



UTTAR PRADESH RAIL CORPORATION LTD.

TENDER NO: LKE-ENM-17

“Service cum breakdown rate Contract of Carrier Make Water cooled and Air-cooled Chillers of CCS Airport Metro Station of UPMRCL at Lucknow Metro”

TENDER DOCUMENTS

NOTICE INVITING TENDER (NIT)

UTTAR PRADESH RAIL CORPORATION LTD.

ADMINISTRATIVE BUILDING, VIPIN
KHAND, GOMTI NAGAR

LUCKNOW-226010

NOTICE INVITING TENDER**1.1 GENERAL****1.1.1 Name of Work:**

Uttar Pradesh Metro Rail Corporation (UPMRC) Ltd. invites Open Tenders from eligible E&M agencies, who fulfil qualification criteria as stipulated in Clause 1.1.3 of NIT, for the work, “**Service cum breakdown rate Contract of Carrier Make Water cooled and Air-cooled Chillers of CCS Airport Metro Station of UPMRCL at Lucknow Metro**”.

1.1.2 Key details:

Approximate cost of work (NIT Value)	INR 22.05 Lakhs (Rupees Twenty Two Lacs five Thousand only) Excl.GST
Tender Security amount	<p>INR.44,000/-</p> <p>The instrument type for payment of tender security/EMD shall be RTGS, NEFT & IMPS, Demand Draft, Bank Guarantee. No other mode of payment will be accepted.</p> <p>(i) Payment of tender Security as per clause C 18.1.2(i) of ITT is to be made only by RTGS, NEFT & IMPS. The details of bank account of UPMRC are mentioned below. The bidders are required to upload scanned copies of transaction of payment of tender security including e-receipt (clearly indicating UTR No. & tender reference (i) e. LKE-ENM-17 must be entered in the remarks at the time of online transaction of payment, failing which payment may not be considered) at the time of online bid submission).</p> <p>(Copy of GST registration no. to be provided along with Tender document cost/ tender fee)</p> <p>Name of the Bank - HDFC Bank Banks Address-HDFC Bank Ltd, Tekari Chambers Ashok Marg, Lucknow Account Name- UPMRCL (Lucknow Project) Account No. 50200009236810 IFSC code - HDFC0001267</p> <p>(ii) Payment of tender security as per clause C 18.1.2 (ii) of ITT is to be made by BG/Demand Draft. BG/Demand Draft shall be submitted in original in the office of CEE/RS/Lucknow within due date and time of submission end date of tender.</p> <p>Validity of Tender Security in case of BG/Demand Draft shall remain valid for a period of 45 days beyond the final bid validity duty period</p>
Completion period of the Work	Three (03) years from date of LOA
Cost of Tender documents (Non-Refund able)	INR 5,900/- (inclusive of 18% GST) Non-Refundable (Payment of tender document cost/

	<p>tender fee is to be made only by RTGS, NEFT & IMPS. No other mode of payment will be accepted. The details of bank account of UPMRC are mentioned below. The bidders are required to upload scanned copies of transaction of payment of tender document cost/tender fee including e-receipt (clearly indicating UTR No. & tender reference i.e. LKE-ENM-17 must be entered in the remarks at the time of online transaction of payment, failing which payment may not be considered) at the time of online bid submission). (Copy of GST registration no. to be provided along with Tender document cost/ tender fee)</p> <p>Name of the Bank - HDFC Bank Banks Address-HDFC Bank Ltd, Tekari Chambers Ashok Marg, Lucknow Account Name- UPMRCL(Lucknow Project) Account No. 50200009236810 IFSC code - HDFC0001267</p>
<p>Tender documents on sale</p>	<p>From 30.03.2023 (from 15:00 hrs) to 29.04.2023 (up to 15:00 hrs.) on e-tendering website https://etenders.gov.in/eprocure/app . Tender document can only be obtained on the website https://etenders.gov.in/eprocure/app</p>
<p>Last date of Seeking Clarification</p>	<p>10.04.2023 (Up to 14:00 Hrs) Bidders to note that seeking clarification on the tender shall be done by sending it on e-tendering portal only. Seeking clarification by mail or post will not be considered.</p> <p>Queries/clarifications from bidders after due date and time shall not be acknowledged.</p>
<p>Pre-bid Meeting</p>	<p>10.04.2023 @ 15:00 Hrs.</p> <p>The pre-bid meeting shall be conducted through video conferencing by software apps such as Google Meet, Microsoft Team, etc. All Prospective tenderers who have made online payment towards the cost of tender document shall provide the details of the person(s) (maximum up to two) who will be participating in such virtual meeting at least one day before the meeting to the registered official email of Employer i.e. enmlucknow.upmrc@gmail.com along with scanned copy of transaction of payment of tender cost / tender fee, including e-receipt (clearly indicating UTR No. and tender reference i.e.LKE-ENM-17, so that links having details such as software, meeting ID, password etc. can be mailed to these persons at least 12 hours before the scheduled pre-bid meeting</p>

