested & stamped scanned copy an undertaking that colour and shed of bulk supply of Woolen Blanket will be similar to the approved sample displayed available in CSA Clothing Store/P&L.
16. The person signing the tender documents should be authorized for signing the tender documents and his signature should be attested by the owner/partner/director of the tendering company/firm. A certificate in this regard, duly issued by the Director/Owner/Partner must be attached along with tender documents.
17. Bidders shall not be permitted to alter or modify their bids after expiry of the deadline for receipt of bids.
18. Only authorized representative will be allowed to attend the meeting of the Purchase Committee. He/She should also bring authority letter on company/firm's letter head that any decision/negotiation taken by him/her would be accepted by company/firm.
19. No representative shall be allowed to attend the meeting of the Purchase Committee on behalf of more than one tendering company/firm. The representative, who is deputed to attend the meeting, should be Director or Partner or Owner or an employee of the company bearing an authority letter, whose specimen signatures should be attested by the company/firm's authorized signatory having seal of the company/firm.
20. The Purchase Committee or Purchaser, in order to satisfy itself can order an on the spot enquiry to verify the soundness, capability, viability and any other information given by the tendering company/firms. The bidders can be asked for

producing the original documents submitted by the firm at a short notice. Moreover, the documents submitted by the bidders can also be verified from the concerned authorities by the competent authority.

21. The sample for feel, finish and shade of Woolen Blanket can be seen at CSA Clothing Store/P&L between 10 AM to 5 PM on any working day before the closing of bids.
22. All the company/firms participating in the tender must attach a scanned copy of list of their Directors/Owners/Partners/Proprietor etc. on the letter head of firm duly self attested and stamped with the technical bid.
23. All the company/firms participating in the tender must attach a scanned copy of a certificate duly self attested and stamped to the effect that the company/firm is neither blacklisted by any Govt. Deptt. nor any criminal case is registered/pending against the company/firm or its director/owner/partner anywhere in India. The company/firm who is blacklisted by any Govt./Semi Govt. Deptt. or any criminal case is registered/pending against the company/firm or its Director/Owner/Partner/ Proprietor anywhere in India is/are not eligible to participate in this tender.
24. The tender will be rejected straight way without assigning any reason, if the Proprietor, Partner(s), Director(s) or the firm/company found involved in any criminal case at any stage, declared blacklisted by any Govt./Semi Govt. department etc.
25. After evaluation of technical bid(s) of all the tendering company/firms, the tender samples of those company/firms, which are declared technically qualified in the technical bid on the basis of documents, will be sent for lab testing. The testing charges shall be borne by the company/firm concerned.
26. The scanned copy Account Payee demand Draft of **Rs.500/-** as tender fee in favour of "Deputy Commissioner of Police, Prov. & Logistics, 5-Rajpur Road, Delhi", be attached with the technical bid irrespective of registration status etc. of the firm. The application fee is non refundable. The original DD of the same as Application Fee shall be submitted by the bidder at the time of opening of Tender. No tender will be opened/accepted without requisite tender fee irrespective of registration status elsewhere and shall be rejected straightway.
27. The company/firms registered with NSIC/DGS&D/MSEs/MSME for the particular item are exempted from depositing of Application Fee. The participating firm shall submit self attested and stamped scanned copy of valid documents in support of exemption with the Technical bid.
28. The scanned copy Earnest Money Deposit (EMD) of **Rs.5,00,000/-** shall be deposited by the bidders with the Technical bid, which can be submitted in the form of Account Payee Demand Draft, FDR, Banker's Cheque or Bank Guarantee from any Nationalized Bank or from Axis Bank, HDFC Bank & ICICI Bank (Banks Authorized for Govt. Business) in an acceptable form in favour of "Deputy Commissioner of Police, Prov. & Logistics, 5-Rajpur Road, Delhi". EMD deposited with the tender shall bear no interest. The EMD should be valid for a period of forty five days beyond the date of the bid validity i.e. 6 months+ 45 days. Earnest money shall be refunded to the unsuccessful bidders, after finalization of tender and award of work, to the successful bidder(s). **The same original EMD shall**

be submitted by the bidder at the time of opening of Tender. No tender will be opened/accepted without EMD and shall be rejected straightway.

