

Contract CPM10-09: Miscellaneous civil work such as modification & widening of road, mastic work in U-turn etc. in extension of line-3 from Noida City Centre to Electronic City Noida.

NOTICE INVITING TENDER

(E-tender)

1.1 GENERAL

1.1.1 Name of Work :

Delhi Metro Rail Corporation (DMRC) Ltd. invites open e-tenders from eligible applicants, who fulfill qualification criteria as stipulated in Clause 1.1.3 of NIT, for the work, **“CPM10-09: Miscellaneous civil work such as modification & widening of road, mastic work in U-turn etc. in extension of line-3 from Noida City Centre to Electronic City Noida.”**

The brief scope of the work and site information is provided in clause 1.2 of NIT.

1.1.2 Key details:

Approximate cost of work	Rs 75.03 Lacs
Tender Security Amount	Rs.1,00,000/- (Payment of tender security fee is to be made only by RTGS, NEFT & IMPS. No other mode of payment will be accepted. The detail of bank account of DMRC is mentioned below. The bidders will be required to upload scanned copies of transaction of payment of tender document cost/tender fee at the time of online bid submission.)
Completion period of the Work	03 (Three) Months.
Tender Documents on Sale	From 10.05.2019 to 23.05.2019 (up to 15:00 hrs) on e-tendering portal https://eprocure.gov.in/eprocure/app .
Cost of Tender Documents	Rs. 5,900/- (inclusive of 18% GST) Non- Refundable. (Payment of tender document cost/ tender fee is to be made only by RTGS, NEFT & IMPS. No other mode of payment will be accepted. The detail of bank account of DMRC is mentioned below. The bidders will be required to upload scanned copies of transaction of payment of tender document cost/tender fee at the time of online bid submission.) (Copy of GST registration no. to be provided along with Tender document cost/ tender fee)
Last date of issuing addendum	15.05.2019
Last Date & Time of Submission of Tender online	23.05.2019 (up to 15:00 Hrs).
Date & Time of opening of Tender online	24.05.2019 at 15:30 Hrs.
Authority for Dealing Tender related information	Project Manager-10B O/o Chief Project Manager-10, Delhi Metro Rail Corporation, Ground Floor, Jhilmil Metro Station,

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Jhilmil, Delhi-110095 Tel: 011-22127623, Fax: 011-22127620				
To facilitate payment of Tender Fee and Tender Security through RTGS, NEFT & IMPS, the details of bank account of DMRC is mentioned below:				
Name of Bank	Bank's Address	Account Name & No	Account Type	IFSC Code:
ICICI Bank	9A, Phelps Building, Connaught Place, New Delhi -110001	DMRC Ltd. Tender Cell A/C, 000705039610	Current	ICIC0000007

1.1.3 QUALIFICATION CRITERIA:

1.1.3.1 Eligible Applicants:

- i. The tenders for this contract will be considered only from those tenderers (proprietorship firms, partnerships firms, companies, corporations) who meet requisite eligibility criteria prescribed in the sub-clauses of clause 1.1.3 of NIT.
- ii. A tenderer shall submit only one bid in the same tendering process, individually as a tenderer. 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 subcontractor while submitting a bid individually 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 subparagraph (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 on 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 as individual firm, who has experience of "Miscellaneous civil work such as modification & widening of road, mastic work in U-turn etc".
- v. (a) DMRC/ Any Other Metro Organisation (100% owned by Govt.)/ Ministry of Housing & Urban Affairs/ Order of Ministry of Commerce, applicable for all Ministries must not

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have banned business with the tenderer as on the date of tender submission. The tenderer should submit undertaking to this effect in **Appendix-19** of Form of Tender.

