

NOTICE INVITING TENDER

Contract No.: R/PC/040/2017 (SVD) Pest and Rodent Control Operation in Trains & Depot Premises of Train Maintenance Depots of DMRC

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SECTION 1
NOTICE INVITING TENDER

1.1 GENERAL

1.1.1 Delhi Metro Rail Corporation (DMRC) Ltd. invites open tender through E-tendering system (<https://eprocure.gov.in/eprocure/app>) from Eligible Applicants who fulfill the Eligibility criteria as mentioned in Clause 1.2.1 of NIT, in two packet system (Technical Bid and Financial Bid), for the work "Pest and Rodent Control Operation in Trains & Depot Premises of Train Maintenance Depots of DMRC" of DMRC Ltd.

Name of Work: Pest and Rodent Control Operation in Trains & Depot Premises of Train Maintenance Depots of DMRC" of DMRC Ltd.

1.1.2 Key details of the tender are as follows:

1.1.2.1	TENDER NO.	R/PC/40/2017(SVD)
1.1.2.2	Name of work	Contract No.:R/PC/040/2017 (SVD) Pest and Rodent Control Operation in Trains & Depot Premises of Train Maintenance Depots of DMRC.
1.1.2.3	Approximate cost of work	Rs. 4,02,16,993.00 (for 03 years) (Average annual value = Rs. 1,34,05,664.00)
1.1.2.4	Tender Security amount (Earnest Money Deposit)	Rs. 4,02,170.00 (as per Clause no. 12 of ITT)
1.1.2.5	Cost of Tender Documents (Non- refundable)	Rs. 21000/- (Rs. 20000/- + DVAT @ 5%) (Non-Refundable)
1.1.2.6	Tender documents available for sale on website	From 01.03.2017 to 30.03.2017 up to 15:00 hrs through e-tendering website https://eprocure.gov.in/eprocure/app Tender document can only be obtained after registration of tenderer on the website https://eprocure.gov.in/eprocure/app For further information about e-tendering bidders are advised to Contact: 011- 29947535
1.1.2.7	Date and Time of Pre bid meeting	16.03.2017 at 11.00 hrs at Metro Bhawan
1.1.2.8	Last date of issuing addendum/corrigendum if any	24.03.2017
1.1.2.9	Last Date & time of Submission of Tender online	30.03.2017 up to 15.00 hrs (https://eprocure.gov.in/eprocure/app)
1.1.2.10	Date & time of opening of Technical Bid online	31.03.2017 at 16.00 hrs.

1.1.2.11	Date & time of opening of Price Bid	It will be informed later on after the evaluation of technical bid (Only to the bidders who will successfully qualify the technical bid) on https://eprocure.gov.in/eprocure/app
1.1.2.12	Completion period of work	LOA will be given for three years. However, performance of contractor will be evaluated (as per clause no 4.2 of SCC) for continuation of the contract for one year at a time.
1.1.2.13	Stipulated date of commencement of work	Within seven days from the date of issue of "Letter of acceptance" or as per the instruction of Engineer- In-charge.
1.1.2.14	Type of Tender	Two bid system (Technical & Financial)
1.1.2.15	Tender Validity	120 days from the last date of submission of Tender. (as per Clause no. 11 of ITT)
1.1.2.16	Tender Security Validity	180 days from the last date of tender submission (as per Clause no. 12 of ITT)
1.1.2.17	Security Deposit/Performance Security	10 % of accepted value of work (LOA). (as per Clause no. 27 of ITT)
1.1.2.18	Validity of Performance Bank Guarantee/Security	6 months beyond the expiry of the Contract Period (as per Clause no. 27 of ITT)
1.1.2.19	Authority and place for Submission of tender cost, tender security, seeking clarifications, place of Pre bid meeting, required documents, if any	Depot In charge / Rolling Stock, Train Maintenance Depot, Delhi Metro Rail Corporation Limited, Sarita Vihar, New Delhi-110076
1.1.2.20	Date and Time of submission of Tender Cost and Tender Security (EMD) in original at the office of Depot In-charge/RS/SVD	30.03.2017 upto 15:00 hrs

