

SECTION 1**NOTICE INVITING TENDER (NIT)****1.1 GENERAL**

1.1.1 DMRC Invites Open tender through E-tendering system (i.e Technical and Financial bid) from eligible housekeeping agencies who fulfil qualification criteria as stipulated in clause 1.2 to 1.4 of NIT for Mechanized cleaning and housekeeping Works of **Rajendra Place to New Ashok Nagar Metro Stations**.

1.1.2 The key details are as follows:

KEY DETAILS:

a.	Name of Work	:	CHK-W-09/2015:- Mechanized cleaning and housekeeping Works of Rajendra place to New Ashok Nagar Metro Stations.
b.	Approximate Cost of work	:	Rs. 23.00 Cr
c.	Tender Security Amount* (Earnest Money Deposit)	:	Rs. 5.75 Lakhs Validity of Tender Security in case of BG 01.07.2017
d.	Cost of Tender Documents* (Non-Refundable)	:	INR 21,000/- (inclusive of 5% DVAT) Non-Refundable (Demand Draft /Banker's cheque) in favour of "Delhi Metro Rail Corporation Ltd" payable at New Delhi.) Cost of tender documents i.e, D.D./Banker's cheque, in original, shall be accepted only up to 15:00 hours on 03.11.2016 in the office of Executive Director/Contracts at below mentioned address.
e.	Tender Document available for sale on website	:	From 30.09.2016 to 03.11.2016 (upto 15:00 hrs) on e-tendering website https://eprocure.gov.in/eprocure/app
f.	Pre-bid Meeting	:	13.10.2016 at 11:00 Hrs.
g.	Last date of Seeking Clarification	:	13.10.2016 (Upto 17:00 Hrs) (Queries from bidders after due date shall not be acknowledged)
h.	Last date of issuing amendment, if any	:	20.10.2016
i.(i)	Tender submission Start Date and Time	:	22.10.2016 from 0900 Hrs.
i.(ii)	Tender submission End Date & Time	:	03.11.2016 upto 15:00 Hrs.
j.	Date & Time of opening of Tender (Technical Bid)	:	04.11.2016 at 15:00 Hrs.
k.	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)
l.	Validity of Tender	:	180 days from the last date of submission of tender.
m.	Stipulated date of Commencement of work	:	Within seven days from the date of issue of "Letter of Acceptance" or as per the instructions of Engineer-in-charge.
n.	Time Period	:	04 years from the stipulated date of commencement.

o.	Authority and place for purchase of tender documents, seeking clarifications and submission of completed tender documents	:	Executive Director/Contracts, Delhi Metro Rail Corporation, 5th floor, A-Wing, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi –110 001
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* *Tender cost and tender security is waived off for those Micro & Small Enterprises (MSEs) and NSIC registered Agencies who have monetary limit more than cost of work indicated in the NIT and registered for appropriate category “Housekeeping”. The tenderer has to submit documentary evidence for the same.*

1.2 POINTS TO BE NOTED

- 1.2.1 Tender document consists of the following:
- a. Notice Inviting Tender including Scope of Work and Tender Price
 - b. Instructions to Tenderers, Form of Tender, Forms and Annexures,
 - c. General Conditions of Contract
 - d. Special Conditions of Contract
 - e. Specifications
 - f. Annexures A, B, C, D, E, F, G, H, I, J, K, L, M & Appendix B, C, D, E & F
 - g. Bill of Quantities.
- 1.2.2 The Tenderers may obtain further information/ clarification, if any, in respect of these tender documents from the authority defined in the Key details above.
- 1.2.3 All tenderers are hereby cautioned that tenders containing any material deviation or reservation as described in clause 20.0 of ‘Instruction to Tenderers’ and /or minor deviation without quoting the cost of withdrawal shall be considered as non responsive and shall be summarily rejected.
- 1.2.4 DMRC 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 DMRC for rejection of his proposal.
- 1.2.5 Tenderer is to carryout their self assessment in respect of their capacity in terms of manpower, machine and finance. He may indicate separate set of manpower, machinery in different tenders. Once a tender is accepted, resources required for its execution shall not be accepted for assessment of other tender. The tenderer is to consider positive variation in annual value to the extent of 50% (rounded to nearest higher Whole number) and should be able to take up additional similar work at short notice at the accepted rate for which he is to indicate his additional resources’. Similarly the scope of work may also be reduced on account of poor performance and contractor shall have no right for any claims due to reduction in scope of work. Also, for type C & D stations, the deployment of manpower may be reduced from 3rd shift or redeployed to other locations as per requirements of DMRC. The list indicating type of stations is enclosed in Appendix ‘B’.
- 1.2.6 The mere fact that the tenderers are shortlisted as mentioned in sub clause 1.2.7 shall not imply that his bid shall automatically be accepted. The same should contain all technical, financial and other details as required for the consideration of Tenders.
- 1.2.7 Technical and Financial bid should be submitted strictly as per the instructions of E-tendering system.