29. The company/firms registered with NSIC/DGS&D/MSEs/MSME for the particular item are exempted from depositing of EMD. The participating firm, who are exempted for depositing the EMD, shall submit self attested and stamped scanned copy of valid documents in support of exemption with the Technical bid.
30. The tendering company/firms will have to deposit an Account Payee Demand Draft amounting to **Rs.25,000/-** in favour of "Deputy commissioner of Police" Provisioning & Logistics, Delhi" on account of lab test charges at the time of opening of technical bid. The amount for lab test charges is tentative. Actual charges will be intimated after receipt of bills for lab test charges and if lab test charges are higher, the excess amount will be paid by the tendering company/firm. No tender will be opened/accepted without requisite demand draft of lab test charges and shall be rejected straightway.
31. The Financial bids of only those company/firms shall be opened, whose samples are found conforming the tender specifications in the lab test report.
32. The rates are to be quoted by the bidders inclusive of all taxes, levies, charges etc. in Indian currency and payment shall also be made to successful bidders (s) in Indian currency. Nothing over and above the quoted/accepted price will be payable by the purchaser.
33. The Financial Bid shall be filled on-line as per proforma available at Central Public Procurement portal e-tender system website <https://eprocure.gov.in/eprocure/app>. The off-line financial bid shall not be accepted.
34. The rates are to be quoted by the bidders inclusive of all taxes, levies, charges etc. in Indian currency and payment shall also be made to successful bidder (s) in Indian currency.
35. The bid validity shall be for a period of six months from the date of opening of e-tender.
36. The rates will be F.O.R. at 5, Rajpur Road, Delhi – 54.
37. The bidder shall ensure to attach/submit the requisite document(s) in the prescribed columns. In case any irrelevant/unwarranted/nuisance/Out of contest document found attached with the on-line e-tender, the bid will be rejected. Besides, legal action as per penal sections of Law/Rules/Instructions can be initiated against the firm as well as blacklisting of the firm.
38. The unsuccessful bidders shall be responsible to collect the sample deposited by them with the tender within 15 days after the day of opening of financial bids. Thereafter, no claim to return the sample will be entertained by the Purchaser.\

CHAPTER - 2

Conditions of Tender

1. The company/firm whose rates are accepted shall have to deposit **10% of the total contractual cost as Performance Security (Security Money)** within 10 days from the receipt of demand letter in the shape of an Account Payee Demand Draft, Fixed Deposit Receipt, Bank Guarantee from a Nationalized Commercial Bank in an acceptable form in favour of Deputy Commissioner of Police, Provisioning & Logistics, 5, Rajpur Road, Delhi – 110054 before the supply order is placed to the company/firm. The Performance Security (Security Money) shall bear no interest. The Performance Security should be valid for 60 days beyond the completion of all contractual obligations by the supplier including the warranty/guarantee period i.e. delivery period + Warranty/Guarantee period + 60 days.
2. In case the company/firm, whose rates are accepted, fails to deposit requisite Performance Security within 10 days from the date of receipt of demand letter, the EMD deposited by the company/firm will be forfeited and action will be initiated to blacklist the firm.
3. The quantity of the item mentioned in the tender notice can be increased or decreased, at any stage till the delivery of consignment is completed.
4. The Purchase Committee will have discretion to award the contract to more than one company/firm, if their L-1 rates are found the same. The Guarantee/Warranty of the tendered stores shall be one year from the date of acceptance of store.
5. The Guarantee/Warranty of the tendered stores shall be one year from the date of acceptance of store.
6. The supply of the stores will be made within 120 days from the date of receipt of confirmed supply order as per following time schedule, on the basis of clearance from lab :-
 - a) 3000 Nos. within 60 days.
 - b) 4000 Nos. within next 30 days.
 - c) Remaining Blankets within next 30 days.
7. The department reserves the right to cancel the supply order or part supply thereof in case of the following contexts:-
 - a) Failure of the company/firm to supply the stores as per time schedule prescribed in Clause No. 6.
 - b) If the supplied store is inferior to the samples approved.
8. In case of cancellation of the supply order as at Clause 7 above, the balance store can be procured from open market and the difference of cost, if any, will be recovered from the pending bill/Performance Security of the company/firm, besides forfeiture of the entire Performance Security and other punitive action like blacklisting of the company/firm will be taken.
9. The stores will be supplied as per delivery schedule prescribed in Clause No.6 failing which liquidated damage charges will be claimed @ 0.5% of total cost of delayed quantity per week, which may be maximum upto the limit of 10% of delayed quantity cost. Besides, action can be taken to blacklist the company/firm and forfeiture of its Performance Security.

