



**OFFICE OF THE ADDITIONAL DIRECTOR GENERAL
DIRECTORATE GENERAL OF
GOODS & SERVICES TAX INTELLIGENCE,
KOCHI ZONAL UNIT
CENTRAL EXCISE BHAVAN, KATHRIKADAVU, KALOOR.P.O,
KOCHI-682 017**

Phone/Fax: 0484 2330965

Email ID: dgi.kochi@gov.in

F. No. I/7/14/DGGI/KoZU/18-19

DATED: 07.05.2019.

TENDER NOTICE FOR HIRING OF COMMERCIAL VEHICLE FOR KOCHI ZU

E-tenders are invited from reputed, experienced and financially sound Tours and Travel Agencies/Firms located in Kerala for supplying commercially registered vehicle with driver on monthly hire basis for use by the Directorate General of Goods & Services Tax Intelligence, **Kochi Zonal Unit**, First Floor, Central Excise Bhavan, Kathrikadavu, Kochi - 682 017. Interested Agencies/Firms willing to comply with the terms and conditions annexed to this notice, may submit their bids online at <http://eprocure.gov.in/eprocure/app> as given in the instructions for online bid submission (Annexure-VI) on or before **01.06.2019**.

There should be attachments, Annexure I, Technical Bid (Annexure-II), Financial Bid in BOQ Format (Annexure-V), Price Bid undertaking (Annexure-III), Tender Acceptance Letter (Annexure-IV). Technical Bids should contain documents evidencing (1) Type and year of manufacture of the vehicles, (2) Previous experience of Government agencies served, (3) GST Registration No., etc. Financial Bid/Bids will be taken up only if the technical specifications are satisfactory. Otherwise, the tender will be rejected. Details of tender notice are also available on the CBIC website - cbec.gov.in.

The details of the vehicle to be hired are as under:

Sl. No.	Category	No. of Vehicle required	Usage	Maximum amount payable per month per car (upper ceiling)excluding GST
1.	Commercially registered Vehicle (Mid-sized)	03 (Three)	To be used up to 30/31 days in a month subject to maximum of 2000 KMs	Rs.50,000/- per vehicle
2.	Commercially registered Vehicle (Mid-sized)	03 (Three)	To be used up to 20 -25 days in a month subject to maximum of 2000 KMs	Rs.50,000/- per vehicle

Data Sheet

Item	Description
Name of the Hirer	Govt. of India, Ministry of Finance, Department of Revenue, Directorate General of Goods & Services Tax Intelligence, Kochi Zonal Unit, First Floor, Central Excise Bhavan, Kathrikadavu, Kochi - 682 017
Tender inviting authority	Directorate General of Goods & Services Tax Intelligence, Kochi Zonal Unit, First Floor, Central Excise Bhavan, Kathrikadavu, Kochi - 682 017
Tender name	Supply of commercially registered vehicles with drivers on monthly hire basis for use by Directorate General of Goods & Services Tax Intelligence, Kochi Zonal Unit.
Tender No. and date	F. No.I/7/14/DGGI/KoZU/18-19 Dated 08.05.2019
Method of selection	L-1
Availability of tender documents	Can be downloaded from Central Public Procurement Portal at http://eprocure.gov.in/eprocure/app
Date of tender notice issuance	08.05.2019
Last date and time for Bid/proposal submission (on or before)	01.06.2019 (05.00 PM)
Technical Bid Opening - Time, Date & Venue	03.06.2019. (03.00 PM) Chamber of Deputy Director, Directorate General of Goods & Services Tax Intelligence, Kochi Zonal Unit, First Floor, Central Excise Bhavan, Kathrikadavu, Kochi - 682 017
Language of Bid submission	Proposal should be submitted in English only.
Currency	Bid may be quoted in INR only
Name and Address for Communication and seeking clarifications	Deputy Director, Directorate General of Goods & Services Tax Intelligence, Kochi Zonal Unit, First Floor, Central Excise Bhavan, Kathrikadavu, Kochi - 682 017
Period of hiring	12 months from the date of Commencement of Contract

