

OFFICE OF THE PRINCIPAL COMMISSIONER OF GOODS & SERVICE TAX, PUNE-I
COMMISSIONERATE, 41/A, SASSOON ROAD, GST BHAVAN, PUNE-411001.

NOTICE INVITING e-TENDER THROUGH E-PROCUREMENT FOR ANNUAL
MAINTENANCE OF TATA-MAKE EPABX SYSTEM & OPERATOR SERVICE
PROPOSAL (RFP NO. GST/PUNE-I/03/2020-21)

Online e-tenders are invited for and on behalf of the President of India by the Office of the Commissioner of Goods & Service Tax, Pune-I Commissionerate, for outsourcing of ANNUAL MAINTENANCE OF TATA-MAKE EPABX SYSTEM AND OPERATOR'S SERVICES FOR THE EPABX SYSTEM at:-

1. GST BHAVAN, 41/A, SASSOON ROAD, OPP.WADIA COLLEGE, PUNE-411 001

| SI. No. | ITEM OF WORK | NUMBER OF PERSONS REQUIRED | EPABX System Details | PERIOD (for which Service required) |
|---------|--------------------|----------------------------|--|-------------------------------------|
| 1 | MAINTENANCE | N.A | 1. 19 BSNL Telephone Lines. 2. 410 Extensions (Intercom). | 01/04/2020 To 31/03/2021 |
| 2 | OPERATORS SERVICES | ONE | 1. 19 BSNL Telephone Lines. 2. 410 Extensions (Intercom). | 01/04/2020 To 31/03/2021 |

2. GST BHAVAN, SR.NO.26, NEAR AKURDI RAILWAY STATION, PRADHIKARAN, PUNE-411 044.

| SI. No. | ITEM OF WORK | NUMBER OF PERSONS REQUIRED | EPABX System Details | PERIOD (for which Service required) |
|---------|--------------------|----------------------------|--|-------------------------------------|
| 1 | MAINTENANCE | N.A | 1. 8 BSNL Lines. 2. 72 Extensions (Intercom). | 01/04/2020 To 31/03/2021 |
| 2 | OPERATORS SERVICES | ONE | 1. 8 BSNL Lines. 2. 72 Extensions (Intercom). | 01/04/2020 To 31/03/2021 |

The bids are invited in a two-bid system (Technical and Financial) from established firms/service providers. The Service providers/firms fulfilling the requirements, as specified under the terms & conditions of this notice, shall be eligible to apply.

2. Mode of Tendering: Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>.

3. Tender enquiry documents will be available on official website <http://eprocure.gov.in>, www.cbec.gov.in and www.punecenexcise.gov.in from 13.03.2019.

4. Earnest Money Deposit (EMD) or bid security of Rs. 25,000/- (Rs Twenty Five Thousand Only) should be submitted by bidders by Demand Draft Drawn in favour of Principal Commissioner, Goods & Service Tax, Pune-I Commissionerate. Bidders submitting their bids online should ensure that Earnest Money Deposit (EMD) of Rs. 25000/- (Rs Twenty-Five Thousand) in the form of Demand Draft/ Banker's Cheque, drawn on a Scheduled Commercial Bank in India, in favour of Principal Commissioner, Goods & Service Tax, Pune-I Commissionerate, Pune. The hard copy of original documents in respect of Earnest Money must be delivered to the Deputy Commissioner(Adm), Goods & Service Tax, Pune-I Commissionerate, D Wing, 2nd Floor, 41-A, Sassoon Road, Opp. Wadia College, Pune-411001 on or before Technical bid opening date/time as mentioned in critical date sheet.

Tenders will be treated as non-responsive and will be rejected, at the initial stage itself, if Tender is received without EMD.

5. **Bid Submission:** Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>. Service Providers have to follow the terms and conditions provided in Annexure-I. Technical & Financial Bids provided in Annexure-II & III for online submission of bids and submit an Undertaking as prescribed under Annexure-IV. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. The complete information has been detailed in the following Annexures:-

- Annexure-I - General Terms & Conditions
- Annexure-II - Technical Bid (Qualifying Bid Document)
- Annexure-III - Price/Financial Bid Document
- Annexure-IV - Undertaking by the Bidder
- Annexure-V - Tender Acceptance Letter
- Annexure-VI - Scope of Work
- Annexure-VII - Instruction for Online Bid Submission

The tender shall be submitted online in two parts viz. **technical bid and financial bid**. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. The offers submitted by Telegram/Fax/email etc. shall not be considered. No correspondence will be entertained in this matter.

