



UTTAR PRADESH METRO RAIL CORPORATION LIMITED

Rate contract for Oil Filtration (Dehydration) of Traction and Auxiliary Transformers OLTC Tank installed at MSPA & TPNR RSS of UP Metro Rail Corporation Limited at Lucknow for Three (3) years”.

TENDER NO: LKE-PSI&S-04

TENDER DOCUMENT

UTTAR PRADESH METRO RAIL CORPORATION LTD.

**Administrative Building,
Near Dr.Bhimrao AmbedkarSamajik ParivartanSthal,
VipinKhand, Gomti Nagar,
Lucknow-226010**

INDEX

S. NO.	Description		Page No.
1	Part-1	(a) NOTICE INVITING TENDER	2 to 15
2		(b) INSTRUCTION TO TENDERER	16 to 28
3	Part-2	(a) GENERAL TERMS & CONDITIONS OF CONTRACT	29 to 30
4		(b) SPECIAL CONDITIONS OF CONTRACT	31 to 35
5	Part-3	EMPLOYER REQUIREMENTS AND TECHNICAL SPECIFICATIONS	36
6	Part-4	BILL OF QUANTITY	37

PART-1 (a)

NOTICE INVITING TENDER

1.1 GENERAL

1.1.1 Name of Work:

Uttar Pradesh Metro Rail Corporation (UPMRCL) Ltd. invites Limited e-tender through e-tendering system (i.e. Technical and Financial bid) from eligible applicants who fulfill qualification criteria as stipulated in clause 1.2 of NIT for **Contract: LKE-PSI&S-04- “Rate contract of Oil Filtration (Dehydration) of Traction and Auxiliary Transformers OLTC Tank installed at MSPA & TPNR RSS of UP Metro Rail Corporation Limited at Lucknow for Three (3) years”**.

1.1.2 Key details:

Approximate cost of work (NIT Value)	INR 2,41,920.00 (Two Lakh Forty One Thousand Nine Hundred Twenty Rupees only) excluding GST
Tender Security amount	Bidders shall upload scanned copy of Undertaking for Tender Security Declaration as per Annexure-3 of NIT at the time of online bid submission. If Undertaking for Tender Security Declaration is not submitted or is not in prescribed format then such bids shall be considered ineligible and summarily rejected.
Completion period of the Work	36 Months from the stipulated date of commencement of work.
Cost of Tender documents (Non-Refund able)	Free of cost
Tender documents on sale	From 03.05.2023 (from 15:00 hrs) to 23.05.2023 (up to 15:00 hrs.) on e-tendering website https://etenders.gov.in/eprocure/app . Tender document can only be obtained on the website https://etenders.gov.in/eprocure/app
Date & time of Submission of Tender online	Tender submission start date: 03.05.2023 (15:00 hrs) . Tender submission end date: 23.05.2023 (15:00 hrs) .
Pre BID meeting	16.05.2023 @ 15:00 hrs.
Date & time of opening of Tender (Technical Bid) (online)	24.05.2023 @ 15:00 Hrs.
Date & Time of opening of Financial Bid	Will be informed later on after the evaluation of Technical bids (Only to the bidders who will successfully qualify the Technical Evaluation)

Place of opening BID	<i>Uttar Pradesh Metro Rail Corporation Ltd., Administrative Building, Near Dr. Bhimrao Ambedkar Samajik Parivartan Sthal, Vipin Khand, Gomti Nagar, Lucknow-226010, Uttar Pradesh, India.</i>
Validity of Tender	90 days from the last date of submission end date of tender.
Authority and place for seeking clarifications etc.	<i>Chief Electrical Engineer / Rolling Stock, Uttar Pradesh Metro Rail Corporation Ltd., Administrative Building, Near Dr. Bhimrao Ambedkar Samajik Parivartan Sthal, Vipin Khand, Gomti Nagar, Lucknow-226010, Uttar Pradesh, India.</i> Email ID- liladharsingh.yadav@upmrcl.co.in https://etenders.gov.in/eprocure/app
UPMRCL Account Details	Name of the Bank - HDFC Bank Banks Address-HDFC Bank Ltd, Tekari Chambers Ashok Marg, Lucknow Account Name- UPMRCLL(Lucknow Project) Account No. – 50200009236810 IFSC code - HDFC0001267

Any clarification/corrigendum/addendum to the tender documents shall be uploaded on the official e-portal only, without any obligation of press notification.