Technical Bid shall be opened first on stipulated date and time as mentioned in clause 1.1.2 (j) of NIT in Presence of tenderers who may like to be present. After

detail evaluation of the technical bid, qualified tenderer agencies shall be informed accordingly with date and time of opening of Financial Bid. At the time of opening of Tender only tender security and cost of tender documents shall be verified. If the tender cost and tender security is not proper as per clause no.- 1.1.2 of NIT, tender shall be summarily rejected.

- 1.2.8 All the documents including documents in support of Eligibility, Tender Cost (in form of Demand Draft), Tender Security etc. except Financial Bid i.e Bill of Quantities should be uploaded in Technical Bid only.

All documents as required as per tender documents should be submitted along with the tender package.

- 1.2.9 New tenders are being invited in this process for all the stations in DMRC network during year 2016-17. The stations of DMRC network have been grouped into packages consisting of 5 to 14 stations.

- 1.2.10 As per direction of National Commission for scheduled castes at least 15% staff stipulated in the contract should belong to SC category.

1.3 Minimum Eligibility Criteria

(a) Work Experience : (Based on average annual value of work)

The tenderers will be qualified only if they have successfully completed work(s) during last 7 years ending last day of the month previous to the month of tender submission as given below:

- (i) At least one “similar work”**each of value of Rs. **4.60** crores or more.

OR

- (ii) Two “similar works” **each of value of Rs. **2.90** crores or more.

OR

- (iii) Three “similar works”**each of value of Rs. **2.30** crores or more.

**** “Similar work” for this contract shall be work involving Mechanized Cleaning and housekeeping works in Railways/Metros/Airports/Bus depots/Office premises/Shopping Malls utilizing machinery, chemicals and manpower.**

Notes:

- The tenderer shall submit details of work executed by them in the prescribed format as per Annexure-1 for the works to be considered for qualification of work experience criteria. Documentary proof such as completion certificates from the client clearly indicating the nature/scope of work, actual completion cost and actual date of completion for such work should be submitted. In case work is executed for private client documentary proof such as copy of work order, Bill of quantities, Bill wise details of payment received certified by CA, TDS certificates for all the payments received, copy of final/ last bill paid by the client should be submitted. The offers submitted without this documentary proof shall not be evaluated.
- Value of successfully completed portion of any ongoing work up to the last day of the previous month of tender submission will also be considered for qualification of work experience criteria.
- For completed works, value of work done shall be updated to the last day of the previous month of tender submission price level assuming 5% inflation for Indian

Rupees every year and 2% for foreign currency portions per year. The exchange rate of foreign currency shall be applicable 28 days before the submission date of tender.

- If the work submitted in support of work experience also includes works other than Mechanized Cleaning and housekeeping then the client's certificate/documentary evidence clearly indicating the amount for the Mechanized Cleaning and housekeeping works shall be furnished by the tenderer along with their submissions.
 - In case of joint venture / Consortium, full value of the work, if done by the same joint venture shall be considered. However, if the qualifying work(s) were done by them in JV/Consortium having different constituents, then the value of work as per their percentage participation in such JV/Consortium shall be considered.
- (b) **Financial Standing (Annual Turnover)** : The tenderers will be qualified only if they have minimum financial capabilities as below :-

- (i) The average annual turnover of the tenderer during last Five audited financial years (**2011-12, 2012-13, 2013-14, 2014-15 and 2015-16**) should not be less than **Rs. 4.60 Cr.**

Financial data for the last five audited financial years has also to be submitted by the tenderer (each member in case of JV) in Annexure-2 along with audited balance sheets. The financial data in the prescribed format shall be certified by chartered accountant with his stamp, signature and membership number. Also, if the tenderer provides no or NIL financial data for any of the above financial year, then his application shall not be considered and summarily rejected. The averages annual turnover of JV will be based on percentage participation of each member.

