

Request for Proposal for " Providing Pest Control Services for a period of 3 years at INCOIS, Hyderabad."

Dear Sirs,

On behalf of Director, ESSO-INCOIS tenders are invited in "Single Bid System" (This includes both technical & Commercial Bid and Price Bid) from Contractors with appropriate registration having adequate resources and setup and dealing with similar works on regular basis for the work of " Providing Pest Control Services ". The offers, in the prescribed format, shall be submitted online at <http://eprocure.gov.in/eprocure/app> as per the tender document. No tender will be accepted in hard copy, fax, e-mail or any other such means. The intending bidders must be registered with Public Procurement <http://eprocure.gov.in/eprocure/app>.

1.	Name of the work	:	Providing Pest Control Services for a period of 3 years at INCOIS, Hyderabad
2.	Submission of Bid	:	Please note that the subject tender has to be submitted online via our e-tender portal http://eprocure.gov.in/eprocure/app
3.	Type of Bid	:	Single Bid; Techno-Commercial Bid, Earnest Money Deposit EMD of Rs 8,000/-
4.	Last date for seeking the clarifications	:	On or before 15 00Hrs of May 28, 2019
5.	Bid submission due date online	:	On or before 1500 Hrs of June 17, 2019
6.	Bid opening date	:	After 16 00 Hrs. of June 18, 2019
7.	Bid validity	:	90 days from the date of opening of tender
8.	Contract Period	:	03 years from the date of issue/dispatch of order

Being an e-tender the bid has to be submitted online through the e-tender portal i.e., <https://eprocure.gov.in/eprocure/app>. Kindly refer **Appendix** for the detailed procedure. For any assistance, please contact help line of e-Tender portal or the following persons also may be contacted: Mr. Devendra Kumar /Mr. R V Giridhar, Phone No. 040-2388 6055/2388 6074, email: devendra.kumar@incois.gov.in / rvgiridhar@incois.gov.in

INCOIS may, at its discretion, extend the deadline for submission of bids by issuing the corrigendum, in which case all rights and obligations of the Owner and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

Postal Address	Location Address
Indian National Centre for Ocean Information Services (INCOIS), Ministry of Earth Sciences, Govt. of India, "Ocean Valley", Pragathi Nagar (BO), Nizampet (SO), Hyderabad - 500 090	Indian National Centre for Ocean Information Services (INCOIS), Ministry of Earth Sciences, Govt. of India, "Ocean Valley", Survey No.342/3, Beside ALEAP, Near Pragathi Nagar, Opp. JNTU-Kukatpally, Hyderabad 500 090, Ph.No.040-23886000, Fax No.040-23892910

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1) INTRODUCTION:

- 1.1. Indian National Centre for Ocean Information Services (ESSO_INCOIS), a unit of Ministry of Earth Sciences, Govt. of India is a premier scientific Institute of the country, functioning on 24X7 basis to provide Ocean data, information and advisory services to society, industry, Government and Scientific community through sustained ocean observation and constant improvement through systematic and focused researching information and Ocean modeling.
- 1.2. INCOIS is located at approximate 3km from Pragathi Nagar at Ocean valley, Pragathi Nagar PO, Nizampet SO, Hyderabad - 500090 ,near besides ALEAP in 60 acre premises. It had started functioning at its premises w.e.f 2004 after construction of various buildings along with related services were completed and occupied in year 2004.
- 1.3. Now the requirement for providing Pest control services for all the buildings at INCOIS., viz Main Building (G+1), Amenity Building (G+1), Guest House Building (G+2), MP Hall (G+1), Residential common areas (5 nos block with stilt + 3 floors & Directors Bungalow), Substation Building, Oceansat-2, Pumphouse, ITCoocean buildings (Academic Block & Hostel block), STP, Security cabins etc as per the scope of work mentioned below.