6. The Critical Dates for the Tender Submission and processing are as under:

| | |
|---|---|
| Published Date | 13 th March, 2020 |
| Bid Document Download Start Date | 13 th March, 2020 |
| Clarification regarding the RFP (Request for proposal) Start Date & Time (excluding holidays) | 13 th March, 2020 (From 03:00 P.M) |
| Clarification regarding the RFP (Request for proposal) End Date | 20 th March, 2020 (till 06:00 P.M) |
| Premise(s) Visit | 23 rd March, 2020 (9:30 A.M. to 06:00 P.M) |
| Bid Submission Start Date | 13 th March, 2020 |
| Bid Document Download End Date | 13 th March, 2020 |
| Bid Submission End Date | 27 th March, 2020 |
| Technical Bid Opening Date | 30 th March, 2020 (11:00 A.M.) |
| Financial Bid Opening date (Those bidders who have qualified in the Technical Bids) | 30 th March, 2020 (03.00PM) |

7. The Bidder should obtain clarification in relation to any doubt/query regarding the specifications from Deputy Commissioner (Adm), CGST, Pune-I Commissionerate, GST Bhavan, C Wing, 2nd Floor, 41-A, Sassoon Road, Opp. Wadia College, Pune-411001, on any working day between 9:30 am to 6:00 pm before 20-03-2020.

8. The Technical Bids and the Financial Bids (only technically qualified bids) will be opened in the presence of the Tender Committee Members.

9. In the event of any of the above-mentioned dates being subsequently declared as a holiday /closed day for this office, the tenders will be opened on the next working day at the scheduled time.

10. **Security Deposit/Performance Security:** On acceptance of tender, the successful bidder must provide, Security Deposit/Performance Security in the form of account payee demand draft, Fixed Deposit Receipt or Bank guarantee from any of the Commercial Banks in India, equal to 5% of the value of the Contract in favour of Principal Commissioner,


Goods & Service Tax, Pune-I Commissionerate. Performance security should remain valid for a period of **Sixty days** beyond the date of completion of all contractual obligations of the contractor. The Security Deposit will be refunded only after the successful completion of the contract. The deposit is liable to be forfeited, if during the period of contract, the services of the contractor are found to be unsatisfactory in any respect, and/or any of the conditions of the contract is contravened / breached, and/or towards any damage caused due to negligence of the contractor or his employees. This forfeiture will be in addition to any action by the department that the contractor firm may invite upon themselves due to any of the reasons specified above.

11. TERMS OF PAYMENT:

- i) The contractor will submit the monthly bill in duplicate for reimbursement alongwith certificate of work completion by the officer in charge. The bill will be paid after making recovery, if any.
- ii) The contractor shall make regular and full payment to its personnel/labourers as per the law and furnish necessary proof in this regard as and when required by the department.
- iii) In case of any complaint of non-fulfilment of any obligation under contract executed between the Service provider and department, this office reserves the right to deduct the amount due from contract from monthly bills as well termination of the contract.

12. PENALTIES

- i) The Contractor will attract a penalty of an amount of Rs. 250/- per day per person, in addition to deduction of the wages, in case his/her employees fail to carry out the Maintenance / Operators services due to his/her absence or any other reason, which shall be recovered from the bills or otherwise.
- ii) The contractor would ensure that all its personnel deployed with this office behave courteously and decently with the employees/officers of this office.
- iii) In the event of failure in maintaining the Maintenance/ Operator's services on any day up to desired standard, in part or full, the contractor is liable to penalty @ Rs. 250/- per day, which shall be recovered from the bills or otherwise.


12.03.2020

(Harish Dharnia)
Additional Commissioner
CGST, Pune-I Commissionerate

F.No.I/Adm(18)22/GST-I/2019-20
Pune, the March,2020.

Copy to:- Notice Boards, GST Bhavan Pune / Akurdi.

Annexure-I
GENERAL TERMS AND CONDITIONS:

I. MAINTENANCE OF EPABX SYSTEM AND II. OPERATORS SERVICE:

1. The successful bidder will be required to give letter of acceptance within 2 days of being informed and enter into an agreement for the work contract.
2. **The Contractor's authorized representative carrying valid ID cards shall only be allowed to enter this office. Within the premises of the office, the contractor's personnel shall not do any private work, except their assigned duties, and will not entertain any guests/outsideers etc.**
3. The Agency will not Sub-contract the work of Maintenance and Servicing of the EPABX system in any Form.
4. The Agency shall be directly responsible for any dispute arising between them and their personnel and keep this office indemnified against actions, losses, damages, expenses and claims whatsoever arising thereof.
5. For the purpose of repairs/ replacement, no parts/ spares relating to the system is to be removed without the written consent of the officer concerned. The damaged / worn out spare parts will be the property of the Department.
6. A fine of 10% on the maintenance cost per month will be levied in case of default including delay on the part of the Agency, beyond two days.
7. The subject Agreement is liable to be terminated at any time without assigning any reason therefore, if the services are not found satisfactory.
8. **This Office shall not entertain any claim arising out of mishap, etc, if any, that may take place while discharging the duties by the personnel(s) provided by the Service Provider. In the event of any liability/ claim falling on this Commissionerate, the same shall be reimbursed/ indemnified by the Service Provider.**
9. The Agency shall be solely responsible for payment of salaries, other benefits and allowances to the personnel deployed in the work that might become applicable under any Act or Order of the Government. This office shall have no liability whatsoever in this regard and the Agency shall indemnify this charge against any claims which may arise under the provisions of various Acts, Govt. Orders etc.
10. One Operator shall be provided for manning the Operator console of the EPABX system.
11. The Operator engaged by the Agency at GST Bhawan will not have any Right/ claim whatsoever for direct recruitment of temporary or permanent employment in the Govt. of India.
12. The Agency shall arrange necessary Insurance cover for the personnel deployed by them. This office shall not entertain any claim arising out of any mishap etc., if any, that may take place while discharging their duties. In case of any.
13. The EPABX Operator's Services should be provided on all days from 09:30 hrs to 18:00 hrs (including lunch-break of half hour) except Saturdays & Sundays.
14. **The personnel employed should attend to work punctually from 09:30 hrs to 18:00 hrs. The personnel will perform all the duties assigned by the Service Provider and as specified by the Department from time to time.**
15. **The Service Provider shall arrange necessary Insurance cover to the person deployed.**
16. The workers engaged by the Service Provider for the said work at GST Bhawan, Pune / Akurdi will not have any right / claim whatsoever, for direct recruitment of temporary or permanent employment in the Government of India.
17. The Contractor should not indulge in employing child labour.
18. The personnel deployed should be well experienced and trained adequately and should be of sound health. They should be well behaved and well mannered.
19. The personnel will report to the officer in charge assigned by the department

- i.e. Superintendent, Administration. If a particular person is absent on any day, another person shall be deployed in his/her place. For any absence and non-engagement, no charges shall be paid.
20. The service provider shall ensure that there is no scope for any grievance from the personnel on delayed payment of charges.
 21. The Service provider shall pay wages to the personnel/staff/operator engaged by them for the work as per Minimum Wages Act, fixed by Central/State Government, as amended from time to time. Any anticipated increase in the wages must be factored in the rates being quoted. The department shall be in no way responsible or liable for payment of salaries, bonus, gratuity, allowances or any type of payment to them.
 22. All deductions towards PF, ESI etc. must be factored in the rates being quoted per month basis.
 23. Against Income Tax, Under Section 194(c) of Income Tax Act and the rules framed there under, the Department is free to deduct the amount at the rate applicable under the rules from the monthly due and payable to the Agency as TDS and shall issue suitable TDS certificate to that effect to the Agency.
 24. The Service Provider shall indemnify and keep indemnified this office against any acts of omission or commission from the personnel engaged for work and this office shall not be liable to pay any damages or compensation to such person or to third party. All such damages caused by the personnel shall be charged to the Service Provider and recovered from its dues/ bills.
 25. The bidders who intend to bid and intend to visit the aforesaid premises to acquaint themselves of the work to be carried out in the said premises, the scope of work etc. can do so on 23rd March 2020 during office hours 09.30 hrs to 18.00 hrs. The names of contact persons are as under: -
GST Bhavan, Pune: Shri. Shashikant Singh, Deputy Commissioner (Adm), GST, Pune-I Commissionerate, GST Bhawan, D Wing, 2nd Floor, Sassoon Road, Pune-411001.
GST Bhavan, Akurdi: Shri Anwesh, Deputy Commissioner, Chakan Division, GST Bhavan, Sr. No. 26, Near Akurdi Railway Station, Pradhikaran, Pune 411044.
 26. It will be the prerogative of the Department to decide whether the aforesaid contracts are to be given to one Contractor or to different contractors.
 27. The contract can be terminated by the department without assigning any reason at any time. The Service provider shall not terminate the contract without giving proper notice of at least two months.
 28. Online Bidding should be done within stipulated date and time.

Annexure-II
TECHNICAL BID (QUALIFYING BID DOCUMENT)

| | | |
|----|--|--|
| 1 | Name of the Registered Firm / Company | |
| 2 | Status of ownership Proprietary /Partnership / Company | |
| 3 | Address of the Firm / Company (with Tel. no./ Fax no. and E-mail) | |
| 4 | Name & Address of the Proprietor / Partners / Director with mobile numbers | |
| 5 | Contact Person (s) (with mobile number) | |
| 6 | Details of EMD of Rs. | |
| 7 | PAN No. of the firm as allocated by the Income Tax Department | |
| 8 | GST Registration Number, if applicable | |
| 9 | Details of registration with E.S.I & Provident Fund | |
| 10 | Annual turnover for 3 years | |
| 11 | List of present clients along with proof of Job order certificate. | |
| 12 | Shop and Establishment Registration (GUMASTA LICENSE), Details | |