10. If the contractual firm fails to supply the stores within 20 weeks after expiry of delivery period, as fixed at Clause No.6, the supply order will be cancelled ex-parte. Further, punitive action will also be taken against the firm like forfeiture of Security Money and blacklisting. However, liquidated damages charges will be imposed as per clause No. 9.
11. Force Majeure: The Contractor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if the delay in performance or other failure to perform its obligations under the contract is a result of an event of Force Majeure. For purposes of the clause, "Force Majeure" means an event beyond the control of the Contractor and not involving the Contractor's fault or negligence and not foreseeable. Such events may include wars or revolutions, fires, floods, epidemics, quarantine restrictions, freight embargoes etc.
12. The Survey Committee will inspect the random sample from each consignment received, tested from authorized/reputed lab and the testing charges will be borne by the company/firm. In case the supply is found inferior to tendered specification. The entire consignment will be rejected. The firm will have to take back the entire consignment at their own cost and replace it with fresh stock of correct specification within the specified period. In case the supplier fails to give or to replace the supply as per specification. The Performance Security will be forfeited, besides cancellation of the supply order and blacklisting of the company/firm. The un-acceptable stores shall be subject to replacement at the risk and responsibility of the bidder.
13. The Competent Authority reserves the right to reject/cancel/call off/re-call any tender or all tenders without assigning any reasons thereof on the recommendation of the Purchase Committee/Purchaser.
14. The payment will be made on receipt/acceptance of store in good condition as per approved sample. No advance payment will be made. The payment will be made depending upon the availability/release of funds by the Govt. under appropriate head of accounts and the bidders shall have no claim for interest, if the payment is delayed, due to this or any administrative reasons.
15. In case of any differences arises between company/firm and department, the company/firm can be called for negotiation on table to patch-up the matter amicably prior to approaching court.
16. All procedure for the purchase of store laid down in GFRs and DFPRs shall be adhered-to strictly and the bidders are bound to respect the same.
17. In case any adverse report/information/complaint etc. before/after the opening of tender against the bidder(s) about any ring formation/pooling of tender, deceitful act, concealment of fact etc. is received/noticed, the EMD/Security Deposit of the firm(s) will be forfeited and the firm(s) will be blacklisted, besides strict legal action as per law will be taken separately.
18. All disputes are subject to the jurisdiction of the Courts in the N.C.T. of Delhi.
19. In case, the bidder(s) violate/breach any of the terms & conditions of the tender or contract/supply order, an explanation of the company/firm can be called by issuing Show Cause Notice. If the reply of Show Cause Notice is not found

satisfactory, strict legal action as per law/tenders condition will be taken, besides forfeiture of EMD/Security Deposit and blacklisting of firm.

NOTE: -

A) TECHNICAL BID:- THE SELF ATTESTED & STAMPED SCANNED COPIES OF FOLLOWING DOCUMENTS SHALL BE SUBMITTED WITH THE TECHNICAL BID IN A VALID PDF FORMAT:-