- (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 Other Metro Organisation (100% owned by Govt.) after award during last 03 years (from the last day of the previous month of tender submission) due to non-performance of the tenderer. The tenderer should submit undertaking to this effect in **Appendix-19** of Form of Tender.
 - (c) The overall performance of the tenderer shall be examined for all the ongoing Civil Engineering/~~Electrical /Signalling/System/traction~~ works awarded by DMRC/ any other Metro Organisation (100% owned by Govt.) 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. The tenderer shall provide list of all such works in the prescribed Performa given in **Appendix-19A** of the Form of Tenderer. The tenderer may either submit satisfactory performance Certificate issued by the Client/ Employer for the works or give an undertaking regarding satisfactory performance of the work with respect to completion of work/execution of work (for ongoing works) falling which their tender submission shall not be evaluated and the tenderer shall be considered non-responsive and non-compliant to the tender conditions. In case of non submission of either satisfactory performance Certificate from Client /Employer or undertaking of satisfactory performance of any such work shall be treated as unsatisfactory while evaluating the overall performance of tenderer in terms of Note (b) of appendix-19A. In case of performance certificate issued by the client, same should not be older than three month (from the last day of the previous month of tender submission) for on-going works.
 - (d) Tenderer for the works awarded by DMRC/ any other Metro Organisation (100% owned by Govt.) must have been neither penalised with liquidated 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 any Civil Engineering /~~Electrical /Signalling /System/~~Traction Contract of value more than 10% of NIT cost of work, during last three years. The tenderer should submit undertaking to this effect in **Appendix-20** of From of Tender.
 - (e) If the Tenderer does not meet the criteria stated in the Appendix-19 or Appendix-19 A or Appendix-20, the tenderer shall be considered ineligible for participation in tender process and they shall be considered ineligible applicants in terms of Clause 1.1.3.1 of NIT.
 - (f) If there is any misrepresentation of facts with regards to undertaking submitted vide Appendix-19, or performance in any of the works reported in the Appendix 19A, or undertaking submitted vide Appendix-20, the same will be considered as “fraudulent practice” under Clause 4.33.1 a (ii) of GCC and the tender submission of such tenderers will be rejected besides taking further action as per Clause 4.33.1 (b), (c) & 13.2.1 of GCC.
- vi. Tenderer must not have suffered bankruptcy/ insolvency during the last 5 years. The tenderer should submit undertaking to this effect in Appendix-21 of Form of Tender.

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1.1.3.2 Minimum Eligibility Criteria:

A. Work Experience: The tenderers will be qualified only if they have successfully completed work(s), completion date(s) of which falling during last five years ending 30.04.2019 as given below:

(i) At least one “**similar work**” * of value of **INR 60.02 Lakhs** or more.

OR

(ii) Two “**similar works**” * each of value of **INR 37.52 Lakhs** or more.

OR

(iii) Three “**similar works**” * each of value of **INR 30.01 Lakhs** or more.

- The “**similar work**” for this contract shall be “**Miscellaneous civil work i.e. road work, mastic work, de-silting of sewer line and PEB roof sheeting work**”.
- Value of “**Similar work**” of s. No. (i) to (iii) executed by Tenderer must be included at least **70%** of road work.

Notes:

- The tenderer shall submit details of works executed by them in the Performa of **Appendix-17 of FOT** for the works to be considered for qualification of work experience criteria. Documentary proof such as completion certificates from client clearly indicating the nature/scope of work, actual completion cost and actual date of completion for such work should be submitted. The offers submitted without this documentary proof shall not be evaluated. In case the work is executed for private client, copy of work order, bill of quantities, bill wise details of payment received certified by C.A., T.D.S certificates for all payments received and copy of final/last bill paid by client shall also be submitted.
- Value of successfully completed portion of any ongoing work up to **30.04.2019** will also be considered for qualification of work experience criteria.
- For completed works, value of work done shall be updated to **30.04.2019** 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 above work(s) comprise other works, then client’s certificate clearly indicating the amount of work done in respect of the “similar work” shall be furnished by the tenderer in support of work experience along-with their tender submissions.

B. Financial Standing : The tenderers will be qualified only if they have minimum financial capabilities as below:

- (i) **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 balance sheets of last audited year and/or from the banking reference. Net current assets and/or documents including banking reference (as per Performa given in **Annexure-8** 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 of **INR 42.87 Lakhs** 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 be more than 3 months old as on date of submission of bids.

- (ii) **T2 - Profitability:** Profit before Tax should be **Positive in at least 2 (two) years**, out of the last five audited financial years.
- (iii) **T3 - Net Worth:** Net Worth of tenderer during last audited financial year should be **≥ INR 60.02 Lakhs**.
- (iv) **T4 - Annual Turnover:** The average annual turnover from construction of last five financial years should be **≥ INR 240.10 Lakhs**.

