



**ICAR-INDIAN INSTITUTE OF HORTICULTURAL RESEARCH
HESSARAGHATTA LAKE POST, BANGALORE-560 089**

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**NOTICE INVITING TENDER (TWO BID SYSTEM) THROUGH E-PROCUREMENT
TOWARDS Annual Maintenance Contract for Operation and maintenance of Cold Storage
Plant and Equipment (Mushroom and Seed store) at IIHR, Hesaraghatta under departmental
supervision. during the financial year 2018-19.**

We have requirement for the AMC services as per Annexure-II, Tender is being invited from contractors / firms / agencies registered with CPWD / KPWD / MES / Railways towards the same. All the relevant details are given below.

The tender document contains the following:-

**Annexure I – “Guiding specification and other Technical details”
Annexure-II - “Instructions for Online Bid Submission”**

Tender Enquiry No.: F. No. 5-37/2017-18/ Cold Storage / Works/	
Date and Time for Issue/Publishing	05.05.2018 at 12:00 PM
Bid Submission Start Date and Time	05.05.2018 at 12:00 PM
Bid Submission End Date and Time	26.05.2018 at 03:00 PM
Date and Time for Opening of Bids	28.05.2018 at 11.00 AM

IMPORTANT NOTES:-

- i. Tender Documents can be downloaded from IIHR website www.ihr.res.in or from the Central Public Procurement Portal www.eprocure.gov.in. Bidders should enroll / register in the e-procurement module of Central Public Procurement Portal through the website : www.eprocure.gov.in for participating in the bidding process. Bidders should also possess a valid DSC for online submission of bids. Central Public Procurement Portal (CPPP) **shall not tamper/modify the tender form including downloaded price bid template in any manner**. In case if the same is found to be tempered /modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with IIHR.
- ii. Quotations should be submitted along-with Earnest Money Deposit (Interest Free) of **Rs.25,000/-** for the above item by way of Demand Draft drawn in favour of the Director, Indian Institute of Horticultural Research, Bangalore 89 payable at Central Bank of India, Hesaraghatta Branch, Bangalore 89. Quotations without EMD or insufficient EMD will not be considered. The EMD will be liable to be forfeited, if the Contractor/Agency withdraws or amend, impairs, or derogates the Quotation, in any respect within the period of validity of this Quotation. **(If any firm/Contractor has EMD exemption, they must attach copy of exemption certificate with quotation).**
- iii. EMD of unsuccessful agency/contractor remitted in the form of DD will be returned to the concerned contractor without any interest thereon, as early as possible.

- iv. **Bids received on e-tendering portal only will be considered. Bids in any other form sent through sealed cover/email/post/fax etc. will be rejected.**
- v. IIHR reserves the right to accept / reject any or all the tenders in part /full without assigning any reason thereof.
- vi. IIHR will not be responsible for any delay in enrollment / registration as bidder or submitting /uploading the offer on e-tender portal. Hence, bidders are advised to register in e-tendering website www.eprocure.gov.in and enroll their Digital Signature Certificate and upload their quotation well in advance.
- vii. Any change / corrigendum / extension of opening date in respect of this tender shall be issued through websites only and no press notification will be issued in this regard. Bidders are therefore requested to regularly visit our website for updates.
- viii. The tender form/bidder documents may be downloaded from the website: <https://eprocure.gov.in/eprocure/app> . Online submission of Bids through Central Public Procurement Portal (<https://eprocure.gov.in/eprocure/app>) is mandatory. Manual bids shall not be accepted.
- ix. Tenderers / bidders are requested to visit the website <https://eprocure.gov.in/eprocure/app> regularly. Any changes/modifications in tender enquiry will be intimated by corrigendum through this website only.
- x. In case, any holiday is declared by the Government on the day of opening, the tenders will be opened on the next working day at the same time. The Ministry reserves the right to accept or reject any or all the tenders.

The Firms are required to furnish the following undertaking.

- I. We agree for the operation and maintenance of Cold Storage. We confirm that the same will meet the description, specification and other technical details as mentioned in the tender enquiry.
- II. We agree to all terms and conditions of your tender enquiry.
- III. We have furnished all the information, as required in the tender enquiry and attached the relevant documents.
- IV. We shall comply with all the statutory provisions like minimum wages, EPF, ESIC, Bonus etc., in respect of workers engaged for execution of AMC.

