

E-PROCUREMENT TENDER NOTICE

Satyawati College invites e-tenders under Two Bids System (Technical and Financial) from reputed & eligible agencies through e-hiring Canteen Services for Satyawati College, initially for a period of one year.

Item	Details/Date
EMD	10,000/-
Tender Document Cost	300/-
Bid Document Download Start Date	17.12.2018
Bid Submission Start Date	18.12.2018
Bid Submission End Date	08.01.2019
Bid Opening Date	09.01.2019

Notes:

- (i) All details regarding the subject tender are available on our websites www.satyawati.du.ac.in and <https://eprocure.gov.in/eprocure/app>. Bidders are therefore, requested to visit our websites regularly to keep themselves updated.
- (ii) Manual bids shall not be accepted.
- (iii) For submission of E-Bids, bidders are required to get themselves registered with <http://eprocure.gov.in/eprocure/app>.
- (iv) Tender documents cost and EMD should reach the Principal, Satyawati College, Ashok Vihar, Phase-III, Delhi-110052, before the end date and time of bid submission. Failing which offer will be liable for rejection. Bidder, however have to attach scanned copies of tender cost and EMD documents along with their e-tender.
- (v) Clarifications/ queries, if any, can be addressed to the Administrative Officer on telephone no. 9013217550, 011-27133520 and email aosatyawaticollege@gmail.com

(Dr. Rajeev Singh)

Convener Canteen Committee

(Dr. Manjula Dass)

Off. PRINCIPAL

Request for Proposal (RfP) for Operating Satyawati College Canteen

A reputed contractor/company having experience of at least 3 years of running and operating canteen in government departments/PSUs/academic institutions/private organisations of repute and who can cater to the needs of students, staff and visitors are eligible to submit tender in two bid system i.e. Technical Bid & Financial Bid for operating college canteen in response to this notice. At present, approximately 5500 students are enrolled and about 400 teaching and non-teaching staff members are contributing their services to the college. The period of proposed contract will be for one year tentatively which may be extended further on satisfactory performance of services.

The college invites e-tenders in “Two parts” i.e. (Technical and Financial Bid) for operating Canteen at Satyawati College campus for a period of one year. The tender document can be viewed and downloaded from our website www.satyawaticollege.ac.in and Delhi University website www.du.ac.in. The applicant should attach a demand draft/pay order of **Rs. 300/- (Non-Refundable)** drawn in favour of "Principal, Satyawati College" payable at New Delhi as tender application fee along with Technical Bid. All the bidders/contractor should also enclose a demand draft/pay order of **Rs. 10,000/- (Rupees Ten Thousand Only)** drawn in favour of "Principal, Satyawati College" payable at New Delhi, as the Earnest Money Deposit (EMD) along with Technical Bid. EMD of tendering parties, whose tenders are not accepted shall be refunded (without interest) within 30 days of opening of the tenders.

1. TECHNICAL AND QUALIFYING CRITERIA

- 1.1 ***The Bidder must have an average annual turnover of Rs. 5,00,000/- or more for the last three years in the relevant field. Copy of Chartered Accountant certificate/ITR for the last three years, viz., 2015-16, 2016-17 and 2017-18 in support of turnover is to be uploaded with the Technical Bid.***
- 1.2 Self-attested Copies of Valid Registration Certificate of the Agency/Firm, GST Registration Certificate and PAN Card have to be attached with Technical Bid.
- 1.3 Registration under GST is mandatory.
- 1.4 An Undertaking shall be submitted by the bidder on its letter head that workers without any Criminal/Immoral background, will be put on duty.
- 1.5 The bidder must submit an Undertaking on its letter head he has not been blacklisted by any State Government/Central Government/Public Sector Undertaking/University in India in last 3 years. If, it is subsequently established or found that the bidding firm has given any false information or facts or has

suppressed facts or manipulated the documents etc., the earnest money deposit or the performance security deposit, as the case may be, will be forfeited and no excuse what so ever will be entertained therefore.

