



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

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OPEN TENDER NOTICE – E Tender

No:- FF/CC/P & A/Cleaning of road & toilets/24- 184

Date:-05.12.2024

Open Tender no (mentioned above) is for **“Cleaning-up of road, toilet blocks and horticulture inside plant & of 100 Bldg. of 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>.

1	Tender Reference no	FF/CC/P & A/Cleaning of road & toilets/24-184 Dt:- .05.12.2024
2	Description of work	“Cleaning-up of road, toilet blocks and horticulture inside plant & of 100 Bldg. of FFP” .
3	Cost of Tender Document / Application Fee Non refundable	Rs 250.00 in form of DD in favor of Heavy Engineering Corporation Limited, Ranchi
4	Mode of tender	E tender with e price bid (at www.etenders.gov.in)
5	Type of tender	Two bid system- Techno-commercial Bid and Price Bid
6	Last date of submission of online tender	19.12.2024 upto 1 PM
7	Due date of opening of part 1 (Techno commercial bid)	20.12.2024 at 3 PM
8	Closing date of receipt of original copy of EMD and Tender document fee (Application fee)	Within 1 week from the date of opening of techno-commercial bid.
9	Earnest Money Deposit (to be submitted in the form of DD / BG	Rs 5000/- in favor of Heavy Engineering Corporation Limited, payable at Ranchi
10	Validity of Bid	6 months from opening of techno-commercial bid.
11	Validity of Contract Period	12 Months from the date of issue of work order to successful bidder.
12	Due date and time for the online opening of Price bid of techno-commercially suitable bidders	Will be intimated through e-tender Portal

Under unforeseen circumstances and if the due date falls on holiday, the tender will be opened on the next working day at same time

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



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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, like, cleaning, housekeeping etc.
- 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. 250/- 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) 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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TERMS & CONDITIONS:-

1. The bidders who are registered as a **SSI Units** having valid **NSIC certificates, Udh yog Aadhar, UDYAM certificate** are exempted from submission of **EM, Cost of Tender Document** . The exemption shall be granted only for items mentioned in the certificate.

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 requested to quote their price inclusive of various workman related payments such as minimum wages, DA, ESI, PF, Bonus, Leave, EDLI, EPS, accidental compensation, gratuity, safety items etc. for the workmen to be deployed including supervisor. It is deemed that the bidders are satisfied with their quoted rate for completing the job/supply as per the scope of work/tender schedule as well as above statutory liabilities. No complaint in this regard shall be entertained later.**
5. **Bidders are advised to visit the site (i.e. Gas Plant/FFP) to take idea about the work before participating in the bidding process.**
6. 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.
7. **Successful bidder** shall comply with the instructions which may be issued to him by the officer-in-charge/competent authority from time to time.
8. **HEC** reserves the right to issue amendment in respect of any clause stipulated in the tender documents before opening of the tender **(i.e. Part-I Bid)**.
9. **HEC** reserves the right to ask the bidder for submission of any document w.r.t. **evaluation/clarification/verification** of the **techno-commercial bid (Part-I)**.
10. **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.**
11. **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. HEC also reserve the right to cancel the tender at any stage without assigning any reason.**
12. **HEC reserves the right to reduce or increase the quantity of the work within the contract period as per requirement.**
13. Any claim on account of extra expenses if any incurred by **successful bidder** for any reasons whatsoever will not be entertained by **FFP/HEC**.
14. No compensation will be given by **FFP/HEC** for any rework or repeat work if done by **successful bidder(s)** during execution of the work to meet the scope of work.
15. Placement of order will be done on the basis of **L-1 quotation**. 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
16. 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**.



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17. Submission of any document by the bidder after opening of bids shall not be allowed unless asked for in writing to do so.
18. 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.
19. **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 the bidder is a **Proprietorship Firm**, the “**Sole Proprietor**” can submit the tender and sign the contract agreement.
 - (iii) If the bidder is 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 the bidder is 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.

20. **ADDRESS FOR CORRESPONDANCE:-**

To,
 The Sr Manager In-charge,
 Contract Cell, 2nd Floor, Administrative Building
 Room No.:- 174, Foundry Forge Plant, HEC Ltd.
 Dhurwa, Ranchi-834004, Jharkhand

21. **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.

22. **SCOPE OF WORK OF SUCCESSFUL BIDDER:-** Detailed Scope of work is as under:

Cleaning of toilets block (40 nos.), Urinals, Rooms, Roads, and Horticulture inside plant & 100 Building of FFP for one years by deploying minimum 5 nos of workers for smooth working.

