



DELHI METRO RAIL CORPORATION LIMITED

Third Party Audit of IT/OT systems of DMRC

TENDER DOCUMENT

VOLUME 1

NOTICE INVITING TENDER

INSTRUCTION TO TENDERERS

FORM OF TENDER

**DELHI METRO RAIL CORPORATION LTD.
Metro Bhawan, Fire Brigade Lane, Barakhamba
Road, New Delhi –110 001**

CONTRACT: ISA-20

TENDER DOCUMENTS

VOLUME 1

NOTICE INVITING TENDER

NOTICE INVITING TENDER (NIT)

DELHI METRO RAIL CORPORATION LIMITED

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, “Contract: ISA-20: Third Party Audit of IT/OT systems of DMRC”. The scope of the work and other information are provided in Clause A1 of ITT (Volume-1) and in the Employer’s Requirement (Volume-3).

1.1.2 Key details:

Approximate cost of work	INR 68,08,000/- (Inclusive of GST)
Tender Security	<p>Amount of Tender Security: INR 1.0 Lacs Tender Security shall be submitted online by RTGS, NEFT & IMPS as per Clause C18 of ITT. In case of RTGS/NEFT/IMPS transactions, bidders shall upload the scanned copies of transaction of payment of tender security/EMD including e-receipt (clearly indicating UTR No. and tender Reference Number i.e. ISA-20 must be entered in remarks at the time of online transaction of payment, failing which payment may not be considered) to be uploaded in online bid submission. Note: Bidders to note that the payment of tender security shall be made from the account of bidder only. If tender security has been made from other than the account mentioned above, same shall not be accepted and all such bids shall be considered ineligible and summarily rejected.</p>
Completion period of the Work	4.5 (four and a half months) Months for Third Party Audit of IT/OT system and related activities, as specified.
Tender documents on sale	<p>From 30.07.2020 (from 0900hrs) to 20.08.2020(up to 1500 hrs) on e-tendering website http://eprocure.gov.in/eprocure/app. Tender document can only be obtained after registration of tenderer on the http://eprocure.gov.in/eprocure/app. For further information on this regard bidders are advised to contact 0120-4200 462, 0120-4001 002/5 or 011-23417910.</p>
Cost of Tender documents	<p>INR 5,900/- (inclusive of GST) Non-refundable fee through RTGS, NEFT & IMPS. (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 details of bank account of DMRC are mentioned below. The bidders are required to upload scanned copies of transaction of payment of tender document cost/tender fee including e-receipt at the time of online bid submission (clearly indicating UTR No. & tender reference i.e. ISA-20 must be entered in the remarks at the time of online transaction of payment, failing which payment may not be considered). (Copy of GST registration no. to be provided along with Tender document cost/ tender fee)</p>

Last date of seeking clarification	<p>07.08.2020 (1700 hrs).</p> <p>Bidders to note that seeking clarification on the tender shall be done by sending it either on registered official email id of DMRC i.e. it.tender@dmrc.org or on e-tendering portal only. Seeking clarification by fax or post will not be considered.</p> <p>Queries/clarifications from bidders after due date and time shall not be acknowledged.</p>			
Pre-bid meeting	<p>07.08.2020 at 1100 hrs</p> <p>The Pre-bid meeting shall be conducted through video conferencing by software apps such as Microsoft teams etc. All prospective bidders shall have to provide the details of the person(s) (maximum up to two) who will be participating in such virtual meeting (latest by 1700 hrs on 05.08.2020) to the registered official email of DMRC i.e. it.tender@dmrc.org so that links having details such as software, meeting ID, password etc. can be mailed to these persons at least 12 hours before the scheduled virtual pre-bid meeting.</p>			
Last date of issuing addendum	14.08.2020			
Date & time of Submission of Tender online	<p>Tender Submission Start Date: 15.08.2020 (0900 hrs)</p> <p>Tender Submission End Date: 20.08.2020(1500 hrs)</p>			
Date & time of opening of Tender online	21.08.2020 at 1500 hrs			
Authority for purchase of tender documents, seeking clarifications and submission of completed tender documents	<p>Sr. DGM/IT, Office of GM/IT, Mayur Vihar Ph-I Metro Station, New Delhi, 110091 Email ID- it.tender@dmrc.org</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 & No.	Account Type	IFSC code
ICICI Bank	9A, Phelps Building, Connaught Place, New Delhi- 110001	DMRC Ltd. Tender Cell A/C, 000705045337	Current	ICIC0000007