2) SCOPE OF WORK :-

- 2.1. **Providing Rodent Control Services:-**
Carrying out the treatment for the control of Rats, Mice, Bandicoots, Lizard and Spider twice in a month by deputing trained personnel as required in all working areas.
- 2.2. **Providing Mosquito Control Services:-**
Carrying out the Anti-Larval measures and Anti-Adult measures once in a week by deputing trained personnel as required in all working areas.
- 2.3. **Providing Snake Control Services:-**
Providing Snake Control Services: Carrying out the treatment for the control of Snakes once in a month by deputing trained personnel as required in all working areas.
- 2.4. The above services to be provided in all the buildings at INCOIS campus such as Main building(G+1), Amenity building (G+1), Guest House & Hostel building (G+2), Oceansat building (G+1), Sub-station (GF), M.P.Hall and Pump House & OHT area, ITCOOcean Academic Block, Guest House, STP, pump house, Substation etc. All working areas should be covered in each building. Total area of all buildings is apporx. 30000 sqm.
- 2.5. The agency should bring the required pesticides or chemicals, spray them through a spray gun or

place them if they are dry cubes or carry out such chemical treatment through insecticide sprays. Chemicals like Synthetic Pyrethroids / Herbal powder mixed with water or equivalent only to be used.

- 2.6. Vendor should carry out the above services during non-working hours or weekends. Before carrying out the work prior intimation to be given to concerned person of INCOIS.
- 2.7. Vendor should maintain log register and take signature from concerned person of INCOIS after carrying out the work every time.
- 2.8. The pest Management services should be as per Government of India and WHO norms. The pest control should cover all the places like spray under the tables, chairs, almirahs, on and around the pile of files, on wooden furniture, on false ceiling, on all staircases, on all toilets drain ducts, on all pantry rooms, in all stores and any hidden space under the furniture and should leave no space unattended.
- 2.9. Maintain a rodent and pest-free environment for facilities through scheduled preventive maintenance. Pest treatment shall include the building interior and exterior perimeter areas (doors, esplanade and 3 to 6 feet from the building facility). All routine service is to include insect and rodent control and shall be conducted weekly.
- 2.10. Keep the facilities, referenced herein environmentally pest-free inclusive of roaches, ants, silver fish, spiders, flies and fire ants through treatment.
- 2.11. The contractor will take all safety precaution as per standard govt. guidelines and they will also be responsible and liable for any laxity in this regards.
- 2.12. Rodent treatment against rat and mice is to be carried out through trapping & baiting methods by using tracking pad, glue pad as per latest ISI Specification.
- 2.13. The contractor shall be responsible to arrange his own necessary tools & appliance required for executing of the work.
- 2.14. The agency/firm should deploy one professional trained personnel in the institute to carry out of the pesticide treatment.
- 2.15. The fumes or any other product generated out of pest control treatment should not cause any harm to the staff and visitors to this office or any other than the intended pests.
- 2.16. No outdated chemicals should be used and all formulation /pesticides to be used for pest control treatment shall be safe for human beings and shall not have any detrimental effect on office equipment/furniture.
- 2.17. Contractor shall be responsible for any loss/damage cause to the building premises during the course of pest control treatment and the value of such losses/damage shall be recovered either from the contractor's bill or from the security money.
- 2.18. The contractor shall be responsible for control of pest which will included all type of insecticide including white ants, mosquitoes, flies, cockroaches, seasonal insects, beetles , rodents, rats, bedbugs, snake, spider, house mice, silverfish, wasps etc. in the office and the areas as mentioned under the scope of the tender.
- 2.19. The Snake control pest services are required once in a month and Rodent control service twice in a month & **Mosquito Control Services to be conducted every week**. The frequency of pest control and rodent control service may increase or decrease or as decided by the INCOIS from time to time.
- 2.20. The contractor should purchase all formulation /pesticides only from original manufacturer or their

authorized dealer.

2.21. If any complaint is received from the staff or visitors to this office and administration feels that the pest control treatment is not satisfactory then the said complaint shall be attended again by the contractor immediately free of cost/charge. In case of complaints are still received even after treatment, the office administration will review the contract and may terminate the contract if necessary.

2.22. The Director, INCOIS ,HYDERABAD has the right to terminate the contract without assigning any reason any time after awarding the contract.

