



भा.कृ.अनु.प - राष्ट्रीय याक अनुसंधान केन्द्र

ICAR - NATIONAL RESEARCH CENTRE ON YAK

दिरांग-७९०१०१, पश्चिम कामेंग जिला, अरुणाचल प्रदेश, भारत

DIRANG-790101, WEST KAMENG DISTRICT, ARUNACHAL PRADESH, INDIA



No. 2(73)/2016-Admn./5925

Date: 18/01/2019

ONLINE (E-PROCUREMENT) BIDDING DOCUMENTS FOR PROVIDING ROUND THE CLOCK SECURITY SERVICES AT ICAR-NRC ON YAK, DIRANG OFFICE CAMPUS & RESIDENTIAL COLONY AND NYUKMADUNG FARM UNDER RATE CONTRACT FOR A PERIOD OF ONE YEAR

(Documents to be submitted online for Technical & Financial Bid)

NOTICE INVITING ONLINE TENDER

The Director, ICAR-NRC on Yak, Dirang, Arunachal Pradesh, India, invites e-tenders through e-Procurement website of Central Public Procurement Portal <https://eprocure.gov.in/eprocure/app> under two bid systems from the reputed firms/ agencies for providing round the clock security services at ICAR-NRC on Yak, Dirang Office & Residential Campus and Nyukmadung Farm under Rate Contract for a period of 1 (one) year from the date of agreement (until otherwise specified).

Approximate Estimated Value of the Contract	Bid Security (EMD)	Cost of Tender Form
₹35,00,000/- (Rupees Thirty Five Lakhs Only)	₹70,000/- (Rupees Seventy Thousand Only)	₹1,000/- (Rupees One Thousand Only)

CRITICAL DATE SHEET

Date of release of e-Tender through e-procurement portal	:	22.01.2019 at 09:00 hours
Document Download Start Date	:	22.01.2019 at 09:00 hours
Bid Submission Start Date (Cover-1 & Cover-2)	:	22.01.2019 at 09:05 hours
Bid Submission End Date (Cover-1 & Cover-2)	:	06.03.2019 up to 17:00 hours
Bid Opening Date (Cover-1), Technical Bid	:	08.03.2019 at 10:00 hours
Address for Communication	:	The Director, ICAR-National Research Centre on Yak, Dirang-790101, West Kameng District, Arunachal Pradesh- Phone No. 03780-242259, 242387