For further details, please visit official e-portal <https://etenders.gov.in/eprocure/app>.

For any additional information & help for downloading & uploading, please contact e-tendering service desk at the following ID: support-eproc@nic.in or at Toll Free No.: (91)120-4001002, (91)120-4001005, (91)120-6277787.

1.1.3 QUALIFICATION CRITERIA:

1.1.3.1 Eligible Applicants:

- i. **The tenders for this contract will be considered only from limited vendors for the performance of whole contract.**
- ii. A tenderer shall submit only one bid in the same tendering process. A tenderer who submits or participates in, more than one bid will cause all of the proposals in which the tenderer has participated to be disqualified. No tenderer can be a sub-contractor while submitting a bid in the same bidding process.
- iii. Tenderers shall not have a conflict of interest. All Tenderers found to have a conflict of interest shall be disqualified. Tenderers shall be considered to have a conflict of interest with one or more parties in this bidding process, if:
 - a) tenderer has been engaged by the Employer to provide consulting services for the preparation related to procurement for on implementation of the project;
 - b) Tenderer is any associates/affiliates (inclusive of parent firms) mentioned in subparagraph (a) above; or

- c) Tenderer lends, or temporarily seconded its personnel to firms or organisations which are engaged in consulting services for the preparation related to procurement for on implementation of the project, if the personnel would be involved in any capacity on the same project.

iv. Purchase Preference to Local Suppliers/Preference to Make in India (NOT APPLICABLE FOR THE SUBJECT TENDER):

a) Definitions:

- i. 'Local content' means the amount of value added in India which shall be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all custom duties) as a proportion of the total value, in percent. Minimum local content shall be 50% for the subject tender.
- ii. 'Local Supplier' means a supplier or service provider whose product or service offered for procurement meets the minimum local content as prescribed at sr. no. i above.
- iii. 'L1' means the lowest tender or lowest bid received in a tender, bidding process or other procurement solicitation as adjudged in the evaluation process as per the tender or other procurement solicitation.
- iv. 'Margin of purchase preference' means the maximum extent to which the price quoted by a local supplier may be above the L1 for the purpose of purchase preference. Margin of purchase preference shall be 20% for the subject tender.

b) Procedure for Purchase Preference in procurement of goods or works which are divisible in nature: NOT APPLICABLE FOR THE SUBJECT TENDER

- i. Among all qualified bids, the lowest bid will be termed as L1. If L1 is from a local supplier, the contract for full quantity will be awarded to L1.
- ii. If L1 bid is not from a local supplier, 50% of the order quantity shall be awarded to L1. Thereafter, the lowest bidder among the local suppliers, will be invited to match the L1 price for the remaining 50% quantity subject to the local supplier's quoted price falling within the margin of purchase preference, and contract for that quantity shall be awarded to such local supplier subject to matching the L1 price.
- iii. In case such lowest eligible local supplier fails to match the L1 price or accepts less than the offered quantity, the next higher local supplier within the margin of purchase preference shall be invited to match the L1 price for remaining quantity and so on, and contract shall be awarded accordingly.
- iv. In case some quantity is still left uncovered on local suppliers, then such balance quantity may also be ordered on the L1 bidder.

c) Procedure for Purchase Preference in procurement of goods or works which are not divisible in nature and in procurement of services where the bid is evaluated on price alone: NOT APPLICABLE FOR THE SUBJECT TENDER.

- i. Among all qualified bids, the lowest bid will be termed as L1. If L1 is from a local supplier, the contract will be awarded to L1.
- ii. If L1 is not from a local supplier, the lowest bidder among the local suppliers, will be invited to match the L1 price subject to local supplier's quoted price falling within the margin of purchase preference, and the contract shall be awarded to such local supplier subject to matching the L1 price.