1.1.3

The tender cost will be in the form of Demand draft/ Banker's cheque and tender security will be in the form of Demand draft/FDR/Bank Guarantee drawn on a Scheduled Commercial Bank based in India (Enclosed as Annexure-F of ITT) and should be in favour of "Delhi Metro Rail Corporation Ltd." payable at New Delhi. and the bank must be on Structured Financial Messaging System (SFMS) platform.

i) For confirmation of BG a Separate advice note of BG will invariably be sent by issuing bank to the employer's bank through SFMS and only after this BG will be operative and acceptable by the Employer/DMRC.

ii) As such Contractor in their own interest should provide Employers bank details to the BG issuing Bank and request them to send advice of BG through SFMS to the employers/DMRC Bank.

iii) At present DMRC Bank Details are-ICICI BANK LTD, 9A, PHELPS BUILDING, CONNOUGHT PLACE, N.D-110001, IFSC CODE: ICIC0000007

NOTE: The bidder who fails to submit the tender cost & tender security (in original) within stipulated schedule then his tender shall not be considered and summarily rejected.

1.2 ELIGIBILITY CRITERIA:

1.2.1 Work Experience:

1.2.1.1 Tenderer shall have the experience of having successfully completed similar* type of works during last five years ending last day of month previous to the one in which tenders are invited should be either of the following: -

a) Three similar* completed works, each costing not less than the amount equal to 40% of the average annual advertised tender value as per NIT clause 1.1.2.3.

OR

b) Two similar* completed works, each costing not less than the amount equal to 50% of the average annual advertised tender value as per NIT clause 1.1.2.3.

OR

c) One similar* completed work, each costing not less than the amount equal to 80% of the average annual advertised tender value as per NIT clause 1.1.2.3.

If the tenderer is/was working contractor of DMRC during the above period then he must include DMRC contracts for above experience records.

Following documents shall be considered for evaluating the above criteria of work experience of the tenderer:

i) Tenderer shall submit the details of work executed in Experience Record (Form T-II of ITT) for the works to be considered for qualification of experience criteria. Self attested copy of work order /LOA along with Work completion certificates (indicating Nature/Scope of work, date of start & completion, actual completion cost and Performance of subject work) from the client on their letter head for completed work.

(*) Similar works are defined as Pest and Rodent Control Operations in industrial complex/Metro Stations/Trains / central Government / State Govt. / PSUs organization/Reputed Corporate Industries/Airports.

1.2.2 Financial Standing (Annual Turnover): Average Annual Turn Over of the tenderer during the last five audited financial years shall not be less than 80% of the average annual advertised tender value as per NIT clause 1.1.2.3. Tenderer has to produce

self attested audited balance sheet with profit and loss account duly certified by Chartered Accountant etc. Tenderer shall submit the details in prescribed Proforma (Form T-V of ITT).