SCHEDULE OF QUANTITY

Name of the work:- **Cleaning of toilets block (40 nos.),Urinals, Rooms, Roads, and Horticulture inside plant & 100 Building of FFP.**

Sl. No.	Location of Toilet in FFP	Number of toilets to be cleaned
1.	01-Shop	02
2.	02-Shop	04
3.	03-Shop	04
4.	04-Shop	02
5.	05-Shop	02
6.	06-07 Shop	02
7.	08-Shop	02



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8.	09-Shop	01
9.	Custody store	01
10.	Power Supply Dept. (PSD)	02
11.	Gas Plant	03
12.	Oxygen Plant	01
13.	Canteen	01
14.	Safety	01
15.	First Aid	01
16.	100-Building	07
17.	Fire	01
18.	SMT	01
19.	Refractory (112 Bldg.)	01
20.	Civil Dept.	01

23. MATERIALS SUPPLY CLAUSE:-

All tools, tackles and cleaning materials like Phenol, washing powder, Naphthalene balls, Bleaching powder, Pan Brush etc. required for execution of the work are to be arranged by successful bidder. The details of materials are as under:

SI No	Name of Items	Description of Stores	Unit	Quantity
1	Phenol	Five liter gallon , Eagle brand high concentrated emulsifying grade-3, normal type	Liter	750
2	Naphthalene Ball	One- Kg packet, Happy Brand	Kg	50
3	Bleaching Powder	Twenty five kg bag, Trishul brand / Ranisati Brand	Kg	100
4	Pan Brush	Length- One and half feet handle with bristle brush at head, Yuvraj hygiene products ltd	Number	100
5	Patuwa	Standard quality, Brand – Bangal Patuwa	Kg	5
6	Plastic Bucket	Cello brand of twenty liters capacity	Number	80
7	Plastic Mug	Cello brand of one liters capacity	Number	80
8	Washing Powder (100gm)	Hundred gram sachet of Nirma brand	Number	100
9	Soap	Fifty grams bar of Lifebouy brand	Number	100
10	Nariyal Jharu (Broom)	Standard Quality of half kg straw	Number	50
11	Long stick Mop (Pocha)	Standard quality of half kg straw	Number	50
12	Harpic	Standard quality	Ltrs.	4

24. EXECUTING DEPARTMENT & SITE I/c:-

P & A Dept./FFP will be the **executing dept.** and **DM/P & A/FFP** or the person nominated by him will be the **Site I/c** of this contract.

25. WORKING HOURS:- The work will be executed as per sole discretion of the **executing dept. or site I/c.**

26. CONTRACT PERIOD:- One Year.

27. RESPONSIBILITY OF SITE I/c:-

- Giving necessary instruction to **successful bidder** to carry out the work properly.
- Maintaining a **measurement book** to enter actual volume of work done by **successful bidder** for the subject work.
- Issue of **work completion certificate** towards successful completion of the work.



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28. **PAYMENT TERMS:-**

Payment will be made to successful bidder on submission of following documents in **Executing dept./FFP**:

- (a) **R/A bill** based on actual quantity of work being carried out by the **successful bidder** duly certified by the **site I/c/Executing dept. alongwith GST invoice immediately.**
- (b) **Measurement book** certified by the **Site I/c/Executing dept.** towards completion of actual quantity of work.
- (c) Documentary evidence towards payment of statutory dues (i.e. PF, ESI etc.).
- (d) Wage certificate of labour payment through bank account duly certified by executing dept./FFP.

The above documents submitted by successful bidder will be forwarded to **Finance/FFP** for payment by the **executing department** itself.

Final payment will be made on production of **work completion certificate** duly issued by **site I/c/executing department** towards successful completion of the work alongwith final bill.

Note:- (1) Delay in submission of bill may result in non-payment of GST amount if credit could not be availed due to late submission of invoice.

(2) Amount of GST will be reimbursed to the firm as per the prevailing rule under GST Act. subject to declaration in GSTR-1 return by them in the month of invoice.

29. **PAYING AUTHORITY:-** Finance Dept./FFP.

30. **SECURITY DEPOSIT:-**

EM will form as initial security deposit and total **Security Deposit** will be **10% of total contract value.** A deduction at the rate of **10%** from all "**On account**" payments of **successful bidder** will be made till the total **SD** becomes **10%** of total contract value. Total **SD** will be refunded **within 30 days** on submission of **work completion certificate** issued by **site I/c/executing dept.** towards successful completion of the work. **EM/Security Deposit will be forfeited if the contract is terminated for any reason whatsoever.**

31. **INCOME TAX DEDUCTIONS:-** It will be deducted as per the prevailing rule.

32. **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.**

33. **LD CLAUSE:-**

If **successful bidder** fails to complete the work within the contractual period, **LD** will be levied @ $\frac{1}{2}\%$ of unfinished part of the work per week of delay subject to a maximum **10%** of total contract value.

34. **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



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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.

35. **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 Proforma 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**.

36. **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 start the work within **15 days** from the date of issue of work order without assigning any reason.
- b) If **successful bidder** fails to follow statutory provision of **Contract Labour (Regulation & Abolition) Act-1970, Payment of Wages Act-1936, Minimum Wages Act-1948, Employees Compensation Act-1923, Maternity Benefit Act-1961, Employees Provident Fund & Miscellaneous Provision Act-1952, Employee State Insurance Act-1948** or any other Act.
- c) If **successful bidder** fails to follow safety rules as per **statutory provision of safety act**. towards safe execution of the contract as well as fails to satisfy the executing dept. with progress of the job.
- d) If any act of malpractices like pilferage, corruption, harming/misusing company's property, ill- treating company's employee or any one related to the company by **successful bidder** or his deployed workmen including supervisor at any stage of the contract is detected.
- e) 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**.