2. **Document download:** Tender documents may be downloaded from Central Public Procurement Portal at <http://eprocure.gov.in/eprocure/app>. Aspiring Bidders who have not enrolled/registered in e-procurement should enroll/register participating through the website <http://eprocure.gov.in/eprocure/app>. The portal enrolment is free of cost. Bidders are advised to go through instruction provided at Annexure-VI regarding "Instructions for online Bid Submission."

3. **Bid Submission:** Bids shall be submitted online only at CRPP website: <http://eprocure.gov.in/eprocure/app>. Instructions for online Bid submissions are given in **Annexure VI**. Any further queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the CPP Portal Helpdesk.

4. Service provided have to follow the "terms and conditions" provided in **Annexure-I**. The tender shall be submitted online in two parts, *viz.*, technical bid and financial bid as in **Annexure-II** and **Annexure-III** respectively. The bidder should sign Annexures I, II, III and Tender Acceptance letter in the form as in **Annexure IV b** and **upload them in the CPPP**. The bidder should quote their price only in **BOQ** format downloaded from the site. Sample BOQ is given in **Annexure-V**. 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. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. **The offers submitted by Fax/email/post, etc. shall not be considered.**

5. **Earnest Money Deposit:** EMD of Rs.2500/- (Rupees Two thousand and five hundred only) shall be submitted by bidders by Demand Draft/ Banker's Cheque drawn on a Scheduled Commercial Bank in India payable at Cochin, **in original**, in favour of the "Pay & Accounts Officer, CBEC, Cochin" and must reach the tender inviting authority at 1st Floor, Central Excise Bhavan, Kathrikadavu, Kochi 682017 by **1700 Hrs. on 01.06.2019**. EMD will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD shall be forfeited in case the successful bidder withdraws or the details furnished in the bid documents are found to be incorrect or false during the tender selection process. No interest shall be paid on the EMD and EMD of selected bidder will be returned within 30 (thirty) days after the Lease Agreement is signed. Tenders not accompanied with **Earnest Money Deposit** will be treated as non-responsive and will be rejected, at the initial stage itself "as Tenders received without EMD".

6. A bidder who has downloaded the tender from the Central Public Procurement Portal at <http://eprocure.gov.in/eprocure/app> shall not tamper/modify the tender form including downloaded price bid template in any manner. In case, if the same is found to be tampered/modified in any manner, tender will be completely rejected.

7. The **Critical Dates** for bid submission and processing are as under.

Published date	08.05.2019
Bid document download start date	09.05.2019 (10.00 AM)
Clarification start date	09.05.2019 (10.00 AM)
Clarification end date	01.06.2019 (05.00 PM)
Bid submission start date	09.05.2019 (10.00 AM)
Bid document download end date	01.06.2019 (05.00 PM)
Bid submission end date	01.06.2019 (05.00 PM)
Technical Bid opening date	03.06.2019 (03.00 PM)

8. Interested service providers are advised to visit CPPP website <http://eprocure.gov.in/eprocure/app> regularly till closing date of submission of tender for any corrigendum/addendum/amendment.

9. Not more than one tender shall be submitted by one contractor or contractors 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)/director(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.

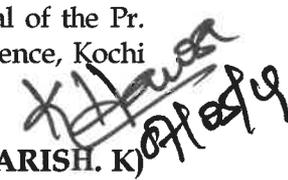
10. The method of selection of bid would be on L1 basis, *i.e.*, the person who has quoted the lowest monthly charges (exclusive of GST).

11. In the event of any of the above-mentioned date 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.

12. The contract period for hiring of 6 vehicles (mid-sized) will commence as detailed below:

1	1 vehicle	Contract period will commence w.e.f. 01.07.2019
2	2 vehicles	Contract period will commence w.e.f. 01.08.2019
3	3 new vehicles	Contract will be awarded after this tender process is over.