- 1.6 The bidder should submit the certificate that all the terms & conditions indicated in the tender document are acceptable to it. (Annexure- IV)
- 1.7 The bidder should furnish information in the prescribed Performa only.
- 1.8 Demand Drafts/pay order against application fee **(Rs.300/-)** and Earnest Money Deposit **(Rs.10,000/-)** as detailed in terms and conditions of the tender notice.
- 1.9 Statutory Licenses obtained (if any).

2. TERMS & CONDITIONS

- 2.1 Conditional bids shall not be accepted.
- 2.2 Intending bidders are advised to visit College website www.satyawati.du.ac.in and CPP Portal <https://eprocure.gov.in/eprocure/app> at least 3 days prior to closing date of submission of tender for any corrigendum / addendum/ amendment.
- 2.3 The rates to be approved in this tender shall be valid for the whole of the period of the contract and no upward revision will be allowed during the period of the contract. No escalation will be considered at any point of time during the contract.
- 2.4 After award of contract, it shall be the responsibility of the successful bidder to provide required service as and when required by the College, on same date, time & venue. In case, the contractor fails to provide the service, the College reserves the right to hire service from firms at the risk and cost of the firm.

The cost difference between the alternative arrangements and tender value will be recovered from the bidder.

- 2.5 The bidder must not make any compromise on providing the services. In case it is found at some stage that the services are not provided as per terms and conditions,

the contract is likely to be cancelled and suitable penalty will be imposed on the bidder, as decided by the College.

- 2.6 Applicable taxes should be mentioned separately in the Invoice(s) if an.
- 2.7 The financial bids of those bidders shall be opened whose papers are found suitable as per specifications given at point no. 3. The financial bids of those bidders whose technical bids are not found suitable shall not be opened at all.
- 2.8 The bidder is required to provide the contact details of a nodal person who can be contacted for services even at a short notice, in case of any exigency.
- 2.9 Any sum of money due and payable to the bidder, including the Security Amount, deposited under this contract shall be appropriated by the College and set off against any claim of the College for the payment of a sum of money arising out of this contract or any other contract with the College.
- 2.10 The contract can also be terminated if the approved vendor dishonors the contract in any way, then the security amount deposited shall be forfeited.
- 2.11 The College reserves the right to terminate the contract at any time without assigning any reasons thereof.

3. INSTRUCTIONS TO BIDDERS FOR ONLINE BID SUBMISSION

- 3.1 The tender shall be submitted online in two parts viz., “Technical Bid” and “Financial Bid”. 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. The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.
- 3.2 “Technical Bid” shall comprise of all documents as per Annexure-I. Cover-1 along with scanned copy of EMD & Tender document.
- 3.3 “Financial Bid” Cover-2 shall comprise of the price bids as per format in Annexure-II.
- 3.4 Tender acceptance letter must be signed by the authorized signatory of the bidder with seal. (Annexure-IV)

- 3.5 Conditional bids will not be accepted.
- 3.6 Bids shall be submitted online only at CPP portal: <https://eprocure.gov.in/eprocure/app>.
- 3.7 Bidders are advised to follow the instructions provided in the ‘Instructions to the bidder for the e-submission of the bids online through the Central Public Procurement Portal for e-procurement at <https://eprocure.gov.in/eprocure/app>.
- 3.8 Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 3.9 Bidder who has downloaded the tender from the College website www.satyawati.du.ac.in and Central Public Procurement Portal (CPPPP) <https://eprocure.gov.in/eprocure/app>, shall not tamper/modify the tender form including downloaded financial bid template in any manner. In case the same is found to be tempered/modified in any manner, the bid shall summarily rejected without prejudice to any further consequential action by the College and EMD would be forfeited and bidder is liable to be debarred from doing business with College.

4. OPENING OF FINANCIAL BID AND EVALUATION

After, the Technical Evaluation of the bids, the College will open the “Financial Bids” of all the technically qualified bidders at notified date and time.