- 1.2.3 **Contractor Obligation / Compliance:** Contractor must give his unconditional compliance on labour laws' obligations and other tender work requirements as mentioned in Annexure-A of ITT.
- 1.2.4 a) DMRC/any Central/ State government department /public sector undertaking/ other government entity or local body must not have banned business with the tenderer (including any member in case of JV/consortium) as on the date of tender submission.
- b) Also no contract of the tenderer of the value more than 10% of NIT cost of work, executed either individually or in a JV/Consortium, should have been rescinded/ terminated by DMRC/any Central or state Govt. Department / Public sector undertaking/ Other Govt. entity or local body after award during last 03 years (from the last day of the previous month of the tender submission) due to non performance of the tenderer or any of JV/Consortium members. The tenderer should submit undertaking to this effect in the format Annexure–B of ITT.
- c) The overall performance of the tenderer (all members in case of JV/Consortium separately) shall be examined for all the ongoing and completed similar works (as in eligibility criteria) within last one year (from the last day of the previous month of tender submission), of value more than 40% of NIT cost of work, executed either individually or in a JV/Consortium. The tenderer shall provide list of all such works in the prescribed Performa given in Annexure-“D” of ITT. In addition, the tenderer (all members in case of JV/Consortium separately) 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 ongoing 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 three month (from the last day of the previous month of tender submission).
- d) Tenderer (including any member in case of JV/Consortium) must have been neither penalized with liquidity damages of 10% (or more) of the contract value due to delay nor imposed with penalty of 10% (or more) of the contract value due to any other reason in similar works (as in eligibility criteria) of value more than 10% of NIT cost of work. The tenderer should submit undertaking to this effect in the format Annexure–E of ITT.
- e) If the tenderer or any of the constituent 'substantial member(s)' of JV/Consortium does not meet the criteria stated in the Annexure-B, Annexure-D & Annexure-E of ITT, 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 of Clause 1.2.4 of NIT.

- f) If there is any misrepresentation of facts with regards to undertaking submitted vide Annexure-B, or performance in any of the works reported in the Annexure-D, or undertaking submitted vide Annexure-E, the same will be considered as "fraudulent practice" under Clause 4.33.1 a (ii) of the GCC and the tender submission of such tenderers will be rejected besides taking further action as per clause 4.33.1 (c) of GCC.
- 1.3 Tenderer must doubly ensure submission of all required documentary proof of all the above prescribed eligibility criteria in desired format as detailed in the Tender Schedule. Tenderer not meeting the eligibility criteria conditions as given above in para 1.2 will be summarily rejected and no second chance will be given for any clarification. Price Bid will be opened only for those tenderers, which are qualified in Technical bid/ eligibility criteria. If, at any stage the documents submitted by the tenderer were found fake/ fraudulent, the contract will be terminated.
- 1.4 The tenderer should not assume that his bid will be automatically accepted. Tenderer's bid should contain all technical, financial and other details as required for the consideration of tender.
- 1.5 Works envisaged under this contract are required to be executed in all respects up to the period of completion mentioned above.
- 1.6 Tender documents consist of the following:
- VOLUME – I**
- (A) TECHNICAL BID**
- (i) Notice Inviting Tender (NIT)
- (ii) Instructions To Tenderers (ITT)
- (iii) Special Conditions of Contract (SCC)
- (iv) Technical Specifications and scope of work
- (v) General Conditions of Contract with Correction Slips (GCC)
- VOLUME – II**
- (B) PRICE BID**
- i) Form of Tender with annexure
- ii) Bill of Quantities
- iii) Form of Deviations with Price Adjustment
- 1.7 The Contract shall be governed by the documents listed in para 1.6 above.
- 1.8 The Tenderers may obtain further information in respect of these tender documents from the office of **Depot In charge / Rolling Stock, Train Maintenance Depot, Delhi Metro Rail Corporation Limited, Sarita Vihar, New Delhi-110076.**
- 1.9 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. 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.

- 1.10 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.
- 1.11 Tender submissions will be made online after uploading the mandatory scanned documents towards cost of tender documents such as Demand Draft or Banker's Cheque and towards Tender Security such as Demand Draft or Fixed Deposit Receipt or Bank Guarantee from a Scheduled commercial bank based in India and other documents as stated in the tender document.
- 1.12 Tenderers are advised to visit the site before offering their rates.
- 1.13 Bidders shall note that the maximum file size that can be uploaded is 5MB. All the uploaded files in tender submission should be named properly and arranged systematically and uploaded documents should be able to read clearly.
- 1.14 The bidders are advised to keep in touch with e-tendering portal <https://eprocure.gov.in/eprocure/app> for updates. Any corrigendum, addendum etc issued shall be part of this tender document and shall be made available on website <https://eprocure.gov.in/eprocure/app>.
- 1.15 All Tenderers are cautioned that the tender containing any deviation from the Tender Document as mentioned in the clause of 1.6 of NIT which consists of Notice Inviting Tender, Instructions to Tenderers, General Conditions of Contract, Special condition of Contract, Technical Specifications & Scope of work, Bill of Quantities is liable to be summarily rejected as non-responsive.
- 1.16 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.

