



दिल्ली मेट्रो रेल कॉर्पोरेशन लिमिटेड
DELHI METRO RAIL CORPORATION LTD.

CONTRACT NO OPR-350

“LICENSING OF PARKING RIGHTS AT UTTAM NAGAR EAST, TILAK
NAGAR AND JANAK PURI EAST METRO STATIONS OF LINE -3 OF
DMRC”

NOTICE INVITING TENDER
(NIT)

DELHI METRO RAIL CORPORATION LTD.

**5th FLOOR, C-WING, METRO BHAWAN,
FIRE BRIGADE LANE, BARAKHAMBA ROAD,
NEW DELHI 110001**

ABBREVIATIONS

- i. DMRC- Delhi Metro Rail Corporation Limited.
- ii. e-tender- Electronic tender.
- iii. MLF-Monthly License Fee
- iv. IFSD-Interest free security deposit.
- v. EMD-Earnest money deposit.
- vi. DD-Demand draft.
- vii. PO- Pay order.
- viii. GST. Goods & Service Tax
- ix. LOA-Letter of Acceptance.
- x. TCS-Tax collected at Source.
- xi. ECS- Equivalent car space.
- xii. SQM-Square meter.
- xiii NIT- Notice inviting tender
- xiv. ITT- Instruction to tenderer
 - xv. CE- Chief Engineer
- xvi O&M- Operation and Maintenance
- xvii. JV- Joint Venture
- xviii. FOT- Form of Tender
- xix. MOU- Memorandum of Understanding
- xx. CVO- Chief Vigilance Officer
- xxi. DSC- Digital Signature Certificate
- xxii. CPPP- Central public procurement portal
- xxiii. BOQ- Bill of quantities

DISCLAIMER

- I. This tender document for “**Licensing of parking rights at Uttam Nagar East, Tilak Nagar and Janak Puri East Metro Stations of Line - 3 (referred Annexure 4 of ITT)** contains brief information about the available space, eligibility requirements and the selection process for selecting the successful bidder. The purpose of the tender document is to provide bidders with information to assist the formulation of their bid application (the ‘Bid’ ;).
- II. This tender document does not purport to contain all the information that each Bidder may require to prepare his bid. This tender document has been prepared with a view to provide the relevant information about the parking space available at various metro stations. DMRC advises each bidder to conduct its own site visit, investigations and analysis and satisfy itself of the accuracy, reliability and completeness of the information in this tender document and to obtain independent advice from appropriate sources. DMRC, its employees and advisors make no representation or warranty and shall not be liable in any manner whatsoever as to the accuracy; reliability or completeness of the information provided in this tender document.
- III. Intimation of discrepancies in the tender document, if any, may be given before the pre-bid meeting, by the bidders, to the office of the DMRC. If DMRC receives no written communication, it shall be deemed that the bidders are satisfied with the information provided in the tender document.
- IV. This tender document is neither an agreement and nor is an offer or invitation by DMRC to any party.
- V. DMRC reserves the right to accept or reject any or all bids without assigning any reasons, thereof. DMRC shall not entertain or be liable for any claim for costs and expenses in relation to the preparation of the documents to be submitted in terms of this tender document.

PREAMBLE

1.0 INTRODUCTION

- 1.1 Delhi Metro network is presently in expansion phase and after completion of Phase-IV, Delhi Metro will cover the length & breadth of not only Delhi but also certain areas of NCR region. With a view to facilitate metro commuters, **PARK AND RIDE** facilities have been made available at some of the metro stations, wherever space is available for this purpose, since inception of revenue services by the Delhi Metro.
- 1.2 Parking facility has been made available at the metro stations for the convenience of passengers by outsourcing the services of parking management.

1.3 OBJECTIVE OF DMRC's PARKING POLICY

- 2.1 The primary objective is to ensure that the Park & Ride facility at the metro stations, as far as possible, is patronized by metro passengers only. This will not only facilitate genuine metro passengers but also encourage others to use metro services if parking facility is made available to them.
- 2.2 One or more ECS, preferably near the entry gate of the parking lot, to be earmarked for differently-able passenger.
- 2.3 The main objective is to encourage digital payment. The licensee should steadily move towards digitalization.

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 agencies who fulfill qualification criteria as stipulated in clause 1.2 of NIT for operating parking rights of parking lots at **Uttam Nagar East, Tilak Nagar and Janak Puri East Metro Stations of Line - 3** of DMRC.