ELIGIBILITY CONDITIONS:-

1. The agency should have at least five years experience in execution of AMC contracts for operation and maintenance of Cold Storage plant and equipment in reputed Govt./Semi Govt. organization / institutions / undertakings / any other establishments including reputed Pvt. firms etc., they must also enclose proofs of work orders in this regard.
2. Turnover for the last Three years should be at least Rs.50 Lakhs per annum in execution of AMC Cold Storage. Balance Sheet certified by the Chartered Accountant indicating the Turnover per annum should be enclosed.
3. The agency must have undertaken and completed AMC work for Operation and Maintenance of Cold Storage to the extent of Rs. 35 lakhs and above in central / state Govt. Department / Institution/ any reputed organization including private firm during the last three years and copies of documents in support of the above should be enclosed.
4. Registration of GST.
5. The firm / individual must have a registration with KPWD / CPWD / Indian Railways / MES etc., as an appropriate class of contractor. For this work the firm / individual has to be a licensed Refrigeration contractor.
6. Client list with contact details for verification.
7. Registration with Income Tax department (Copies of PAN & IT returns for the last three years.

(In case Tenderer desires to put some additional/modified stipulations, terms and conditions etc. the same may be clearly indicated).

We confirm that our offer will remain valid for acceptance for one year from the date of issue of order.

Sd/-
(G.G. HARAKANGI)
CHIEF ADMINISTRATIVE OFFICER

Annexure-I

i. Price structure:

a) The tenderer shall quote for the complete requirement of services / Operation and maintenance of Cold Storage.

b) The rates and prices quoted shall be in Indian Rupees only.

c) All duties, taxes (GST) and levies payable by the contractor under the contract need to be indicated separately.

d) The rates and prices quoted by the contractor shall remain firm and fixed during the currency of the contract and shall not be subject to variation on any account, whatsoever, including statutory variations, if any.

ii. Security Performance: To ensure due performance of the contract, performance security is to be furnished by the successful bidder for an amount of 10% of the value of the goods as fixed by the competent Authority in the form of Account payee Demand draft, fixed deposit receipt, Bankers cheque or Bank Guarantee in favour of the Director, IIHR, Bangalore payable at Bangalore to be furnished within 21 days from the date of issue of work order.

iii. Receipt of result and terms of payment:

a) Payment term for providing required services (as and if applicable) :-

The paying authority shall release the full payment to the contractor as due in terms of the contract, within fifteen working days of receipt of contractor's invoice, purchaser's receipt certificate and other accompanying documents, provided the same are in order.

iv. PAYING AUTHORITY: THE DIRECTOR, IIHR, HESSARAGHATTA LAKE POST, BANGALORE- 560 089.

v. Liquidated Damage Clause:

If any time during the performance of the contract, the contractor encounters conditions hindering timely maintenance of the services, the contractor shall promptly inform the purchaser in writing the fact of the delay and the likely duration of the same. After receipt of contractor's communication, the purchaser shall decide as to whether to cancel the contract for the maintenance / operation portion after the existing period. If the contractor fails to maintain the Cold Storage plant and equipment and / or perform the services within the contractual period for reasons other than circumstances beyond contractor's control (which will be determined by the purchaser) and the purchaser extends the delivery period, the purchaser will also deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% (half per cent) of the delivered price of the delayed services or unperformed services for each week of delay or part thereof until actual performance. The maximum limit of such deduction will, however, be 5% (Five per cent) of the contract price of the delayed services.

Further, during such delayed period of performance, the contractor shall not be entitled to any increase in price and cost, whatsoever, on any ground. However, the purchaser shall be entitled to the benefit of any decrease in price and cost on any ground, whatsoever, of the services, contractor's during the AMC period.

vi) Dispute Resolution Mechanism

If any dispute or difference arises between the purchaser and the contractor relating to any matter connected with the firm, the parties shall make every effort to resolve the same amicably by mutual discussions. However, if the parties fail to resolve the dispute or differences by such mutual discussion within 30 days, either the Second Party or the contractor may give notice to the other party of its intention to refer the same to arbitration. The arbitration shall commence thereafter. The arbitration shall be conducted by a sole arbitrator, who will be appointed by the Secretary, ICAR and the procedure to be followed in this respect will be as per the Indian Arbitration and Conciliation Act, 1996. The venue of the arbitration shall be the place from where the contract is issued.

