

F.No. 3-2/2018-19/S&S
National Council of Educational Research and Training
Sri Aurobindo Marg, New Delhi – 110016
(S&S Section)

E-TENDER NOTICE

The National Council of Educational Research and Training (NCERT) New Delhi invites online bids under two bid systems (Technical bid and Financial Bid) from OEM or their partners dealing in the trade for the supply and installation of 20 Nos. Academic License of IBM SPSS Statistics (Base plus 14 modules version 25.0) through Central Public Procurement portal e-tender system website: <https://eprocure.gov.in/eprocure/app> and the details of tender also available on NCERT website i.e www.ncert.nic.in may be read out carefully before applying the same. Offline/physical bids shall not be accepted and no request will be entertained on any ground/reason:-

CRITICAL DATE SHEET

Published Date	23.07.2018 (03.00 PM)
Bid Document Download / Sale Start Date	23.07.2018 (03.30 PM)
Bid Submission Start Date	23.07.2018 (04.00 PM)
Bid Submission End Date	16.08.2018 (02.30 PM)
Bid Opening Date	17.08.2018 (03.00 PM)

For any queries/clarification, you may kindly contact S&S Section at phone no. 011-26534138. However, any queries relating to the process of online submission of bids relating to CPP portal in general may be directed to 24x7 CPP portal help desk on Toll Free Number – 1800-233-7315

(R. Selvaraj)
Sr.Stores Officer
011-26534138

F.No. 3-2/2018-19/S&S
National Council of Educational Research & Training
Sri Aurobindo Marg, New Delhi-110016

Dated: 23.07.2018

Tender Notice

1. The National Council of Educational Research & Training (NCERT) is an autonomous body under the Ministry of HRD. The NCERT is interested in inviting e-tender for the supply and installation of 20 Nos. Academic License of IBM SPSS Statistics (Base plus 14 modules version 25.0)
2. The Tender shall be accepted under Two Bid Systems. The interested firms have to submit the Technical Bids and Financial Bids online in the prescribed proforma through e-procurement portal <http://eprocure.gov.in/eprocure/app> only. Tender sent by any other mode will not be considered and the same will be rejected summarily. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the Tender documents. No tender documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances what so ever.
3. All tender documents attached with this invitation to tender including the Specifications are sacrosanct for considering any offer as complete offer. It is therefore important that Tender Acceptance Letter which is a written undertaking that all the terms and condition of the tender are understood and accepted should be signed and submitted through e-Procurement site <https://eprocure.gov.in/eprocure/app>.
4. The Earnest money Deposit (EMD) refundable of Rs.1,00,000/- (Rupees One Lakh only) shall be payable in the form of DD/BC drawn in favour of Secretary, NCERT, payable at New Delhi. Earnest Money will be refunded to unsuccessful tenders/bidders after finalization of the tender. After award of work to the bidder has to deposit 10% of total contract annual value as performance security Deposit. Performance Security should remain valid for 90 days beyond the date of completion of all contractual obligations including warranty/guarantee.
- 5 . All entries in the tender form should be legible and filled clearly, if the space provided for furnishing is insufficient; a separate sheet duly

signed by the authorized signatory may be scanned and uploaded.
No correction either in the Technical Bids or Financial Bids is permitted.

6. Conditional bids shall not be considered and will be rejected summarily.

7. The Technical Bid shall be opened on the scheduled date and time i.e 17.08.2018 at 03.00 p.m. in the chamber of Sr. Stores Officer, Workshop Building, NCERT, Sri Aurobindo Marg, New Delhi-110016.

8. The Financial Bids of only those bidders who qualify in the technical bid will be opened after evaluation by the Committee constituted for the purpose.

9. No bidding firm will be allowed to withdraw its bids after technical bids have been opened. If any firm intends to withdraw after opening of technical bids its EMD will be forfeited.