1. APPLICATION FEE OF **RS.500/-** IN SHAPE OF AN ACCOUNT PAYEE DEMAND DRAFT IN FAVOUR OF DCP/P&L, 5, RAJPUR ROAD, DELHI.
2. EARNEST MONEY OF **RS.5,00,000/-** IN SHAPE OF AN ACCOUNT PAYEE DEMAND DRAFT, BANKER'S CHEQUE, FDR OR BANK GUARANTEE FROM ANY COMMERCIAL BANK IN AN ACCEPTABLE FORM IN FAVOUR OF DCP/P&L, 5, RAJPUR ROAD, DELHI.
3. PROOF OF REGISTRATION CERTIFICATE OF DGS&D/NSIC FOR WOOLEN BLANKET, IF REQUESTED FOR APPLICATION FEE/EMD EXEMPTION.
4. DEMAND DRAFT FOR **RS.25,000/-** IN FAVOUR OF DEPUTY COMMISSIONER OF POLICE, PROVISIONING & LOGISTICS, DELHI FOR LAB TEST CHARGES.
5. SELF ATTESTED & STAMPED OF MANUFACTURING PROOF CERTIFICATE.
6. SELF ATTESTED & STAMPED CERTIFICATE OF PRODUCTION CAPACITY ISSUED BY DGS&D/NSIC/MIN. OF INDUSTRIES/DEFENCE OR ANY OTHER GOVT. DEPTT.
7. SALES TAX/VAT REGISTRATION CERTIFICATE.
8. LATEST SALES TAX/VAT DEPOSIT RECEIPT.
9. **THREE TENDER SAMPLES** OF WOOLEN BLANKET, AS PER TENDER SAMPLE.
10. AN UNDERTAKING THAT COLOUR SHADE FINISHING WORKMANSHIP & PATTERN OF BULK SUPPLY WILL BE AS PER APPROVED SAMPLE DISPLAYED IN CSA/CLOTHING STORE/P&L.
11. LIST OF DIRECTORS/OWNERS/PARTNERS OF THE COMPANY/FIRM.
12. A CERTIFICATE TO THE EFFECT THAT THE COMPANY FIRM IS NEITHER BLACKLISTED BY ANY GOVT. DEPARTMENT NOR ANY CRIMINAL CASE IS REGISTERED AGAINST THE COMPANY/FIRM OR ITS DIRECTOR/OWNER/PARTNER ANYWHERE IN INDIA.
13. TENDER ACCEPTANCE LETTER DULY FILLED/SIGNED AND STAMPED AS PER **ANNEXURE-X**.
14. CERTIFICATE OF GUARANTEE/WARRANTY OF THE TENDERED STORES FOR A PERIOD OF 01 YEAR FROM THE DATE OF ACCEPTANCE OF STORES.

Sd/-
DY. COMMISSIONER OF POLICE:
PROV. & LOGISTICS: DELHI

SIGN. OF TENDERER: _____

NAME IN BLOCK LETTERS: _____

FULL ADDRESS: _____

CHAPTER -3

Schedule of Requirement

Sl. No.	NAME OF THE ITEM	QUANTITY
1.	Woolen Blanket (As per enclosed specification)	12000 Nos.

Chapter -4

ANNEXURE- A

SPECIFICATION OF WOOLEN BLANKET

S. No.	Property	Specifications
1.	Composition	100% Polyester
2.	Base Structure	Warp Knitted- two layered
3.	Dimensions – Length (cm) Width (cm)	230 ± 2 160 ± 2
4.	Weight (g/m ²)	685 ± 5%
5.	Avg. Thickness, mm	6.75 ± 0.25
6.	Bursting Strength (N) – minimum	190
7.	Relaxation Shrinkage, % Max	5
8.	Colour Fastness to a) Light b) Washing c) Staining on adjacent Fabric	4 or better 4 or better 4 or better
9.	Polyester Satin Piping	3.5 cms

CHAPTER -5

FINANCIAL BID

Purchase of Woolen Blanket – 1200 Nos.
as per specifications mentioned at Annexure -A

Name of item	Quantity	Rate per Unit in Rupees (inclusive of all taxes)	Extended Price in Rupees (inclusive of all taxes)
Woolen Blanket (As per enclosed specification)	12000 Nos.	In figure	In figure
		Rs.	Rs.
		In words	In words
		Rupees	Rupees

Annexure-X
TENDER ACCEPTANCE LETTER
(To be given on Company/firm Letter Head)

Date:

To

The Deputy Commissioner of Police,
Prov. & Logistics,
5-Rajpur Road, Delhi-110054.

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: -

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc .,), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. In case any provisions of this tender are found violated , then your department/ organisation shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,

(Signature of the Bidder, with Official Seal)

INSTRUCTIONS FOR ONLINE BID SUBMISSION

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL: <http://eprocure.gov.in>). 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 "Click **here to Enroll**" on the CPP Portal 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 formats. Bid documents may be scanned with 100 dpi with black and white option.
- 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" 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 he/she 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 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) A standard Price Schedule format (BOQ) has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the Price Schedule file, open it and complete the while 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 Price Schedule file is found to be modified by the bidder, the bid will be rejected.
- 6) The serve 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.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 233 7315.