1. Please furnish a certified copy of your latest ITCC (INCOME TAX CLEARANCE CERTIFICATE).
2. Please indicate if you are currently carrying out any other works including AMC with any other Govt. organization and if registered, furnish all relevant details.
3. Please state whether business dealings with you presently stand banned by any Government organization and, if so, furnish relevant details.
4. The First Party shall at all times indemnify the Second Party, at no cost to the Second Party, against all third party claims of infringement of patent, trademark or industrial design rights arising from the use of the services or any part thereof, with respect to the services quoted by the First Party in its offer.
5. The contract shall be governed by the laws of India and interpreted in accordance with such laws.
6. The quotation / offer shall remain valid for acceptance for a period of One year. However, the rate contract will come into force with effect from the date of issue of approval letter.
7. Notwithstanding the above, the Second Party reserves the right to accept or reject any quotation or annul the tendering process and reject all quotations at any time prior to award of the contract, without assigning any reason, whatsoever, and without incurring any liability or obligation, whatsoever, to the affected tenderer or tenderer.

Sd/-
(G.G. HARAKANGI)
CHIEF ADMINISTRATIVE OFFICER

Annexure – II

SPECIFICATION & OTHER TECHNICAL DETAILS for Annual Maintenance Contract of Cold Storage plant and equipment (Mushroom Lab and Seed Store), at ICAR-IIHR, Hesaraghatta, Bangalore.

ICAR-IIHR, Bangalore has decided to entrust the operation and maintenance of Cold Storage Plant and equipment of Mushroom lab & Seed Store, cooling tower, water supply lines, insulated ducting, Essential and Non-Essential panel boards installed at IIHR Hesaraghatta, Bangalore-560089.

The Tenderer or his technical representative should possess a valid Class- I License in Air Condition / Mechanical /Refrigeration issued by the Govt. of Karnataka / India.

1. Operation and maintenance of Cold Storage Plant and equipment of Mushroom lab & Seed Store at ICAR-IIHR, Hesaraghatta, Bengaluru-560089 under departmental supervision comprising of

- a) **2X5 TR AC plant at Seed store and its operating conditions shall be 15 deg. C + / -2 deg C, RH 40% +/- 5% .**
- b) **2X 7.5 TR AC plant at Mushroom lab and its operating conditions shall be 16 deg. C + / -2 deg C, RH 80% to 85 % and pause mushrooms=25 deg. C to 30 deg. C, RH 80% -85%**

The agency should comply with the following terms and conditions for running and maintenance of Cold Storage at IIHR, Hesaraghatta.

The operation and maintenance of the cold storage plant and equipment and installations as above shall be subject to the following terms and conditions:

M/s. Herein after referred to as the First Party has agreed to undertake the operation and maintenance of Cold Storage Plant and equipment of Mushroom lab & Seed Store at ICAR-IIHR Hesaraghatta (hereinafter referred to as the First Party) as per Schedules and Annexure herein.

It is agreed and declared by the parties as follows:

1. The terms of contract will be for a period of one year from **the date of issue of AMC**. The contract may be extended for a further period of one year on mutual terms and conditions as may be agreed mutually between the parties.

2. The Second party agrees to pay a sum of Rs ----- (Rupees) + GST for one year towards the O & M of the Cold Storage plant and equipment subject to the condition that the money will be paid every month on the basis of work done to the satisfaction of the second party(ICAR-IIHR) in the previous month.

3. The First party agrees to operate and maintain the cold storage plant and equipment as detailed in the schedule to this agreement situated at ICAR- IIHR Hesaraghatta Bangalore-560 089.

4. The operation of the Cold Storage and equipment shall be round the clock in three shifts so that uninterrupted temperature and humidity control is available in Mushroom lab and Seed Stores. All the Operators shall possess ITI pass certificate in Refrigeration / HVAC (Heating Ventilation & Air Conditioner) Mechanic / Mechanical with three years experience.

I Shift	6.00 AM to 2 .00 PM
II Shift	2.00 PM to 10.00 PM
III Shift	10.00 PM to 6.00 AM

Operators should report fifteen minutes before the start of shift duty. In case of absence of any operator, alternate arrangements shall be made to ensure that the shift duty is not disturbed or adversely affected. **The number of operators, refrigeration technician, AC Mechanic and engineer should be specified by Tenderer.**

ANNEXURE No. 1

A) MAINTENANCE SCHEDULE:

A log book with the following maintenance activities shall be maintained.