Date & time of Submission of Tender online	Tender submission start date: 14.04.2023 (10:00 hrs). Tender submission end date: 29.04.2023 (15:00 hrs).
Date & time of opening of Tender	01.05.2023 @ 11:00 Hrs.
Validity of Tender	90 days from the last date of submission end date of tender.
Authority and place for seeking clarifications etc.	Chief Electrical Engineer / RS/Lucknow, Uttar Pradesh Metro Rail Corporation Ltd., Administrative Building, Near Dr. Bhimrao Ambedkar Samajik Parivartan Sthal, Vipin Khand, Gomti Nagar, Lucknow-226010, Uttar Pradesh, India. https://etenders.gov.in/eprocure/app

Any clarification/corrigendum/addendum to the tender documents shall be uploaded on the official e-portal only, without any obligation of press notification.

For further details, please visit official e-portal <https://etenders.gov.in/eprocure/app>.

For any additional information & help for downloading & uploading, please contact e-tendering service desk at the following ID: support-eproc@nic.in or at Toll Free No.: (91)120-4001002, (91)120-4001005, (91)120-6277787.

1.1.3 QUALIFICATION CRITERIA:

1.1.3.1 Eligible Applicants:

- i. The tenders for this contract will be considered only from those tenderers (proprietorship firms, partnerships firms, companies, corporations) who meet requisite eligibility criteria prescribed in the sub-clauses of clause 1.1.3 of NIT. **Joint Ventures or Consortium are not allowed to participate in the tender.**
- ii. A tenderer shall submit only one bid in the same tendering process. A tenderer who submits or participates in, more than one bid will cause all of the proposals in which the tenderer has participated to be disqualified. No tenderer can be a sub-contractor while submitting a bid in the same bidding process.
- iii. Tenderers shall not have a conflict of interest. All Tenderers found to have a conflict of interest shall be disqualified. Tenderers shall be considered to have a conflict of interest with one or more parties in this bidding process, if:
 - a) Tenderer has been engaged by the Employer to provide consulting services for the preparation related to procurement for on implementation of the project;
 - b) Tenderer is any associates/affiliates (inclusive of parent firms) mentioned in subparagraph (a) above; or
 - c) Tenderer lends, or temporarily seconds its personnel to firms or organisations which are engaged in consulting services for the preparation related to procurement for on implementation of the project, if the personnel would be involved in any capacity on the same project.

iv. Purchase Preference to Local Suppliers/Preference to Make in India:

a) Definitions:

- i. 'Local content' means the amount of value added in India which shall be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all custom duties) as a proportion of the total value, in percent. Minimum local content shall be 60% for the subject tender.
- ii. 'Local Supplier' means a supplier or service provider whose product or service offered for procurement meets the minimum local content as prescribed at sr. no. i above.
- iii. 'L1' means the lowest tender or lowest bid received in a tender, bidding process or other procurement solicitation as adjudged in the evaluation process as per the tender or other procurement solicitation.
- iv. 'Margin of purchase preference' means the maximum extent to which the price quoted by a local supplier may be above the L1 for the purpose of purchase preference. Margin of purchase preference shall be 20% for the subject tender.