(Prem Prakash Pawan)

Manager In-Charge/ Rolling Stock/O&M,
Train Maintenance Depot,
Delhi Metro Rail Corporation Ltd.
Sarita Vihar, New Delhi-110076

SECTION 2

BRIEF SCOPE OF WORK

2.1 DESCRIPTION:

There exists a requirement for carrying out General Pest, Rodent and anti-termite treatment (inside and outside the building premises, General pest and rodent control of Metro train with in train maintenance depots of DMRC.

2.2 BRIEF SCOPE OF WORK OF PEST AND RODENT CONTROL:

The scope of work includes spraying of pesticide at all places and buildings with in all the depots, applying of chemicals as per prescribed dosages as residual/ Non residual insecticides spray under supervision of technically qualified and accredited pest control.

2.2.1 GENERAL PEST CONTROL:

All the house hold pest such as mosquitoes, house flies, cockroaches, rats, spiders, ants etc will be controlled /managed by CIB registered, WHO approved for use in public health and ISI marked chemicals in an eco-friendly and integrated manner.

Deltamethrin 2.5% WP, cyfluthrin 5% EC will be sprayed once in a period of three months at all places of the office block as residual spray.

Deltamethrin 2.5% WP will be sprayed bimonthly in train coaches as residual spray.

Propoxure 20% EC will be sprayed bimonthly in train coaches and fortnightly in the canteen, pantries and offices etc.

Lambda cyhalothrin 10%WP will be done in close door premises, once in six week period.

Air charging with Nuvan (DDVP 76% EC) will be given fortnightly at all constructed and surrounding areas of the entire DMRC complex.

Malathion 50% EC will be sprayed as residual spray fortnightly at all constructed and surrounding areas.

All the chemicals will be strictly applied in as per prescribed dosages as residual/ Non residual insecticides spray under supervision of technically qualified and accredited pest control.

Motorized spray pumps / Electric thermal fogger/ULV sprayer will be used for generating mist or sprays.

2.2.2 FOGGING:

Fogging will be carried out in the area surrounding of building premises as well as some feasible area in the buildings by generating smoke from diesel mixed with Deltamethrin 1.25% ULV (King fog) on fortnightly basis by pulse fog k-10/SP WHO approved.

2.2.3 RODENT CONTROL:

2.2.3.1 Integrated Pest management Techniques shall be followed for De-ratting Operation, which includes both physical and chemical control measures.

2.2.3.2 Burrow Fumigation: All rat burrows all along the buildings as well as in the open field shall be located and earmarked for chemical treatment with a fumigant (ALP) to eliminate the progeny of the rats to prevent their multiplication and migration in to the buildings.

Gum boards, traps and rat baiting technique shall be applied inside the building bimonthly for the control of available rats in the entire premises.

Gum boards, traps and rat baiting technique shall be applied inside the trains bimonthly for the control of presence of rats.

2.2.4 ANTI-TERMITE TREATMENT:

Anti termite Treatment of the infested area will be done bimonthly by both spraying Chloropyriphos 20% EC and injecting this solution either in water or in Kerosene oil as per requirement of the place.

2.2.5 ANTI LARVAL TREATMENT:

Antilarvicide treatment with Temiphos 50% EC or Fenthion 82.5 % EC (Baytex) or Vectobac 12AS- Biological Pesticide will be undertaken for treatment of water bodies/parking area water plants etc on weekly basis.

2.2.6 LOG OF ACTIVITY:

Log book detailing services provided by the contractor (pest control cell) which mentioning date of services, services completed, complaints if any etc. will be maintained and signed both by DMRC and contractor officials.

