

F. No. A-42018/11/2016-Estt.II (Vol.II)
Government of India
Ministry of Social Justice & Empowerment
(Department of Social Justice & Empowerment....

A-Wing, Shastri Bhawan,
New Delhi-110001
Dated the 10th August 2016

E-TENDER NOTICE

Subject: For providing services of Data Entry Operator to the Department of Social Justice & Empowerment, Ministry of Social Justice & Empowerment, Shastri Bhawan, New Delhi.

CRITICAL DATE SHEET

Published Date	12/08/2016
Bid Document Download/Sale Start Date	16/08/2016
Bid Submission Start Date	16/08/2016
Bid Submission End Date	05/09/2016
Bid Opening Date	06/09/2016


1. Online e-tenders on behalf of the President of India, are invited under Two Bid System i.e. Technical Bid (Part-I) and Financial Bid (Part-II) from reputed experienced and financially sound Manpower Companies/Firms/Agencies for providing skilled Data Entry Operators in the Department of Social Justice & Empowerment initially for one year from the date of taking up of supply of manpower in pursuance of contract unless extended further by mutual consent of the Department and service provider, on the same terms and conditions. The present requirement is approximately for 35 (Thirty five) persons. However, number may be increase or decrease at the discretion of the Department.
2. Specification and allied technical details are given in Annexure-I.
3. Complete Tender Documents can be downloaded from the website of this Ministry- www.socialjustice.nic.in and from <http://eprocure.gov.in/eprocure/app>
- 4.. The Interested Companies/Firms/Agencies may submit the bid complete in all respect online at <http://eprocure.gov.in/eprocure/app> along with Earnest Money Deposit (EMD) of Rs. 1,50,000/- (Rs. One Lakh and Fifty Thousand Only) refundable (without interest) drawn in favour of DDO, Ministry of Social Justice & Empowerment in two bids system (i.e. (i) Technical Bid and (ii) Financial Bid) in the prescribed proforma. Tenders are to be submitted **only online** through e-Procurement Portal <http://eprocure.gov.in/eprocure/app> All the documents in support of eligible criteria are to be scanned and uploaded alongwith the Tender document.

Original EMD is to be submitted in a sealed cover addressed to Under Secretary (Admn.) and dropped in the Tender Box kept in the Facilitation Centre of this Ministry, located on the Ground Floor, 'A' Wing, Shastri Bhawan, New Delhi-110001. The last date of submission of online tender and time of receipt is 5.00 PM on the 05/09/2016.

5. General Terms & Conditions of the tender are given in Annexure-I.


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6. The Ministry of Social Justice & Empowerment, Department of Social Justice & Empowerment, reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or to reject any or all tenders without giving any notice or assigning any reason.


(Deepak Kumar Sah)
Under Secretary to the Government of India
Telephone No. 2338 2184

Copy to:

1. Notice Board.
2. NIC-for display in web-site of M/o SJE
3. All Ministries/Departments.


(Deepak Kumar Sah)
Under Secretary to the Government of India

Copy for information to:

- i) Reception Officer, Department of Social Justice & Empowerment, Shastri Bhavan, New Delhi.
- ii) Asstt. Commandant, CISF, Shastri Bhavan, New Delhi.

