



HEAVY ENGINEERING CORPORATION LIMITED
(A Govt. of India Enterprises)
FOUNDRY FORGE PLANT
CONTRACT CELL
Dhurwa, Ranchi- 834004, Jharkhand

OPEN TENDER NOTICE

Tender No. FF/CC/09-Shop/1000 KW Motor/22-156,

Date: 29.09.2022

Open Tender no (mentioned above) is for “Repairing of 1000KW, 6600 V, 107 Amp., rpm 1488, Freq 50Hz, Frame-MT8004R, Encl- IP55, Motor No. 3910902-1, Make- Kirloskar, Slip-ring Induction Motor of Accumulator Station in 03 Shop/FFP” is available on our website in e-procurement section i.e. <https://etenders.gov.in/eprocure/app>. Aspiring bidders may go through the tender document.

Interested bidders are requested to submit their most competitive offer through e- procurement mode only. Offer submitted through offline mode will not be considered. For more information please visit our website <https://etenders.gov.in/eprocure/app>.

Bid submission end date	15.10.2022	01:00 PM
Technical Bid Opening date	17.10.2022	03:00 PM

Prospective Tenderers are advised to get register themselves only on at NIC e-tender portal i.e. <https://etenders.gov.in/eprocure/app>, obtain ‘User ID’ & ‘Password’ and go through the ‘Self Help files’ available in the Home Page after log in to the portal <http://etenders.gov.in>. They should also obtain Class III Digital Signature Certificate (DSC) in parallel which is essentially required for submission of their application. Detailed instructions for online bid submission are attached in **annexure-2**. No registration fee would be charged from the bidders.

Bidders are required to upload the bid along with all supporting documents including priced part (BoQ) only on the e-tendering website (<https://etenders.gov.in/eprocure/app>), on or before the due date and time for submission of bid.

NOTE:

1. Any Future changes/notifications including extension of bid due date, pertaining to this tender will be published/hosted only on website & CPP Portal only.



Submission of tender

The Following 2 covers shall be submitted through online CPP - portal by the bidders. Last date and time of submission of bids (cover 1, 2) is as per given dates.

Cover – I: - Containing techno-commercial bid

Cover – I containing

Part-I: - Techno-commercial Bid (Eligibility Criteria):- The Techno-commercial bid (i.e. Part-I Bid) must consists of followings to qualify the eligibility Criteria:

- i) Proof of experience **towards execution of similar** nature of work (i.e. **Repairing of minimum 1000 KW or more power slip-ring induction motor**).
- ii) Copy of **PAN Card**.
- iii) Copy of **GST registration** certificate.
- iv) **Demand Draft for Earnest Money of Rs. 5,000/- & Cost of Tender document of Rs. 295/- in favor of Heavy Engineering Corporation Limited Payable at Ranchi** (Scan copy of DD is to be uploaded in tender, however the original of DD is to be submitted to office of Contract Cell and Disposal within 7 days from opening of part 1 bid)
- v) List of Manpower (Including un-skilled).
- vi) List of repairing facilities.
- vii) Tender Paper duly signed by the bidder towards acceptance of **terms & conditions** stipulated therein.

Cover - II: Price Bid (BoQ)

a) The tenderer shall upload the digitally signed Schedule of price bid in the form of BOQ.xls

Bidders may please note, the schedule of quantities is attached in the portal. The same (BOQ) shall be downloaded and be filled in the editable (un protected) cells only and they should necessarily submit their financial bids in the format provided after entering the financial quotes, name of the bidder etc.

Bid Opening Process is as below:-

Cover-I: Technical bid opening date will be as per given dates. If any clarification is needed from the bidder about the deficiency in his uploaded documents in Cover-I, he will be asked to provide it through Short fall documents folder in e-tendering portal one time only or through mail. The bidder shall upload the requisite clarification / documents within time specified by HEC, failing which tender will be liable for rejection.

Cover-II: The financial bids of the contractors / firms found to be meeting the qualifying requirements and technical criteria shall be intimated through portal. (Depending on Cover-I evaluation any changes in the date shall be intimated through e-tendering portal).



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OPEN TENDER NOTICE

No:- FF/CC/09-Shop/1000 KW Motor/22-156`

Date: 29.09.2022

Sub.:- Open Tender enquiry for “**Repairing of 1000KW, 6600 V, 107 Amp., rpm 1488, Freq 50Hz, Frame-MT8004R, Encl- IP55, Motor No. 3910902-1, Make- Kirloskar, Slip-ring Induction Motor of Accumulator Station in 03 Shop**”.