- iii. In case such lowest eligible local supplier fails to match the L1 price, the local supplier with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly.
- iv. In case none of the local suppliers within the margin of purchase preference matches the L1 price, then the contract may be awarded to the L1 bidder.

d) Minimum local content and verification of local content:

- i. The local supplier at the time of tender shall be required to provide self-certification that the item offered meets the minimum local content and shall give details of the location(s) at which the local value addition is made.
- ii. In case of procurement for a value in excess of Rs. 10 crores, the local supplier shall be required to provide a certificate from the statutory auditor or cost auditor of the company or from a practicing cost accountant or practicing chartered accountant giving the percentage of local content after completion of works to the Engineer.
- iii. If any false declaration regarding local content is found, the company shall be debarred for a period of three years from participating in tenders of all metro rail companies.
- iv. Deleted.

e) Complaints relating to implementation of Purchase Preference

Fees for such complaints shall be Rs. 2 Lakh or 1% of the value of the local item being procured (subject to maximum of Rs. 5 Lakh), whichever is higher. In case the complaint is found to be incorrect, the complaint fee shall be forfeited. In case, the complaint is upheld and found to be substantially correct, deposited fee of the complainant would be refunded without any interest.

v. Restriction of Bidders from Countries sharing Land Borders with India as per Ministry of Finance order (Public Procurement No. 1) F.No.6/18/2019-PPD dated 23.07.2020.

Any bidder from a country which shares a land border with India will be eligible to bid either as a single entity or as a member of a JV / Consortium with others, in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects) only if the bidder is registered with the Competent Authority. The Competent Authority for registration will be the Registration Committee constituted by the Department for Promotion of Industry and Internal trade (DPIIT). Political & Security clearance from the Ministries of External and Home Affairs respectively will be mandatory. However, above condition shall not apply to bidders from those countries (even if sharing a land border with India) to which the Government of India has extended lines of credit or in which the Government of India is engaged in development projects. Updated lists of countries to which lines of credit have been extended or in which development projects are undertaken are given in the website of the Ministry of External Affairs.

“The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority”.

Note: Joint Ventures and consortiums are not allowed to participate in this tender

Definitions pertaining to "Restriction of Bidders from Countries sharing Land Borders with India" Clause

"Bidder" (including the term 'tenderer', 'consultant' 'vendor' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated herein before, including any agency, branch or office controlled by such person, participating in a procurement process.

"Bidder from a country which shares a land border with India" means:

- a) An entity incorporated, established or registered in such a country; or
- b) A subsidiary of an entity incorporated, established or registered in such a country; or
- c) An entity substantially controlled through entities incorporated, established or registered in such a country; or
- d) An entity whose beneficial owner is situated in such a country; or
- e) An Indian (or other) agent of such an entity; or
- f) A natural person who is a citizen of such a country; or
- g) A consortium or joint venture where any member of the consortium or joint venture falls under any of the above

"Beneficial owner" will be as under:

- (i) In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person(s), has a **controlling ownership interest** or who exercises **control** through other means. Explanation—
 - a. **"Controlling ownership interest"** means ownership of, or entitlement to, more than twenty-five per cent of shares or capital or profits of the company;
 - b. **"Control"** shall include the right to appoint the majority of the directors or to control the management or policy decisions, including by virtue of their shareholding or management rights or shareholder's agreements or voting agreements;
- (ii) In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;
- (iii) In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;
- (iv) Where no natural person is identified under (i) or (ii) or (iii) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;
- (v) In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

"Agent" is a person employed to do any act for another, or to represent another in dealings with third persons.

vi. The Tenderer/applicant must not have been blacklisted or debarred as on the due date of submission of bid by Government of India/ State Government / Government undertaking from participating in the tenders. **The tenderer should submit an undertaking to this effect in the Form of Tender. The tenderer shall also submit a “Verification Statement” to this effect as per Performa placed at Annexure 2 of NIT.**

1.1.3.2 Minimum Eligibility Criteria:

The tenderers will be qualified only if they satisfy the criteria as given in para A below during last Five years ending last date of previous month of submission of tender.

A Work Experience: The tenderers will be qualified only if they have successfully completed **similar work(s)** ** during last 5 years ending last day of the previous month of submission end date as given below in **UPMRCL/any other metro organization/Central Govt./State Govt./PSU’s/ Private sector Companies.**

“Similar work” for this tender shall be “Transformer Oil Filtration (Dehydration)” in UPMRCL/any other metro organization/Central Govt./State Govt./PSU’s/ Private sector Companies.