1.1.2 The key details are as follows:

a.	Name of Work	Contract OPR-350 : Licensing of Parking Rights at Uttam Nagar East, Tilak Nagar and Janak Puri East Metro Stations of Line – 3 of DMRC
b.	Annual estimated contract value	Rs. 132.75 Lakhs
c.	Tender Security Amount* (Earnest Money Deposit)	Amount of Tender Security:- Rs 5,31,000/- (Payment of tender security is to be made only by RTGS, NEFT and IMPS. No other mode of payment will be accepted. The detail of bank account of DMRC for payment of Tender security is mentioned in clause 1.1.2(n) of NIT. The bidders will be required to upload scanned copies of transaction of payment of tender security/EMD including e-receipt (clearly indicating UTR No. & Tender reference i.e. OPR-350 must be entered in the remarks at the time of online transaction of payment, at the time of online bid submission.)
d.	Cost of Tender Document* (Non-Refundable)	Rs. 23,600/- (inclusive of 18% GST) Non-Refundable (Payment of cost of tender document / 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 for payment of cost of tender document is mentioned in clause 1.1.2(n) of NIT. The bidders will be required to upload scanned copies of transaction of payment of tender security/EMD including e-receipt (clearly indicating UTR No. & Tender reference i.e. OPR-350 must be entered in the remarks at the time of online transaction of payment, at the time of online bid submission.) (Copy of GST registration no. to be provided along with Tender document cost/ tender fee)
e.	Tender Document available for sale on website	From 09.11.2018 to 10.12.2018 (up to 14:00 hrs) on 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 .
f.	Pre-bid Meeting	15.11.2018 at 15:00 Hrs at Metro Bhawan
g.	Last date of Seeking Clarification	16.11.2018 (Upto 17:00 Hrs) (Queries shall be submitted online through e-tendering portal against the respective tender.)
h.	Last date of issuing amendment, if any	28.11.2018

i.(I)	Tender submission Start Date and Time(Online)	03.12.2018 (From 09:00Hrs)		
i.(ii)	Tender submission end Date and Time(Online)	10.12.2018 (Up to 14:00Hrs)		
j.	Date & Time of opening of Tender (Online)	11.12.2018 at 14:55 Hrs.		
k.	Date & Time of opening of Financial Bid(Online)	Will be informed later on after the evaluation of Technical Bids (Only to the bidders who 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	Actual Date of Handover of Parking lot		
n.	Time Period	Four years (May be extendable by one more year at the sole discretion of competent authority of DMRC)		
o.	Authority and place for tender opening, submission of required documents (if any) and seeking clarifications on tender documents.	CE/Tender/O&M Delhi Metro Rail Corporation Ltd., 5 th Floor, CWing, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi –110001		
p.	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 & Account No.	Account Type
	SYNDICATE BANK	19 BARAKHAMBA ROAD, NEW DELHI-110001	Delhi Metro Rail Corp Ltd, 90363210000015	Current
				IFSC code
				SYNB0009036

1.2 QUALIFICATION CRITERIA

1.2.1 Eligible Applicant

- i. The tenders for this contract will be considered only from those tenderers {proprietorship firms, partnership firms, companies incorporated under the companies Act 1956/2013 & having their Registered office in India or a combination of these in the form of a consortia or joint venture (JV/Consortium hereinafter)} who meet requisite eligibility criteria prescribed in the sub-clauses of Clause 1.2.2 of NIT. In the case of a JV/Consortium, all members of the JV/Consortium shall be jointly and severally liable for the performance of the entire contract/License Agreement.
- ii. A tenderer shall submit only one bid in the same tendering process, either individually as a tenderer or as a partner of a JV/Consortium. 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/Consortium in the same bidding process.
- iii. A firm, who has purchased the tender document in their name, can submit the tender either as individual firm or as a member of joint venture/Consortium. However, the lead partner in case of JV/Consortium shall be one who has experience of similar work as defined in clause 1.2.2(a) of NIT.