The details of Machines are as under:

Sl. No.	Details of Equipments	Make	Motor No.	Qty. (No.)
1.	1000KW, 6600 V, 107 Amp., rpm 1488, Freq 50Hz, Frame-MT8004R, Encl- IP55, , Slip-ring Induction Motor of Accumulator Station in 03 Shop	Kirloskar	3910902-1	One

TERMS & CONDITIONS:-

1. The bidders who are registered as a **SSI Units** having valid **NSIC certificates, Udhयोग Aadhar, UDYAM certificate** are exempted from submission of **EM, Cost of Tender Document** .
The bidders who are registered as **Micro/Small/Medium Enterprises** with the prescribed authority under **Micro, Small and Medium Enterprises development Act, 2006**, are required to submit copy of the registration certificate and indicate **twelve digits Entrepreneur Memorandum Number** along with the **techno-commercial bid**. In case such details are not provided by any bidder, it will be presumed that the bidder is not a **Micro, Small and Medium Enterprise** as per the provision of **Micro, Small and Medium Enterprises development Act, 2006** and consequently they are not eligible to the benefits admissible under the Act.
2. **Earnest Money of unsuccessful bidder(s) will be refunded within a reasonable time on the basis of their written request.**
3. The quoted price of the bidders must be technically feasible, workable, competitive and unconditional. This should remain firm throughout the period of the contract.
4. **Bidders are advised to visit the site (i.e. 09-Shop/FFP) for physical assessment of the motors before participating in the bidding process.**
5. Any offer which does not fulfill the condition laid down herein or is incomplete in any respect will be liable for rejection. Canvassing in connection with the offer is strictly prohibited and makes the offer liable to be rejected.
6. **HEC reserves the right to issue amendment in respect of any clause stipulated in the tender document before opening of the tender (i.e. Part-I Bid).**
7. **HEC reserves the right to ask the bidder for submission of any document w.r.t. evaluation/clarification/verification of techno-commercial bid (Part-I).**



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14. **Evaluation of every offer is subject to submission and validity of documents for fulfillment of eligibility criteria. HEC reserves the right to assess the bidder's capability and capacity to execute the job and the decision of HEC will be final in this regard.**
15. **HEC do not bind to accept the lowest or any tender and reserves the right to accept or reject any or all offers in whole or in part without assigning any reason.**
16. **HEC reserves the right to reduce or increase the quantity of the work within the contract period as per requirement.**
17. Placement of order will be done on the basis of **L-1 offer**. However all the bidders may be required to **explain / justify** the basis of their quoted price as and when asked for. **HEC** reserves the right to award the work in full or in part to **L-1 bidder** as per requirement.
18. The order will be given to technically suitable **L-1 bidder**. However merely by being **L-1** does not guarantees that the contract will be awarded to **L-1 bidder**.
19. Submission of any document by the bidder after opening of bids shall not be allowed unless asked for in writing to do so.
20. Any claim on account of extra expenses if any incurred by **successful bidder** for any reasons whatsoever will not be entertained by **FFP/HEC**.
21. No compensation will be given by **FFP/HEC** for any rework or repeat work if done by **successful bidder** during execution of the work to meet the scope of work.
22. **Successful bidder** shall comply with the instructions which may be issued to them by **HEC** from time to time.
23. All the Statutory Rules & Regulations, Govt. Acts. Guidelines etc. issued by the corporation time to time in the matter shall be followed for this tender.
24. **INSTRUCTION TO BIDDERS FOR SIGNING THE TENDER DOCUMENT & OFFER:-**
 - (i) Each page of the tender document as well as other documents submitted by the bidders in their bids must be signed by any person/persons of the bidders having valid authorization to do so for & on behalf of that company up to finalization of this contract.
 - (ii) If bidders are a **Proprietorship Firm**, the "**Sole Proprietor**" can submit the tender and sign the contract agreement.
 - (iii) If bidders are a **Partnership firm**, the bidder will have to furnish full name & designation of all the partners of their firms and approved attorney of those person/persons in respect of signing in the tender document as well as other documents for & on behalf of that partnership firm up to finalization of this contract.
 - (iv) If bidders are a **Registered Company**, any person acting under the authority of the Company, express or implied, can submit the tender and sign the contract agreement. It is sufficient if the person has the delegated authority. But for executing deeds, the company must empower such executants by a General Power of Attorney, or Special Power of Attorney, under its common seal.
25. **ADDRESS FOR CORRESPONDANCE:-**