FACILITIES TO BE PROVIDED BY SATYAWATI COLLEGE

The canteen premises comprises a fully furnished dining halls each for students and staff, purified drinking water, sales counter, a big kitchen with store room, separate washing area and an open space.

REQUIREMENT FROM THE CONTRACTOR: CLEANLINESS AND HYGIENE:

- The contractor will ensure highest standards of cleanliness, hygiene and safety in the kitchen and canteen. The contractors will ensure that all eatables are kept in safe and clean enclosures free from flies and insects. Adequate number of dustbins will be placed by the contractor in the kitchen and dining hall for proper disposal of garbage and the food

waste in an eco-friendly manner. There should not be any littering of unused food or vegetables within the canteen.

- The contractor and its staff will ensure that no used utensils viz. cups, trays, trolleys etc. are lying in the campus and the same should be removed immediately.
- The contractor should have his/her own dedicated staff for washing and cleaning, which should be done at the interval of every 4 hours starting from 8 am. (8am, 12pm, 4pm and washing thereafter). The cleaning staff shall sign on a job card at different intervals of cleanings which should be countersigned by the canteen contractor; the canteen committee shall monitor it on daily basis.
- The food shall be cooked and served in clean utensils and no laxity shall be permitted in this regard. The utensils will be required to maintain sparkling clean at all times.
- The kitchen staff and serving staff shall use hand gloves, head cover and apron to maintain hygienic conditions of the eatables.
- The contractor shall ensure good personal hygiene of its staff.

QUALITY:

- The contractor shall procure all food articles, vegetable oil, ingredients, spices etc. of the best quality/brand/make (ISI mark) to the satisfaction of the canteen committee of the college. The canteen committee will have the right to ask the contractor to change any brand of material used for cooking if the same is not found satisfactory.
- The food shall be cooked, stored and served under hygienic conditions. The contractor shall ensure that only fresh cooked food is served and stale food is not recycled. Stale and/or rest over food or food material shall be removed from the canteen premises in an eco-friendly manner as soon as possible.
- The food shall be neither too spicy nor too oily. The food preparation shall be wholesome and shall generally cater to the taste of students and staff members.
- The oil which remains from deep frying at the end of the day shall have to be destroyed and shall not be allowed to be recycled for the purpose of cooking next day.

The canteen contractor will be required to use preferably the following brands of raw materials:

- Fortune/ Naturefresh, sunflower/soyabean refined oil/musturd oil.

- MDH/Everest/Catch brands of Spices
- Rajdhani/Ashirwad/Shaktibhog brands of Atta, maida, besan,sooji
- Brooke Bond/Taj Mahal/ Tata Gold/Red Label brands of tea
- Nescafe/bru/ Tata Grand brands of coffee
- Milk, Paneer, curd by Mother Dairy/Amul
- Butter by Amul/Mother Dairy
- Britannia/Harvest brands of bread
- Fruit juices by real/Safal/frooty/slice
- Sona/Lal Quila/India Gate brands of Basmati rice
- Other items/brands strictly subject to written approval by the committee.

SERVICE:

- The contractor will be required to provide service in the canteen premises and also in various rooms of the college such as the Principal's office, Staff Room, and departmental rooms/lab. The service would be free of any charge and quick.
- The food served in the departments/out of the canteen should be well packed with Aluminium foil or saran wraps/cling films.
- Crockery used should be of good quality like bone china etc. Special arrangements should be made for meetings of the Principal, Staff Councils, Associations or other such Departments/units etc.

RATES:

- The contractor will be required to sale only approved food items at the rates mentioned in the rate list as per Annexure-I. The same list of items (Menu) along with the price will required to be displayed prominently in the canteen dining hall, staff rooms, and various departments/units.
- The canteen contractor shall not tamper with the rates once agreed to. If any such complaint is received the canteen committee may fine the contractor up to Rs.1000/-upon due verification.
- Introduction of new items in the Menu can also be done with prior approval of the canteen committee at the rates approved by it.