10. The Director, NCERT reserves the right to reject any or all the tenders submitted by the bidders at any time or relax/withdraw/ add any of the terms and conditions contained in the Tender Documents without assigning any reason thereof.

11. The tender documents can be downloaded from the website <http://eprocure.gov.in/eprocure/app> from 23.07.2018 (03.00 PM) to 16.08.2018 up to 2.30 P.M and also from ncert website www.ncert.nic.in

12. Any subsequent Updates, Addendums, Corrigendum's etc., if any will be published only on the website <http://eprocure.gov.in/eprocure/app> and www.ncert.nic.in . All bidders are required to regularly check the websites for any updates.

Sd/-
(R Selvaraj)
Sr Store Officer

General Information for the Bidders

1. Eligibility Conditions

1.	Required Tender Fee (In the form of DD/BC) of Rs. 1,000/- (Rupees one thousand only) (Non refundable)
2.	Required Earnest Money Deposit (EMD) (In the form of DD/BC) for Rs.1.00 lakh /- (Rupees one lakh only) refundable.
3	DGS&D/NSIC/MSME certificate in case of seeking exemption of tender cost and EMD
4	Copy of document/certificates indicating that the registered/regional/branch office of the Agency is located in Delhi-NCR
5	Copy of registration certificate of the agency issued by the appropriate authority and proof of existence for more than three years.
6	Copy of experience certificate in similar work for the last three year in Govt. PSU/Autonomous etc.
7	Copy of previous three year income tax return
8	Copy of valid registration certificate from GST department.
9	Copy of the dully filled performa as given in Annexure-III, IV &V
10	Copy of PAN card.
11	Details of major contract handled with Central/State Govt/PSU (at least two) for providing SPSS Statistical software. The copies of work order required to be enclosed.
	<u>Note:</u> Scanned photocopies duly signed by the authorized signatory of all documents from Sr. 1 to 11 above may be uploaded on the NIC website together with the technical bid.

2. Submission of Bids

The Tender shall be accepted under Two Bid Systems. The interested firms have to submit the Technical Bids and Financial Bids online in the prescribed proforma through e-procurement portal <http://eprocure.gov.in/eprocure/app> only. Tender

sent by any other mode will not be considered and the same will be rejected summarily. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the Tender documents. No tender documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances what so ever.

- (i) Technical Bid: As per Performa for Technical Bid(**Annexure-A**) and should contain the following details :-
 - a) All pages of the technical bid shall be numbered, indexed and the document shall be used as final for all purposes.
 - b) Scanned copy of DD/BC of Rs. 1,00,000/- (Rupees one lakh only) refundable submitted as EMD and also tender fee of Rs. 1000/- (Rupees one thousand) non refundable. However hard copy of EMD and tender cost must be submitted in S&S Section, NCERT before last date and time.
 - c) Tender Acceptance Letter in letter head of the firm duly signed by the authorized signatory with seal as per **Annexure-C**
 - d) Financial Bid : Should contain Price Bid only. (As per Performa for Financial Bid) (**Annexure-B**)

3. Opening of bids:

- (i) The technical bid shall be opened on the schedule date and time at 17.08.2018 at 03.00 PM.
- (ii) Financial Bids of only those bidders who qualify in the technical bid will be opened after evaluation by the tender opening Board/committee.

4. Rates:

- (i) Rates are to be quoted as per Proforma for Financial Bid in Rupees. No enhancement of rates will be allowed for the job contract during the currency of contract.

5. Validity of bid

- i) The bid shall remain valid for 180 days after the date of opening of bids. A bid valid for a shorter period shall be rejected by NCERT as non-responsive.

- ii) The NCERT may, as its discretion, request the bidder for extension of period of bid validity. The request and responses thereto shall be made in writing. In such eventuality of extension of bid validity, the validity of bid security provided shall also be suitably extended. However, modification in Bid will not be allowed at any stage.