To,
The Sr. DGM In-charge, Contract Cell,
2nd Floor, Administrative Building, Room No.:- 174,
Foundry Forge Plant, HEC Ltd. Dhurwa,
Ranchi-834004, Jharkhand
26. **VALIDITY OF THE OFFER:-**

The offer shall remain valid for a period of **Six Months** from the date of opening of **Techno-commercial Bid (Part-I)** of the tender. If no period is mentioned in respect of validity of the tender in the offer submitted by the bidder, it will be presumed that the bidder has accepted the validity of their offer for **six months** period from the date of opening of **Techno-commercial Bid (Part-I)** of the tender.



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27. **TECHNICAL TERMS:-**

(A) SCOPE OF WORK OF SUCCESSFUL BIDDER:- Detailed Scope of work is as under:

- (1) Dismantling of Motor.
 - (2) Overhauling of stator
 - (3) Rewinding of rotor.
 - (4) Assembly, painting & testing of Motor.
1. **(i) Dismantling of motor:-**
All parts of the motor like End covers, cooling fan, bearing covers etc. shall be removed carefully to avoid any damage during dismantling. Removal of rotor from stator core shall be carried out carefully to avoid any damage to stator winding.
 2. **Overhauling of Stator:-**
 - (i) Cleaning of stator winding.
 - (ii) Varnishing, heating and curing winding.
 - (iii) Testing of stator winding as per IS 325.
 - (a) Measurement of inductance & resistance.
 - (b) Measurement of insulation resistance & PI.
 - (c) High voltage test of stator winding.
 - (d) Tan Delta test on 20,40,60,80 & 100% of rated voltage.
 - (e) Surge comparison test.
 3. **Rewinding of Rotor:-**
 - (i) Recording of rotor winding data.
 - (ii) Removing of rotor winding conductor. All rotor conductor shall be removed carefully to avoid its damage.
 - (iii) Cleaning of rotor core and slots. Testing of rotor core for its healthiness. If any hotspot is found same shall be rectified.
 - (iv) Repairing of rotor shaft, bearing seating surface etc. if required.
 - (v) Varnishing of Rotor Core with core plate varnish and its curing.
 - (vi) Cleaning, re-insulation of rotor conductor with class F insulation. Any damaged rotor conductor shall be replace with new conductor.
 - (vii) Rewinding of rotor as per original scheme. All joints/jumpers shall be brazed properly with highly conductive brazing material.
 - (viii) Varnishing and curing of rotor winding.
 - (ix) Banding of rotor winding to withstand centrifugal force during its operation as per original scheme.
 - (x) Dynamic balancing of rotor.
 - (xi) Testing of Motor as per IS 325
 - (a) Measurement of inductance & resistance of each phase.
 - (b) Measurement of IR & PI.
 - (c) High voltage test.
 4. **Assembly of motor:-**
 - (i) Assembly of rotor shall be carried out carefully to avoid any damage of windings.
 - (ii) Supply and assembly of bearing (Bearing no. DE-6328, NDE-NU330)
 - (iii) Assembly of end covers, bearing covers, cooling fans etc. with repairing if end covers, bearing housing, bearing covers etc. if required.
 - (iv) Repairing/Replacement carbon bushes & holders and its assembly.
 - (v) Proper termination and connection of stator and rotor leads.
 - (vi) Painting of motor.
 - (vii) Testing of motor as per IS 325.
 - (a) Measurement of resistance and inductance of stator & rotor windings of assembled motor.
 - (b) I.R. & P.I. of stator and rotor.
 - (c) Open circuit voltage run test.
 - (d) Measurement of No load current at reduced voltage full speed test.
 - (e) Measurement of vibration at full speed.

The motor shall be completed in all respect and it should be ready to run position after assembly. The bidder may visit plant to see the motor for their observation before bidding. Any deviation in



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work shall not be accepted without prior approval. No extra cost shall be paid for any extra repairing work beyond scope of work if required. Final acceptance of motor will be provided after its successful operation on full load rated voltage at site.

- (i) Dismantling of motor.
- (ii) Overhauling of stator.
- (iii) Rewinding of rotor.
- (iv) Assembly of motor.
- (v) Testing of motor.
- (vi) To & fro transportation.