* Tender Cost and Tender Security is exempted for bidders (Micro & Small Enterprises) registered with National Small Industries Corporation or any other bodies specified by Ministry of Micro, Small & Medium Enterprises for appropriate category, and have valid registration certificate as on date of tender submission.

*The MSEs would not be eligible for exemption of Tender Cost and Tender Security if,

- Either they are not registered for appropriate category.

- Or they do not have valid registration as on the date of tender submission.

*The tenderers seeking exemption from Tender Cost and Tender Security, being MSEs, shall ensure their eligibility w.r.t. above and submit registration certificate issued by the body under which they are registered which clearly mentions category of registration and Terminal Validity of registration.

*In absence of any of the above requirements no exemption for Tender Cost and Tender Security will be allowed and tenderers eligibility shall be dealt as if they are not registered with MSEs.

*No further clarification shall be sought on the above.

NOTE:

In case the bidder who has been exempted from payment of Tender Cost/Tender Security, being Micro & Small Enterprise and;

- i) withdraws his Tender during the period of Tender validity; or
- ii) becomes the successful bidder, but fails to commence the work (for whatsoever reasons) as per terms & conditions of Tender; or
- iii) refuses or neglects to execute the contract; or
- iv) fails to furnish the required Performance Security within the specified time,

Then, the bidder shall be debarred from participating in future tenders for a period of 1 year from the date of discharge of tender/date of cancellation of LOA / annulment of award of contract as the case may be. Thereafter, on expiry of period of debarment, the bidder may be permitted to participate in the procurement process only on submission of required Tender Cost / Tender Security.

Further the Employer may advise the authority responsible for issuing the exemption certificate to take suitable actions against the bidder such as cancellation of enlistment certificate etc.

1.1.3 QUALIFICATION CRITERIA:

1.1.3.1 Eligible Applicants

In order to be eligible for bidding, the bidder shall meet the following qualifying criteria:

- i. The tenders for this contract will be considered only from those tenderers (proprietorship, 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. 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.
- iii. Tenderer shall not have a conflict of interest. The tenderer must not have any conflict of interest in conducting fair, objective and independent audit.

The Tenderers found to have a conflict of interest in this tender process shall be disqualified. Tenderers shall be considered to have a conflict of interest, 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 organisations which are engaged in consulting services for the preparation related to procurement for / or implementation of the project, if the personnel would be involved in any capacity on the same project.
- iv. Tenderers are advised to refer clause 1.1.2 of NIT for payment of tender cost. However, tenderer shall submit such transaction details along with their tender submission on e-portal. If the same transaction reference number has been submitted for more than one bids. All such bids shall be considered ineligible and summarily rejected.
- 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 tenderer as on the date of tender submission. The tenderer should submit undertaking to this effect in Appendix-19 of Form of Tender.
- v. (b) Also, no contract of the tenderer of the value more than 10% of NIT cost of work should have been rescinded/ terminated by DMRC/ Any Other Metro Organization (100% owned by Govt.) after award of contract during last 3 years (from the last day of the previous month of tender submission) due to non-performance of tenderer. The tenderer should submit undertaking to this effect in Appendix-19 of Form of Tender.
- v. (c) Deleted
- v. (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 works of Third Party Information Security Audit Works 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 Form of Tender.
- v. (e) If the tenderer does not meet the criteria stated in the Appendix 19 or Appendix 19A or Appendix 20, the tenderer shall be considered ineligible for participation in tender process and they shall be considered ineligible applicants in terms Clause 1.1.3.1 of NIT.
- v. (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 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 3 years. The tenderer should submit undertaking to this effect in Appendix-21 of Form of Tender.
- vii. Not Used
- viii. Not Used
- ix. Purchase Preference to Local Suppliers/Preference to Make In India:

a) Definitions:

i. 'Local content' means the amount of value added in India which shall be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all custom duties) as a proportion of the total value, in percent. Minimum local content shall be 40% for the subject tender.