b) Procedure for Purchase Preference in procurement of goods or works which are divisible in nature: NOT APPLICABLE FOR THE SUBJECT TENDER

- i. Among all qualified bids, the lowest bid will be termed as L1. If L1 is from a local supplier, the contract for full quantity will be awarded to L1.
- ii. If L1 bid is not from a local supplier, 50% of the order quantity shall be awarded to L1. Thereafter, the lowest bidder among the local suppliers, will be invited to match the L1 price for the remaining 50% quantity subject to the local supplier's quoted price falling within the margin of purchase preference, and contract for that quantity shall be awarded to such local supplier subject to matching the L1 price.
- iii. In case such lowest eligible local supplier fails to match the L1 price or accepts less than the offered quantity, the next higher local supplier within the margin of purchase preference shall be invited to match the L1 price for remaining quantity and so on, and contract shall be awarded accordingly.
- iv. In case some quantity is still left uncovered on local suppliers, then such balance quantity may also be ordered on the L1 bidder.

c) Procedure for Purchase Preference in procurement of goods or works which are not divisible in nature and in procurement of services where the bid is evaluated on price alone: APPLICABLE FOR THE SUBJECT TENDER.

- i. Among all qualified bids, the lowest bid will be termed as L1. If L1 is from a local supplier, the contract will be awarded to L1.
- ii. If L1 is not from a local supplier, the lowest bidder among the local suppliers, will be invited to match the L1 price subject to local supplier's quoted price falling within the margin of purchase preference, and the contract shall be awarded to such local supplier subject to matching the L1 price.
- iii. In case such lowest eligible local supplier fails to match the L1 price, the local supplier with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly.
- iv. In case none of the local suppliers within the margin of purchase preference matches the L1 price, then the contract may be awarded to the L1 bidder.

d) Minimum local content and verification of local content:

- i. The local supplier at the time of tender shall be required to provide self-certification that the item offered meets the minimum local content and shall give details of the location(s) at which the local value addition is made.

- ii. In case of procurement for a value in excess of Rs. 10 crores, the local supplier shall be required to provide a certificate from the statutory auditor or cost auditor of the company or from a practicing cost accountant or practicing chartered accountant giving the percentage of local content after completion of works to the Engineer.
- iii. If any false declaration regarding local content is found, the company shall be debarred for a period of three years from participating in tenders of all metro rail companies.
- iv. Supplier/bidder shall give the details of the local content in a format attached as Appendix-09 and Appendix-10 of FOT duly filled to be uploaded along with the technical bid. In case, bidder do not submit Appendix-09 and Appendix-10 of FOT duly filled along with their technical bid, local content shall be considered as 'Nil' in tender evaluation.

e) Complaints relating to implementation of Purchase Preference

Fees for such complaints shall be Rs. 2 Lakh or 1% of the value of the local item being procured (subject to maximum of Rs. 5 Lakh), whichever is higher. In case the complaint is found to be incorrect, the complaint fee shall be forfeited. In case, the complaint is upheld and found to be substantially correct, deposited fee of the complainant would be refunded without any interest.

v. Restriction of Bidders from Countries sharing Land Borders with India as per Ministry of Finance order (Public Procurement No. 1) F.No.6/18/2019-PPD dated 23.07.2020.

Any bidder from a country which shares a land border with India will be eligible to bid either as a single entity or as a member of a JV / Consortium with others, in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects) only if the bidder is registered with the Competent Authority. The Competent Authority for registration will be the Registration Committee constituted by the Department for Promotion of Industry and Internal trade (DPIIT). Political & Security clearance from the Ministries of External and Home Affairs respectively will be mandatory. However, above condition shall not apply to bidders from those countries (even if sharing a land border with India) to which the Government of India has extended lines of credit or in which the Government of India is engaged in development projects. Updated lists of countries to which lines of credit have been extended or in which development projects are undertaken are given in the website of the Ministry of External Affairs.

"The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority".

