



केंद्रीय वस्तु एवं सेवा कर और उत्पाद शुल्क के प्रधान आयुक्त कार्यालय
OFFICE OF THE PRINCIPAL COMMISSIONER OF CENTRAL GST & CENTRAL EXCISE,
चेन्नई उत्तर आयुक्तालय
CHENNAI NORTH COMMISSIONERATE
26/1, महात्मा गांधी रोड, नुंगम्बक्कम, चेन्नई - 600 034
26/1, MAHATHMA GANDHI ROAD, NUNGAMBAKKAM, CHENNAI - 600 034.

सी. नं. IV/16/41/2018-Comp

तारीख: 11.09.2018

Notice inviting E-Tender Document for Annual Maintenance Contract of Computers, Peripherals, Printers, network switches and Laptops for Chennai North Commissionerate.

The Office of the Principal Commissioner of Central Excise, Chennai - North Commissionerate, invites e-tender quotations from experienced, eligible, reputed, registered firms/companies engaged in the business of providing Annual Maintenance Contract Services of Computers and its Peripherals in the Headquarters Office, its Divisions and Ranges mentioned in Annexure- I for a period of one year from 15.10.2018 to 14.10.2019.


The tender documents viz., Qualifying Technical Bid (Annexure - A,B,C & D) and Financial Bid (Annexure - E) along with Scope of work, eligibility criteria, terms and conditions, Tender Acceptance letter (Annexure F), Price Bid Undertaking (Annexure G) can be downloaded from Central Public Procurement Portal website <https://eprocure.gov.in/eprocure/app>. Duly filled in documents complete in all respects should be uploaded by the bidders having Digital Signature Certificate (DSC) issued from any agency authorized by Controller of Certifying Authority (CCA), Govt. Of India.

The Time Schedule of the e-tender process is furnished as under.

TIME SCHEDULE OF TENDER

S. No	Particulars	Date	Time
1	Tender e-publish date	11/09/2018	06.00pm
2	Document download start date	11/09/2018	06.00pm
3	Start date for seeking online clarification	11/09/2018	06.00 pm
4	Last date for seeking online clarification	20/09/2018	05.00pm
5	Bid submission start date	12/09/2018	11.00am
6	Bid submission last date	03/10/2018	11.00am
7	Tender opening date (Technical)	04/10/2018	11.00am

Bids shall be submitted online only at Central Public Procurement Portal website <https://eprocure.gov.in/eprocure/app>, Bidder/Tenderer/Contractor are advised to follow the instructions "Instructions to Bidder for online Bid submission" for online submission of Bids. Intending tenderers are advised to visit Central Public Procurement Portal website <https://eprocure.gov.in/eprocure/app> regularly till closing date of submission of tender for any corrigendum/amendment.


(RAJEEV KUMAR)
ADDITIONAL COMMISSIONER
CHENNAI NORTH COMMISSIONERATE

Copy to:

1. Chennai South /Outer/ Puducherry Commissionerate (For display in the notice board).
2. The Deputy/Asst. Commissioner (12) Divisions, Chennai-North Commissionerate, for Display on Notice Board.
3. The Superintendent (Computers), Chennai-North (for publication on the official website).

GENERAL INSTRUCTIONS:

The signed and scanned copies of the following Documents must be mandatorily uploaded in the Central Public Procurement Portal website <https://eprocure.gov.in/eprocure/app> :

(i) **Qualifying Technical Bid (Annexure – A to D):**

- a. **Annexure A:** Annual turnover for the last three years. Turnover under Computer Service Maintenance to be shown separately.
- b. **Annexure B:** List of at least six qualified engineers in the payrolls of the firm/company with details of qualification (BCA/BE (Computer Science)/B.Tech. (IT) etc) and more than three years of experience in the relevant field.
- c. **Annexure C:** List of all clients with name and complete address, contact person with telephone number where the firm is currently maintaining 100 or more computers in a single location.
- d. **Annexure D:** Details of hardware under AMC along with no. of resident engineers to be provided (minimum 6 engineers) .

(ii) **Annexure E:** Financial Bid

(iii) **Annexure F :**Tender Acceptance letter

(iv) **Annexure G** : Price Bid Undertaking.

(v) Letter of Authorization to submit Bid Undertaking to the effect that the Bidder has not been blacklisted on any issues/services by Central Govt. /State Govt./PSUs/Banks.