General Terms and Conditions

1. The Ministry of Social Justice & Empowerment (Department of Social Justice & Empowerment) requires reputed, well established and financially sound Manpower Companies/Firms/Agencies to provide services of Data Entry Operators to its officers.
2. The contract will be initially for one year from the date of taking up of supply of manpower. The period of the contract may be further extended, provided the requirement of the Department for Data Entry assistance persists at that time, or may be curtailed/terminated at any time before the normal tenure owing to deficiency in services or substandard quality of manpower deployed by the selected Company/Firm/Agency. The Department, however, reserves right to terminate the contract at any time after giving one-week notice to the selected service providing Company/Firm/Agency.
3. The Ministry has requirement for Data Entry Operators who are conversant with computers and essentially well trained in MS-Word and also posses knowledge of LAN functioning, MS-Excel and MS-Power Point . The requirement of the Ministry may increase or decrease during the initial period of contract.
4. The tenders have been invited under two bid system i.e. Technical Bid and Financial Bid. The interested agencies are advised to upload bid completed in all respects online at <http://eprocure.gov.in/eprocure/app> along with Earnest Money Deposit (EMD) of Rs. 1,50,000/- (Rs. One Lakh Fifty Thousand Only) refundable (without interest) drawn in favour of DDO, Ministry of Social Justice & Empowerment in two bids system (i.e. (i) Technical Bid and (ii) Financial Bid) in the prescribed proforma. Further, the original EMD is to be submitted in a sealed cover addressed to Under Secretary (Admn.) and dropped in the Tender Box kept in the Facilitation Centre of this Ministry, located on the Ground Floor, 'A' Wing, Shastri Bhawan, New Delhi-110001. **In the absence of original EMD, the Financial Bids will not be considered for evaluation. In case of any exemption from submission of EMD, the firm is required to submit the mandatory certificates alongwith the Technical Bid.** The last date of submission of tender and time of receipt of Tender is **5.00 PM on the 05/09/2016.**
- 5 The successful tenderer will have to deposit a Performance Security of Rs. 4,00,000/- (Rupees Four Lakh only) in the form of Fixed Deposit Receipt (FDR) made in the name of the Company/Firm/Agency but hypothecated to the DDO, Ministry of Social Justice & Empowerment, New Delhi. The performance security shall remain valid for a period of three months beyond the period of the contract. In case, the contract is further extended beyond the initial period, the FDR will have to be accordingly renewed.
6. The tendering Companies/Firms/Agencies are required to upload photocopies of the following documents (duly attested by Gazetted Officers of the Government of India or State Government) along with the Technical Bid, failing which their bids shall be summarily/out-rightly rejected and will not be considered any further:-
 - a) Registration certificate:
 - b) Copy of PAN/GIR card.
 - c) Copy of the IT return filed for the last three financial years.
 - d) Copies of the EPF and ESI certificates.
 - e) Copies of the Service tax registration certificate.


7. The conditional bids shall not be considered and will be out rightly rejected in very first instance.

8. All entries in the tender form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. No overwriting or cutting is permitted in the financial Bid Form. In such cases, the tender shall be summarily rejected. However, the cutting, if any, in the Technical Bid Application must be initialed by the person authorized to sign the tender bids.

9. The Bids shall be opened on the scheduled date and time, **which will be intimated later**, in the presence of the representatives of the Companies/Firms/Agencies, if any, who are present on the spot at that time.

10. The competent authority of the Ministry of Social Justice & Empowerment has reserves the right to annul any or all bids without assigning any reason.

11. The contract shall be subject to the Indian Laws and the jurisdiction of the courts, located in the NCT of Delhi.


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TECHNICAL REQUIREMENT FOR THE TENDERING COMPANY/FIRM/AGENCY

1. The tendering manpower Company/Firm/Agency should fulfill the following technical specifications:-

a) The Registered Office of one of the Branch Offices of the manpower Company/Firm/Agency should be located either in Delhi/New Delhi or in any of the Satellite towns of Delhi.

b) The manpower Company/Firm/Agency should be registered with the appropriate registration authority.

c) The Company/Firm/Agency should have at least three years' experience in providing manpower to reputed Private Companies, Public Sector Companies/Banks and Government Department etc.

d) The Company/Firm/Agency should have its own Bank Account.

e) The Company/Firm/Agency should be registered with income tax and service tax Department.

f) The Company/Firm/Agency should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Act.

2. In case the firm is registered with National Small Industries Corporation Ltd. (NSIC) or otherwise eligible for relaxation for depositing the earnest money, a copy of the certificate/authorization letter is to be attached.