- iv. 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 affecting the bidding process 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 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.
 - d. Constituent of one bidder is also a constituent of another bidders
- v (a) DMRC/ any other Metro Organization (100% owned by Govt.) / Ministry of Housing & Urban Affairs / Order of Ministry of Commerce, applicable for all Ministries must not have banned business with the tenderer (including any member in case of JV/consortium) as on the date of finalization of this tender. The tenderer should submit undertaking to this effect in **Appendix-6** of Form of Tender.
- v(b) Also no contract of the tenderer, 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 upto the last day of tender submission and till the date of finalisation of this tender due to non-performance of the tenderer or any of JV/Consortium, members. The tendered should submit undertaking to this effect in **Appendix-6** of Form of Tender
- v(c) Deleted.
- v(d) If the tenderer or any of the constituent „substantial member(s)“ of JV/Consortium does not meet the criteria stated in the **Appendix-6** , 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 1.2.1 of NIT.
- v(e) If there is any misrepresentation of facts with regards to undertaking submitted vide **Appendix-6**, the same will be considered as “fraudulent practice”.
- vi 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 the Appendix-6 of Form of Tender
- vii Any Tenderer/License would not be allotted/licensed more than 6 (Six) contracts of parking (excluding contracts running under extension) at any given point of time in DMRC. License granted for parking sites in a single package shall be treated as a single contract.
- viii. **LEAD PARTNER/NON SUBSTANTIAL PARTNERS/ CHANGE IN JV/CONSORTIUM**
- a. For evaluation purposes of the JV/Consortium, each members contribution towards the turnover shall be considered in the same ratio of their equally participation in the JV/Consortium.
 - b. Lead member of JV/Consortium must have a minimum of 51% participation in the JV/Consortium which shall be maintained during the full tenure of JV/Consortium.
 - c. Partners having less than 26% participation will be termed as non-substantial partner and will not be considered for evaluation which means that their financial soundness and work experience shall not be considered for evaluation of JV/Consortium.
Minimum participation of any member in JV/Consortium shall be not be less than 15%.
 - d. In case of JV/Consortium, change in constitution or percentage participation in JV/Consortium shall not be permitted at any stage after their submission of application otherwise or shall be treated as a material breach of contract and licensee's event of default entitling DMRC to terminate the contract & encash the Interest free security Deposit.
 - e. The tenderer, in case of JV/Consortium, shall clearly and unambiguously define the role and responsibilities for each substantial/non-substantial partner in the JV/Consortium agreement/ MOU

submitted vide foot note (d) of appendix 5 of FOT, providing clearly that any abrogation /subsequent re-assignment of any responsibility by any substantive/non-substantive partner of JV/Consortium in favour of other JV/Consortium partner or any change in constitution of partners of JV/Consortium (without written approval of Employer) from the one given in JV/Consortium agreement/MOU at tender stage, will be treated, as 'breach of contract condition'.

1.2.2 Minimum Eligibility Criteria

(a) Work Experience : The tenderers will be qualified only if they have successfully completed operation of similar parking work(s) during last 5 years ending last day of the month previous to the month of tender submission should be as given below:

The tenderer should have experience of at least one of the following similar work.

(A) (i) At least one "similar work" ** of value of **Rs. 106.20 Lakh**

OR

(ii) Two "similar works" **each of value of **Rs. 66.38 Lakh**

OR

(iii) Three "similar works" **each of value of **Rs. 53.10 Lakh**

**** " similar work" for this contract shall be operating the parking lots with Government Departments/ Public Sector/ 5 or 4 star Hotel/ Hospital/ Municipal Corporation/ Airport/ Sea Port/ Railways/ bus Terminals/ etc.**

OR

(B)(i) The tenderer should have experience of "similar work"*** with digitalised smart parking solutions, during last 5 years.

*****"Similar Work" for this contract shall be operating the parking lots with Government Departments/ Public Sector/ 5 or 4 star Hotel/ Hospital/ Municipal Corporation/ Airport/ Sea Port/ Railways/ bus Terminals/ etc. with digitalised smart parking of Rs 66.38 Lakh annual value, and**

(ii) Having tie up with national or international technology and fully automatic boom barrier(Supporting documents to be submitted)

- The tenderer shall upload details of work executed by them in the prescribed format as per Appendix-15 of Form of Tender 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, LOA, actual start and completion date and actual cost of work should be uploaded. In case of work done for any private entity, the work experience certificate will be considered if issued only by duly incorporated entities under the companies Act 1956/2013, duly supported by copies of TDS Certificates issued by such entity or referring to Form 26 AS of the bidder. 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.
- 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.
- 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

(b) Financial Standing: The tenderers will be qualified only if they have minimum financial capabilities as below :-

(i) Annual Turnover: Bidders shall have a minimum annual average turnover of **Rs.132.75 Lakh** (i.e. aggregate/ gross turnover of **Rs. 398.25 Lakh in last 3 (three) audited financial statements/years**[i.e. 2015-2016, 2016-2017 & 2017-2018] certified by the Statuary Auditor with stamp and signature. Here, gross turnover shall mean turnover from all sectors(s) of business(es). The bidder shall upload audited financial statements including profit-loss account

of above mentioned last three financial years. In case audited balance sheet of the last financial year is not made available by the bidder, they have to submit an affidavit along with certificate from the Statuary Auditor certifying that 'The balance sheet for 2017-2018 has actually not been audited so far'. In such a case the financial data audited of financial year 2014-2015 may be submitted, which will be taken into consideration for evaluation. If audited balance sheets of last three preceding years (other than the last financial year) are not submitted, the bid shall be considered as non-responsive and shall not be evaluated.