(a) **Daily Maintenance:** External cleaning of AC Plant & Panels, Other Refrigeration Panel Rooms. Checking of Refrigerant LP/HP/OP/ of Gas , Oil Lubricant of Cold Storage Plant. leakage of oil water and lubricant of Cold Storage externally etc.,

(b) Weekly Maintenance.

All the above jobs, besides, thorough cleaning of the AC Plant Room and panels in run by using blower, Leakage checking of Oil and Refrigerant of AC Plant and Other Refrigeration Lines in Rooms

(c) Monthly Reports:

Submitting the Refrigerant, Oil consumption details, BESCOM power down-time, Operation log Book and Repair/Service history book of Cold Storage Plant and Equipment.

Technical Terms and Conditions:

1 The Second party will hand over the plant and machinery as indicated in schedule which is at present under the custody of ICAR-IIHR Bangalore, to the First party by obtaining proper receipt from the First party.

2 The First party agrees that it will maintain the equipments with due diligence and care and in proper condition. In case there is any failure or break down of equipment, the First party should make necessary arrangement for re-commissioning the plant and machinery within 12 hours. Further, the first party agrees that the system would be maintained properly ensuring un-interrupted plant maintenance with the help of stand-by Cold Storage equipment and ensure immediate/quick repair whenever stand-by spares are not available.

3 It is agreed between the parties that validity of duration of all break-down/ failure or restoration period / requirement and all other related matters of the contract/equipment's etc., would be decided by the Director, ICAR- IIHR or his nominee.

4 The first party undertakes that it will utilize electricity and fuel properly and diligently without misuse, abuse or waste. In case of misuse of the Refrigerant and oils, the first party would be penalized as per instructions of the Director ICAR- IIHR which shall be final and binding on the First Party and the First Party shall accept the decision of the Director, ICAR-IIHR without demur.

5 It is agreed between parties that inspection reports submitted by the first party must be certified by the second party.

6 Log books and history books have to be maintained by the first party for all the equipment individually as required by the second party

7 In case of and equipment required to be taken out from ICAR- IIHR Hessaraghatta premises for repairs, the necessary permission will be taken by the first party.

8 The staff engaged by the first party would be subjected to the security and discipline rules existing at ICAR- IIHR, Hessaraghatta.

9 While handing over the equipment back to ICAR- IIHR, after the expiry of contract period, the first party shall ensure that all the plant, machinery, equipment & installation are in good working condition except for the normal wear and tear.

10 During the course of contract period, if any change of layout is considered necessary by the first party which is conducive for the operational procedure. The First party undertakes to carry out the same on its own accord after obtaining approval for ICAR- IIHR. In case any modifications are done, the same would be done by the first party on chargeable basis.

11 The First party would provide maintenance schedule to second party which has to be approved by IIHR.

12 During the contract period, the first party would not cause any damage to the installation / equipment/building and or the connected accessories which are in their custody and which are the property of the ICAR- IIHR. In case it is done; the first party would be penalized accordingly as decided by the Director ICAR- IIHR.

13 All the plants will be examined during the first fifteen days of the operation of the Contract. The defects pointed out will have to be rectified by the first party at their cost.

14 The first party will ensure that sufficient staffs are deployed round the clock on all days. If the staff is absent for 3 days or more continuously there will be deduction of salary proportionally for the period of absence after deduction, Deduction @ -----(----) per annum for the period of such absence. Refrigeration supervisor will be present at site whenever required by the second party. The First party agrees to make good any loss or damage, caused to the plant equipment etc. on account of such absence of the staff. The extent and cost of such damage/loss shall be decided by ICAR- IIHR.

15 Refrigerant, Oil Lubricants and cleaning materials as required for operation and maintenance of the plants will be provided by the second party (ICAR-IIHR).

16 However, in case of Refrigerant/ oil leaks on account negligence/faulty operation or storage or any wilful / irresponsible acts on the part of the first party, then replacement of such consumables shall be done by the First party at their own cost and risk.