Sd/-
प्रशासनिक अधिकारी
Administrative Officer

TERMS & CONDITIONS OF THE CONTRACT

1. Tender documents can be downloaded from the ICAR-NRC on Yak, Dirang, Arunachal Pradesh website <https://www.nrcy.icar.gov.in> or from the e-Procurement website of Central Public Procurement Portal <https://eprocure.gov.in/eprocure/app>. Bidders should enroll/register in the e-procurement module of Central Public Procurement Portal through the website <https://eprocure.gov.in/eprocure/app> for participating in the bidding process. Bidders should also possess a valid Digital Signature Certificate (DSC) for online submission of bids.
2. The Bidder(s) may note that ONLINE BIDS will ONLY be accepted. All the requisite supporting documents as mentioned in the bid document should and must be uploaded on-line <http://eprocure.gov.in/eprocure/app>. **The Bids sent through FAX, E-mail, by hand and/or by post shall not be accepted/ processed, in any case.**
3. Tenders/bidders are requested to visit website <https://eprocure.gov.in/eprocure/app> regularly. Any changes/modifications in tender enquiry will be intimated by corrigendum through this website only.
4. The bidders may submit duly filled and completed bidding document ONLINE as per instruction contained in the bidding documents. Incomplete bid shall be rejected.
5. In case, holiday is declared by the Government on the day of opening the e-bids, the same will be opened on the next working day at the same time. The Director, ICAR-NRC on Yak, Dirang, Arunachal Pradesh reserves the right to accept or reject any or all the tenders.
6. **Cost of Tender Form (Non-refundable):** The interested bidders/ firms are required to deposit (in original) **Tender Cost of ₹1,000/- (Rupees One Thousand Only)** in the shape of **Demand Draft/ Bankers Cheque** issued by **“STATE BANK OF INDIA” ONLY** drawn in favour of **“ICAR UNIT, NRC ON YAK”** payable at **“SBI DIRANG BRANCH (CODE: 06010)”** should reach in the office of the **Director, ICAR-National Research Centre on Yak, West Kameng District, Dirang-790101, Arunachal Pradesh** before opening of Technical Bids and scanned copy of the same must be uploaded in Cover-I of the CPP Portal, failing which the tender will be rejected.
7. **Bid Security (EMD):**
 - 7.1. The interested bidders/ firms are required to deposit (in original) **Bid Security (EMD) of ₹70,000/- (Rupees Seventy Thousand Only)** in the shape of **Demand Draft/ Bank Cheque** issued by **“STATE BANK OF INDIA” ONLY** drawn in favour of **“ICAR UNIT, NRC ON YAK”** payable at **“SBI DIRANG BRANCH (CODE: 06010)”** should be reached in the office of the **Director, ICAR-National Research Centre on Yak, West Kameng District, Dirang-790101, Arunachal Pradesh** before opening of Technical Bids and scanned copy of the same in PDF form must be uploaded in Cover-I of the CPP Portal, failing which the tender will be rejected straightway.
 - 7.2. The amount of Bid Security (EMD) may also be accepted in the form of Bank Guarantee/ Fixed Deposit Receipt (FDR) from any of the Commercial Banks by following the rest of conditions as mentioned at Point No. 7.1.
 - 7.3. The Bid Security (EMD) will be returned to the unsuccessful bidders within 30 days after Award of Contract (AoC) while Bid Security (EMD) of successful bidders will be refunded only after Award of Contract and receipt of acceptance letter & requisite Performance Security Deposit.
 - 7.4. No interest on Bid Security (EMD) shall be paid by the Council/ Institute to the bidder/ agency.
8. In case of bidder/ firm is registered with Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization or the concerned Ministry or Department, shall be exempted from the payment of Bid Security (EMD). In such case, copy of the certificate showing registration with the above mentioned institutions to be uploaded in Cover-I of the e-tender in PDF format. However, in the event that a firm that has claimed Bid Security (EMD) exemption turns out to be Lowest One (L-1), the firm will have to deposit the Performance Security and no exemption will be given in that case.
9. **Withdrawal, Substitution and Modification of e-Tenders/ e-Bids:** After submitting the e-tender/ e-bid, the tenderer/ bidders permitted to withdraw, substitute or modify their e-proposal through online mode only by using the CPP Portal up to the last date and time of the submission of

the e-tender/e-bid without forfeiting Bid Security (EMD). Any written request received from the bidder/ tenderer at any point of time for withdrawal, substitution and modification of e-tenders/ e-bids will not be considered at any circumstances and shall lead to forfeiting its Bid Security (EMD) and other sanctions.

10. **Online Submission of e-Bids:** The bidders/ tenderers are required to upload copies of the following documents :-

10.1. **TECHNICAL BID (Cover-I):**

Sl. No.	Content	File Type
(a)	Scanned copy of Tender Fee and Bid Security (EMD) or its exemption, if any.	PDF
(b)	Scanned copy of valid registration/ incorporation certificate of the firm issued by Appropriate Authority under the <i>Companies Act, 1956/ 2013 or any other Act.</i>	PDF
(c)	Scanned copy of valid licence issued as per the Private Security Agencies (Regulation) Act, 2005 to run business in Arunachal Pradesh.	PDF
(d)	Scanned copy of (1) PAN Card, (2) GSTIN Registration Certificate, (3) Valid solvency certificate from scheduled bank more than ₹20.00 lakh in the letter head of the Bank, and (4) Income Tax Return (ITR) for the last two financial years 2016-17 & 2017-18.	PDF
(e)	Scanned copy of satisfactorily/ work completion certificate for last 2 years' with other Central Government/Autonomous bodies/Research Institutes under similar service, testifying tenderers' previous experience.	PDF
(f)	Scanned copy of: (1) Tender Acceptance letter in <i>Annexure-I</i> , (2) Mandate Form for Bank details in <i>Annexure-II</i> , and (3) Certificate about Non-Black Listing in <i>Annexure-III</i> .	PDF

10.2. **FINANCIAL BID (Cover-II):**

Sl. No.	Content	File Type
(a)	Price Bid as BoQ.xlsx	XLSX

11. The bidders are advised to download this BoQ.xlsx as it is and quote their offer/rates in the permitted column and upload the same in the Financial Bid. The Bidder shall not tamper/modify downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and Bid Security (EMD) would be forfeited and tenderer is liable to be banned from doing business with ICAR-NRC on Yak, Dirang, Arunachal Pradesh.