TERMS AND CONDITIONS GOVERNING THE CONTRACT FOR RUNNING AND OPERATING SATYAWATI COLLEGE CANTEEN

1. The contract will be awarded on the following basis:
 - a. Highest Licence Fee (Excluding Electricity and Water charges) offered by the bidder for operating and running the Satyawati College canteen (the minimum Licence Fee is Rs. 12,000/- month); and
 - b. Agreement with the rates stated and approved by Satyawati College through the tender documents as detailed in Annexure-I.
2. Bids not accompanied with the Earnest Money Deposit (EMD) and/ or required documents will be summarily rejected.
3. The successful bidder will be required to deposit a total sum of Rs.50,000/- (Rupees Fifty Thousand only) (EMD of Rs. 10,000/- will be adjusted) towards refundable security deposits in the form of Demand Draft/Pay Order drawn in favour of the Principal, Satyawati College payable at New Delhi. No interest shall accrue on the refundable security deposits and the same will be refunded on successful completion of the contract after adjustments of dues, if any.
4. Selected contractor for operating DBC canteen will also have to pay following charges:

Electricity Charge: Actual basis as per sub-meter reading

Water Charge: Rs. 2,000/- Month
5. The items and rate list must not be altered by the bidder. Any modification /alterations of items and /or rates should be specifically stated in a separate covering letter.
6. Bids received after the last date of submission will be summarily rejected. The college reserves the right to accept or reject any or all of the bids either fully or partially without assigning any reasons thereof.
7. Bids will remain valid for a period of 3 months from the last date of submission of tender. Rates stated and approved by the college will remain valid for the entire period of contract.
8. The successful bidder will have to undertake to comply with all terms and conditions by executing an agreement on a non-judicial stamp paper of Rs. 100/- within seven days of issue of award letter.
9. The contract once awarded can be terminated by either party after giving one month notice to the other party. However, if the contractor seeks termination of the contract in between the

contract period his security deposits would be forfeited and if college does so then the security deposit would be refunded to the contractor.

10. The contractor will have to provide a list of its workers and employees who will be working in the canteen premises along with their identification proof. The contractor will also provide their police verification and medical fitness certificates of each and every staff.
11. The contractor will be required to ensure that all its employees/workers are paid wages as per the minimum Wages rates notification by the Governments of Delhi. Any complaint will be treated as breach of contract.
12. The contractor will be solely and exclusive responsible to adhere to meet all statutory obligations and compliances under the relevant rules and regulations of the governments viz. labour laws, PF and ESI benefits, required licenses under the FSSAI norms etc.
13. The contractor will not deploy any minor to work in the canteen.
14. The contractor will ensure to arrange neat and clean uniform for all its staff, head covers/caps and aprons etc. for the cooking staff on his/her own expenses. The canteen staff will be required to wear the uniform at all times.
15. The canteen shall remain open from 8:00 Am to 8:00 P.M on all working days (Monday to Saturday) except gazetted holidays. Skeletal services would be provided by the canteen on Sunday to cater the students attending School of Open Learning, IGNOU and others classes with permission from the principal.
16. The canteen shall not be closed on any working day of the institution without the written permission of the Principal/ Canteen Committee.
17. Satyawati College reserves the right to ask the contractor to remove any of its workers/employees without assigning any reasons thereof.
18. Satyawati College shall in no case be responsible for any accident, loss or damage to the staff employed or article equipment etc. used by contractor.
19. The contractor will have to get his/ her establishment inspected by SDMC Health Department and a certificate has to be obtained from them within a period of 30 days from the award of the contract.
20. The contractor will have to arrange for crockery, utensils, refrigerator or any other equipment on his/her own expenses as per the direction under 'Quality'.