Note: Joint Ventures and consortiums are not allowed to participate in this tender

Definitions pertaining to "Restriction of Bidders from Countries sharing Land Borders with India" Clause

"Bidder" (including the term 'tenderer', 'consultant' 'vendor' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency, branch or office controlled by such person, participating in a procurement process.

"Bidder from a country which shares a land border with India" means:

- a) An entity incorporated, established or registered in such a country; or

- b) A subsidiary of an entity incorporated, established or registered in such a country; or
- c) An entity substantially controlled through entities incorporated, established or registered in such a country; or
- d) An entity whose beneficial owner is situated in such a country; or
- e) An Indian (or other) agent of such an entity; or
- f) A natural person who is a citizen of such a country; or
- g) A consortium or joint venture where any member of the consortium or joint venture falls under any of the above

"Beneficial owner" will be as under:

- (i) In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person(s), has a **controlling ownership interest** or who exercises **control** through other means. Explanation—
 - a. **"Controlling ownership interest"** means ownership of, or entitlement to, more than twenty-five per cent of shares or capital or profits of the company;
 - b. **"Control"** shall include the right to appoint the majority of the directors or to control the management or policy decisions, including by virtue of their shareholding or management rights or shareholder's agreements or voting agreements;
- (ii) In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;
- (iii) In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;
- (iv) Where no natural person is identified under (i) or (ii) or (iii) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;
- (v) In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

"Agent" is a person employed to do any act for another, or to represent another in dealings with third persons.

- vi. The Tenderer/applicant must not have been blacklisted or debarred as on the due date of submission of bid by Government of India/ State Government / Government undertaking from participating in the tenders. **The tenderer should submit an undertaking to this effect in the Form of Tender. The tenderer shall also submit a "Verification Statement" to this effect as per proforma placed at Annexure 1 of ITT**

1.1.3.2 **Minimum Eligibility Criteria:**

The tenderers will be qualified only if they satisfy the criteria as given in para A below during last seven years ending last date of previous month of submission of tender.

- A Work Experience:** The tenderers will be qualified only if they have successfully completed **similar work(s)** ** during last 7 years ending last day of the previous month of submission end date as given below in any PSU / Government / Private organisation.

(i) At least one “similar work” **of annual value of Rs. 5.88 Lakh or more.

OR

(ii) Two “similar work” ** each of annual value of Rs 3.68 Lakh or more.

OR

(iii) Three “similar work” ** each of annual value of Rs. 2.94 Lakh or more.

**** “Similar work” for this tender shall be SITC/Service/ Maintenance of Water cooled/Air cooled Chillers”**

NOTE: -

- The tenderer shall submit details of work executed by them in the Performa of **Annexure- 1 of NIT**. for the works to be considered for qualification of works experience criteria.
- For the above, documentary proof such as LOA, completion certificates from client clearly indicating the nature/scope of work, actual completion cost and actual date of completion for such work should be submitted. The offers submitted without this documentary proof shall not be evaluated. In case the work is executed for private client, copy of work order, bill of quantities, bill wise details of payment received certified by C.A., T.D.S certificates for all payments received and copy of final/last bill paid by client shall be submitted.
- Value of successfully completed portion of any ongoing work up to ending last date of previous month of submission end date of tender will also be considered for qualification of work experience criteria.
- For completed works, value of work done shall be updated to ending last date of previous month of submission end date of tender price level assuming 5% inflation for Indian Rupees every year and 2% for foreign currency portions per year. **Selling rate of exchange at the close of business of the State Bank of India on the day twenty-eight days before the latest date of Tender Submittal shall be considered for calculating equivalent value in INR.**
- Criteria for work experience for “similar work” as described in para-A, above, shall be satisfied by a single entity.

B. Financial Standing: The tenderers will be qualified only if they have minimum financial capabilities as below:

- (i) **T1- Annual Turnover:** The minimum average annual turnover of INR. **5.88 Lakhs** in the last 5 (five) financial years.