13. For any further details, **Shri. M. V. Mohanan, Senior Intelligence Officer** (Mobile No.9744010080), Directorate General of Goods & Services Tax Intelligence, Kochi Zonal Unit, First Floor, Central Excise Bhavan, Kathrikadavu, Kochi - 682 017 may be contacted. The last date of submission of Bids is **01.06.2019 (05.00 PM)**. This issues with the approval of the Pr. Additional Director General, Directorate General of Goods & Services Tax Intelligence, Kochi Zonal Unit.


(HARISH. K)

DEPUTY DIRECTOR

1. The web master, i/c of www.cbic.gov.in website, Director General of Systems and Data Management, Customs & Central Excise, 4th& 5th Floor, Hotel Samrat, Chanakyapuri, KautilyaMarg, New Delhi 110 021, for publishing in the official website. (through e-mail: webmater.cbic@icegate.gov.in)

ANNEXURE-I

TERMS AND CONDITIONS OF THE TENDER NOTICE

1. The service provider should be a proprietorship/partnership registered firm/company and the vehicle(s) should be registered in Kerala.
2. The garage of the agency/firm should be located within 10 KMs from the office of the Directorate General of Goods & Services Tax Intelligence, Kochi Zonal Unit, First Floor, Central Excise Bhavan, Kathrikadavu, Kochi - 682 017.
3. The copy of the RC of the vehicle offered on hire should be uploaded with the technical bid.
4. The contract for providing vehicle on monthly hire basis will be given to the L-1, *i.e.*, the person who has quoted the lowest monthly charges (exclusive of GST) while meeting all the terms and conditions given in the tender document. To safeguard against failure by the successful service provider in providing the vehicle, this office may empanel other service providers who are prepared to provide service as per same terms and conditions as that of L-1 bidder. In case quality of service by the service provider is not found adequate, the directorate may terminate the contract after giving 15 days' notice. In case of such termination, services of other empanelled Service Providers may be utilized.
5. This office reserves the right to revise the requirements of vehicles being hired.
6. The vehicle deployed for the Department should not be older than three years and shall have clean seat covers and interiors in top running condition. It should be comprehensively insured and should carry necessary permits/clearance from the Transport authority or any other concerned authority. The vehicle should also carry necessary pollution certificates issued by the competent authority.
7. The vehicles shall be exclusive use of this Directorate and should not be used by the service provider for any other purpose.
8. The vehicle shall be made available on all days including Saturday, Sunday & Holidays, if required.
9. For the purpose calculating 2000 KMs in a month, the mileage shall be reckoned from the point of reporting for duty to the point of vehicle release. No mileage will be allowed to the drivers for lunch/breakfast or for drawal of petrol/diesel/CNG, etc.
10. LPG cylinders should not be used for running the vehicle in any case.
11. The service provider shall provide name and address of the drivers. The drivers deputed for service of this Directorate should not have any Police records/Criminal cases against them. Service provider should make adequate enquiries about the drivers before deputing them for serving this Directorate. The driver(s) deputed on duty should carry valid driving license in original. They should also not have been involved in negligent driving.
12. The drivers of the vehicle should be professional drivers and should be fully conversant with the roads and routes of Kochi and surrounding areas. The driver should possess valid driving license to drive the commercial vehicles in

their names. The drivers must be proficient in speaking local languages, well mannered, courteous, healthy personal habits and should always carry a mobile phone with him.