1. SCOPE OF ANNUAL MAINTENANCE CONTRACT OF COMPUTERS AND ITS PERIPHERALS

Scope of work: There are around (1) **383** -Desktop Computers of various brands viz. :- (a). Lenovo, (b). HP ,HP Compaq(c) HCL(d) ACER .(2) **41**- All in One PC's -HP , Lenovo (3) - **4** ACER laptops (4) **226** - Laser Jet printers of various brands viz - (a). HP, (b). Canon(c) Samsung (5) **4**- HP color printers, (6)**161**- MFD All in one Laserjet printers (7) **4**- Dot matrix printers to be covered under AMC . (8) **1** -Brother scanner, (9) **9**-HP lazer Jet MFP. AMC will include installation of valid reputed Antivirus software (antivirus to be installed whenever required) and network maintenance.

2. GENERAL TERMS & CONDITIONS

- The contract period will be for one year from 15.10.2018 to 14.10.2019 and the rates quoted will remain in force during the period of contract.
- The AMC shall be a comprehensive contract for servicing/maintaining all the parts of the machines/accessories/peripherals including parts such as Printer Heads/Teflon sheets/key boards/mouse etc.
- The contractor shall provide six qualified engineers of which three (hereinafter called 'the resident engineers') will be stationed permanently in the premises of the client's office, Office of the Principal Commissioner of GST &Central Excise, 26/1, Mahatma Gandhi Road, Chennai - 600 034; two to assist the staff of 6 Divisions of Chennai North in Newry Towers /Ambattur division and one to assist the staff of 2 divisions in Ananda Office, Teynampet.
- He shall attend the client's office on all working days from 09.15 a.m. to 06.00 p.m. normally, and in case of necessity, beyond this period and also on holidays, whenever the Commissionerate Headquarters Computer Section functions/ requires so. Such work timings / days of necessity shall be notified by this office in advance for which no extra charges will be made.
- It is the responsibility of the firm to provide standby resident engineers whenever the resident engineer is not available for any reason such as leave etc. and pay the salaries of the Resident engineers on time and as per the Minimum Wages Act. The welfare of the Resident engineers (eg. Timely payment of salaries and other benefits) may be ensured so that it does not affect the AMC services to this department adversely.

- **The successful bidder shall nominate an officer from their office as a Single Point of Contact (SPC) for all the official communication from this office. The Contact Number, Email ID and address of the SPC shall be given to this office without fail. Change in any of the details of the Single point of Contact shall be intimated to this office immediately. Further, not responding to calls, emails and letters from this office will be viewed very seriously and action will be taken accordingly based on the issue that might arise.**
- The service engineers shall rectify or resolve any complaint within 24 hours. All repairs have to be carried out on site itself except in respect of items covered under warranty. The resident engineer shall not be assigned any new or additional work by the contractor without the explicit concurrence of the head of the Computers Section of this Commissionerate. The resident engineer once provided shall not be withdrawn /removed or replaced with another engineer or disturbed from attending to the calls in this office, by the contractor, without proper, prior explicit concurrence of this office.
- Where the resident engineer becomes non-available due to reasons as resignation etc., an immediate replacement has to be provided by the contractor.
- In case of necessity / any emergency, if this office so requires, the contractor shall additionally deploy one or more qualified service engineers to quickly set-right any demanding situation that has arisen unforeseen.
- No revision of rates will be entertained during the contract period.
- The maintenance service by the contractor shall include preventive and breakdown maintenance of all computer hardware items in the entire Commissionerate locations as mentioned above in Annexure I.
- The resident service engineer shall maintain Log Registers of all calls attended / Pending issues / Preventive maintenance records and details of all replacement of spares and any such items.
- No advance payment in any case will be made. However, quarterly payment on pro rata basis will be made on satisfactory completion of the contract.
- The AMC Service Bills require to be submitted on **quarterly basis in Triplicate.**
- In case of any constrained situation during the above period, if system configuration change, Upgradation and the number of computers/printers/other related parts / peripherals have to be increased / reduced by the client, then the contractor would be intimated and the AMC amount would be reworked accordingly on pro-rata basis and payments would be made based on the reworked amount, for the remaining period.
- The AMC shall include installation, configuring all softwares including Operating System and antivirus softwares and installation of necessary drivers.

