

Notice Inviting Tender (NIT) from the manufactures/experienced service providers for comprehensive Annual Maintenance Contract of Air Conditioners (Ductable, Window, Tower and Split) installed in the office of National Centre for Medium Range Weather Forecasting, A-50, Institutional Area, Sector-62, Noida-201309



GOVERNMENT OF INDIA  
MINISTRY OF EARTH SCIENCES  
NATIONAL CENTRE FOR MEDIUM RANGE WEATHER FORECASTING  
A-50, INSTITUTIONAL AREA, SECTOR-62, NOIDA-201309

Notice Inviting Tender (NIT) from the manufactures/experienced service providers for Comprehensive Annual Maintenance Contract of Air Conditioners (Ductable, Window, Tower and Split) installed in the office of National Centre for Medium Range Weather Forecasting, A-50, Institutional Area, Sector-62, Noida-201309.

File No. D-21014/03/2015-NMRF

Tender published at websites

<http://eprocure.gov.in/epublish/app>


&

[www.ncmrwf.gov.in](http://www.ncmrwf.gov.in)

(For reference only)

  
(Naveen Kumar Shah)

  
(Abhijit Sarkar)

  
(Dr. Preveen Kumar D)

  
(M.N. Sreevathsa)

  
(Imran Ali Momin)

  
(Indira Rani S)

Online Tenders under 02 (two) bid system are invited from the manufactures/experienced service providers for comprehensive Annual Maintenance Contract of the Air Conditioners installed in the office of NCMRWF, A-50, Institutional Area, Sector-62, Noida-201309 at <http://eprocure.gov.in/eprocure/app>.

**ELIGIBILITY:**

**The following requirements should be fulfilled in the Technical Bid.**

1. Bidder should have Average Annual Financial Turnover of at least ₹ 1.80 lakhs (Rupees One lakh Eighty Thousand only) for every year during the last three years. Necessary supporting documents should be submitted by the Bidder in this regard.
2. Bidder should have at least 01 (one) similar completed work costing not less than ₹3,60,000/- (Rupees Three Lakh Sixty thousand only) or 02 (two) similar completed works costing not less than ₹ 2,25,000/- (Rupees Two lakh Twenty Five Thousand only) or 03 (three) similar completed works costing not less than ₹ 1,80,000/- (Rupees One Lakh Eighty Thousand only) with Central Government offices/ PSUs /Private Institutes of Repute during last 3 financial years.
3. EMD of ₹ 9,000/- (Rupees Nine Thousand only) in the form of Bank Draft/Pay Order in favour of the Office of the "Drawing & Disbursing Officer, NCMRWF" payable at New Delhi.
4. The agency must not be blacklisted by any Government Office/Autonomous Institute/PSU in any earlier contract and shall submit declaration in prescribed format.
5. Attested Photocopy of PAN & GST No.
6. Attested Photocopies of Income Tax Returns for the last 3 years.

Bids will be submitted online in two covers only:-

**Technical Bid**

1. Signed and Scanned Copy of filled up Technical Bid Format (along with copies of PAN/TIN/Service Tax No.) as per Annexure-2 of Tender Document.
2. Signed and Scanned Copy of Tender Acceptance Letter as per Annexure-5 of Tender Document.
3. Signed and Scanned Copy of filled up Prior Experience Form (along with Work Orders/Experience Certificates) as per Annexure-6 of Tender Document.
4. Signed and Scanned Copy of filled up Declaration Form as per Annexure-7 of Tender Document.
5. Signed and Scanned Copies of Audited Balance Sheet of last 03 years.
6. Signed and Scanned Copy of EMD.

**Financial Bid**

1. BOQ in .xls format.
2. Signed and Scanned Copy of Filled up Price Bid Undertaking as per Annexure-4 of Tender Document.