13. The service provider should ensure that they have arrangement for establishing contact and round the clock service. The owner/firm should be available round the clock on his direct telephone (office as well as residence) so as to respond to the call for vehicles in emergent cases. The mobile number must also be given.
14. The Directorate shall not be responsible for any challan, loss, damage or any accident of the vehicle or to any other vehicles or for the injury of the driver or to any other third party. The loss of damage or legal expenses on this account shall be bore by the service provider.
15. In case any breakdown of vehicle on duty, the service provider shall make arrangement for providing another vehicle. In such a case, mileage from garage to the point of breakdown would not be paid.
16. During the period of operation, the driver should not ordinarily be changed unless requested by the Directorate General of Goods and Services Tax Intelligence, Kochi Zonal Unit. Any driver not acceptable to the Directorate would have to be changed by service provider.
17. A daily record indicating time and mileage for each vehicle shall be maintained in a log book which should be submitted to the concerned officer in Directorate General of Goods and Services Tax Intelligence, Kochi Zonal Unit for scrutiny and process for payment of the bills.
18. All expenses relating to salary, allowances and provident fund of the driver shall be borne by the Service Provider. Like-wise, all expenditure related to the vehicle including fuel upkeep insurance, maintenance & fuel, etc. will also be borne by the Service Provider.
19. The contractor should have **experience of minimum 3 years** in providing taxi services to any Public Sector/Govt. Organization.
20. The Service Provider shall undertake to indemnify the department against all damages/charges arising on account of or connected with the negligence of the service provider or his staff or driver or any person under his control whether in respect of accident/injury to the person or damages to the property of any member of the public or any person or in executing the work or otherwise and against all claims and demand thereof.
21. If any vehicle does not report for duty on any day(s) or the driver reports late or for violation of any other provision of the tender, then an amount calculated on pro-rata basis per day shall be deducted from the monthly bill of that vehicle. The service provider shall also be liable to a penalty of Rs.1000/- per day per vehicle for each such incident.
22. If the vehicles are not provided from the desired location, a penalty up to Rs.1000/- per day per vehicle can be imposed besides termination of contract.
23. The service provider shall provide the vehicle as per the terms of the contract/tender during the entire period of contract. In emergency and rare circumstances, this condition can be waived by the Directorate temporarily.

24. GST at the applicable rate along with monthly charges will be paid by the Department. Proof of payment of GST will be required to be submitted periodically by service provider to the Directorate.
25. The hire charges quoted will be a fixed monthly rental charge inclusive of all expenses like fuel, salary of driver, driver bata, maintenance of vehicle, insurance, etc., but exclusive of GST payable, if any. In the event of using the vehicle in excess of 2000 KMs in any month, an additional amount per each extra KM, over and above 2000 KMs in that month, will be paid at the rate of Rs.13/- per km along with applicable GST.
26. On acceptance of bid, the service provider has to submit performance guarantee of an amount equivalent to 5% of the value of the entire period of the contract of 12 months in the form of Bank Guarantee from a Nationalized Bank in favour of **Additional Director General of GST Intelligence, Kochi Zonal Unit** at the time awarding the contract. The performance Guarantee should remain valid for a period of sixty days beyond the date of completion of the contract.
27. During the period of this agreement, any matter which has not been specifically covered by this agreement shall be decided by the Competent Authority of this Directorate whose decision shall be final.
28. No conditional bids shall be entertained by this Directorate & conditional bids will be rejected summarily.
29. In case of any dispute of any kind and in any respect whatsoever, the decision of the Directorate shall be final and binding.
30. This Directorate reserves the right to require fulfillment of other condition, not expressly mentioned, which are consistent with use of vehicles on hire by this office.
31. Contract can be terminated by either party prematurely by giving advance notice of one month.

Accepted the above conditions.

Signature of the bidder or
Authorized representative with
Name &
Contact No.