(Deepak Kumar Sah)

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**TECHNICAL REQUIREMENT FOR DATA ENTRY OPERATORS TO BE
DEPLOYED BY THE SUCCESSFUL COMPANY/FIRM/AGENCY IN THE
MINISTRY OF SOCIAL JUSTICE & EMPOWERMENT**

1. He/She should possess essential qualification of 10+2. However, Graduation from a recognized University is desirable. Should be between age group of 18 years to 40 years. An attested copy of the certificate showing educational qualification of the personnel will required to be attached to the list of the manpower deployed.
2. He/She should have Typing speed of 40 words per minute in English..
3. He/She should be well conversant with the working of the computers and should necessarily have knowledge of MS Word, MS Excel and MS Power Point..
4. He/She will have to produce a Character certificate from a Gazzeted Officer of the Central Government/State Government.
5. His/her antecedents should have been verified by the agency from the local police authorities.
6. He/she should separately have past experience of working as Data Entry Operators in reputed Public/Private institutions/State Government offices.


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APPLICATION –TECHNICAL BID

1. For providing Data Entry Services to Ministry of Social Justice & Empowerment, Department of Social Justice & Empowerment.
2. Name of Tendering Company/Firm/Agency
(Attach certificate of registration)
3. Name of Proprietor /Director of Company/Firm/Agency
4. Full address of Registered Office

Telephone Number: _____
FAX No _____
E-Mail Address _____
5. Full address of Operating Branch

Telephone Number: _____
FAX No. _____
E-Mail Address _____
6. Banker of Company/Firm/Agency
(Full Address)
(Attach certified copy of statement
Of A/c for the last six months)
Telephone Number of Banker

7. PAN/GIR No.
(Attach attested copy)

8. Service Tax Registration No.
(Attach attested copy)

9. E.P.F. registration Number
(Attach attested copy)

10. E.S.I. Registration Number
(Attach attested copy)

11. Financial turnover of the tendering Company/Firm/Agency for the last 3 financial years.
(Attach separate sheet if space provided is insufficient)

Financial Year	Amount (Rs. Lakh)	Remarks if any
2013-2014		

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2014-2015		
2015-2016		

12. Give details of the major similar contracts handled by the tendering Company/Firm/Agency during the last three years in the following format:

Sl. No.	Details of client along with address, telephone numbers	Amount of Contract (Rs. Lakh)	Duration of Contract From	Duration of Contract To
1.				
2.				
3.				

(If the space provided is insufficient, a separate sheet may be attached)

13. Additional information, if any
(Attach separate sheet, if required)

Signature of authorized person

Name: _____

Seal:

Date:

Place:

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DECLARATION

1. _____ Son/Daughter/Wife of Shri _____
signatory of the agency/firm mentioned above is competent to sign this declaration and
execute this tender document:

2. I have carefully read and understood all the terms and conditions of the tender and
undertake to abide by them:

3. The information/documents furnished along with the above application are true/
authentic 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/our
tender at any stage besides liabilities towards prosecution under appropriate law:

Signature of authorized person

Full Name: _____

Seal: _____

Date:

Place:

Deepthi

APPLICATION-FINANCIAL BID

For Providing Data Entry Operators to the Department of Social Justice & Empowerment

2. Name of tendering Company/Firm/Agency:
3. Details of Earnest Money Deposit: Rs. 1,50,000/- (Rupees One Lakh & Fifty Thousand only) D.D/P.O No. Date and the name of the bank and its branch on which drawn.
4. All the Data Entry Operators deployed in the Department of Social Justice & Empowerment will be paid their wages on monthly basis (By Cheque in time) by the Company/Firm/Agency and the photocopies of disbursed cheque will be submitted to the Department.
5. Rates are to be quoted not less than in accordance with the Minimum Wages Act, 1948 as applicable in the NCT of Delhi.

Rate per person/per day (8 hrs per day excluding ½ hrs. lunch break) Rs. _____ (Rupees _____) inclusive of all statutory liabilities, taxes, levies, cess/edu. Cess etc. with following break up:

Sl. No.	Component of Rate	Amount (Rs.) Non Graduate	Amount (Rs.) Graduate
1.	Daily Wage Rate not less than as per MWA, 1948		
2.	Employees Provident Fund @ % of 1 above		
3.	Employees State Insurance @ % of 1 above		
4.	Service Tax Liability @ % of		
5.	Any other liability (Pl. indicate)		
6.	Contractors Admn./Service Charge		
Total Column 1 to 6			