  
(Naveen Kumar Shah)

  
(Abhijit Sarkar)

  
(Dr. Preveen Kumar D)

  
(M.N. Sreevathsa)

  
(Imran Ali Momin)

  
(Indira Rani S)

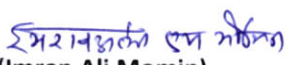
- Parties who wish to be present at the time of opening of tender may present themselves or their authorized representatives who shall bring the bid acknowledgement receipt.
- Financial Bids of only those Service providers/ Agencies will be opened who fulfill the Technical conditions.
- Head, NCMRWF reserves the right to postpone / and /or extend the date of receipt / opening of quotations or to withdraw the same.
- Upkeep of Air Conditioners shall be the sole responsibility of the contractor. NCMRWF will not pay anything above the quoted price for the upkeep of Air Conditioners. This Contract is for Comprehensive Maintenance without any limitation.

  
(Naveen Kumar Shah)

  
(Abhijit Sarkar)

  
(Dr. Preveen Kumar D)

  
(M.N. Sreevathsa)

  
(Imran Ali Momin)

  
(Indira Rani S)

## TERMS AND CONDITIONS

1. Tender documents may be downloaded from CPP Portal at <http://eprocure.gov.in/eprocure/app>. Aspiring Bidders who have not enrolled/registered in e-procurement should enroll/register before participating through the website <http://eprocure.gov.in/eprocure/app>. The portal enrolment is free of cost. Bidders are advised to go through instructions provided at Annexure-8 regarding 'Instructions for online Bid Submission'.
2. Bidders can access Tender documents on the website, fill them with all relevant information and submit the completed Tender document into electronic Tender on the website <http://eprocure.gov.in/eprocure/app>.
3. Tenders and supporting documents shall be uploaded through e-procurement portal. Hard copies of the bids will not be accepted.
4. **All the annexure mentioned in Technical Bid will be filled properly and signed copies of the same will be uploaded. Bids without properly filled annexure will not be considered for financial opening.**
5. Not more than one tender shall be submitted by one bidder or bidders having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e when one or more partner(s)/Deputy Secretary(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
6. Bidder **shall not tamper/modify the tender form including 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 EMD would be forfeited and bidder is liable to be banned from doing business with NCMRWF.
7. Intending bidders are advised to visit again NCMRWF website [www.ncmrwf.gov.in](http://www.ncmrwf.gov.in) & <http://eprocure.gov.in/eprocure/app> at least 3 days prior to closing date of submission of tender for any corrigendum / addendum/ amendment.
8. Applicant contractor must provide Earnest Money Deposit for an amount of ₹ 9,000/- (**Rupees Nine Thousand only**) in favor of **D.D.O., NCMRWF payable at New Delhi** obtained from any Nationalized/ scheduled Bank valid for six months with their application/downloaded tenders as the cost of tender forms/ documents. All applicable bank charges shall be borne by the applicant and he shall not have any claim what so ever on this account on Government. In case of re- tendering, the firms which has submitted the DD in earlier calls will require to submit DD along with their tender/application in subsequent calls also. Original Instrument of EMD will be submitted to Director(Admin.) on or before Bid Submission End Date & Time failing which bid will not be considered for opening.
9. Bidders, who have NSIC/MSME certificates, will be exempted from paying EMD. Such bidders shall upload attested copy of NSIC/MSME certificate in place of EMD and submit attested copy of NSIC/MSME certificate to Director(Admin.) on or before Bid Submission End Date & time, failing which their bid shall not be considered for opening.

  
(Naveen Kumar Shah)

  
(Abhijit Sarkar)

  
(Dr. Preveen Kumar D)

  
(M.N. Sreevathsa)

  
(Imran Ali Momin)

  
(Indira Rani S)