ANNEXURE-II

TECHNICAL BID

Qualifying criteria for Quotation

1.	Name of the Bidder with mobile and landline telephone No., FAX and complete address of contact person with e-mail id and details of the registration of firm/company with registrar of partnership firm/ROC (please attach self-attested copies)	
2.	Goods & Services Tax (GST) Registration details, if any. (Please upload copy of the Registration Certificate).	
3.	Permanent Account Number (PAN) (Please upload copy of the PAN card).	
4.	Make, model, mileage and Registration No. Of commercially registered vehicle to be provided (must be filled in)	
5.	Experience in providing vehicles to PSU/ Govt. Departments (copies of the contract papers/letters are to be attached).	
6.	Details of pending legal disputes relating to providing of vehicles, if any.	
7.	Whether tender acceptance letter is uploaded (YES or NO)	

Note: Non-fulfillment of any of the criteria above will result in disqualification of bid.

Signature of the bidder or
Authorized representative with
Name &
Contact No.

FINANCIAL BID

PRICE BID

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

PRICE BID UNDERTAKING

From: (Full name and address of Bidder)

To,
The Additional Director General,
Directorate General of Goods & Services Tax Intelligence,
First Floor, Central Excise Bhavan,
Kathrikadavu, Kochi - 682 017.

Sir,

I submit the Price Bid for hiring of _____ number(s) _____
(provide the model/make of the car) and related activities as envisaged in the Bid
document. **(Bidders should NOT quote the price here. It should be given only in the
BOQ format).**

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 B
inclusive of all applicable but exclusive of GST.

4. I/We undertake that I/We have carefully studied all terms and condition
of the tender and shall abide by them. Further, it is certified that I/We have never been
blacklisted by any Govt./PSU Department.

Yours faithfully,

Signature of the bidder or
Authorized representative with
Name &
Contact No.

ANNEXURE-IV

TENDER ACCEPTANCE LETTER

(To be given on Company Letter Head)

To,
The Additional Director General,
Directorate General of Goods & Services Tax Intelligence,
First Floor, Central Excise Bhavan,
Kathrikadavu, Kochi - 682 017.

Sir,

Sub: Acceptance of Terms & Conditions of Tender.

Tender Ref. No.: F. No.I/7/14/DGGI/KoZU/18-19 dated 08.05.2019.

Name of Tender/Work: Supply of commercially registered vehicles with drivers on monthly hire basis for use by Directorate General of Goods & Services Tax Intelligence, Kochi Zonal Unit.

I/We have downloaded/obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s), viz., Central Public Procurement Portal 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 annexure9s), schedule(s), etc.), which form part of the contract agreement and I/We shall abide hereby the terms/condition/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 provision 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 said earnest money deposit absolutely.

Yours faithfully,

Signature of the bidder or
Authorized representative with

Name &
Contact No.

ANNEXURE-V

SAMPLE BOQ

Tender inviting Authority:

Tender Inviting Authority: <ADG DGGI KOCHI ZONAL UNIT>

Name of Work: < HIRING OF VEHICLE FOR DGGSTI, KOCHI ZONAL UNIT >

Contract No: <F. No.I/7/14/DGGI/KoZU/18-19>

Name of the Bidder/ Bidding Firm / Company :								
PRICE SCHEDULE (This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)								
NUMBER #	TEXT #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Item Code / Make	Quantity	Units	Estimated Rate in Rs. P	BASIC RATE In Figures To be entered by the Bidder in Rs. P	TOTAL AMOUNT With Taxes in Rs. P	TOTAL AMOUNT In Words
1	2	3	4	5	6	7	16	17
1	HIRING OF VEHICLE FOR KOCHI ZONAL UNIT							
1.01	Commercially registered mid-sized Vehicle Please quote rate per vehicle per month excluding GST	item1	6.000	Nos	50000.00		0.00	INR Zero Only
Total in Figures							0.00	INR Zero Only
Quoted Rate in Words					INR Zero Only			

BIDDERS should fill cells marked in sky blue colour only.

Please quote rate per month excluding GST.

ANNEXURE-VI

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 <http://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 opener's 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. The contact number for the help desk is **0120 4200462** or **0120 4001082**. Bidder can also get help at **+91-8826246593**