5. Earnest Money Deposit (EMD)

- i) EMD amount will be accepted in the form of DD/BC drawn in favour of Secretary, NCERT, New Delhi. The bid without EMD is liable to be summarily rejected.
- ii) Without prejudice to any other right of NCERT the Earnest Money Deposit may be forfeited by the NCERT:
 - (a) if the Bidder withdraws his bid during the period of bid validity; or
 - (b) in case the successful Bidder refuses to sign the Agreement; or
 - (c) if the bidder fails to furnish the Performance Security.

(iii) EMD will be refunded to the bidders within sixty days from the date of issue of award letter to the successful bidder and no interest would be paid thereon.

6 .Performance Security

The successful bidder shall be required to deposit an amount equal to 10% of the contract value. Performance Security should remain valid for 90 days beyond the date of completion of all contractual obligations. Performance Security shall be submitted in the form of DD/BC/FDR in favour of Secretary, NCERT, New Delhi payable at New Delhi or in the form of Bank Guarantee issued by a scheduled/nationalized bank. Performance will be discharged after completion of bidder performance obligations under the contract. The above security deposit will be liable to be forfeited during the period of contract, in case breach of any terms & conditions of the contracting contractor or failure to provide any services under the contract or loss results from contractor's failure and breach of obligation under the contract.

7. Acceptance/Termination of Bid

The NCERT reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring

any liability to the affected bidder or bidders on the grounds of NCERT's action.

8. Evaluation

1. NCERT shall evaluate the bids to determine whether they are complete, whether any computational errors have been made, whether documents have been properly signed and whether bids are generally in order.

2. If there is a discrepancy between words and figures the amount in words shall prevail. Prior to detailed evaluation, NCERT will determine the substantial responsiveness of each bid. A substantially responsive bid is one, which conforms to all the terms and conditions of bid document without material deviation. A bid determined as substantially non-responsive will be rejected by the NCERT.

3. The evaluation will be based on financial offer made by the various bidders based on the total of all rates quoted and other merits of the offer.

4. Though the evaluation will be based on the lowest total amount quoted in the Financial Bid and will be considered for placement of offer. However, it may also be noted that the NCERT is NOT bound to accept the lowest offer and reserves the right to award the work to the higher bidder who satisfy the requirement so needed.

9. Award of Contract

a).The issue of a work order shall construe the intention of the NCERT to enter into contract with the successful bidder.

b).The successful bidder shall within **07 days** of issue order, give his acceptance along with performance security. The work will be completed within 30 days after receiving of contract order.

10. Relaxation/modification in tender: NCERT reserves the right to:

-Relax the tender conditions at any stage, if considered necessary for the purpose of finalizing the contract in overall interest of NCERT.

-Re-tender or modify the terms & conditions of the tender. It also reserves the rights to negotiate the rates with the lowest bidder.

-Accept or reject any or all of the financial bids in part or in full, irrespective of their being the lowest, without assigning any reasons.

11. Resolution of Disputes

11.01 The Council and the bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract.

11.02 If, after thirty (30) days from the commencement of such informal negotiations, the Council and the firm have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism.

11.03 The dispute resolution mechanism to be applied shall be as follows:

(a) A dispute or difference arising between the Council and contractor relating to any matter arising out of or connected with the contract, such dispute or difference shall be referred to the Arbitrator.

(b) The Indian Conciliation and Arbitration Act, 1996, the rules there under and any statutory modifications or re-enactments thereof, shall apply to the arbitration proceedings.

(c) The Director may arbitrate himself/herself or in his/her discretion, may appoint any other person as an arbitrator to adjudicate upon the dispute. The decision of the arbitrator shall be final and binding on the parties.

(d) The venue of arbitration shall be (Delhi).