Example: Let member 1 has percentage participation = M and Member 2 has percentage = N, Let the averages annual turnover of member 1 is A and that of member 2 is B, then average annual turnover of JV will be = $\frac{AM+BN}{100}$

100

- (ii) **T1-Liquidity:** It is necessary that the firm can withstand cash flow that the contract will require until payments received from the Employer. Liquidity therefore becomes an important consideration.

This shall be seen from the last audited balance sheets and/or from the banking reference. Net current assets and/or documents including banking reference (as per proforma given in **FORM-XIV** of ITT), should show that the applicant has access to or has available liquid assets, lines of credit and other financial means to meet cash flow **INR 0.82 crore** for this contract, net of applicant's commitments for other contracts. Banking reference should contain in clear terms the amount that bank will be in a position to lend for this work to the applicant/member of the Joint Venture/Consortium. In case the Net Current Assets (as seen from the Balance Sheets) are negative, only the Banking references will be considered. Otherwise the aggregate of the Net Current Assets and submitted Banking references will be considered for working out the Liquidity.

The banking reference should be from a Scheduled Bank in India or (in case of foreign parties) from an international bank of repute acceptable to DMRC and it should not more than 3 months old as on date of submission of bids.

In Case of JV- Requirement of liquidity is to be distributed between members as per their percentage participation and every member should satisfy the minimum requirement.

Example: Let member-1 has percentage participation =M and member-2 has percentage participation = N.

If minimum liquidity required is 'W' then liquidity of member-1 $\geq WM/100$ and liquidity of member-2 $\geq \underline{WN/100}$

- (iii) **T2- Profitability:** Profit before Tax should be **Positive in at least 2 (two) years**, out of the last five audited financial years.

In Case of JV: The profitability of only lead member shall be evaluated.

- (iv) **T3-Net Worth:** Net Worth of tenderer during last audited financial year should be **INR 1.15 crore.**

In case of JV- Net worth will be based on the percentage participation of each Member.

Example: Let Member-1 has percentage participation = M and Member-2 has = N. Let the Net worth of Member-1 is 'A' and that of Member-2 is 'B', then the Net worth of JV will be = $(AM+BN)/100$.

Notes:

- Financial data for latest last five audited financial years has to be submitted by the tenderer in Annexure-2 along with audited balance sheets. The financial data in the prescribed format shall be certified by Chartered Accountant with his stamp and signature. In case audited balance sheet of the last financial year is not made available by the bidder, he has to submit an affidavit certifying that 'the balance sheet has actually not been audited so far'. In such a case the financial data of previous '4' audited financial years will be taken into consideration for evaluation. If audited balance sheet of any other year than the last year is not submitted, the tender will be considered as non-responsive.

- (c) **Bid Capacity Criteria:**

Bid Capacity: The tenderers will be qualified only if their available bid capacity is more than the approximate cost of work as per NIT. Available bid capacity will be calculated based on the following formula:

Bid capacity will be calculated based on the following formula:

$$\text{Available Bid Capacity} = 2 * A * N - B$$

Where,

A = Maximum of the value of work executed in any one year during the last five financial years (updated to the last day of the previous month of tender submission price level assuming 5% inflation for Indian Rupees every year and 2% for foreign currency portions per year).

N = No. of years prescribed for completion of the work

B = Value of existing commitments (as on the last day of the previous month of tender submission) for on-going works during period of **4 years** w.e.f. from the first day of the month of tender submission.

Notes:

- Financial data for latest last five financial years has to be submitted by the tenderer in Annexure-3 of FOT along with audited financial statements. The financial data in the prescribed format shall be certified by the Chartered Accountant with his stamp and signature in original.
- Value of existing commitments for on-going works during period of **4 years** w.e.f. from the first day of the month of tender submission has to be submitted by the tenderer in Annexure-4 of FOT. These data shall be certified by the Chartered Accountant with his stamp and signature in original.