For all the pest control operations mentioned at 2.2.1 to 2.2.5, two staffs and one supervisor for each depot i.e. total 33 manpower will be deployed at the site on daily basis throughout the contract period as per the requirement of DMRC. However complaint if any will be attended by the operator free of cost.

2.3 PROCEDURE:

2.3.1 Manpower:

2.3.1.1 For Metro Train Coaches: One staff will be deployed at each site in the night from 22:00 hrs. to 06:00 hrs for 15 nights/ month or as per availability of the Metro Trains.

2.3.1.2 For Depot Premises: One staff will be deployed at each site on daily basis throughout the contract period from 14:00 hrs. to 22:00 hrs. & one staff will be deployed for 15 days/month for fogging and provide assistance to the other staff.

One supervisor will be deployed daily for supervision of their staff through the contract Period. Only authorized staff of contractor having proper identity card issued by the contractor/firm and with temporary pass of DMRC shall be permitted to enter in DMRC premises.

2.3.2 All incidental arrangements for safe transport of Material, machine, tools etc. shall be the responsibility of the contractor. All expenditure to be incurred in this connection shall be borne by contractor.

2.4 TIME SCHEDULE

The contract period for execution of above mentioned works is for 03 years from the date of commencement of work. Work shall be commenced within 07 days from the date of issue of Letter of Acceptance (LOA) or as per instruction of Engineer in-charge.

SECTION 3

TENDER PRICES AND SCHEDULE OF PAYMENT

3.1 Tender Prices

- a. Unless explicitly stated otherwise in the Tender Documents, the contractor shall be given payment on the monthly basis based on accepted rates & actual works carried out as per the schedule of work (Bill of Quantity) available elsewhere in the Tender.
- b. The contract price, subject to any adjustment thereto in accordance with contract conditions shall be inclusive of all taxes like Value Added Tax (VAT), Paid under Delhi VAT act 2005 or Value Added Tax (VAT) paid under other State Govt. VAT Act(s), duties, levies, royalties Service Tax etc. or any tax in replacement of such taxes like GST. Contractor will show the breakup of taxes in the invoices as quoted in BOQ while claiming payment as per tender conditions. He will have to maintain all records related to payment of taxes at his end for verification any time during the contract.

3.2 Schedule of Payment

- a) The payment will be made based on actual, on monthly basis as per the accepted rates based on the actual work carried out as per the Schedule of work (Bill of Quantity) after satisfactorily verified by the users.
- b) The payment will be made only for the work actually carried out as per the schedule of work (Bill of Quantity) for the Trains/ building handed over to the contractor for the Pest & Rodent Control Operation. The completed buildings/ premises will be handed over for the Pest & Rodent Control Operation, as and when they are ready. In case, all the buildings/premises are not ready within the contract period, the Contractor shall not have any claim on the same.
- c) Income Tax is deductible at source while effecting payment of bills at the prescribed percentage as per the orders of the government.
- d) Service tax, if claimed, will be reimbursed only if the service tax /TIN registration number is mentioned in the invoice. In the absence of service tax/TIN registration number, service tax will not be reimbursed.
- e) Quote PAN and service tax no. on all correspondence, Bills, Vouchers and other documents otherwise TDS at higher of the prescribed rate will be deducted.
- f) All payments to the contractors will be made by e-Payment /Account Payee Cheques. Monthly payment shall be made on receipt of the bill complete & correct in all respect along with the supporting documents subject to deduction of statutory charges/taxes/duties/levies etc.
- g) Bills, correct in all respect, shall be submitted to Depot In-charge/SVD, in duplicate along with supporting documents, who will arrange payment through Finance, DMRC.
- h) No advance of any type shall be paid.
- i) TDS & DVAT TDS on monthly invoice of tenderer is deducted while processing monthly bills as per Govt. Guidelines.

SECTION- 4

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.