In case of a Bid by a JV/Consortium of firms, following shall be abided by their members:

For the purpose of evaluation of the consortium, each member's contribution towards the turnover shall be considered in the same ratio of their equity participation in the consortium. (Illustration: Say If 'A' and 'B' are two members of JV/Consortium. 'A' is having 70% equity holding in JV/Consortium and 'B' is having 30% equity holding in JV/Consortium. In such a condition, 70% of 'A's total turnover and 30% of 'B's total turnover will be taken into consideration for evaluation of eligibility of the JV/Consortium).

- (c) Insolvency:** 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 the Appendix-6 of Form of Tender.

Notes:

- The tender submission of tenderers, who do not qualify the minimum eligibility criteria stipulated in the clauses 1.2.2 (a) to 1.2.2 (c) above, shall not be considered for further evaluation and therefore rejected. The mere fact that the tenderer is qualified as mentioned in sub clause 1.2.2 (a) to 1.2.2 (c) 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.

1.3 Tender documents consist of the following:

- a. Notice Inviting Tender
- b. Instructions to Tenderers (Including Annexures)
- c. Form of Tender (Including Appendices)
- d. General Terms and Conditions.
- e. Employers Requirement
- f. Drawings/Layout of parking sites.
- g. Bill of Quantities/Pricing Documents.

1.3.1 The Tenderers may obtain further information/ clarification, if any, in respect of these tender documents from the office of CE/Tender (O&M), Delhi Metro Rail Corporation, 5th Floor, C-Wing, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi –110001.

1.3.2 All Tenderers are hereby cautioned that tenders containing any material deviation or reservations as described in Clause E4.4 of "Instructions to Tenderers" and/or minor deviation without quoting the cost of withdrawal shall be considered as non-responsive and is liable to be rejected.

1.3.3 The intending tenderers 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.

1.3.4 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 from e-tendering portal using class-II or class-III digital signature. However, the tenderer shall upload their tender on <https://eprocure.gov.in/eprocure/app> using class-II or class-III digital signature of the authorized signatory only.

1.3.5 Tender submissions shall be done online on <https://eprocure.gov.in/eprocure/app> after uploading the mandatory **scanned copies of transaction of payment of tender document cost/tender**

feand Tender Security (in the form of RTGS, NEFT and IMPS.) and other documents as stated in the tender document. Instructions for on-line bid submission are furnished hereinafter.

- 1.3.6 Submission of Tenders shall be closed on e-tendering website of DMRC at the date & time of submission prescribed in NIT after which no tender shall be accepted.
It shall be the responsibility of the bidder / tenderer to ensure that his tender is uploaded online on e-tendering website <https://eprocure.gov.in/eprocure/app> before the deadline of submission. DMRC will not be responsible for non-receipt of tender documents due to any delay and/or loss etc.
- 1.3.7 Tenders shall be valid for a period of **180 days** (both days inclusive i.e. the date of submission of tenders and the last date of period of validity of the tender) from the latest Date of Submission of Tender and shall be accompanied with a tender security of the requisite amount as per clause C17 of ITT.
- 1.3.8 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.
- 1.3.9 Tenderers are advised to keep in touch with e-tendering portal <https://eprocure.gov.in/eprocure/app> for updates.
- 1.3.10 Letter of acceptance to the successful bidder shall be uploaded on procurement portal which can be downloaded by the successful bidder.
- 1.3.11 For any corruption related complaint, tenderer may contact CVO, DMRC (email- cvodmrc@gmail.com Ph.011-23418406. However, no tender related queries shall be enquired from CVO, DMRC. For any queries/clarification related to tender, the bidder may attend prebid meeting and/or upload their queries online within the date and time specified at Clause 1.1.1 (f) and 1.1.1 (g) of NIT respectively.

CE/Tender (O&M)
Delhi Metro Rail Corporation Limited

Instructions for Online Bid Submission:

1. GENERAL

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>.

2. 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.

3. 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.

4. 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 uploaded 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 uploaded 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.

5. SUBMISSION OF BIDS

- a) 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.
- b) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- c) **Tender fee / Tender document cost: Bidder has to select the instrument type & enter the details of transaction of payment of tender fee / tender document cost done by RTGS / NEFT / IMPS as applicable and upload scanned copy of transaction receipt as documentary proof for payment. For further details tenderer may refer clause C18 of ITT.**
- d) **Tender Security / Earnest Money Deposit (EMD): Bidder should submit the EMD/Tender Security as per the instructions specified in C18 of ITT in the tender document.**
- e) 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.
- f) 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.
- g) All the documents being uploaded 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
- h) 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.
- i) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- j) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- k) 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.

6. ASSISTANCE TO BIDDERS

- a) 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.
- b) 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.
- c) 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