In the case of a group, the above formula will be applied to each member to the extent of his proposed participation in the execution of the work. If the proposed % is not provided, equal participation will be assumed.

Example for calculation of bid capacity in case of JV / Group

Suppose there are 'P' and 'Q' members of the JV / group with their participation in the JV / group as 70% and 30% respectively and available bid capacity of these members as per above formula individually works out 'X' and 'Y' respectively, then Bid Capacity of JV / group shall be as under:

Bid Capacity of the JV / group = 0.7X + 0.3Y

1.4 Eligible Applicants

- i. The tenders for this contract will be considered only from those tenderers {proprietorship firms, partnership firms, companies, corporations, consortia or joint ventures (JV hereinafter)} who meet requisite eligibility criteria prescribed in the sub-clauses of Clause 1.3 of NIT. In the case of a JV or Consortium, all members of the Group shall be jointly and severally liable for the performance of whole contract.
- ii
 - (a) A non-Indian firm is permitted to only in a joint venture or Consortium arrangement with any other Indian firm having minimum participation interest of 26% or their wholly owned Indian subsidiary registered in India under Companies Act-1956 with minimum 26% participation.
 - (b) A tenderer shall submit only one bid in the same tendering process, either individually as a tenderer or as a partner of a J.V. 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 individually or as a partner of a JV in the same bidding process. A tenderer, if acting in the capacity of subcontractor in any bid, may participate in more than one bid, but only in that capacity.
- 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) 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) A tenderer is any associates/affiliates (inclusive of parent firms) mentioned in sub-paragraph (a) above; or
 - (c) A tenderer lends, or temporarily seconds its personnel to firms or organizations which are engaged in consulting services for the preparation related to procurement for an implementation of the project, if the personnel would be involved in any capacity on the same project.
- iv. A firm, who has purchased the tender document in their name, can submit the tender either as individual firm or in joint venture/Consortium. However, the lead partner in case of JV shall be one who has experience of similar work i.e., Mechanized cleaning and Housekeeping works.
- v. Any Central / State government department/ public sector undertaking/ other government entity or local body must not have banned business with the tenderer (any member in case of JV) as on the date of tender submission. Also no Contract of the tenderer should have been rescinded/ terminated by DMRC /Central or State Govt. Department / Public Sector Undertaking / Other Govt. entity or local body after award during last 5 years due to non-performance of the tenderer or any of JV/Consortium members. The tenderer should submit undertaking to this effect in respective Forms.

The overall performance of the tenderer (all members in case of JV/Consortium) shall be examined for all the ongoing manpower supply/ housekeeping works and works completed within last one year, of value more than 40% of NIT cost of work. The tenderer shall provide list of all such works in the prescribed Performa given in Form-VIA in the ITT. In addition the tenderer shall also submit certificate issued by the client/Employer for satisfactory performance for all these works with respect to completion of work/execution of work (for running works) failing which their tender submission shall not be evaluated and the tenderer shall be considered non-responsive and non-compliant to the tender conditions. The performance certificate issued by the client should not be older than one month from the last day of the previous month of tender submission.

If the tenderer or any of the constituent 'substantial member(s)' of JV/Consortium does not meet the criteria stated in the Form-VIA, the tenderer including the constituent 'substantial member(s)' of JV/Consortium shall be considered ineligible for participation in tender process and they shall be considered ineligible applicants in terms Clause 1.4 of NIT.

- vi. Tenderer (any member in case of JV/ Consortium) must not have been imposed liquidated damages of 10% (or more) of the contract value in a contract due to delay or penalty of 10% (or more) of the contract value due to any other reason during last five years. The tenderer should submit undertaking to this effect in respective Forms.
- vii. Tenderer (any member in case of JV/consortium) must not have suffered bankruptcy/ insolvency during the last 5 years. The tenderer should submit undertaking to this effect in respective Forms.