- In case any equipment is taken outside the office premises for the purpose of repairs, if any PC/printer is not attended/ repaired within forty eight hours, the firm shall provide a standby for the same immediately.
- Where the parts/components have failed/damaged due to the negligence or fault of the Service Provider, the replacement of those parts/components including hard disk, wires, cables, chords, circuit boards, mouse & keyboards etc., have to be provided by the contractor within 24 hours of attending to the call, including the software installation, if necessary.
- The AMC will not cover Computer consumables and is not transferable.
- The list of Hardware items and all the office locations of Chennai North Commissionerate to be covered under the contract is shown in Annexure - I.
- **The tenders shall be UPLOADED in the Central Public Procurement Portal website <https://eprocure.gov.in/eprocure/app> and no other mode is entertained.**
- Bidders, who do not upload Annexures A to G along with tender documents specified below, will be disqualified for not following the tender process and their tenders will not be considered.
- **Failure to comply with any of the conditions mentioned herein (in the tender document) will disqualify the bidders in the AMC process.**
- The e-tenders will be uploaded in the above mentioned website on **11.09.2018 at 04.00 pm and the last date for submission of bid online will be 03.10.2018 at 11.00 am.**
- In case of the firm is backing out any time during the period of AMC without any explicit consent of this office, the firm will be liable to recovery at the rates that will have to be incurred by this office on maintenance of the machines/hardware for the balance period of the contract through alternative means.
- If the firm fails to carry out repairs/provide any standby PC/printer within 3 days to the satisfaction of this office, a penalty of Rs 100/- per day will be charged for delay beyond three working days till such time the PC/printers are repaired.
- This office reserves the right to terminate the services of the firm at any time without giving any notice whatsoever.
- If the services of the firm are terminated due to deficiency the contract for the remaining period will be awarded to next bidder.
- Not following any of the tender process in any manner will lead to automatic disqualification of the tenders.
- No components/spares/computer parts shall be removed/replaced without explicit concurrence from the Competent Authority.
- Any dispute arising out of the agreement or that, which may arise in future, shall be resolved by taking recourse to arbitration by a group of 3 members committee, 2 from

Commissionerate side and 1 from party side, failing which the dispute will be subject to Chennai jurisdiction only. The Office of the Principal Commissioner of GST & Central Excise, Chennai North Commissionerate is entitled to withhold payments due to the firm in case of any dispute, till it is resolved.

3. ELIGIBILITY CRITERIA FOR TECHNICAL BIDS

- a) The firm should be registered with Goods and Service Tax Department, GST Registration Certificate Copy (furnishing the GSTIN) to be enclosed.
- b) The firm should be a registered company with the Registrar of Companies.
- c) The firm should be in existence for a minimum of three years in the field of Computer Service Maintenance, with a turnover of **more than 25 lakhs** during each of the last two years ending March 2018. Company's annual report for the last three years to be enclosed.
- d) The firm should have executed three AMC's satisfactorily for Government Department or PSU of 100 or more computers connected in LAN in the last five Years-2013-14, 2014-15, 2015-16, 2016-17 and 2017-18. Copies of AMC contract with other government Departments where AMC had been undertaken in respect of desktop PCs of 100 nos. or more to be enclosed.
- e) The firm should be in possession of at least **three** AMC in respect of a Central Government Department or Central Government PSU during the financial year 2017-18/2018-19.
- f) The firm's AMC should not have been terminated due to deficiency of service in the last five years. The bidder should not have been disqualified /debarred/blacklisted by any Government office/Semi-Government office/PSU/Bank for any default for such services in the past; An undertaking on his/her letter head declaring as follows should be given: "We have not been disqualified/debarred/blacklisted by any Government office/Semi-Government Office/PSUs/Banks for any default for such services in the past."
- g) The firm must have expertise in onsite maintenance and repair of computers (Windows Vista/Windows7/Windows 8/Windows 10/Linux), Laptops, LaserJet Printers, network components and other hardware parts and accessories.
- h) The bidder must have permanent Account Number (PAN) under Income Tax Act, 1961 and should furnish and provide Income Tax Assessment certificates for the three years viz., 2016-2017, 2017-2018 and 2018-19.
- i) The bidder should have valid ISO Certificate.

4. i) The following information has to be uploaded in support of the technical eligibility criteria.

- a. **Annexure A: Annual turnover for the last three years. Turnover under Computer Service Maintenance to be shown separately.**
- b. **Annexure B: List of the six qualified engineers in the payrolls of the firm/company with details of qualification and more than three years of experience in the relevant field as per the following proforma.**


- c. **Annexure C: List of all clients with name and complete address, contact person with telephone number where the firm is currently maintaining 100 or more computers in a single location.**
- d. **Annexure D: Details of hardware under AMC along with no. of resident engineers provided.**
- e. **Annexure F: Tender acceptance letter.**
- f. **Letter of authorization to submit bid.**

ii. **In addition to the above the following documents should be uploaded.**

- (a) **Goods and Service Tax Registration Certificate Copy**
- (b) **Company's Annual Report for the last three years**
- (c) **Copies of AMC contract with other government Departments where AMC involves more than 100 desktop PC's**
- (d) **The bidder should not have been disqualified /debarred/blacklisted by any Government office/Semi-Government office/PSU/Bank for any default for such services in the past; An undertaking on his/her letter head declaring as follows should be given "We have not been disqualified/debarred/blacklisted by any Government office/Semi-Government Office/PSUs/Banks for any default for such services in the past."**

5. FINANCIAL BID.

- 1. The financial bid should contain the quotation for maintenance charges item wise in terms of yearly basis only.
- 2. The financial bid should also mention the total maintenance charges for the whole year showing tax components separately.
- 3. Price quoted shall separately mention all taxes and levies applicable.
- 4. No escalation of prices would be permitted on any ground during the AMC period.
- 5. The Technical and Financial Bid should be uploaded separately.
- 6. Only the **technical bid** will be opened on **04.10.2018**
- 7. Only after conditions of the Technical/Qualifying bid is fulfilled, Financial bid of Qualified bidders will be opened under intimation to the successful bidders in the Technical /Financial bid.