Signature of authorized person

Full Name: _____

Seal: _____

Date: _____

Place: _____

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Note:

1. The rates quoted by the tendering agency should be inclusive of all statutory/taxation liabilities at the time of entering into the contract.
2. The payment shall be made on conclusion of the calendar month without waiting release of funds by the Department only on the basis of number of working days for which duty has been performed by the personnel. Payments towards ESI Contribution and Service Tax Liability for the DEOs hired shall be mandatory.
3. The contracting Company/Firm/Agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of this Department.
4. The contracting agency shall provide the services during the contract period. If, in any case, the contractor, wants to withdraw the services, a notice of minimum three months shall be given by the contracting agency. Keeping in view of the situation, the Government may require the contractor to provide services even after the expiry of three months notice period which the contractor shall have to provide.
5. The tenderer will be bound by the details furnished by him/her to this Department, while submitting the tender or at subsequent stage. In case any of such documents furnished by him/her is found to be false at any stage, it would be deemed to be a breach of terms of Contract making him/her liable for legal action besides termination of contract.

LIABILITIES, CONTROL ETC. OF THE PERSONS DEPLOYED

6. The contracting agency shall ensure that the individual Data Entry Operators deployed in the Department of Social Justice & Empowerment confirm to the technical specifications of age, educational and skill qualification prescribed in Tender document.
7. The Department of Social Justice & Empowerment is a Central Government Office and has five days working (i.e. Monday to Friday) in a week from 9.00 to 5.30 PM with a lunch break of ½ hrs. from 1.00 PM to 1.30 PM. However, the Data Entry Operator may have to work beyond office hours as per the requirement of the office. Besides this the Department observes the Gazzetted holidays notified by the Government of India from time to time. **The Data Entry Operators, however, may be required to attend the office as and when required on Saturday/Gazetted holiday (on intimation) for which he/she may be paid extra as per the rates approved by the Department.**
- 8 The contracting Company/Firm/Agency shall furnish the following documents in respect of the individual Data Entry Operators who will be deployed in this Department before the commencement of work.
 - a) List of persons deployed:
 - b) Bio-Data of the persons:
 - c) Attested copy of matriculation certificate containing date of birth:
 - d) Attested copy of the certificate showing qualification
 - e) Character Certificate from Gazatted Officers of the Central/State Government or Notary Public.
 - f) Certification of verification of antecedents of persons by local Police authority.
 - g) Identity Cards bearing photograph.


9. In case, the person employed by the successful Company/Firm/Agency commits any act of omission/commission that amounts to misconduct/indiscipline/incompetence, the Company/Firm/Agency will be liable to take appropriate disciplinary action against such persons, including their removal from the site of work in the Department.
- 10.. The tendering Company/Firm/Agency shall replace immediately any of its personnel, who are found unacceptable to this Department because of security risks, incompetence, conflict of interest, improper conduct etc. upon receiving a notice from this Ministry.
- 11.. The person deployed shall be required to report for duty at 9.00 AM to Under Secretary (Admn.)/Section Officer (Estt.) and would not leave office before 5.30 PM. **In case, person deployed is absent on a particular day or come late/leaves early on three occasions, one-day wage shall be deducted.**
12. The agency shall depute a coordinator who shall be contactable at all the times at messages sent by phone/email/fax/special messages from this Department shall be acknowledged immediately on the same day. The service provider shall strictly observe the instructions issued by this Department in fulfillment of the contract from time to time.
13. **If DEO does not report for duty any day no wages will be paid for the period.** However, if the agency is not in a position to supply substitute even after three days a penalty of Rs. 100/- will be deducted per day in addition to non-payment of wages for the days of absence. It will be the responsibility of the service providing agency to supervise the attendance daily and ensure that the persons contracted do not quit in between. The DEO would need to intimate his/her decision to quit the job (due to whatever reason) at least one month in advance. After this period, the firm will provide a replacement to the Department.
14. It will be the responsibility of the service providing agency to meet transportation, food, medical and any other requirements in respect of the persons deployed by it (Agency) in this Department and Department of Social Justice & Empowerment will have no liability in this regard.
15. For all intents and purpose the service providing agency shall be the "Employer" within the meaning of different Labour Legislations in respect of Data Entry Operators so employed and deployed in this Department. The persons deployed by the agency in the Department shall not have claim to Master and Servant relationship nor have any principal and agent relationship with or against the Department of Social Justice & Empowerment.
- 16 The Service providing agency shall be solely responsible for the redressal of grievances/resolution of disputes relating to persons deployed. The Department shall, in no way be responsible for settlement of such issues whatsoever.
17. This Department shall not be responsible for any damages, losses. claims- financial or otherwise, injury to any person deployed by service providing agency in the course of their performing the functions/duties, or for payment towards any compensation.
- 18 The person deployed by the service providing agency shall not have any claim or be entitled to pay, perks and other facilities admissible to casual, ad-hoc, regular/confirmed employees of this Department during the currency or after expiry of the contract.
19. In case of termination of this contract on its expiry or otherwise, the persons deployed by the service providing agency shall not be entitled to and will have no claim for absorption in the regular/otherwise capacity in the D/o Social Justice & Empowerment.