2.23 **Penalty Clauses:**

If the vendor fails to provide the service for any particular week, penalty of Rs.1000 shall be imposed from the monthly bills.

Also if any damage of the equipment installed at the INCOIS buildings due to the presence of pesticides is noticed a penalty of Rs.2500 shall be imposed.

The penalty shall not relieve the contractor from his obligation to execute the works or from any other of his obligations and liabilities under the contract.

3) **Eligibility criteria:-**

Only those bidders fulfilling the following criteria should respond to the tender.

1. The Tenderer must be a Company registered under Indian Company Act 1956 or a registered firm. Registration certificate to be submitted. Proofs for Registration of company, PAN and GST certificates to be submitted.
2. The tenderer/bidder should have well established service / support centre in Hyderabad with trained manpower in maintaining the infrastructure covered under this tender. The details of location of service / support centre is to be submitted.
3. The agency should own latest equipment for performing the disinfestation and Rodent/pest control services. The bidder should submit a list of their equipment with technical bid.
4. The agency should strictly adhere to the statutory regulations viz. Minimum Wages Act, Shops & Establishment Act, PF Act, E.S.I Scheme and any other regulations covering labour contract where applicable. The agency should submit copies of Registration Certificates issued to them in respect of the above wherever applicable. The certificates are prerequisite for considering the bids failing which the bids would be rejected.
5. Tenderers should have at least five(5) years of experience in providing pest control service satisfactorily to large corporate and state/ central of organization/PSU. This should be supported by documentary evidence. Certificates of satisfactory performance to be submitted along with the tender.
6. The tenderer should have registered company/partnership/society.
7. Should have an annual turnover of at least Rs. 1.15 lakhs from pest control services in the last three financial year (i.e., 2015-2016,2016-2017&2017-2018)
8. Tenderer should have past experience in similar work of providing pest control services in last seven years ending previous day of last date of submission of the online Bid. Out of which one work of value Rs. 3.05 lakhs or two works of value Rs. 2.29 lakhs or three works of value Rs. 1.53 lakhs. Client certificates / PO to be enclosed along with contact details of the concerned clients in this regard.

9. The agency/ firm should preferably be a member of the Indian pest control association.
10. The firm must have valid license for handling chemical & pesticides from government authority.
11. The tender should have sufficient number of employees on its rolls specifically trained for pest control services.
12. The tenderer should enclose Earnest money Deposit(EMD) with the technical bid.

NOTE:

- a. Offers of bidders who do not fulfill the eligibility criteria or who fail to submit documentary proof for all the points under eligibility criteria will not be considered for further evaluation.
- b. No further communication in this regard will be entertained.

4) Contents of Proposal:-

Bid should contain all the information as listed below without which the offer will not be considered further.

NOTE:

- Bid should contain filled-in Table-1 and Table-2 along with legible documentary proof, without which the offer will not be considered further.
- Part/conditional/incomplete quotations will not be accepted.

Table 1: Technical Compliance Statement

S No	Description	Complied (Yes/No)	Documentary Proof Attached (Yes/No)	Remarks, if any
1.	The Tenderer must be a Company registered under Indian Company Act 1956 or a registered firm. Registration certificate to be submitted. Proofs for Registration of company, PAN and GST certificates to be submitted.			
2.	The tenderer should have registered company/partnership/society.			
3.	The tenderer/bidder should have well established service / support centre in Hyderabad with trained manpower in maintaining the infrastructure covered under this tender. The details of location of service / support centre is to be submitted.			
4.	The agency should own latest equipment for performing the disinfestations and Rodent/pest control services. The bidder should submit a list of their equipment with technical bid.			
5.	Tenderers should have at least five(5) years of experience in providing pest control service satisfactorily to large corporate and state/ central of organization/PSU. This should be supported by documentary evidence. Certificates of satisfactory performance to be submitted along with the tender.			