11.1. The bidders are also advised to quote their BASIC rate as per norms as instructed in BoQ.xlsx.

11.2. The statutory liability of Employer's share in account of EPF & ESIC are mandatory and be paid on Mutatis Mutandis as per government norms (at present which is @ 13.16% and @4.75% respectively).

12. **Performance Security Deposit:**

12.1. The successful bidder shall be required to deposit Performance Security Deposit @5% to @10% of the value of the contract as specified in the bid document within 14 (fourteen) days from the date of issue of Award of Contract (AoC) in the form of **Demand Draft/ Bankers Cheque** issued by "**STATE BANK OF INDIA**" ONLY drawn in favour of "**ICAR UNIT, NRC ON YAK**" payable at "**SBI DIRANG BRANCH (CODE: 06010)**" or by core banking system/ online transfer to our Institutes' following Bank Account (with intimation to this office):

Bank Name	STATE BANK OF INDIA
Branch Code	06010 (Dirang)
Branch Address	Dirang Branch, Dirang, West Kameng District, Arunachal Pradesh-790101
Account Number	11862656313
Account Name	ICAR Unit NRC on Yak
IFS Code	SBIN0006010
MICR Code	784002519

12.2. Performance Security Deposit may also be accepted in the form of Bank Guarantee/ Fixed Deposit Receipt (FDR) from any of the Commercial Banks and should be valid for a period

of 60 (sixty) days beyond the date of completion of all contractual obligations of the supplier.

12.3. The Performance Security Deposit will be refunded after expiry of the contract period as well completion of all contractual obligations of the supplier. The dues, if any, not settled by the Firm/Agency will be recovered from the Performance Security Deposit.

12.4. No interest on Performance Security Deposit shall be paid by the Council/ Institute to the Firm/ Agency.

12.5. If the successful tenderer/ bidder refuse or unable to deposit Performance Security Deposit within the time frame i.e. 14 (fourteen) days from the date issue of Award of Contract (AoC), the Bid Security (EMD) will be forfeited automatically and subsequently the contract will offer to the L-2 tenderer/ bidder.

13. **Period of Rate Contract:** 1 (one) year from the date of agreement (until otherwise specified).

14. **SCOPE OF WORK:**

14.1. The work of providing Security Services at ICAR-NRC on Yak, Dirang Office Campus & Residential Campus, Nyukmadung Farm Complex, including protecting the premises, property and personnel of the Institute, shall have to be undertaken without causing any damage to the ICAR properties, in case any damage is caused by the security personnel, the same shall be made good by the Agency/Firm or the cost of damage along with other penal charges will be recovered from the agency/firm. The agency shall also have to ensure that there is no theft of the movable/immovable property at Office & Residential Campus, Nyukmadung Farm complex. In case any such theft occurs, the responsibility for the same shall rest with the Agency and the Agency shall have to make good the loss caused the ICAR on account of such theft. For this purpose, the agency shall keep strict vigil on all entry points with a view to preventing entry of unscrupulous elements into the Complex.

14.2. The security services shall have to be provided for the entire locality of the office & Residential campus, both inside and at its main gates. The colony/complex can be inspected any day any time.

14.3. The agency shall engaged good and reliable person as per Private Security Agencies (Regulation) Act, 2005. In case any of the personnel so provided is not found suitable by the Institute, the institute shall have the right to ask for their replacement without giving any reason thereof and the agency, on receipt of a written communication shall have to replace such person immediately without any further discussion and delay.

14.4. The selected agency shall provide the necessary personnel for providing security services at ICAR-NRC on Yak's Office & Residential Campus, Nyukmadung Farm Complex as per labour acts prevalent in the state and Private Security Agencies (Regulation) Act, 2005.

14.5. The Security Personnel ensure that office building sand rooms are locked properly after 5.00 PM.

14.6. From 10.00 PM to 6.00 AM at least one security personnel/supervisor must be on patrolling duty in the campuses (office as well as residential) by rotation.

14.7. They should not give lenient or casual impressions in the duties and they should be alert and attentive.

14.8. They should observe movement of all the staff, labour and visitors etc. & register it.

14.9. They should not allow anybody with vehicles to office & residential campus without proper entry in the visitors register.

14.10. Ensure that no unauthorized persons or vehicle entry into the guarded premises in an irregular manner.

14.11. All the vehicles are to be parked in the parking place only. The vehicle should be checked by the security guard on duty during entry and exist in the premises.