- 1.5 The bidders may obtain further information/ clarification, if any, in respect of these tender documents from the office of ED (Contracts), Delhi Metro Rail Corporation, 5th floor, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi –110 001
- 1.6 The intending bidders must be registered on e-tendering portal <https://eprocure.gov.in/eprocure/app>. Those who are not registered on the e-tendering portal shall be required to get registered beforehand. If needed they can be imparted training on ‘online tendering process’. 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.
- 1.7 The authorized signatory of intending bidder, as per Power of Attorney (POA), must have valid class-III digital signature. The tender document can only be downloaded or uploaded using Class-III digital signature of the authorized signatory.
- 1.8 Tender submissions will be made online after uploading the mandatory scanned documents towards cost of tender documents such as Demand Draft or Pay Order or Banker’s Cheque from a Scheduled commercial bank based in India and towards Tender Security such as Bank Guarantee or Demand Draft or Pay Order or Banker’s Cheque from a Scheduled commercial bank based in India and other documents as stated in the tender document.
- 1.9 Late tenders (received after date and time of submission of bid) shall not be accepted under any circumstances.
- 1.10 Tenders shall be valid for a period of 180 days (both days inclusive i.e. the date of submission of tender and the last date of period of validity of the tender) from the date of submission of Tenders.
- 1.11 DMRC reserves the right to accept or reject any or all proposals without assigning any reasons. No bidder shall have any cause of action or claim against the DMRC for rejection of his proposal.
- 1.12 The bidders are advised to keep in touch with e-tendering portal <https://eprocure.gov.in/eprocure/app> for updates. The Letter of Acceptance to the successful bidder shall be uploaded on procurement portal which can be downloaded by the successful bidder. For any complaints tenderers may contact CVO DMRC at 1st floor A-Wing, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi – 110001, Tel:011-23418406, Email: cvodmrc@gmail.com.

SECTION 2

SCOPE OF WORK

- 2.0** The contractor will execute Mechanized Cleaning and house keeping works with the suitable, uniformed and trained personnel with the use of modern equipments, machinery and eco- friendly chemicals for the following works in stations:
- 2.1.1 Cleaning and housekeeping Works consisting of: -**
 Cleaning of Floor areas, Vertical finishes, Roof arches, Roof ceilings, Glass areas, Doors, windows, Rolling shutters, Railings, False ceilings, False floorings, Bitumen surfaces, Pavements, Kerb stones, walls, Pillars, Hand rails, Mirrors, Ceramic / concrete Jalli etc. of the following areas: -
- a. Concourse,
 - b. Platform
 - c. Passages
 - d. Circulating area
 - e. Pavement
 - f. Roads (Under DMRC)
 - g. All rooms and other areas including corridors.
 - h. Stair cases
 - i. Bath rooms and Toilets (Only Staff Toilets)
 - j. Parking Area
- 2.1.2 Cleaning and washing of Track plinths within the station Boundary of Up and Down Tracks (Only During Block Period and Prior Permission of Competent Authority)
- 2.1.3 Cleaning of over head water tank.
- 2.1.4 Sanitation of bathrooms and Toilets including supply of necessary items if available.
- 2.1.5 Deleted
- 2.1.6 Cleaning & Attention of all the Drains available in the station area.
- 2.1.7 Pest control, Mosquito control and Insect & Rodent control of the entire station area including all rooms. (Light Pest Control)
- 2.1.8 Cleaning of Traction, E&M, and Signaling, Telecommunications, and AFC & Miscellaneous items available in Station premises.
- a. Cleaning of lighting Fixtures & Accessories
 - b. Cleaning of Fans
 - c. Cleaning of D.G. sets & connected equipments
 - d. Cleaning of Air conditioners
 - e. Cleaning of All HT & LT Equipments available in ASS room
 - f. Cleaning of all LT equipments available in LT switch room
 - g. Cleaning of All Equipments available in UPS room (Electrical and Signaling Rooms)
 - h. Cleaning of Equipments in Signaling room
 - i. Cleaning of Equipments in Telecommunication room
 - j. Cleaning of all Automatic Fare collection equipments
 - k. Cleaning of all Equipments available in Station Control Room, booking Offices, Excess Fare Office

- l. Cleaning of All Equipments available in Pump room
- m. Cleaning of Lifts
- n. Cleaning of Escalators
- o. Cleaning of portable fire extinguishers/Smoke detectors/ Fire detectors
- q. Cleaning of Telephones sets & accessories
- r. Cleaning of Computers and accessories
- s. Cleaning of Signage boards/Notice boards
- t. Cleaning of furniture provided in all rooms/offices
- u. Cleaning of Office equipments
- v. Cleaning of Fire Hydrants, Fire Panels, All type of pipes, Valves etc.
- w. Cleaning of All Switch Boards, Panel Boards.
- x. Cleaning of Security equipments like Metal detectors, X-ray machines etc.
- y. Cleaning of Automatic Hand Driers, Liquid Soap Dispensers etc.
- z. Cleaning of all miscellaneous equipments as available or being provided from time to time.