6.	Should have an annual turnover of at least Rs. 1.14 lakhs from pest control services in the last three financial year (i.e., 2015-2016,2016-2017&2017-2018)			
7.	Tenderer should have past experience in similar work of providing pest control services in last seven years ending previous day of last date of submission of the online Bid. Out of which one work of value Rs. 3.05 lakhs or two works of value Rs. 2.28 lakhs or three works of value Rs. 1.52 lakhs. Client certificates / PO to be enclosed along with contact details of the concerned clients in this regard.			
8.	Earnest Money Deposit (EMD).			
9.	Signature on all the pages of the tender document, including addendum, if any, issued by INCOIS.			
10.	Compliance to the "Scope of the Work" mentioned in Section 2 and "General Terms and Conditions" mentioned in Section 5.			
11.	Escalation matrix with full contact details, for the resolution of reported issues during contract period.			

Table-2: Compliance Statement (un-priced bid)

NOTE:

- Technical bid should contain filled-in Table-1 and Table-2 along with legible documentary proof, without which the offer will not be considered further.
- Part/conditional/incomplete quotations will not be accepted.
- Bidder has to quote for all the components given in the Price bid. Hence, please indicate as Yes or No in the table given below.

S No.	Item Description	Units	Qty	Please confirm whether prices are Quoted in commercial bid or not. (Yes / No) Please do not mention prices here.
1	Providing Rodent Control Services: Carrying out the treatment for the control of Rats, Mice, Bandicoots, Lizard and Spider by deputing trained personnel as required in all working areas. (Twice in a Month)	Month	36	
2	Providing Mosquito Control Services: Carrying out the Anti-Larval measures and Anti-Adult measures once in a week by deputing trained personnel as required in all working areas. (Once in a week)	Month	36	
3	Providing Snake Control Services: Carrying out the treatment for the control of Snakes once in a month by deputing trained personnel as required in all working areas. (Once in a month)	Month	36	

Price Bid should be filled the .xls format provided in the price bid cover only.

- Financial quote should consist of item wise price details for ALL the items, without which the offers will not be considered. (The successful bidder may be asked to submit details with respect to price break-up, if

required.)

- Partial quotations will not be accepted.
- Price should be quoted as per the format. Lump-sum quotes will not be considered and line-item-wise break-up is mandatory. The format of the Price bid should not be changed in any case.

5) Terms and Conditions:

SNo.	Details
1.	Quotation: Quotation have to submitted online in the e-tender portal i.e., http://eprocure.gov.in/eprocure/app only.
2.	Single bid system will be followed in selecting the vendor
3.	Validity Period: Bids/Offer shall have the validity period of 90 days from the tender closing date.
4.	Contract Period: 3 years form the date of issue / dispatch of work order.
5.	Bidder should submit all the necessary docuemnts as sought in the eleigibility criteria without which his offer would be rejected without any further commuincation.
6.	Bidders are requested to visit INCOIS for better understanding of Infrastructure installations and to understand the scope of the work more clearly before they submit their offers.
7.	Payment Terms: Monthly basis. 100% Payment will be released against monthly invoice duly supported with service reports signed by INCOIS representative, subject to satisfactory performance and acceptance. <i>Net payment will be released after statutory deductions. No advance payment will be allowed and no other payment terms will be considered.</i>
8.	Tenders not in complete shape or not conforming to technical specifications or not conforming to terms and conditions are liable for rejection.
9.	Earnest Money Deposit (EMD) : An amount of Rs. 8,000/- has to be submitted by way of Demand Draft from any Nationalized Bank in favour of "Director, INCOIS payable at Hyderabad". The Scanned copy of the Demand Draft is to be uploaded to the CPP Portal while submitting the offer. <i>The original DDs should reach to INCOIS on or before 1430Hrs of June 10, 2019. Offers received without EMD will be summarily rejected.</i> <i>If a bidder wishes to provide the EMD through BG , the BG (with validity 90 days from the date of opening of tender + 60 days claim period) has to be sent /forwarded directly by the issuing bank to INCOIS and must reach INCOIS on or before 14 30Hrs of June 10, 2019</i> Contractors registered with Ministry of Micro Small and Medium Enterprises (MSME) /National Small Scale Industries Corporation (NSIC) are exempted from payment of EMD only <u>if the Contractor is manufacturing/providing/supplying the tendered products/services for this particular tender.</u> A copy of valid registration certificate should be submitted along with the technical bid. This deposit will be free of interest. The EMD submitted by the unsuccessful bidder shall be returned to the respective bidder .
10.	Tender Document Cost : Tender document can be downloaded from tender portal or our website on Free of Cost. However, if the bidder wishes to collect the tender document personally from our office (INCOIS, Hyderabad) , needs to submit a written request letter along with a demand draft for an amount of Rs. 500/- issued by any Nationalized Bank in favour of "Director, INCOIS payable at Hyderabad". Vendors registered with Ministry of Micro Small and Medium Enterprises (MSME) /National Small Scale Industries Corporation (NSIC) are exempted from payment of Tender fee only <u>if the vendor is manufacturing and supplying the tendered products for this particular tender.</u> A copy of valid