ii. 'Local Supplier' means a supplier or service provider whose product or service offered for procurement meets the minimum local content as prescribed at sr. no. i. above.

iii. 'L1' means the lowest tender or lowest bid received in a tender, bidding process or other procurement solicitation as adjudged in the evaluation process as per the tender or other procurement solicitation.

iv. 'Margin of purchase preference' means the maximum extent to which the price quoted by a local supplier may be above the L1 for the purpose of purchase preference. Margin of purchase preference shall be 10% for the subject tender.

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

i. Among all qualified bids, the lowest bid will be termed as L1. If L1 is from a local supplier, the contract for full quantity will be awarded to L1.

ii. If L1 bid is not from a local supplier, 50% of the order quantity shall be awarded to L1. Thereafter, the lowest bidder among the local suppliers, will be invited to match the L1 price for the remaining 50% quantity subject to the local supplier's quoted price falling within the margin of purchase preference, and contract for that quantity shall be awarded to such local supplier subject to matching the L1 price.

iii. In case such lowest eligible local supplier fails to match the L1 price or accepts less than the offered quantity, the next higher local supplier within the margin of purchase preference shall be invited to match the L1 price for remaining quantity and so on, and contract shall be awarded accordingly.

iv. In case some quantity is still left uncovered on local suppliers, then such balance quantity may also be ordered on the L1 bidder.

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

i. Among all qualified bids, the lowest bid will be termed as L1. If L1 is from a local supplier, the contract will be awarded to L1.

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

iii. In case such lowest eligible local supplier fails to match the L1 price, the local supplier with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly.

iv. In case none of the local suppliers within the margin of purchase preference matches the L1 price, then the contract may be awarded to the L1 bidder.

d) Minimum local content and verification of local content:

i. The local supplier at the time of tender shall be required to provide self-certification that the item offered meets the minimum local content and shall give details of the location(s) at which the local value addition is made.

ii. In case of procurement for a value in excess of Rs. 10 crores, the local supplier shall be required to provide a certificate from the statutory auditor or cost auditor of the company or from a practising cost accountant or practising chartered accountant giving the percentage of local content after completion of works to the Engineer.

iii. If any false declaration regarding local content is found, the company shall be debarred for a period of three years from participating in tenders of all metro rail companies.

iv. Supplier/bidder shall give the details of the local content in a format attached as Appendix-23 and Appendix-24 of FOT duly filled to be uploaded along with the technical bid. In case, bidder do not upload Appendix-23 and Appendix-24 of FOT duly filled along with their technical bid, local content shall be considered as 'Nil' in tender evaluation.

e) Complaints relating to implementation of Purchase Preference

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

x. **No consortium or joint venture is allowed for bidding.**

xi. Subcontracting of work is not permitted.

xii. No foreign company is allowed for bidding.

1.1.3.2 Minimum Eligibility Criteria:

A. Work Experience:

The tenderer should have experience of having satisfactorily completed/ executed similar type of works as detailed in the bid document and must have successfully conducted information security audit of at least 2 Organizations out of which 1 should be a Government Organization or Public Sector Undertakings or joint ventures of state and central governments during last 5 years ending last day of the month previous to the month of Tender submission as given below:

One similar completed work* costing not less than **Rs 54,46,400**

OR

Two similar completed works*, each costing not less than **Rs 34,04,000**

OR

Three similar completed works*, each costing not less than **Rs 27,23,200**

* Similar completed works means carrying out “Third Party Information Security Audit”.