Notes:

- Financial data for latest last five audited financial years has to be submitted by the tenderer in **Annexure 2 of NIT** along with audited balance sheets. The financial data in the prescribed format shall be certified by Chartered Accountant with his stamp and signature. In case audited balance sheet of the last financial year is not made available by the bidder, he has to submit an affidavit certifying that ‘the balance sheet has actually not been audited so far’. In such a case the financial data of previous ‘4’ audited financial years will be taken into consideration for evaluation. **If audited balance sheet of any year other than the last year is not submitted, the tender will be considered as non-responsive.**
- Where a work is undertaken by a group, only that portion of the contract which is undertaken by the concerned applicant/member should be indicated and the remaining done by the other members of the group be excluded. This is to be substantiated with documentary evidence.

1.1.4 TENDER DOCUMENTS

The Tender documents consist of:

(A) Technical Cover Volume 1:

Notice Inviting Tender (NIT)
Instructions to Tenderers (ITT) - including Annexures
Form of Tender (FOT) - including Appendices

Volume 2:

General Conditions of Contract (GCC)
Special Conditions of Contract (SCC) - including Schedules

Volume 3:

Employer's Requirements

(B) Finance Cover

Volume 4:

Bill of Quantities (BOQ)

- 1.1.5 The tenderers may obtain further information/ clarification, if any, in respect of these tender documents from the office of **Chief Electrical Engineer / RS/Lucknow**, Uttar Pradesh Metro Rail Corporation Ltd. (UPMRC) Administrative Building, Near Dr. Bhimrao Ambedkar Samajik Parivartan Sthal, Vipin Khand, Gomti Nagar, Uttar Pradesh-226010 [Email id:- enmlucknow.upmrc@gmail.com]
- 1.1.6 Deleted
- 1.1.7 Those who are not registered on the e-tendering portal shall be required to get registered beforehand. After registration, the tenderer will get user id and password. On login, tenderer can participate in tendering process and can witness various activities of the process.
- 1.1.8 The authorized signatory of intending tenderer, as per Power of Attorney (POA), must have valid **Class-II or Class-III digital signature**. The tender document can only be downloaded or uploaded using Class-II or Class-III digital signature. However, the tenderer shall upload their tender on <https://etenders.gov.in/eprocure/app> using class-II or class-III digital signature of the authorized signatory only.
- 1.1.9 Tender submissions shall be done online on <https://etenders.gov.in/eprocure/app> after uploading the mandatory scanned documents towards cost of tender documents such as scanned copies of transaction of payment i.e. RTGS, NEFT & IMPS and scanned copy of Undertaking for Tender Security Declaration towards Tender Security (and other documents as stated in the tender document. Instructions for on-line bid submission are furnished hereinafter.
- 1.1.10 Submission of Tenders shall be closed on e-tendering website of UPMRC at the date & time of submission prescribed in NIT after which no tender shall be accepted. It shall be the responsibility of the bidder / tenderer to ensure that his tenders submitted online on e-tendering website <https://etenders.gov.in/eprocure/app> before the deadline of submission. UPMRC

will not be responsible for non-receipt of tender documents due to any delay and/or loss etc.

1.1.11 Deleted

1.1.12 UPMRC reserves the right to accept or reject any or all proposals without assigning any reasons. No tenderer shall have any cause of action or claim against the UPMRC for rejection of his proposal

1.1.13 Any suit or application, arising out of any dispute or differences on account of this tender shall be filed in a competent court at Lucknow, Uttar Pradesh only and no other court or any other district of the country shall have any jurisdiction in the matter.

**Chief Electrical Engineer/RS/Lucknow
Uttar Pradesh Metro Rail Corporation**

Annexure- 1 of NIT

WORK EXPERIENCE

Applicant's legal name Date.....