	<p>registration certificate should be submitted along with the technical bid. Tender fee/Tender document cost/DD received towards the tender is non refundable.</p>
11.	<p>If any bidder withdraws his tender after price bid is opened, within the validity period or makes any modifications in the terms and conditions of tender, which are not acceptable to the ESSO-INCOIS, then ESSO-INCOIS shall without prejudice to any other right or remedy available to it, be at liberty to forfeit the entire or part of Earnest Money Deposit.</p>
12.	<p>GST: The bidder should specifically/particularly state GST if any applicable as extra and the rate at which the same are chargeable, failing which, the prices quoted, will be deemed to be inclusive of such levies. If a particular bidder is not registered under the GST Act, the prices quoted by him will be treated as net and inclusive of all taxes and statutory levies and that any future claims made by him for reimbursement of those levies on account of retrospective registration under the GST Act will in no circumstances be entertained by the INCOIS and that liability for payment of these levies will be wholly and exclusively that of the bidder quoting against our tender.</p>
13.	<p>Performance Guarantee : Successful bidder has to submit 05% of the Order value within 15 days from the date of receipt/dispatch of order towards Performance Guarantee by means of Demand Draft drawn in favor of Director, INCOIS payable at Hyderabad or Bank Guarantee from any Nationalized Bank valid for a period of 3 years , 60days. The EMD submitted by the successful tenderer shall be converted as Security Deposit and the balance amount required for 05% of order value to be submitted in the form of Demand Draft / Bank Guarantee for the purpose of fulfillment of the contract. This deposit will be free of interest and is refundable after the satisfactory execution of the contract and complete fulfillment of contractual obligations.</p>
14.	<p>PG is liable to forfeiture in the event of :</p> <ol style="list-style-type: none"> Withdrawal of order during validity period of the contract If the service of the successful bidder is found to be unsatisfactory and fails to adhere to our tender terms and conditions. Any unilateral revision made by the successful bidder during the validity period of the contract.
15.	<p>INCOIS shall bear no responsibility whatsoever for the damages/injuries sustained by the contractor's employees during operation of the contract and the contractor shall make his own arrangement for insurance of his employees deputed for the works.</p>
16.	<p>Necessary precautions should be taken before Services/operations at INCOIS. Standard security procedure which are in practice are to be followed by the successful tenderer</p>
17.	<p>Agencies must ensure that the pest control once done shall remain effective up to next pest control failing which it shall have to be done again without any extra cost.</p>
18.	<p>The successful bidder should also suggest proofing and sanitary measures to minimize the pest buildup problem to the concerned engineer of INCOIS.</p>
19.	<p>Please note that any falsification/suppression of information could lead to the disqualification from the tender.</p>
20.	<p>The successful bidder should commence the services immediately upon receipt/dispatch of the award of contract or from the date as decided by INCOIS and this will be binding on the bidder.</p>
21.	<p>If any loss or damage is caused to our property by your workmen, the cost of the same will be recovered from the agency/contractor.</p>
22.	<p>A formal Agreement is to be entered within 15 days after receipt of the Work Order and successful bidder should attend this office along with India Non Judicial Stamp paper of Rs.200/-.</p>
23.	<p>The authorized person who signs the tender should indicate his/her e- mail ID and Telephone No. for prompt communication, if required.</p>
24.	<p>Force Majeure Clause: If the execution of the contract order is delayed beyond the period stipulated in the contract as a result on out-break of hostilities, declaration of an embargo's or blockage or fire flood, acts of nature or any other contingency beyond the supplier's control, Director, INCOIS may allow such additional time by extending the delivery period as he considers to be justified by the circumstances of the case and his decision shall be final, conclusive and binding. If and when additional time is granted by the INCOIS, the contract/supply shall be read and understood as if it had contained from its inception the delivery date as extended.</p>
25.	<p>Subletting of contract: The contract shall not be sublet, transferred or assigned to any other firm without</p>