2.2 Time Schedule

The contract period for execution of the above mentioned works is for **04 years**.

2.3 DMRC has implemented, ISO-14001 & OHSAS 18001 for Environment, Health & safety. The Cleaning & Housekeeping works are to be carried out as per these International norms/standards and in such a manner that all premises always look neat & Clean. Eco friendly chemicals /Reagents to the extent possible shall be used. Similarly, the waste disposal is also carried out in totally sealed manner without affecting the Environment.

2.4 DMRC is looking for a Mechanized type of Cleaning.

2.5 No overtime is considered to achieve higher level of safety standards .The tenderer should consider execution of work in three shifts of 8 hrs each.. The agency must ensure timely payment of salary, PF, ESI etc. and prompt medical facility to sick/injured and to all staff. In case of death of staff, the agency is to deposit Rs.100000/- in DMRC Labour Welfare Fund to enable DMRC to release Rs.200000/- for heir apparent as immediate relief to his dependent. Subsequently agency should facilitate compensation on priority. Violation of these basic provisions shall attract a penalty of 5% of annual contract value and repeated violations shall lead to termination of contract.

SECTION 3

TENDER PRICES AND SCHEDULE OF PAYMENT

3.1 Tender Prices

- 3.1.1
- a. Unless explicitly stated otherwise in the Tender Documents, the contractor shall be responsible for the whole works, based on the Schedule of Works, Bill of Quantities and payment shall be made as per accepted rates based on the activities carried out as in the Schedule of work defined in Annexures.
 - b. The rates quoted by the tenderer is inclusive of all duties, taxes (except Service Tax), fees, octroi and other levies, materials, labour, liveries and uniform etc.
 - c. Rates for the estimate are based on minimum wages of April-2016 notification of the Chief Labour Commissioner (C), New Delhi vide order No. 1/13(3)/2016-LS-II dated 31.03.2016.
 - d. Copy of Tentative wage card is enclosed as Appendix -C

3.1.2 Schedule of Payment

- a. The payment will be made on a monthly basis as per the accepted rates based on the activities carried out as in the Schedule of work defined in Annexures of tender document.
- b. Joint Payment Procedure – Payment shall be made monthly. Attendance of the staff (through bio-metric machines) and details of deployment of machinery and chemicals is maintained at stations on daily basis. These records shall be submitted by 25th of each month to enable AGM/C&S to release 75% of due payment for the current month payment may be released by 5th of the next month so that wages shall be paid by 7th of next month by the agency.
The detail bills complying all the statutory provisions shall be submitted by 15th of the next month so that balance 25% payment of preceding month shall be released.

3.1.3 Terms & Process of Bill Payment

- a. All the terms & conditions of the bills for payments purpose should be strictly complied with in accordance with the guide lines, issued by the competent authority from time to time.
- b. A certificate as per Appendix -D enclosed should strictly be provided with each bill for each Metro Station.

Executive Director (Contracts)
Delhi Metro Rail Corporation limited

Instructions for Online Bid Submission:

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

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

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- 2) As part of the 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 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 has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the

bidders, opening of bids etc. The bidders should follow this time during bid submission.

- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid 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 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.
- 3) For any Technical queries related to Operation of the Central Public Procurement Portal Contact at :

Mobile Numbers: 91 7878007972, 91 7878007973, 91 7574889871, 91 7574889874,
91 8826246593

Tel: The 24 x 7 Toll Free Telephonic Help Desk Number 1800 3070 2232. Other Tel:
0120-4200462, 0120-4001002.

E-Mail: [cppp-nic\[at\]nic\[dot\]in](mailto:cppp-nic[at]nic[dot]in)