37. **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.

38. **SUCCESSFUL BIDDER'S RESPONSIBILITIES:-**

- a) The successful bidder will be responsible for compliance of CPF & ESI of its deployed workmen as per the rule admissible under the **Employees Provident Fund & Miscellaneous Provision Act-1952 & Employee State Insurance Act-1948**.
- b) The successful bidder has to keep all necessary workmen of various trades and categories as per requirement of the work.
- c) The successful bidder will be responsible for safety of all workmen engaged by him for the above contract and he will provide necessary safety appliances like **Hand Gloves, First Aid items, Safety Shoes, Safety Helmet, Protective clothing's etc.** to his deployed workmen as per suggestion of safety department of **FFP/HEC**. The nature and types of safety appliances to be supplied to different workmen may be different based on their actual position in the workplace and accordingly it is to be ascertained from the **executing department or safety dept. of HEC** at the very beginning of the contract. If successful bidder is failed to provide safety appliances to his workmen, the same shall be supplied by the corporation at **successful bidder's cost** and such cost will be recovered from his bill.
- d) The successful bidder will give strict instruction to its deployed workmen in order to follow the safety rules and to use safety appliances during execution of the contract towards safe working. He will also give instruction to his workmen for not to **smoke/spit/gossip** at the work premises during working hours.



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- e) The successful bidder will give instruction to its deployed workmen that every workman will wear neat & clean suitable clothing towards safe execution of the work inside the factory area.
 - f) The successful bidder should either physically be present himself every day or by his supervisor during working hours and he/his supervisor will report to **site I/c** daily for taking instructions and for coordinating the work and maintaining the various records i.e. quantum of work done, workmen engaged etc.
 - g) **The successful bidder will pay minimum wages to its deployed workmen as per Central Govt. Minimum Wages Circular at its own source.**
 - h) In case of an accident during execution of the work whether resulting in any injury or disability or death of successful bidder's workmen, he will report immediately to the **site I/c** as well as **P&A Dept./FFP** about the accident of his workman and will be liable to pay compensation to such worker in accordance with the provisions of **Employees Compensation Act 1923**. Such compensation shall be paid to the concerned worker within **one month** from the date of accident failing which **HEC** will pay the requisite compensation along with the payment so made to such worker and the same shall be deducted from his bill by **HEC**.
 - i) **Payment of successful bidder's deployed workmen shall be made to their bank account directly.**
 - j) **Bonus is to be paid by the successful bidder to their deployed workmen within 15 days from the date of completion of contract. There is no need to wait for Durga Puja.**
 - k) **Bonus is to be paid separately contract wise by the successful bidder.**
 - l) **The successful bidder has to simply submit the proof of bonus payment and a copy of return which has been submitted by them to the competent authority as per the Act.**
 - m) The payment towards running bill will be made **once in a month** depending upon the work done by him and would cover the attendance period from **1st** of the month to **30/31th** of the current month. Successful bidder is required to render all the possible service for the preparation of bills on or before **10th** of the succeeding months even if payment by corporation has not been made to them. The bills complete in all respect should reach to the **Finance Dept** by **6th** of the following month.
 - n) The successful bidder shall obtain the requisite **license** for **engaging labour {if applicable on successful bidder as per provision of Contract Labour (Regulation & Abolition) Act, 1970}** from the concerned authorities clearly setting out the number of persons to be engaged for this work.
 - o) The successful bidder will regularly read the notice board and refer display of information made at the entrance of **FFP** and he shall also issue employment card and wage slip to all workers engaged by him.
 - p) In the case of change in the entity of successful bidder as he has mentioned in the bidder's profile submitted by him alongwith his tender and the said change has taken place during the running of the contract, the successful bidder will submit revised bidder's profile attaching therewith all relevant documents in support of the change such as individual/property business concern/partnership firm/co-operative society etc. Any change in the constitution of the aforesaid body shall forthwith be notified by him to executing dept.
 - q) The successful bidder will be informed about the display of below average level of awareness about safety and work by his workers and accordingly he will replace them and re-engage them only when they acquired such competency.
 - r) The successful bidder will maintain all records namely Attendance Register of deployed workmen, Register of Wages (FORM-XVII), Register of workman (Muster Roll) FORM-XIII), CPF deduction of each & every deployed workmen with CPF A/c no, bank A/c no. at ready reference for producing the same as per needs of the corporation.
39. All other terms & conditions will be as per GCC of HEC Ltd. and the same can be downloaded from the HEC website www.hecltd.com. by the bidder.

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

For & on behalf of HEC Ltd.

(Sr Manager/Cont & Disp./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.



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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.



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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



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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