Sd/-

(R Selvaraj)
Sr Store Officer

TERMS AND CONDITIONS

1. This bids should be accompanied by an Earnest Money Deposit of Rs. 1,00,000/- (Rupees one lakh only) refundable in the form of Account Payee Demand Draft, Bankers Cheque from any of the Commercial Bank in an acceptable form in favour of Secretary, NCERT payable at New Delhi. The validity of the Bid Security shall be for a period of 90 days.
2. The successful bidder within fifteen days of the acceptance of the letter of Acceptance LoA shall execute a Performance Security in form of an Account Payee Demand Draft, Fixed Deposit Receipt(FDR) from a Commercial Bank or Bank Guarantee from a Commercial Bank in an acceptable form, a sum equivalent to 10% of the accepted contract value in favour of Secretary, NCERT, New Delhi, payable at New Delhi. Performance Security should remain valid for 90 days beyond the date of completion of all contractual obligations. Bid Security should be returned to the successful bidder on receipt of Performance Security.
3. **The bidder will not be permitted to authorise any sub contractor or any other firm.**
4. The Council shall make the payment to the firm after supply, installation & getting satisfactory performance report from the user department of NCERT. No advance payment will be made .
5. That in the event of any dispute arising out of or in connection with the said Contract, the same shall be decided in accordance with Arbitration & Conciliation Act by an arbitrator to be appointed by the Secretary, NCERT and the cost of Arbitration shall be jointly shared by both the parties.
6. The Tender shall be accepted under Two Bid Systems. The interested firms have to submit the Technical Bids and Financial Bids online in the prescribed proforma through e-procurement portal <http://eprocure.gov.in/eprocure/app> only. Tender sent by any other mode will not be considered and the same will be rejected summarily. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the Tender documents. No tender documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances what so ever.

7. Bids shall remain valid and open for acceptance for a period of 180 days from the last date of submission of Bids.
8. All OEM partners FCT (Flexible contract type), SVP (Software value plus) CVR (Customer relationship) are open to bid towards this requirement. Bidders has to provide OEM partnering letter or distribution agreement copy.
9. The firm must have at least two supply orders/work orders for providing SPSS Statistical software to Govt./PSU/Autonomous bodies etc.
- 10.The sales/support office of the firm should be located in Delhi/NCR.

ANNEXURE – I**Technical Bid**

Bidding Document for **supply and installation of 20 Nos. Academic License of IBM SPSS Statistics (Base plus 14 modules version 25.0)** to National Council of Educational Research & Training, Sri Aurobindo Marg, New Delhi – 110016

BID DOCUMENT NO : 3-2/2018-19/S&S

S. No	Details of technical bids	Scanned copy of document uploaded	Page Number of the document where copy/certificate is attached
1.	Name of the Agency		
2.	Office Address/Tel/Fax/e-mail		
3	Name of the Authorise Representative		
4	Signed and scanned copy of the document/certificates indicating that the Registered/regional/branch office of the agency is located in Delhi/NCR		
5	Signed and scanned copy of registration certificate of the agency issued by the appropriate authority and proof of existence for more than three years.		
6	Signed and scanned copy of three year experience certificate of relevant field in Govt./PSU/Autonomous etc.		
7	Signed and scanned copy of previous three years Income Tax return		
8	Signed and scanned copy of valid registration certificate from GST department.		

9	Signed and scanned copy of duly filled performa as given in Annexure- III, IV & V		
10	Signed and Scanned copy of PAN card		
11	Scanned copy of tender cost of Rs.1,000/- (non-refundable) in the shape of DD/BC in favour of Secretary NCERT payable at New Delhi		
12	Scanned copy of EMD of Rs.1,00,000/- (refundable) in the shape of DD/BC in favour of Secretary NCERT payable at New Delhi		
13	Details of major contract handled with Central/State Govt/PSU (at least two word/contract order) for providing SPSS Statistical software. The copies of work order required to be enclosed.		