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I understand that in case any deviation is found in the above statement at any stage; I/we will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorized Signatory with date)

The following documents are to be furnished/ uploaded by the Service Provider along with **Technical Bid** as above:

- i) Signed and Scanned copy of **proof for payment of Earnest Money Deposit**
- ii) Signed and Scanned copy Certificates like PAN No, Service Tax Registration (if applicable), ESI, EPF Registration etc.
- iii) Signed and Scanned Copy of **Tender Acceptance Letter&Letter of authorization to submit bid.**
- iv) An undertaking (self-certificate) that the **agency hasn't been blacklisted** by a Central / State/UT Government institution and there has been no litigation with any government department on account of IT services.
- v) Signed and Scanned copy of Balance Sheets of last 3 financial years.
- vi) Signed and Scanned Copy of **Technical Bid Format.**

ANNEXURE-III
PRICE/ FINANCIAL BID DOCUMENT

- (a) Price bid undertaking
- (b) Schedule of price bid in the form of BOQ_EPABX.xls

PRICE BID UNDERTAKING

From: (Full name and address of the Bidder) _____

To,
The Commissioner,
Goods and Service Tax,
Pune-I Commissionerate,
Pune

Dear Sir/Madam,

I submit the Price Bid for _____
and related activities as envisaged in the Bid document.

- 2. I have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.
- 3. I offer to work at the rates as indicated in the price Bid, Annexure III inclusive of all applicable taxes except Service Tax.

Yours faithfully

Signature of
Authorized Representative

ANNEXURE-IV

UNDERTAKING BY THE BIDDER

I/We undertake that my/our firm M/s has not been blacklisted by any Govt. Department/Public Sector Undertaking/Autonomous Body.

2. I
Son/Daughter/Wife of Shri.....
Proprietor/Partner/Director/Authorized signatory of M/s
..... am competent to sign this declaration and execute this tender document.

3. I have carefully read and understood all the term and conditions of the tender and undertake to abide by them.

4. The information / documents furnished alongwith the above application are true and correct to the best of my knowledge and belief. I/ We, am/are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

5. I/We understand that in case any deviation is found in the above statement at any stage, my/our concern/firm/co. shall be blacklisted and shall not have any dealing with the Department in future.

Date:
Place:

Signature of the authorized Signatory of the firm/
Company/Organization
Office Stamp/Seal:

Annexure-V

**TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)**

Date:

To,
The Commissioner,
Goods and Service Tax,
Pune-I Commissionerate,
GST Bhavan, 41/A, Sassoon Road,
Pune-411001

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: -

Dear 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), schedule(s), etc ..), which form part of the contract agreement and I / we shall abide hereby by 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 the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract , without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

Annexure- VI

SCOPE OF WORK

1. The scope of work is as under: -

- a) Preventive maintenance of all hardware cards of the System, Telephone handsets and the operator console.
- b) Software programming of the system.
- c) Fault finding in the cabling and changing of new cable and accessories, if required.
- d) Monthly two visits for preventive maintenance.
- e) Attending to the complaints within 12 hours of lodging the same, whenever required.
- f) One Operator shall be provided for manning the Operator console of the EPABX system.
- g) The Operator engaged by the Agency at ICE House Complex will not have any Right/ claim whatsoever for direct recruitment of temporary or permanent employment in the Govt. of India.
- h) The EPABX Operator's Services should be provided on all days from 09:30 hrs to 18:00 hrs (including lunch-break of half hour) except Saturdays & Sundays.
- i) The personnel employed should attend to work punctually from 09:30 hrs to 18:00 hrs. The personnel will perform all the duties assigned by the Service Provider and as specified by the Department from time to time.
- j) The personnel deployed should be well experienced and trained adequately and should be of sound health. They should be well behaved and well mannered.
- k) The personnel will report to the officer in charge assigned by the department i.e. Superintendent, Administration. If a particular person is absent on any day, another person shall be deployed in his/her place. For any absence and non-engagement, no charges shall be paid.

Annexure-VII

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 coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 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.

CHECK LIST OF DOCUMENTS TO BE SUBMITTED. BID CHECKLIST

Bidder is required to fill-up this checklist and enclose along with the envelope containing the Earnest Money:

| Sl. | Item Description | Yes/No | Bid Reference |
|-----|--|--------|---------------|
| 1. | Earnest Money Enclosed | | |
| 2. | Tender Acceptance Letter | | |
| 3. | Letter of authorization to submit bid. | | |
| 4. | An undertaking that the agency hasn't been blacklisted | | |
| 5. | Financial/Price Bid Undertaking | | |