14.12. Ensure safe custody of office keys. Proper entries are to be made while taking & handing over the keys to any staff of the Institute.

14.13. Check and keep the record of all out going material through gate pass signed by the Security officer or authorized officials of the institute.

14.14. The security personnel should follow strict attendance and alternative arrangement are to be made by the agency whenever any security supervisor/security guards going on leave, under intimation to this office.

- 14.15. Changing of security supervisor/security guards should be intimated to the security in-charge of the Institute.
- 14.16. To keep record of staff members who are required to sit beyond office hours or attend office on second Saturday/Sunday and closed Holiday in a register and obtain their signatures.
- 14.17. Security guards/supervisors should not leave their points unless and until the reliever comes for shift duties, supervisor will maintain all the registers, which are kept at main gate & other points.
- 14.18. The security staff should follow the codal formalities of security system while on duty.
- 14.19. No stray cattle/dogs get access to the guarded area. It is duty of security guards to keep them away from the premises. If fail to do so, penalty clause may be imposed.
- 14.20. The staff provided should also maintain secrecy and discipline in the premises of institute.
- 14.21. The staff provided should be capable of reading and writing Hindi and English with a minimum qualification of **Middle Standard**.
- 14.22. Any other items of work assigned with the approval of component authority.
15. **Services Required:** Security personnel (Armed/without arm/security supervisor) as per detail below are to be manned as per the important Security/check posts:-

Sl. No.	Security Places	Requirement	No. of check points
1	ICAR-NRC on Yak, Dirang Gate No. 1	Round the Clock	One for each shift
2	ICAR-NRC on Yak, Dirang Gate No. 2	Round the Clock	One for each shift
3	ICAR-NRC on Yak, Dirang Gate No. 3	Round the Clock	One for each shift
4	Office premises of ICAR-NRC on Yak, Dirang	Round the Clock	One for each shift
5	Nyukmadung Farm entrance Gate	Round the Clock	One for each shift
6	Nyukmadung Farm Complex	Round the Clock	One for each shift

NOTE: 1st Shift – 6.00 AM to 2.00 PM
 2nd Shift – 2.00 PM to 10.00 PM
 3rd Shift – 10.00 PM to 06.00 AM

16. The entire open area and the built area will have to be maintained secure. Complete security of the building and its properties shall be the responsibility of the approved Agency/Firm who shall be held accountable for any loss of property/material etc. from within the building/campus as per the detail given below:
- 16.1. The selected agency shall provide necessary persons for Security Services at the institute strictly as per the charter of duty and terms and conditions mentioned in the tender form.
- 16.2. The personnel engaged by the agency for this job contract will not be the employee of the Institute and there will be no employee- employee relationship between the institute and the personnel so engaged by the contractor.
- 16.3. The agency shall be wholly responsible for making payment of monthly wages and other admissible allowances to the personnel. Minimum wages & VDA, EPF, ESI as prescribed by the Government of India Ministry of Labour & Employment for time to time shall be payable to the personnel deployed on service contract to his institute by the Selected Agency.
- 16.4. The contractor will discharge all his legal obligations in respect of the workers/supervisors to be deployed by him for the execution of the work in respect of their wages and service conditions and shall also comply with all the rules and regulations and provisions of law in force that may be applicable of them from time to time. The contractor shall indemnify and keep indemnified the Institute from any claims, loss or damages that may be caused to it on account of any failure to comply with the obligations under various laws. In case of any dispute, the decision of Director, ICAR-NRC on Yak, Dirang shall be final and binding on the contractor.
- 16.5. All the personnel deployed will perform their duty in proper uniform and will maintain a smart turn out. The agency shall, at its own cost, provide suitable uniforms to the personnel, with identity cards & name plates.
- 16.6. The agency shall provide all essential items for security personnel like walky-talky, metal detector, torch, stick, etc. at its own cost for smooth functioning of Security services.