1.1.4 TENDER DOCUMENTS

The Tender documents consist of:

(A) Technical & (B) Financial Cover:

Notice Inviting Tender (NIT)-including Annexures
Instructions to Tenderers
General Terms & Conditions of Contract (GCC)
Special Conditions of Contract (SCC)
EMPLOYER REQUIREMENTS AND SPECIFICATIONS
Bill of Quantities (BOQ)

1.1.5 The tenderers may obtain further information/ clarification, if any, in respect of these tender documents from the office of **Chief Electrical Engineer / Rolling Stock**, Uttar Pradesh Metro Rail Corporation Ltd. (UPMRCL) Administrative Building, Near Dr. Bhimrao Ambedkar Samajik Parivartan Sthal, Vipin Khand, Gomti Nagar, Uttar Pradesh-226010 [Email id:- liladharsingh.yadav@upmrcl.co.in]

1.1.6 Deleted

1.1.7 Those who are not registered on the e-tendering portal shall be required to get registered beforehand. After registration, the tenderer will get user id and password. On login, tenderer can participate in tendering process and can witness various activities of the process.

1.1.8 The authorized signatory of intending tenderer, as per Power of Attorney (POA), must have valid **Class-II or Class-III digital signature**. The tender document can only be downloaded or uploaded using Class-II or Class-III digital signature. However, the tenderer shall upload their tender on <https://etenders.gov.in/eprocure/app> using class-II or class-III digital signature of the authorized signatory only.

1.1.9 Tender submissions shall be done online on <https://etenders.gov.in/eprocure/app> after uploading the mandatory scanned documents towards

cost of tender documents such as scanned copies of transaction of payment i.e. RTGS, NEFT & IMPS and scanned copy of Undertaking for Tender Security Declaration towards Tender Security (and other documents as stated in the tender document. Instructions for on-line bid submission are furnished hereinafter.

- 1.1.10 Submission of Tenders shall be closed on e-tendering website of UPMRCL at the date & time of submission prescribed in NIT after which no tender shall be accepted. It shall be the responsibility of the bidder / tenderer to ensure that his tenders submitted online on e-tendering website <https://etenders.gov.in/e procure/app> before the deadline of submission. UPMRCL will not be responsible for non-receipt of tender documents due to any delay and/or loss etc.
- 1.1.11 Deleted
- 1.1.12 UPMRCL reserves the right to accept or reject any or all proposals without assigning any reasons. No tenderer shall have any cause of action or claim against the UPMRCL for rejection of his proposal
- 1.1.13 Any suit or application, arising out of any dispute or differences on account of this tender shall be filed in a competent court at Lucknow, Uttar Pradesh only and no other court or any other district of the country shall have any jurisdiction in the matter.

**Chief Electrical Engineer/Rolling Stock
Uttar Pradesh Metro Rail Corporation**

Annexure-1 of NIT

Form of Tender

To:

**Chief Electrical Engineer / Rolling Stock,
Uttar Pradesh Metro Rail Corporation Ltd.
(UPMRCL), Administrative Building,
Near Dr. Bhimrao Ambedkar Samajik Parivartan
Sthal, Vipin Khand, Gomti Nagar,
Uttar Pradesh-226010**

Tender LKE-PSI&S-04- “Rate contract of Oil Filtration (Dehydration) of Traction and Auxiliary Transformers OLTC Tank installed at MSPA & TPNR RSS of UP Metro Rail Corporation Limited at Lucknow for Three (3) years”.

TENDER PACKAGE LKE-PSI&S-04

GENTLEMEN,

1. Having inspected the Site, examined the General Conditions of Contract, Special Conditions of Contract, Tender Specifications and Instruction to Tenderers including Bill of Quantities, and addenda thereto (if any) issued by the UPMRCL for the execution of above named work, we the undersigned, offer to execute and complete such works and remedy defects therein in conformity with the said conditions of contract, technical specifications, and Addenda for the amount as quoted in the Bill of Quantities (Financial Bid) or such other sum as may be ascertained in accordance with the said conditions.
2. We undertake (jointly and severally) *:
 - (a) to keep this Tender open for acceptance without unilaterally varying or amending its terms for the period stated in Notice of Invitation to Tender hereto (the withdrawal of any member or any other change in the composition of the partnership on whose behalf this Tender is submitted shall constitute a breach of this undertaking) *; and
 - (b) Deleted
 - (c) to hold in confidence all documents and information whether technical or commercial supplied to us at any time by or on behalf of the UPMRCL in connection with this Tender or with the above-mentioned Works and, without your written authority or as otherwise required by law, not to publish or otherwise disclose the same.
3. We submit with this Tender a duly executed Tender Guarantee in respect of our obligations under this Tender.
4. Unless and until a formal agreement is prepared and executed, this Tender together with your written acceptance thereof, shall constitute a binding contract between us.