(B) MATERIALS SUPPLY CLAUSE:-

FFP/HEC will provide **one no. of 1000 KW Slip-ring Induction Motor** to successful bidder for **complete repairing**. For other materials required to meet the above scope of works in all respect will be the scope of work of successful bidder.

(C) TESTING & INSPECTION:-

Testing & inspection of the repaired motor may be done at **successful bidder's premises** in presence of inspector of **FFP/HEC & their representative** on receipt of inspection call alongwith internal testing & inspection report from successful bidder. Joint inspection & testing of the motor will be however done at **FFP/HEC** premises in presence of inspector of **FFP/HEC & successful bidder's representative** for final acceptance of the motor.

(D) GUARANTEE PERIOD:- Guarantee of the repaired motor will cover as per following terms:

12 months from the date of use or **18 months** from the date of receipt of the repaired motor at FFP/HEC whichever is earlier. During **guarantee period** if the repaired motor is malfunctioned during operation, the same (**i.e. the repaired motor**) should be rectified by successful bidder free of cost.

(E) GAURENTEE CERTIFICATE & TEST CERTIFICATE:-

Guarantee and Test certificate of all stage testing is to be provided by successful bidder.

28. **COMMERCIAL TERMS:**

(A) DELIVERY:- Within **90 days** from the date of lifting of the motor from **FFP/HEC**.

(B) PAYING AUTHORITY:- Finance Dept./FFP.

(C) PAYMENT TERMS:-

80% of **basic contract value** will be paid within **60 days** from the date of successful commissioning & testing of the motor at **user dept.** on submission of **tax invoice (in triplicate)** alongwith following documents:-

- (a) **Original Guarantee Certificate of the repaired motor given by successful bidder.**
- (b) **Original internal Test Certificate of the repaired motor given by successful bidder.**
- (c) **Original returnable gate pass for to & fro movement of the motor.**
- (d) **Original delivery challan of successful bidder towards dispatching of the repaired motor from their premises.**
- (e) **Acceptance of user department towards satisfactory performance of the motor.**

EITHER balance **20%** payment of **basic contract value** will be made within **30 days** on submission of **PBG (Performance Bank Guarantee)** of **equivalent amount** valid till **Guarantee Period OR** balance **20%** payment of **basic contract value** will be made within **30 days** after expiry of the **Guarantee Period** if successful bidder fails to submit **PBG**.

(D) INCOME TAX DEDUCTIONS:- It will be deducted from the bill as per rule of GOI.

(E) LD CLAUSE:-

LD will be imposed @ **½%** of total contract value per week of delay subject to a maximum **10%** of the total contract value in case of delay in delivery of the repaired motor.



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(F) SECURITY DEPOSIT:-

EM will be retained as **security deposit** for the successful bidder and the same will be refunded **within 60 days** from the date of delivery of the repaired motor at **FFP/HEC** on submission of written request by successful bidder duly certified by the **I/c of executing dept.**

(G) GOODS & SERVICE TAX (GST):-

Price of all bidders must be exclusive of **GST** and they are required to indicate **GST in percentage (%) or value** separately in their **techno-commercial bid (Part-I)**. Applicable **GST** is payable to **successful bidder** extra. Payment of **GST** will be made to **successful bidder** on the basis of timely submission of **GST invoice** as per **GST rule** and submission of all documents as per **payment terms**. The payment of **GST** will be regularized against submission of documentary evidence i.e. **deposit challan**. Also, successful bidder has to file **GST return** as per **GST rule** so that **ITC (Input Tax Credit)** shall pass on to **HEC** account. If loss occurs in taking credit of **GST** by **HEC** due to the fault or error of **successful bidder**, the same will be recovered from next bill of **successful bidder**. Any increase in **GST** after expiry of the specified completion period of the contract will not be entertained by **FFP/HEC**.

(H) BANK GUARANTEE (BG):-

The defective motor will be handed over to **successful bidder** on submission of **Bank Guarantee** of **Rs. 5 lakhs** with validity upto delivery of the motor at **FFP/HEC**. **Bank Guarantee** will be returned to successful bidder after successful testing of the repaired motor at **executing department** on submission of written consent of successful bidder duly certified by **I/c of executing department** towards successful testing of the repaired motor at **executing department**.

(I) FREIGHT & INSURANCE:-

To & fro freight & insurance, loading and unloading of the motor will be done & borne by successful bidder.

29. **EXECUTING & USER DEPARTMENT OF THE MOTOR:-**

09-Shop/FFP and **03-Shop/FFP** is the **executing dept.** & **user dept.** respectively of the motor.