LEGAL

20. The tendering agency will be responsible for compliance of all statutory provisions relating to minimum wages, Provident Fund, Employees State Insurance etc. in respect of the persons deployed by it in this Department.
21. The tendering agency shall also be liable for depositing all taxes, levies, cess etc. on account of service rendered by it to the Department of Social Justice & Empowerment to the concerned tax collection authorities from time to time as per extant rules and regulations in the matter.
22. The tendering agency shall maintain all statutory registers under the applicable law. The agency shall produce the same, on demand, to the concerned authority or any other authority under law or this Department.
23. The Tax Deduction at Source (TDS) shall be effected as per the provisions of the Income Tax Act, as amended from time to time and a certificate to this effect shall be provided to the agency by this Department.
24. In case, the tendering agency fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof the Department is put to any loss/obligation-monetary or otherwise, the Department will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms.

FINANCIAL

25. In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit of the agency will be liable to be forfeited by the Department besides annulment of the contract.
26. The agency shall raise the bill, in triplicate, along with attendance sheet (duly verified by Under Secretary (Admn.)/Section Officer (Estt.) in respect of the persons deployed and submit the same to the Section Officer(Estt.) in the first week of the succeeding month. As far as possible the payment will be released by the second week of the succeeding month. The payment to the DEOs should be made through PFMS.
27. The claims in bills regarding Employees State Insurance, Provident Fund and Service Tax etc. should be necessarily accompanied with the documentary proof pertaining to the concerned month bill. A requisite portion of the bill/whole of the bill amount shall be held up till such proof is furnished, at the discretion of the Department.


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ORDER FOR ARRANGEMENT OF DOCUMENT WITH THE TECHNICAL BID

1. Application- Technical Bid.
2. Attested copy of the registration of agency.
3. Attested copy of PAN/GIR Card.
4. Attested copy of the latest IT return filed by the agency.
5. Attested copy of the Service tax registration letter/certificate.
6. Attested copy of the PF registration letter/certificate.
7. Attested copy of the ESI registration letter/certificate.
8. Certified document in support of financial turnover of the agency.
9. Certified documents in support of entries in column 13 of Technical Bid application.
10. Copy of the terms and conditions at pages 11-14 in Tender Document with each page duly signed and sealed by the authorized signatory of the agency in token of their acceptance.

ORDER FOR ARRANGEMENT OF DOCUMENT BE SUBMITTED BY THE SUCCESSFUL AGENCY BEFORE DEPLOYMENT OF DATA ENTRY OPERATORS.

List of Data Entry Operators short listed by the agency for deployment in the Ministry of Social Justice & Empowerment containing full details i.e. date of birth, marital status, address etc.

1. Bio-Data of all persons.
2. Character Certificate from a Gazetted Officer of the Central/State Government in respect of all persons.
3. Certificate of verification of antecedents of all persons by local police authority.


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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.

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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.

- 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.
- 7) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) 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.
- 9) 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.

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