5. We understand that you are not bound to accept the lowest or any tender you may receive.
6. We declare that the submission of this Tender confirms that no agent, middleman or any intermediary has been, or will be engaged to provide any services, or any other item of work related to the award and performance of this Contract. We further confirm and declare that no agency commission or any payment which may be construed as an agency commission has been, or will be, paid and that the tender price does not include any such amount. We acknowledge the right of the Employer, if he finds to the contrary, to declare our Tender to be non-compliant and if the Contract has been awarded to declare the Contract null and void.
7. This Tender shall be governed by and construed in all respects according to the laws for the time being in force in India. The courts at Uttar Pradesh will have exclusive jurisdiction in the matter.
8. Deleted
9. Deleted
10. If our Tender is accepted, we understand that we are to be held solely responsible for the due performance of the Contract.

We are, Gentlemen,

Yours faithfully,

Witness:
 Signature: _____
 Date -----

 Name -----

 Address _____

Signature:
 Date -----
 Name-
 For and on behalf of
 Address

* Note: If the Tenderer comprises a partnership:

- a) the provisions marked with an asterisk are to be retained subject to deletion of the brackets and inapplicable descriptions (i.e. partnership)
- b) the liability of each member under the Tender, and under any contract formed upon its acceptance, will be joint and several.
- c) an authorised representative of each member must sign the Tender.
- d) Signature on the Form of Tender shall be witnessed and dated.
- e) Copies of the relevant power of attorney shall be attached.

Annexure-2 of NIT

VERIFICATION STATEMENT

Tenderer/Applicant shall verify, confirm & declare about DEBARRED as on the due date of submission of bid. (Here DEBARRED means that the applicant has been blacklisted or debarred by Government of India/State Government/Government undertaking from participating in the tenders for a notified period of time. Copy of the notification of such debarment shall be submitted in the bid).

By virtue of my signature below, I confirm and verify to my best knowledge and belief that the company represented by me for submitting bid against this tender is not DEBARRED as on the due date of submission of bid.

STAMP & SIGNATURE OF AUTHORISED SIGNATORY

Date :

Annexure-3

UNDERTAKING FOR TENDER SECURITY DECLARATION

We, _____ (Legal Name of Tenderer / JV / Consortium) hereby confirm that we are submitting the tender _____ (Name of the work as per Clause 1.1.1 of NIT) floated by UPMRCL.

We do hereby undertake that in the following cases, we shall be debarred from participating in the re- tender of this work and also will be debarred from participating in any tender of UPMRCL for a period as specified in table below:

S. No.	Case	Period of ban*
1.	a) if we resile or withdraw our Tender during the period of Tender evaluation before opening of Financial Package (in case of two package system); or	One year
2.	a) if we resile or withdraw our Tender during the period of Tender evaluation in case of single package system; or b) if we do not accept the correction of our Tender price, during evaluation of Financial Proposal; or c) if, having been notified of the acceptance of our Tender by UPMRCL during the period of tender validity, we (i) fail or refuse to furnish the unconditional acceptance of LOA within the time limit and/or (ii) fail or refuse to enter into a Contract within the time limit.	In all the cases Two years

* Period of ban shall be from the date of reselling / withdrawal of this tender or from date of issue of LOA, as the case may be.

STAMP & SIGNATURE OF AUTHORISED SIGNATORY

Note:

1. The undertaking shall be signed by authorized signatory of the tenderer.

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://etenders.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://etenders.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 /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 Help desk.

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.
- 4) Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. Bidder has to ensure that size of each file should not exceed 40 MB before uploading.
- 5) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should upload the scanned copy of Undertaking for Tender Security Declaration as per the instructions specified in the tender document. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the 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.

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- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
 - 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
 - 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
 - 9) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
 - 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 Help desk.
- 3) For any Technical queries related to Operation of the Central Public Procurement Portal Contact at:

Tel: The 24 x 7 Help Desk Number 0120-4200 462, 0120-4001 002/5, 0120-6277787.

E-Mail: support-eproc[at]nic[dot]in

International bidders are requested to prefix +91 as country code.