(RAJEEV KUMAR)
ADDITIONAL COMMISSIONER

ANNEXURE A

(To be uploaded in the Company's letter head with seal and signature) Company's Turnover Details

Year	Company / firm's overall turnover	Turnover under Computer Service Maintenance
2015-2016		
2016-2017		
2017-2018		

ANNEXURE B

(To be uploaded in the Company's letter head with seal and signature)

LIST OF 5 QUALIFIED ENGINEERS IN THE PAYROLL OF THE COMPANY

Sl No	Name of the Qualified Engineer	Employee Code	Educational Qualification	Technical Qualification	Relevant Experience in yrs

ANNEXURE C

(To be uploaded in the Company's letter head with seal and signature)

LIST OF CLIENTS WITH MORE THAN 100 SYSTEMS WHERE AMC HAS BEEN UNDERTAKEN

Sl No	Name of the Client	Address of the Client	Name of the manager/Contact person in Client's place	Contact no of Manager/Contact Person at Client Location		Name of the Resident Engineer with contact no	Details of Hardware under AMC				Value of the Contract	State whether the client is Govt/P SU
				Mobil e	Land Line		No of Servers	No of Deskt op PCS	No of Lapto ps	No of Print ers		

ANNEXURE D

(To be uploaded in the Company's letter head with seal and signature)

Items	Brand/make of system and model	Operating system (OS)	No. of PC's	No. of Resident Engineers
All in one PC's	HP/Lenovo/Dell	Windows 7	41	6
		Windows 8		
		Windows 10		
Desktop Pcs	HP/Lenovo/HCL/Compaq/Acer	XP	383	
	-do-	Vista		
	-do-	Windows 7		
	-do-	Windows 8		
	-do-	Windows 10		
Laptops	Acer/HP	Windows 7	4	
	-do-	Windows 8		
	-do-	Windows 10		
Printers	HP	Laserjet (black)	226	
	Samsung			
	Canon			
		Laserjet (colour)	4	
	HP Pro Color (MFD)	Laserjet (black)	161	
	Deskjet & dot matrix	Ink and Dot matrix	4	
	Brother Scanner		1	
	HP Laserjet MFP		9	

ANNEXURE-E - FINANCIAL BID

(To be uploaded in the Company's letter head with seal and signature)

**AMC WORK FOR INSTALLATIONS OF IT HARDWARE
IN CHENNAI NORTH COMMISSIONERATE**

S No.	ITEM OF WORK	No.s	Unit Rate (Taxes to be shown separately)	Total(Rs.)
1	AMC of Desktop Computers	383		BoQ enclosed
2	AMC of ACER/HP Laptops	4		
3	AMC for LaserJet printer (black)	226		
4	AMC for HP Pro color printer (MFD)	4		
5	AMC for MFD All in one LaserJet printers	161		
6	AMC for DeskJet (i) and dot matrix printer	4		
7	All in one PC's	41		
8	Brother Scanner	1		
9	HP Laser Jet MFP	9		
	Total AMC Amount	833		

ANNEXURE - F

(To be uploaded in the Company's letter head with seal and signature)

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

Date:

To, _____

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 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/ organisation 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/ organisation 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,

(Signature of the Bidder, with Official Seal)

ANNEXURE - G

(To be uploaded in the Company's letter head with seal and signature)

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 inclusive of all applicable taxes.

SIGNATURE OF THE BIDDER WITH OFFICIAL SEAL

LETTER OF AUTHORISATION TO SUBMIT BID

(To be uploaded in the Company's letter head with seal and signature)

AN UNDERTAKING (SELF-CERTIFICATE) THAT THE BIDDER HAS NOT BEEN BLACKLISTED BY A CENTRAL /STATE/UT GOVERNMENT INSTITUTION AND THERE HAS BEEN NO LITIGATION WITH ANY GOVERNMENT DEPARTMENT ON ACCOUNT OF ANY ISSUES/SERVICES

(To be uploaded in the Company's letter head with seal and signature)

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. 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.
- 3) 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.
- 4) 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.
- 5) 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

- 6) 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 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.
- 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. 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 opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 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 (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid
- 11) Summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 12) 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.