Notes :

- Financial data for latest last five audited financial years has to be submitted by the tenderer in **Appendix-18 of FOT** along with audited balance sheets. The financial data in the prescribed format shall be certified by Chartered Accountant with his stamp and signature in original with membership number. 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 year other than the last year is not submitted, the tender may be considered as non-responsive.
- Where a work is undertaken by a group, only that portion of the contract which is undertaken by the concerned applicant/member should be indicated and the remaining done by the other members of the group be excluded. This is to be substantiated with documentary evidence.

1.1.3.3 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:

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

Where,

- A = Maximum of the value of construction works executed in any one year during the last five financial years (updated to **30.04.2019** 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 30.04.2019**) for on-going construction works during period of **3 months w.e.f. 01.05.2019**.

Notes:

- Financial data for latest last five financial years has to be submitted by the tenderer in **Appendix-15 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 with membership number.
- Value of existing commitments for on-going construction works during period of **3 months w.e.f. 01.05.2019** has to be submitted by the tenderer in **Appendix-16 of FOT**. These data shall be certified by the Chartered Accountant with his stamp and signature in original with membership number.
- 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 % participation is not mentioned then equal participation will be assumed.

1.1.3.4 The tender submission of tenderers, who do not qualify the minimum eligibility criteria & bid capacity criteria stipulated in the clauses 1.1.3.2 to 1.1.3.3 above, shall not be considered for further evaluation and therefore rejected. The mere fact that the tenderer is qualified as mentioned in sub clause 1.1.3.2 to 1.1.3.3 shall not imply that his bid shall automatically be accepted. The same should contain all technical data as required for consideration of tender prescribed in the ITT.

1.1.4 Tender documents consisting of following sections:

Volume -1

Notice Inviting Tender.

Instructions to Tenderers (including Annexures)

Form of tender (including Appendices)

Volume -2

Special Conditions of contract.

General conditions of Contract.

Condition of contracts on Safety, Health and Environment (SHE) Ver.1.2

Volume -3

Technical Specification

Volume -4

Bill of quantities.

- 1.1.5 The tenderers may obtain further information/ clarification, if any, in respect of these tender documents from Project Manager -10B, O/o Chief Project Manager-10, Delhi Metro Rail Corporation, Ground Floor Jhilmil Metro Station, Jhilmil, New Delhi – 110095
- 1.1.6 The intending tenderers must be registered on e-tendering portal **<https://eprocure.gov.in/eprocure/app>**. Those who are not registered on the Limited 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.
- 1.1.7 All tenderers are hereby cautioned that tenders containing any material deviation or reservation as described in instruction to tenderer and/ or minor deviation without quoting the cost of withdrawal shall be considered as non-responsive and is liable to be rejected.
- 1.1.8 The contract shall be governed by the documents listed in **para 1.1.3.4** above along with latest edition of CPWD Specification, IRS Specifications & MORTH Specifications. These may be purchased from the market.
- 1.1.9 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** of the authorized signatory.
- 1.1.10 Tender submissions will be made online after uploading the mandatory scanned documents towards cost/ tender fee, Tender Security and other documents as stated in the tender document.
- 1.1.11 Late tenders (received after date and time of submission of bid) shall not be accepted under any circumstances.
- 1.1.12 Tenders shall be valid for a period of **180 days** from the date of submission of Tenders and shall be accompanied with a tender security of the requisite amount as per **Clause -17.1 of ITT**.
- 1.1.13 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.
- 1.1.14 Tenderers are advised to keep in touch with e-tendering portal <https://eprocure.gov.in/eprocure/app> for updates.

Project Manager-10B
Delhi Metro Rail Corporation.

1.2 Scope of Work

1.2.1 Brief Scope of Work:

The construction works to be undertaken in this contract consists of “**Miscellaneous civil work such as modification & widening of road, mastic work in U-turn etc. in extension of line-3 from Noida City Centre to Electronic City Noida**”.

The detail of work is as follows:

- i) Dismantling of footpath near u-turn and widening the road for smooth movement of traffic.
- ii) Mastic work in u-turns.
- iii) Construction of security room at all stations.
- iv) De-silting of sewer line.
- v) Additional flashing work in entry structures
- vi) Period of Completion is **Three Month** from the date of “letter of acceptance”
- vii) The **Defect liability period (DLP) shall be 12 months** after the date of issue of the completion certificate.