10. The successful bidder will have to deposit a Performance Security Deposit of 10 % of Total Contract Value, in the form of Bank Guarantee with **Drawing & Disbursing Officer, NCMRWF, A-50, INSTITUTIONAL AREA, SECTOR-62, NOIDA (U.P.)-201309** having validity of one year and additional sixty days. In case the contract is further extended beyond the initial period of 01 year, the performance security deposit will have to be accordingly renewed by the successful bidder. After submission of the performance security by the successful Bidder, the corresponding EMD shall be released.
11. The contract shall be awarded initially for a period of 01 (one) year which may be extended further by one year if services are found satisfactory. However, Bidders will quote only annual rates in Price Bid Format.
12. The bidder must be a reputed service provider with minimum 03 (three) years experience.
13. Copies of the contracts awarded in support of having rendered similar services to similar other organizations should be enclosed with the quotation.
14. Complete scope of the services to be offered should be mentioned in tender response. As these Air-conditioners cater to highly critical installations, services by the vendor must be full proof.
15. Any breakdown call reported by NCMRWF Office should be attended within 12 (twelve) hours and should be completed within 48 (forty eight) hours on 24x7x365 basis. An authorized officer of NCMRWF Office will certify completion of the call on the vendor's call report.
16. Preventive maintenance service would include washing & cleaning of coils which will be carried out by the service provider every Quarter to keep the equipment running in a trouble free manner. A record of preventive maintenance carried out would be maintained by the vendor and duly certified by the authorized officer.
17. In case of any delay in repairs or in the situation where the equipment has to be taken to the premises of the service provider for necessary rectification, standby equipment shall be provided for the intervening period so that functioning is not hampered.
18. (a) Payments for the contract will be made on quarterly basis after completion of the service.  
(b) NCMRWF reserves the right to delete any AC from the scope of contract.
19. In case, the service provider defaults in rendering services, he will be liable to be penalized and NCMRWF will be entitled to deduct penalty from the payment due at the following rates :-
  - Non-rendering of quarterly service – Rs. 500/- per A.C.
  - Delay in attending & rectifying complaints beyond 2 days – Rs. 2000/- per day per A.C.
20. The bidder may contact above office on any issues with regard to the above tender on any working day between 14:30 hrs. to 17:30 hrs for clarification, if any. For site visit please contact with Shri Naveen Shah, Director(Admin. & Estt.) and Smt. Hema Rawat, SO at Telephone No.0120-2419480 and

  
(Naveen Kumar Shah)

  
(Dr. Preveen Kumar D)

  
(Imran Ali Momin)

  
(Indira Rani S)


  
(Abhijit Sarkar)

  
(M.N. Sreevathsa)

0120-2419485 respectively.

21. Copies of the PAN Card/ GST registration etc. may be enclosed with the quotation.
22. The competent authority of NCMRWF reserves the right to accept / reject any response or all the responses without assigning any reason.
23. In case services provided by the vendor are found satisfactory, the competent authority of NCMRWF reserves right to extend AMC for the subsequent period on same terms & conditions. However, in the event of unsatisfactory services by the vendor, the said authority reserves the right to cancel the AMC at any point of time by giving 01 month notice and pro-rata payment will be made for the services rendered after adjusting penalty amount, if any.
24. Successful bidder should deposit, within seven days of receipt of the work order, 10% amount of the total value of the order as performance security in the form of Bank Guarantee from any Nationalized Bank valid 60 days beyond the CAMC period as specified.
25. Head, NCMRWF taking note of overall facts and circumstances can change, may add and relax any of the terms and conditions of this tender notice.
26. Requisite Tools & manpower carrying out the AMC shall have to be arranged by the contractor.
27. Genuine Original Parts shall only be provided and all the retrieved parts shall be the property of NCMRWF.
28. All the bidders are requested to visit and inspect all ACs at NCMRWF office before submitting the bid.
29. Any claim, dispute or difference arising out of or in connection with this agreement and which cannot be settled by mutual consultations, shall be referred to sole Arbitration or an Arbitrator to be appointed by Director, NCMRWF. The award of the Arbitrator shall be final and binding between the parties as per the terms and conditions of the Agreement to be executed on award of contract. The Arbitrator proceeding shall be governed by the Arbitration and Conciliation Act 1996 and shall be conducted in Noida(UP).