21. The canteen and kitchen can be inspected by the Canteen Committee or any officer authorized by the Principal at any time and, if any substandard materials or food are found, the contractor will be penalized at the discretion of Satyawati College canteen committee.
22. The Contractor will be required to arrange sufficient equipment and crockery in order to ensure proper and efficient services.
23. The contractor shall receive all payments in cash through token/ coupon system only. Contractor should also provide cashless payment facility such as credit cards/debit cards/ e-wallets etc. to the students and staff.
24. The contractor shall maintain a freely accessible suggestion book or suggestion box for recording complain and suggestions for improvement by the students and staff.
25. No worker will be allowed to stay overnight in the institute premises.
26. The contractor should ensure all safety measures while running and operating the Satyawati College Canteen .This includes necessary precautions against fire hazards. He/She will have to arrange and periodically refill at least 5 numbers of fire-extinguishers.
27. Satyawati College will not undertake any responsibility for credit sales to students, visitors or any of its staff members or any losses caused to the contractor due to pilferage or whatsoever.
28. The contractor shall not engage the service of any sub- contractor or transfer the contract to any other person.
29. Satyawati College reserves the right to change any terms and conditions governing the operation of canteen as and when circumstances so warrant.
30. The contractor will have to arrange a separate landline telephone connection for Canteen.
31. In the event of delay in deposit of monthly Licence Fee, Electricity and Water charges, interest will be charged @10% per month.
32. The contractor shall abide by the contract if any done in future by the college pertaining of the canteen.

APPROVED ITEMS AND PRICE LIST

Item No.	Item	Quantity	Rates
Tea & Beverages			
1.	Tea (toned milk+adrakh+ilaichi)	120 ml	6
2.	Special Tea in full cream milk	120 ml	8
3.	Special Kulhad Tea	120 ml	10
4.	Coffee in full cream milk	120 ml	10
5.	Nescafe coffee through machine	120 ml	10
6.	Cold drinks	200/600 ml	MRP
7.	Ice creams	100 gm	MRP
8.	Dahi (Mother Dairy/Amul) only	100/200 gm	MRP
9.	Lassi (Mother Dairy/Amul) only	200 ml	MRP
10.	Nimbu-Pani(Nimbooj/ 7up)	200 ml	MRP
11.	Juices tetra pack only	200 ml	MRP
12.	Mineral Water		MRP
Snacks			
13.	Samosa (1 piece) Throughout the day	100 gm	6
14.	Kachori (1 piece)		7
	1 Kachori with sabzi	60 gm	10
15.	Bread Pakoda	120 gm	10
16.	Paneer pakoda	60 gm	12
17.	Veg Spring Roll	150 gm	20
18.	Veg cutlet (per piece)	100 gm	10
19.	Paneer cutlet(per piece)	100 gm	20
20.	Veg burger(per piece)	150 gm	20

21.	Veg Sandwich(per piece)	150 gm	15
22.	Veg Patties	150 gm	10
23.	Veg Chowmein	Per Plate	20
24.	Plain Maggi	Per Plate	20
25.	Paav Bhaji	Per Plate	30

South Indian Meals

26.	Plain Dosa	Per Plate	20
27.	Masala Dosa	Per Plate	30
28.	Panerr Dosa	Per Plate	40
29.	Uttapam	Per Plate	30
30.	Sambhar vada (2 pieces)	Per Plate	20
31.	Sambhar Idli (2 pieces)	Per Plate	20
32.	Upma	Per Plate	20

North Indian Meals

33.	Puri-chhole	Per Plate	25
34.	Chhole-Bhature	Per Plate	30
35.	Paratha Plain	Single	10
36.	Paratha Stuffed (aaloo,gobhi,paneer)	Single	15
37.	Rajma (medium katori)		10
38.	Rajma with Rice	Per Plate	25
39.	Chhole (medium katori)		10
40.	Chhole with Rice	Per Plate	25
41.	Kadhi (medium katori)		10
42.	Kadhi with Rice	Per Plate	25
43.	Plain Rice	Per plate	15
44.	Fried Rice	Per plate	25