17. **Contract Agreement:** The authorized representative(s) of the successful tenderer will have to be personally present at ICAR-NRC on Yak, Dirang to sign a detailed contract agreement with ICAR-NRC on Yak, Dirang, Arunachal Pradesh within 7 (seven) days from the date of issue of Award of Contract (AoC) on a non-judicial stamp paper of appropriate value. The administrative expenses in respect of contract agreement shall be payable by the tenderer. If successful tenderer/bidder refuse to sign the contract, the Bid Security (EMD) will be forfeited automatically and subsequently the contract will offer to the L-2 tenderer/ bidder.
18. **Termination:** The contract can be terminated at any point of time, if the services of the firm are not found satisfactory.
19. **Mode of Payment:** The agency shall submit monthly bills for the job performed during the preceding month along with proof of contribution made for ESI/EPF, records of payment made of security guards/supervisor as per the Minimum wage Act and Service Tax paid for the Manpower provided to the Institute. The taxes which are as per the rules of the Govt. shall be deducted at source from monthly bills of the successful tenderer, as per rule. Income Tax/License fee will be deducted from the payment as per rule.
20. **ABSENCY CLAUSE:** If any security guard/supervisor is found missing from the allotted security point for more than one hour, an amount equivalent to double the daily wages of the concerned guard/supervisor shall be deducted from the bill of the agency / firm.
21. The Director, ICAR-NRC on Yak, Dirang reserves the right to reduce or terminate the period of contract or to extend its duration in the interest of the Institute, for any justifiable reasons, not mandatory to be communication to the Tenderer.
22. The **Tender Inviting Authority (TIA)** will not be held responsible for any sort of delay or the difficulties faced during the submission of online bids by the bidders.
23. Decision of the Director, ICAR-NRC on Yak, Dirang, Arunachal Pradesh shall be final for any aspect of the contract and binding to all parties Disputes arising, if any on the contract will be settled at his/her level by mutual consultation and in case of failure of settlement dispute shall be referred to the sole arbitrator to be appointed by the Director of this Institute. The decision of the sole Arbitrator so appointed shall be final and binding on the parties Arbitrator proceedings shall be governed by the Arbitrator & Constitution Act 1996.
24. **While submitting the tender, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender is liable to be rejected. If any tender estipulate any condition of his own, such conditional tender is liable to be rejected.**
25. The Technical/ Financial Committee constituted by the Director, ICAR-National Research Centre on Yak, Dirang, Arunachal Pradesh, shall have the right to verify the particulars furnished by the bidder independently.
26. All the communications with respect to the tender shall be addressed to: **The Director, ICAR-National Research Centre on Yak, West Kameng District, Dirang, Arunachal Pradesh-790101.**
27. For any query/ clarification with respect to the tender shall be approached to: **Contact No. 03780-242259, 242387, Fax No. 03780-242273, Email: yakdirector@gmail.com or aaonrcy@gmail.com.**
28. Legal jurisdiction for all disputes shall be within the purview of the West Kameng District, Arunachal Pradesh, India.

Sd/-
प्रशासनिक अधिकारी
Administrative Officer

(On the letter head of the Firm)

TENDER ACCEPTANCE LETTER

To,

**The Director,
ICAR-National Research Centre on Yak,
Dirang, West Kameng District,
Arunachal Pradesh-790101**

Sub: Acceptance of terms and conditions of tender.

Tender Reference No: 2(73)/2016-Admn./5925, dt.18.01.2019.

Name of Tender/Work: Providing round the clock security services at ICAR-NRC on Yak, Dirang Office & Residential Colony and Nyukmadung Farm under Rate Contract for a period of 1 (one) year from the date of agreement (until otherwise specified).

Sir,

1. I/we have downloaded/ obtained the tender document(s) for the above mentioned 'Tender/Work' from the website (s) namely:

_____ as per your advertisement, given in the above mentioned website(s).

2. I/we hereby certify that I/we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedules(s), etc.,) which form part of the contract agreement and I/we shall abide hereby the terms/ conditions/clauses contained therein.
3. The corrigendum(s) issued from time to time by your department / organization too have also been taken into consideration, while submitting this acceptance letter.
4. I/we hereby unconditionally accept the tender conditions of above mentioned tender document (s)/corrigendum(s) in its totality /entirety.
5. I/we do hereby declare that our Firm has not been blacklisted/debarred by any Govt. Department/Public Sector Undertaking.
6. I/we certify that all information furnished by our Firm is true and correct and in the event the information is found to be incorrect/untrue or found violated, then your department/organization shall without giving any notice or reason thereof or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said Bid Security (Earnest Money Deposit) absolutely.

Date:

Yours faithfully,

Place:

(Signature of the Bidder, with Official Seal)

(On the letter head of the Firm)

MANDATE FORM FOR BANKING DETAILS

To,

The Director,
ICAR-National Research Centre on Yak,
Dirang, West Kameng District,
Arunachal Pradesh-790101

Sub: Submission of mandate form for banking details.