Notes:

- The tenderer shall submit details of works executed by them in the Performa of Appendix-17 & 17A 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.
- Only fully completed works shall be taken into consideration for meeting work experience criteria.
- For completed works, value of work done shall be updated to last day of the month previous to the month of tender submission price level assuming 5% inflation for Indian Rupees every year and 2% for foreign currency portions per year. The exchange rate of foreign currency shall be applicable 28 days before the submission date of tender.
- If the above work(s) i.e. “similar work” - comprise(s) 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.
- Only work experience certificate having stamp of Name and Designation of officer along with the Name of client shall be considered for evaluation. However, if any work experience certificate has been issued prior to 01.08.2019, same shall be considered for evaluation even if it is not stamped.

Additional Requirements:

(i) The Bidder should have a valid CERT-IN empanelment as on the last date of submission of bid.

(ii) The Bidder should not be blacklisted /barred by Government of India or any regulatory body in India in the last three years.

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

(i) **T1 –Liquidity:** Deleted.

(ii) **T2 - Profitability:** Deleted.

(iii) **T3 - Net Worth:** Deleted.

(iv) **Annual Turnover:**

The average annual turnover of last three financial years should be greater than INR 1,45,23,733/-.

Notes:

Financial data for last 3 audited financial years has to be submitted by the Tenderer in Appendix 18 of FOT along with balance sheets. The financial data in the prescribed format shall be certified by Chartered Accountant with his stamp and signature. In case audited balance sheet of the last financial year is not made available by the bidder, he has to submit an affidavit certifying that ‘the balance sheet has not been audited so far’. In such a case the financial data of previous ‘2’ 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 will be considered as non-responsive.

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:

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

Where,

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

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

B = Value of existing commitments (as on last day of the month previous to the month of tender submission) for on-going Information Security Audit works during period of **4.5 months** w.e.f. from the first day of the month of tender submission.

Notes:

- Financial data for latest last three 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 and Firm Registration Number (FRN) and UDIN (Unique Document Identification Number).
- Value of existing commitments for on-going works during period of **4.5 months** w.e.f. from the first day of the month of tender submission 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 and Firm Registration Number (FRN) and UDIN.

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 The Tender documents consist of:

Volume 1

- Notice Inviting Tender (NIT)
- Instructions to Tenderer (ITT) including annexures
- Form of Tender (FOT) including appendices

Volume 2

- General Conditions of Contract (GCC)
- Special Condition of Contract (SCC) including appendices

Volume 3

- Employer requirement including Scope of Work

Volume 4

Financial Package/BOQ

1.1.5 Deleted

- 1.1.6 The Tenderers may obtain further information/ clarification, if any, in respect of these tender documents from the Office of GM/IT, Mayur Vihar Ph-I Metro Station, New Delhi,110091.
- 1.1.7 All Tenderers are hereby cautioned that tenders containing any material deviation or reservations as described in Clause 4.4 (E) 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.
- 1.1.8 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.
- 1.1.9 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 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.
- 1.1.10 Tender submissions shall be done online on <https://eprocure.gov.in/eprocure/app> after uploading the mandatory scanned documents towards cost of tender documents such as scanned copies of transaction of payment i.e. RTGS, NEFT & IMPS and towards Tender Security such as scanned copies of transaction of payment i.e. RTGS, NEFT & IMPS and other documents as stated in the tender document.
- 1.1.11 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 submitted 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.
- 1.1.12 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 date of submission of Tenders and shall be accompanied with a tender security of the requisite amount as per clause C18 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.
- 1.1.15 The Letter of Acceptance to the successful bidder shall be uploaded on procurement portal which can be downloaded by the successful bidder. For any complaints tenderers may contact CVO DMRC at 1st floor A-Wing, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi – 110001, Tel:011-23418406, Email: cvodmrc@gmail.com.

Sr. DGM/IT
Delhi Metro Rail Corporation Ltd

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 colored (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.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- 9) Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.
- 3) For any Technical queries related to Operation of the Central Public Procurement Portal Contact at :

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

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