  
(Naveen Kumar Shah)

  
(Abhijit Sarkar)

  
(Dr. Preveen Kumar D)

  
(M.N. Sreevathsa)

  
(Imran Ali Momin)

  
(Indira Rani S)

## ● Detail of items (Air-conditioners) for on-site maintenance:-

Sr.No.	Item Description	Qty.	Specification	Location/Remark																				
1.	Ductable AC Units (12 T ---01 No) (09 T --04 Nos)	05	Voltas & Carrier	BIMSTEC Centre, Library, Monitoring Room																				
2.	Split Air Conditioners (2 T ---12 Nos) (1.5 T - 31 Nos) (1 T ---03 Nos)	46	<table border="1"> <thead> <tr> <th></th> <th>1.0</th> <th>1.5</th> <th>2.0</th> </tr> </thead> <tbody> <tr> <td>Voltas</td> <td>3</td> <td>18</td> <td>5</td> </tr> <tr> <td>LLyod</td> <td></td> <td></td> <td>4</td> </tr> <tr> <td>Carrier</td> <td></td> <td>13</td> <td></td> </tr> <tr> <td>Cruise</td> <td></td> <td></td> <td>3</td> </tr> </tbody> </table>		1.0	1.5	2.0	Voltas	3	18	5	LLyod			4	Carrier		13		Cruise			3	Scientists Rooms, Canteen, Guest House, Auditorium
	1.0	1.5	2.0																					
Voltas	3	18	5																					
LLyod			4																					
Carrier		13																						
Cruise			3																					
3.	Window Air Conditioners (2 T ---02 Nos) (1.5 T ---26 Nos)	28	<table border="1"> <thead> <tr> <th></th> <th>1.5</th> <th>2.0</th> </tr> </thead> <tbody> <tr> <td>LG</td> <td>26</td> <td>2</td> </tr> </tbody> </table>		1.5	2.0	LG	26	2	Scientists Rooms , Administrative Officer's Rooms														
	1.5	2.0																						
LG	26	2																						
4.	Tower Air Conditioner (2 Ton)	02	Voltas	Conference Room																				
5.	Window Ac (1.5 Ton—07 Nos)	07	Voltas	Admin (07 window Ac of 1.5 ton capacity are under warranty till June 2022.)																				



(Naveen Kumar Shah)



(Dr. Preveen Kumar D)



(Imran Ali Momin)



(Indira Rani S)



(Abhijit Sarkar)



(M.N. Sreevathsa)

Technical Bid Format

Sr. No.	Particulars	Details
1.	Name of the Vendor	
2.	Full address of the Vendor:	
3.	Telephone no.	
4.	Fax No.	
5.	Email:	
6.	Complaint person name and contact no.	
7.	PAN No. self attested copy of the same be attached.	
8.	GST Registration No., self attested copy of the same be attached.	
9.	No. of qualified trained Engineers	
10.	No. of assisting Staff working on the roll of the company for this work. Attach the self attested copy of experience.	
11.	No. of similar work experiences in Central Govt./State Govt./PSUs	
12.	Whether the company Black listed by any Organization: Yes/No	

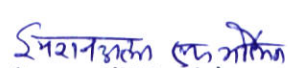
Signature \_\_\_\_\_

Name of the Authorized Signatory: \_\_\_\_\_

Seal/Stamp: \_\_\_\_\_


  
(Naveen Kumar Shah)


  
(Dr. Preveen Kumar D)


  
(Imran Ali Momin)


  
(Indira Rani S)


  
(Abhijit Sarkar)


  
(M.N. Sreevathsa)



**PRICE BID FORMAT**

Sr.No	Item Description	Qty.	Basic Rate (₹)	Total Amount
1.	Ductable AC Units (12 T capacity)	01		
2.	Ductable AC Units (09 T capacity)	04		
3.	Split Air Conditioners (2.0 T Capacity)	12		
4.	Split Air Conditioners (1.5 T Capacity)	31		
5.	Split Air Conditioners (1.0 T Capacity)	03		
6.	Window Air Conditioners (1.5 T Capacity)	26		
7.	Window Air Conditioners (2.0 T Capacity)	02		
8.	Tower Air Conditioner(2.0 T Capacity)	02		
9.	Window Air Conditioners (1.5 T Capacity)	07		
	Add GST@			
	Grand Total			