30. **AGREEMENT:-**

An agreement will be signed between **HEC** & the successful bidder within **30 days** from the date of issue of the work order on **Non-Judicial Stamp Paper of requisite value** as per provision of Indian Stamp Act. on the Performa prescribed by **HEC Ltd.** available on **Contract Cell/FFP**. The General Condition of Contract along with Work Order and the Tender Documents will be the part of Agreement and binding on the **successful bidder**. Unless and until agreement is prepared and executed, the **Acceptance Letter Cum Work Order** shall be deemed as an agreement of this contract between **HEC** & the **successful bidder**.

31. **ARBITRATION:-**

Normally all disputes should be settled by negotiations between the company and the concerned parties. In case any dispute/difference is not settled through negotiations, successful bidder can seek remedy by arbitration by invoking the same within **120 days** of dispute.

- (a) The Arbitrator (s) will be appointed to resolve the disputes between the parties. The CMD of **HEC Ltd.** is having absolute power to appoint a single Arbitrator or more than one Arbitrator or to refer the dispute to the Institutional Arbitration at his discretion and his decision is final and binding on successful bidder. The appointed Arbitrator(s) / Institutional Arbitration should pass a reasoned award and the parties should bear the costs of the Arbitration equally.
- (b) If any of the Arbitrators appointed by the CMD of **HEC Ltd.** is unable to continue as an Arbitrator for any reasons whatsoever or if the CMD of **HEC Ltd.** for the reasons to be recorded in writing thinks fit for appointment of a new Arbitrator in the place of existing Arbitrator, he is having a power to do so. If such a new Arbitrator is appointed, he can either continue the arbitration proceedings from the stage where the earlier Arbitrator discontinued his proceedings or alternatively the new Arbitrator may start proceedings *de novo* if the circumstances warrant him to do so.

Failing to invoke Arbitration clause within **120 days** of dispute, the matter is to be decided by **Civil Courts at Ranchi, Jharkhand** state alone and not at any other place.



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32. **TERMINATION OF THE CONTRACT:-**

The contract can be terminated in part/full under the following conditions in consultation of **Legal Dept:-**

- a) If **successful bidder** fails to lift the motor within **15 days** from the date of issue of work order without assigning any reason.
- b) If successful bidder fails to satisfy the **Executing Dept./User Dept.** with progress of the job.
- c) Any other reasons for which company thinks it fit to terminate the contract will be terminated with assigning the proper reason. The determination and termination of the contract at any stage is the sole discretion of the employer and binding on **successful bidder**.

33. **RISK & COST FACTOR:-**

In the event of termination of the contract in part/full due to successful bidder's fault, **HEC** reserves the right to complete the work by any agency at **successful bidder's** risk & cost.

34. Other Terms & Conditions will be as per **General Conditions of Contract** of HEC and the same can be downloaded from HEC's website www.hecltd.com.

Signature of bidder with rubber stamp with name, full address, mobile No., P&T No. etc.

For & on behalf of HEC Ltd.

(Sr. DGM I/c/Operation, CC & D/FFP)



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Annexure - 1

PART-II (Price Bid)

The tenderer shall upload the digitally signed Schedule of price bid in the form of BOQ.xls

Bidders may please note, the schedule of quantities is attached in the portal. The same (BOQ) shall be downloaded and be filled in the editable (un protected) cells only and they should necessarily submit their financial bids in the format provided after entering the financial quotes, name of the bidder etc.



Annexure-2

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

- (i) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://etenders.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrollment” on the CPP Portal which is free of charge.
- (ii) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- (iii) 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.
- (iv) 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.
- (v) 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.*
- (vi) 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

- i) 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.
- ii) 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.
- iii) 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

- i) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- ii) 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.*
- iii) 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 formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- iv) 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.

Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.

SUBMISSION OF BIDS

- i) 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.
- ii) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- iii) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- iv) 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 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.
- v) 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.

- vi) 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.
- vii) 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.
- viii) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- ix) 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.
- x) 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

- i) 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.
- ii) 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.

Note: For any query related to registration and processing on the Portal please visit FAQ available at <https://etenders.gov.in/eprocure/app?page=FAQFrontEnd&service=page>

You may call the Helpdesk. The 24 x 7 Help Desk Numbers are
0120-4200462, 0120-4001002, 0120-4001005, 0120-6277787
E-Mail: support-eproc@nic.in