(Authorized Signatory with Seal of the firm)

Date:

Place:

Proforma for Financial Bid

National Council of Educational Research & Training (NCERT)
Sri Aurobindo Marg, New Delhi - 110016

Financial bid proforma for supply of 20 Nos. Academic License of IBM SPSS Statistics (Base plus 14 modules version 25.0)

Sr. No.	Name of the Items with detailed specification	Qty.	Unit Rate in Rs.	GST in Rs.	Total price in Rs.
1.	IBM Statistics Base Module 25.0	20			
2	IBM SPSS Advanced Statistics	20			
3	IBM SPSS Custom tables	20			
4	IBM SPSS Missing values	20			
5	IBM SPSS Regression	20			
6	IBM SPSS Categories	20			
7	IBM SPSS complex samples	20			
8	IBM SPSS Decision trees	20			
9	IBM SPSS Forecasting	20			
10	IBM SPSS Neural Networks	20			
11	IBM SPSS Conjoint	20			
12	IBM SPSS Data preparation	20			
13	IBM SPSS Exact Tests	20			
14	IBM SPSS Direct Marketing	20			
15	IBM SPSS Bootstrapping	20			

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

(Enclose with Technical Bid)

Date: _____

To,

The Senior Stores Officer
S&S Section, Workshop Building
NCERT, Sri Aurobindo Marg New Delhi – 110016

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: F.3-14/2016-17/S&S

Name of Tender / Work: -

**TENDER FOR PURCHASE AND INSTALLATION OF 20 Nos. ACADEMIC
LICENSE OF IBM SPSS STATISTICS FOR USE IN NCERT**

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned Tender/Work" from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).

2. I/We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organization too have also been taken into consideration, while submitting this acceptance letter.
4. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. In case any provisions of this tender are found violated , then your department/ organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,

(Signature of the Bidder,
with Official Seal)

DECLARATION

I.....S/o.....D/o.....W/o.....
Sh..... Proprietor/Director/authorized signatory of the Agency mentioned above, is competent to sign this declaration and execute this tender document.

2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them. We are not involved in any major litigation that may have impact of affecting or compromising the delivery of the services as required under this tender.

3. The information/documents furnished along with the above are true and authentic to the best of my knowledge and belief. I/we, am/are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature(s)

(Name & Address of the Tenderer (s)

With Official Seal)

Place:

Date:

UNDERTAKING BY THE AGENCY IN NON-JUDICIAL STAMP PAPER OF RS.100/-

I,.....on behalf of(Name of the firm/agency) hereby declare that there is no legal/suit/criminal case pending or contemplated of legal notice having been served to this effect against the Proprietor of the Agency or any of its Directors (in case of Pvt. Ltd. Company) on grounds of moral turpitude or for violations of any of the laws in force and company is not black listed by any Government Organisation.

I,.....on behalf of(Name of the firm/agency) hereby declare that our organisation or the staff to be provided has no business or direct family relationship with member(s) NCERT.

I,.....on behalf of(Name of the firm/agency) hereby undertake that all relevant statutory requirements will be complied with.

I,.....on behalf of(Name of the firm/agency) understand that if the above declaration is found incorrect, the present engagement would be terminated and (Name of the firm/agency) would be debarred from any further engagement by NCERT ever.

Signature(s)
(Name & Address of the Tenderer(s)
With Official Seal)

Place:

Date:

INSTRUCTIONS FOR ONLINE BID SUBMISSION

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL: <http://eprocure.gov.in>). 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: <https://eprocure.gov.in/eprocure/app> by clicking on the link “Click **here to Enroll**” on the CPP Portal 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 / TCS / 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 / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.
- 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” 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

- i) Bidder should log into the site well in advance for bid submission so that he/she 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 Tender Processing Section, latest by the last date of bid submission. 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) A standard Price Schedule provided with tender document (excel sheet) format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the Price Schedule provided with tender document (excel sheet) file, open it and complete the while 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 Price Schedule provided with tender document (excel sheet) file is found to be modified by the bidder, the bid will be rejected.

- vi) The serve 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.
- 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, 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. The contact number for the helpdesk is 1800 3070 2232