Tender Reference No: 2(73)/2016-Admn./5925, dt.18.01.2019.

Name of Tender/Work: Providing round the clock security services at ICAR-NRC on Yak, Dirang Office & Residential Campus and Nyukmadung Farm complex under Rate Contract for a period of 1 (one) year from the date of agreement (until otherwise specified).

Sir,

I/We, the undersigned is proving herewith the mandatory banking details of our company/ firm/ agency:

1.	Name of the Firm:	
2.	Registered /Postal Address:	
3.	Permanent Account Number: (PAN No.)	
4.	Goods & Service Tax Registration Number (GSTIN No.)	
5.	Bank Details:	
	a. Bank Name	
	b. Branch Address	
	c. Account Number	
	d. Type of Account (Current/ Saving)	
	e. IFSC Code	
	f. MICR Code	

Date:

Name of Authorized Signatory

Place:

Stamp & Signature

(On the letter head of the Firm)

SELF-DECLARATION FOR NON BLACK LISTING

To,

**The Director,
ICAR-National Research Centre on Yak,
Dirang, West Kameng District,
Arunachal Pradesh-790101**

Sub: Submission of Self-declaration for Non-black Listing.

Tender Reference No: 2(73)/2016-Admn./5925, dt.18.01.2019.

Name of Tender/Work: Providing round the clock security services at ICAR-NRC on Yak, Dirang Office & Residential Campus and Nyukmadung Farm Complex under Rate Contract for a period of 1 (one) year from the date of agreement (until otherwise specified).

Sir,

1. I/We _____ on this date _____ do hereby confirm and declare that our company/firm/agency viz. M/s. _____ has never been blacklisted by any Central/ State Government/ Autonomous Bodies/ Public Section Undertaking/ Research Institutes/ Educational Institutes/ Regulatory Authorities of India at any time.
2. In the event of any such information pertaining to the aforesaid matter found at any given point of time either during the course of the contract or at the bidding stage, my bid/contract shall be liable for truncation / cancellation / termination without any notice at the sole discretion of the Tender Inviting Authority (TIA).

Authorized signatory of bidder with seal

Name_____

Designation_____

Place_____

Date_____

Date:

Name of Authorized Signatory

Place:

Stamp & Signature

INSTRUCTIONS FOR ONLINE BID SUBMISSION

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>). 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 registration on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CP Portal. More information useful or 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 <https://eprocure.gov.in/eprocure/app> by clicking on the link 'Click here to Enroll'. Enrolment on the CPP portal is free of charge.
2. As part of the enrolment process, the bidders will be required to choose 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 Authority recognized by CCA India (e.g. Sify/TCS/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 DSCs 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 Tender' folder. This would enable the CPP Portal to intimate the bidders through SMS/emails in case there is any corrigendum issued to the tender documents.
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 documents 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 name and content of each of the documents that need to be submitted. Any deviations from these may lead to rejection of the bid.
3. Bidders, in advance, should get ready the bid documents to be submitted as indicated in the tender documents/schedule and generally, they can be PDF/XLS forms. Bid documents may be scanned with 100 dpi with black and white option.
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, GST Registration, Authorization, etc.) has been provided to the bidders. Bidders can use "My Space" 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. 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 he/she 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 bidders has to digitally sign and upload the required bid documents one by one as indicated in the tender documents.

3. Bidder has to select the payment option as "offline" to pay the Tender Fee/Bid Security (EMD) as applicable and enter details of the instrument.
4. Bidder should prepare the Tender Fee/ Bid Security (EMD) as per the instructions specified in the tender documents.
5. Tender Fee/ Bid Security (EMD) in original should be send to the Tender Procession posted as per the /couriered /given in person to the Tender Inviting Authority (TIA) as per the instructions 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.
6. A standard BoQ format has been provided with the tender documents to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bid in the format provided and no other format is acceptable. Bidders are required to download to BoQ file, open it and complete the while coloured (unprotected) cells with the 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 bidders 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.
7. The serve time (which is displayed on the bidder's dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidder, opening of bids etc. the bidders should follow this time during bid submission.
8. 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.
9. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
10. Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid number and the date of time of submission of the bid with all other relevant details.
11. 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 terms and conditions contained therein should be addressed to the **Tender Inviting Authority (TIA)** 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. The contact number for the helpdesk is 0120-4200462, 0120-4001002 or ATARI No. 0291-2748412.

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