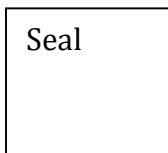
45.	Roti	Single	4
46.	4 Roti with Dal (different varieties)	Per plate	25
47.	4 Roti with sabzi (different varieties)	Per plate	25
48.	Egg curry (2 eggs)		25
49.	Regular Thali (4 chapatis, daal, rice, 1 seasonal sabzi, salad, raita, 1 papad)		35
50.	Special Thali (with Paneer) (4 chapatis daal, rice, 1 seasonal sabzi, 1 paneer sabzi, salad, raita, 1 papad)		50
51.	Special Thali (with Egg) (4 chapatis, daal, rice, 1 seasonal sabzi, egg cury, salad, raita, 1 papad)		50
52.	Confectionery items (Biscuits, chocolates, wafers, pastry etc.		MRP
53.	Litti Chaukha	2 piece	20
54.	Macroni	Per plate	25
SWEET DISH			
55.	Gulab Jamun	Per piece	10
56.	Rasgulla	Per piece	10
57.	Jalebi	4 Piece	10
58.	Balu-Shahi	Per Piece	10

Annexure-II

REQUEST FOR PROPOSAL (RFP) FOR OPERATING SATYAWATI COLLEGE CANTEEN **TECHNICAL BID**

S.No.	Description	Particulars
1.	Name of the bidder/ firm/company	
2.	Address	
3.	Name of the authorized representative	
4.	Designation/Capacity(Proprietor/Director/ Official)	
5.	Contact Number	
6.	Email	
7.	Details of Application fee paid (DD no. Date/Drawee Bank)	
8.	Details of EMD paid (DD no. Date/Drawee Bank)	
9.	Details of statutory licences obtained(if any)	
10.	Details of PAN/TIN/VAT Registration No.	
11.	Numbers of employees currently on rolls of the bidder(chefs/cook, Service staff etc. to be detailed separately)	
12.	Details of organization served/presently being served (certificates to be attached)	
	Period	Details of the organization served
From	To	
(a)		
(b)		
(c)		

Date: _____
Place: _____



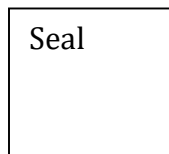
Signature of the Bidder _____
Name _____
Designation _____
Address _____

Annexure-III

**REQUEST FOR PROPOSAL (RFP) FOR OPERATING SATYAWATI COLLEGE
CANTEEN FINANCIAL BID**

S.No.	Description	Particulars
1.	Name of the bidder/ firm/company	
2.	Address	
3.	Name of the authorized representative	
4.	Designation/Capacity(Proprietor/Director/ Official)	
5.	Permanent Income Tax Account (PAN No.)	
6.	Contact Number	
7.	Email	
8.	Licence Fee for using Satyawati College Canteen Premises (Minimum Licence fee is Rs. 12,000/- Month)	Willing to pay Rs..... Per Month (in words) towards Licence Fee.

Date: _____
Place: _____



Signature of the Bidder _____
Name _____
Designation _____
Address _____

UNDERTAKING

The Principal
Satyawati College
(University of Delhi)
Ashok Vihar, Phase-III,
Delhi-110052

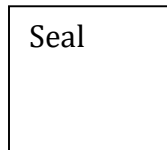
Sir,

I/We the undersigned certify that I/We have gone through the terms and conditions along with price list of the items to be supplied in the canteen mentioned in the tender documents and hereby undertake to agree and comply with them in its entirety.

I/We understand that in case of breach of any of the terms and conditions committed on my/our part, the contract for operating and running of Satyawati College canteen will be liable to be terminated.

Date: _____

Place: _____



Signature of the Bidder _____

Name _____

Designation _____

Address _____

INSTRUCTIONS FOR ONLINE BID SUBMISSION

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrollment” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / 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 website 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 EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a

standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 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.