**Note:** Contract shall be inclusive of cost of spare parts, replacement of compressor, fan motors, re-winding of motors, gas filling/charging including the cost of gas, cleaning, oiling, chemical washing, greasing (general Servicing), filter replacement, relay, thermostat, drain water & copper pipe replacement including cost of gas/repair of any or all parts including metal clad plug, fixing of wires/plugs, insulation, running/starting capacitors & labour charges etc.

Item No.09 is under warranty .The quoted price for this item whenever applicable after warranty shall be paid.



(Naveen Kumar Shah)



(Dr. Preveen Kumar D)



(Imran Ali Momin)



(Indira Rani S)



(Abhijit Sarkar)



(M.N. Sreevathsa)

**PRICE BID UNDERTAKING**

From: (Full name and address of the Bidder) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

To,

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 IV inclusive of all applicable taxes except Service Tax.

Yours Faithfully,

Signature of Authorized Representative

  
(Naveen Kumar Shah)

  
(Abhijit Sarkar)

  
(Dr. Preveen Kumar D)

  
(M.N. Sreevathsa)

  
(Imran Ali Momin)

  
(Indira Rani S)

**TENDER ACCEPTANCE LETTER**

(To be given on Company Letter Head)

Date:

To,

---



---



---

Sub: Acceptance of Terms &amp; 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 web site(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 has 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. In case any provisions of this tender are found violated , then your department/ organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

  
 (Naveen Kumar Shah)

  
 (Dr. Preveen Kumar D)

  
 (Imran Ali Momin)

  
 (Indira Rani S)

  
 (Abhijit Sarkar)

  
 (M.N. Sreevathsa)

**PRIOR EXPERIENCE**

(Using the format below, provide information in respect of each Department/Ministry/Agency to whom services were provided by the firm during 2019-20, 2020-21 & 2021-22)

Name of the Govt. Department/Ministry/ Agency along with their address and details of contact person to whom services were provided during 2019-20, 2020-21 & 2021-22 (with details)	Details of Work

Yours faithfully,

(Signature of the Authorized person)

Date:

Name:

Place

Designation:

Business Address


Seal:

  
(Naveen Kumar Shah)

  
(Dr. Preveen Kumar D)

  
(Imran Ali Momin)

  
(Indira Rani S)

  
(Abhijit Sarkar)

  
(M.N. Sreevathsa)

DECLARATION

Declaration letter on official letter head stating the following:

- (i) We are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this tender.
- (ii) We are not black-listed by any Central/State Government/Public Sector Undertaking in India.

Yours faithfully,

(Signature of the Authorized person)

Date:

Name:


Place


Designation:

Business Address

Seal:

  
(Naveen Kumar Shah)

  
(Dr. Preveen Kumar D)

  
(Imran Ali Momin)

  
(Indira Rani S)

  
(Abhijit Sarkar)

  
(M.N. Sreevathsa)

**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 / 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 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.

  
(Naveen Kumar Shah)

  
(Dr. Preveen Kumar D)

  
(Imran Ali Momin)

  
(Indira Rani S)

  
(Abhijit Sarkar)

  
(M.N. Sreevathsa)

## PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

### SUBMISSION OF BIDS

1. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
4. Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
6. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

  
(Naveen Kumar Shah)

  
(Dr. Preveen Kumar D)

  
(Imran Ali Momin)

  
(Indira Rani S)

  
(Abhijit Sarkar)

  
(M.N. Sreevathsa)


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 (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
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. The contact number for the helpdesk is 1800 3070 2232. Bidder can also get help at +91-7878007972 & +91-7878007973.

  
(Naveen Kumar Shah)

  
(Abhijit Sarkar)

  
(Dr. Preveen Kumar D)

  
(M.N. Sreevathsa)

  
(Imran Ali Momin)

  
(Indira Rani S)