The above mentioned works are to be done complete in all respect i.e. civil work etc. The work is to be executed as per CPWD specifications 2009 (Volume 1 and 2) with up to date correction slips.

In case of any discrepancy between specification of an item and that mentioned BOQ, the specification mentioned in item will follow.

Items in this work are NDSR and DSR 2018 civil items

The work is to be executed as per CPWD specifications 2009 (Volume 1 and 2) with upto date correction slips.

DAMAGE AND INTERFERENCE

- (1) Work shall be carried out in such a manner that there is no damage to or interference with: (a) watercourses or drainage systems; (b) utilities; (c) structures (including foundations), roads, including street furniture, or other properties; (d) public or private vehicular or pedestrian access; (e) monuments trees, graves or burial grounds other than to the extent that is necessary for them to be removed or diverted to permit the execution of the Works. Heritage structures shall not be damaged or disfigured on any account. The Contractor shall inform the Engineer as soon as practicable of any items which are not stated in the Contract to be removed or diverted but which the Contractor considers need to be removed or diverted to enable the Works to be carried out. Such items shall not be removed or diverted until the consent of the Engineer to such removal or diversion has been obtained.

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- (2) Items which are damaged or interfered with as a result of the Works and items which are removed to enable work to be carried out shall be reinstated to the satisfaction of the Engineer and to at least the same condition as existed before the work started. Any claims by Utility Agencies due to damage of utilities by the Contractor shall be borne by the Contractor.

TRAFFIC MANAGEMENT

The Contractor shall make the detailed traffic diversion plans in consultation with Noida Traffic Police. The work is to be executed with proper liaison with Noida Traffic Police. Necessary assistance will be given by DMRC. The scheme should be such that minimum of two lane of traffic on each direction of the road should be available for the smooth flow of traffic. The Contractor should inspect the site. The Contractor shall also strengthen the road where the diversions are planned by widening, repairing to the road surface.

Traffic barricade with blinker, reflective tapes and other necessary traffic signage should be provided wherever required as per detailed plan. Temporary traffic diversion for smooth flow of traffic will be provided during construction including necessary traffic signs, repairs to diverted route/services lanes if required. Traffic marshals shall be deployed for the period of diversion to guide the road users and to avoid traffic congestion. Restoration of diverted route in original condition etc. shall be done by Contractor. Contractor shall be paid under relevant item under BOQ.

Scope of Work includes Supply of all machineries, manpower, equipment and other necessities required for construction of all permanent and temporary works as per Technical/Special Specifications and or as directed by Engineer. The work is to be constructed and maintained as per relevant Codes, CPWD Specifications, Special Specifications and/or as directed by the Engineer. The scope of work shall inter-alia include the following.

1. Execution of the project/undertake the construction work as per the approved stipulated Time period, as well as the approved specifications.
2. All aspects of quality assurance, including testing of various components of works, as specified in CPWD, BIS OR other relevant specification or as directed.
3. Clearing site after construction and handing over of all works, as specified and directed.
4. True and proper setting out and layout of the works, benchmarks and provision of all necessary labour, instruments and appliances in connection therewith as specified or as directed.
5. All aspects of quality assurance, including testing of materials and other components of the work, as specified or as directed. The payment shall be included in the quoted price itself.
6. The Contractor has to ensure cleanliness of the roads and footpaths by deploying man power for the same. Nothing extra shall be payable on this account;
7. Day to day cleaning of worksite throughout the execution period
8. Clearing of site and handing over of all the Works, as specified or as directed;
9. The contractor shall have to provide barricading at all the temporary works, and other requirements of Safety, Health & Environment are as specified in condition of contract on SHE version at their own cost.

The value of work shall be paid for the items executed & measured and according to rates mentioned in **BOQ**. Additions or deductions from the value of work shall be made according to the provisions of the contract.

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The rates are inclusive of all cost for plants, Equipment's, tools, all types of labours, supervision, all materials from the source of supplies as approved by Engineer/ Employer including all lead and lifts, transport, all temporary works, erection, maintenance, contractors profits & establishment/ over heads together with preparation of designs and drawings etc., all general risks, taxes, including GST and other levies, insurance liabilities and all other obligations set out or implied in the contract for completion of work except otherwise specified in Bill of Quantities.

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

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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)