	the prior written approval of INCOIS. Bidder shall carryout the work directly themselves till the completion of work and not through power of attorney.
26.	The bidder shall sign and upload the Bids with the exact name and address of the firm, for which is submitted. The Only signed and stamped bids shall be uploaded by authorized officer of the firm.
27.	The acceptance of tender will solely rest with Director, INCOIS who does not bind himself to accept the lowest or any other tender. No reasons will be furnished for acceptance or rejection of any tender.
28.	Canvassing in connection with tender is strictly prohibited and any canvassing will render the bid of bidder ineligible.
29.	At any point during the tendering process, The Director, INCOIS reserves the right to cancel a part or the whole of this tender process , then INCOIS shall without prejudice to any other right or remedy available.
30.	INCOIS reserves the right to alter the scope/or reduce quantum of work, before/after issue of work order and bidder shall not have any claim whatsoever on this account. INCOIS also reserves the right to spilt the tender and award to separate bidder(s) if necessary and bidder shall not have any claim whatsoever on this account.
31.	Termination Clause: Director, INCOIS reserves the right to terminate the contract either whole or part of contract with one month notice.
32.	In case of any un resolved dispute or differences arising at any time between this Institute and the firm holding the contract, these shall be resolved in terms of the Arbitration and Conciliation Act 1996 and held at Hyderabad, Telangana only. Further, this contract is subject to laws of India alone.

- 6) Clarifications: INCOIS has made every effort to bring out the requirements to facilitate the Firms to make their proposals. However, keeping in view that Firms may require clarifications on certain points in this Document before submitting their Proposal, such queries or clarifications on tender document, if any, may be submitted by the firms (via e-mail) **on or before 1500 Hrs of 28.05.2019**. Note: Firms may submit a consolidated query only once. e-mail: bvs@incois.gov.in & vijay@incois.gov.in; E-mail subject should be mentioned as *“Providing Pest Control Services for a period of one year at INCOIS, Hyderabad”*. All the clarifications will be consolidated and clarified to the bidders and corrigendum/addendum will be uploaded in the tender portal and added in the tender column at INCOIS Web site (if required only).

7) **Contact/Delivery Address**

1) Head-CWG

Indian National Centre for Ocean Information Services (INCOIS)
Ministry of Earth Sciences, Govt. of India, “Ocean Valley”,
Pragathi Nagar (BO), Nizampet (SO)
Hyderabad - 500 090, Telangana., India
Phone No.:040-23895010 / 23886003, Fax No.: 040-23895001 / 23892910
e-mail: bvs@incois.gov.in/vijay@incois.gov.in

2)Director

Indian National Centre for Ocean Information Services (INCOIS), Ministry of Earth Sciences, Govt. of India “Ocean Valley”, Pragathi Nagar (BO), Nizampet (SO)
Hyderabad - 500 090, Telangana, India, Fax: 040 2389 5001 / 23892910; e-mail: director@incois.gov.in

We have read and understood the above terms and conditions in detail and the same are accepted by us.

Signature of the Tenderer/ Authorised Signatory & date

Name

OFFICE SEAL,

Address

Note: The bidder/tenderer has to sign & stamp on all pages of tender document and upload the same

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

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 “Click **here to Enroll**” on the CPP Portal 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 / TCS / 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 formats. Bid documents may be scanned with 100 dpi with black and white option. 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.

4. 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

1. 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.
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 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 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.
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, 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. The contact number for the helpdesk is 1800-3070-2232.