Group Member's legal name..... Page Of Pages

For works of "Service cum breakdown rate Contract of Carrier Make Water cooled and Air-cooled Chillers of CCS Airport Metro Station of UPMRCL at Lucknow Metro" as per clause no. 1.1.3.2 (A) at the price level on last date of previous month of submission of tender (considering escalation as per Clause 1.1.3.2: Bullet no.4 under "Notes")

Specific Work Experience		
	Information	
Contract Identification & Details		
Award date Completion date		
Employer's Name		
Employer's Address: Telephone / Fax number: E Mail		
Role in Contract (Individual/JV-Consortium member)	Individual	JV Member
Completion Cost	Currency (as stated in Clients Certificate)	In equivalent INR at last date of previous month of submission of tender price level
If JV member specify percentage participation in contract & amount (Please refer Note-1)	% participation	In equivalent INR at last date of previous month of submission of tender price level

NOTE: 1. Only the value of contract as executed by the applicant/member in his own name should be indicated. Where a work is undertaken by a group, only that portion of the contract which is undertaken by the concerned applicant/member should be indicated and the remaining work done by the other members of the group be excluded. This is to be substantiated with documentary evidence which clearly mentioning the nature/quantum of work completed.

2. Separate sheet for each work along with Clients Certificate to be submitted

Annexure -1A: Summary of Information provided in Annexure 1 of NIT

Applicant's legal nameDate.....

Group Member's legal name..... Page of pages

Name of Applicant (each member in case of group)	Total Number of works As per clause no. 1.1.3.2 A at the price level of last date of previous month of submission of tender	No. of contracts delayed, i.e., completed beyond the original date of Completion

NOTE:-

1. In case the work was done as JV/Consortium, only the value of work done by the applicant as per his Percentage participation must be given.
2. Reasons of delay whether on contractors account or on account of Employer in each applicable case need to be enclosed separately?

**Annexure-2 of NIT
FINANCIAL DATA**

Applicant's legal name Date

S.N.	Description	Financial Data for Latest Last 5 Years (Indian Rupees)				
		2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
1	The minimum average annual turnover in INR					
<p>Attach copies of the audited balance sheets, including all related notes, income statements for the last five audited financial years, as indicated above, complying with the following conditions.</p> <ol style="list-style-type: none"> 1. All such documents reflect the financial data of the Applicant, and not sister or Parent Company. 2. Historic financial statements shall be audited by Statutory Auditor of the Company under their seal & stamp and shall be strictly based on Audited Annual Financial results of the relevant period. No statements for partial periods will be accepted. 3. Historic financial statements must be complete, including all notes to the financial statements. 4. Foreign applicants, in whose country calendar year is also the financial year, may submit all relevant data for the last 5 years i.e. 2017, 2018, 2019, 2020 and 2021. 5. The above Annexure shall be duly certified by Chartered Accountant / Company Auditor under his signature, stamp and membership number. 						

**SIGNATURE OF AUTHORIZED
SIGNATORY ON BEHALF OF TENDERER**

**Annexure-3 of NIT
UNDER TAKING**

Applicant's legal name Date

As per clause I of Technical specification of new work (Volume IV)., the works of **“Service cum breakdown rate Contract of Carrier Make Water cooled and Air-cooled Chillers of CCS Airport Metro Station of UPMRCL at Lucknow Metro”** Is a turnkey contract.

I/We hereby declare that I/we have visited the site before bidding and understand the whole works and we have quoted rates considering all the works required for completing the works. We are bound to carry out all the left out works if any which are not covered in BOQ but required to be done for completion of the said works without any additional cost to UPMRC.

**SIGNATURE OF AUTHORIZED
SIGNATORY ON BEHALF OF TENDERER**

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://etenders.gov.in/eprocure/app>.

REGISTRATION

- 1) 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 Enrolment**” 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.
- 4) Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. Bidder has to ensure that size of each file should not exceed 40 MB before uploading.
- 5) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should upload the scanned copy of Undertaking for Tender Security Declaration as per the instructions specified in the tender document. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

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- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Help desk.
- 3) For any Technical queries related to Operation of the Central Public Procurement Portal Contact at:

Tel: The 24 x 7 Help Desk Number 0120-4200 462, 0120-4001 002/5, 0120-6277787.

E-Mail: support-eproc[at]nic[dot]in

International bidders are requested to prefix +91 as country code.