17 If the second party, after considering the running condition and maintenance of the plant by the first party, is not satisfied and that on account of such maintenance of the plant by the first party the plant has struck work or break down for any period, in such an event the second party is entitled to invoke penalty clause and impose a penalty of one percent of the contract value per week of the delay till recommissioning of the plant subject to maximum penalty of 10% of the total value of the contract. The reasonable time required for maintenance will be decided by the Director ICAR- IIHR, Hessaraghatta.

18 However the Second Party reserves the right to terminate this contract at any time without assigning any reason what so ever by giving one month's notice to First party.

19 The testing/replacement of part in all the systems as per the requirement for proper functioning and the quality of materials will be as per BIS/ ISI specifications/codes/standards. However, if the Director, ICAR- IIHR, feels that the parts have been damaged due to negligence/ faulty operation or any wilful act by the employees of First party, the same will be replaced at the cost & risk of First party.

20 It will be the responsibility of the First party to maintain all plant and equipment in the best condition.

21 The First party will give an agreed procedure for attending to emergencies. This will be subject to revision/changes by the Director ICAR- IIHR, Hessaraghatta

22 List of spare parts required will be prepared jointly by the First party -----and second party.

23 The second party, ICAR- IIHR is not responsible either to the first party or its workman for any injuries, death or any kind of loss occurred during the course of operation and

maintenance of the cold storage plant and equipment installation.

24 The second party is at liberty to rescind/cancel/terminate this contract before the expiry of the stipulated time under the contract by issue of one month's notice without assigning any reasons. Once the contract is rescinded the second party will not be responsible for payment of any compensation or damage to the First party.

25 The First party shall be responsible for the financial liability on account of its workers/employees and shall implement all labour laws or other statutory requirements while carrying out the work.

26 The First party shall be clearly stating in the firms/ company's letter head, the amount of wages (Gross pay, Net pay) to be paid to the operator and helper along with details of Employee and Employer's share of EPF and ESI.

27 Contribution on monthly basis. The First party is also required to certify the status of Weekly holiday and 3 (three) National Holidays. This will be put up on the notice board.

28 The First party shall have insurance coverage to all the personnel engaged, against all risks including against Refrigeration / electrical/ mechanical accidents while performing Operation and Maintenance Works. The first party is solely and wholly responsible for any accident claims, legal proceedings, compensations, hospital expenses, police complaints etc., in case of any mishaps, accidents or any untoward incidents & injuries. The contractor or his staff are not eligible for any compensation from ICAR- IHR in this regard. Accident compensation shall be the sole liability of the contractor only. In case Institute is made to bear the compensation, the Institute reserves its right to recover the same from the amount due to the First Party.

29 The First party shall submit the following documents along with the monthly bill raised for the previous month's work done.

- a. Duly certified attendance sheet indicating
- b. Duty rosters, weekly off, 3 (three) National Holidays etc.
- c. Photocopy of acquittance roll submitted by the firm should be certified by the firm stating clearly the amount of EPF and ESIC contribution reflected against each employee's name has actually been credited by the firm in respective a/c.
- d. Log books and history sheets maintained by the first party for the all equipments individually and got verified every month as required by second party.
- e. Refrigerant and Oil consumption details.
- f. AC Plant down time details.
- g. Refrigerant ,Oil & lubricants consumption details

30 Notwithstanding any of the above, in the event of any dispute of difference arising under these condition or any other condition of contract, the same shall be referred to the Sole Arbitrator or any officer appointed to be the Arbitrator by the Secretary, Indian Council of Agricultural Research, New Delhi.

31 **Arbitration:** Subject to aforesaid, the arbitration and thereof for the time being in force shall be deemed to apply to the arbitration proceedings under this clause. Work under the contract shall continue during the arbitration proceeding and no payment due to or payable to the first party shall be with held on account of such proceedings. The venue of arbitration shall be any place in Bengaluru which the Arbitrator at his discretion may determine.

This work and all legal disputes are subject to jurisdiction of courts in Bangalore.

ANNEXURE No. 3

Nature of Minor Maintenance work to be carried out by the First party Under the Supervision of Refrigeration / Mechanical / HVAC Engineer.

General Maintenance Works:

1. Cleaning of Refrigeration Room, Panels rooms, cooling tower, water supply lines, lighting and any other works assigned by the Engineer.
2. Recording of Cold Storage Plant & Equipment Refrigeration Temperature and Humidity reading as directed by the maintenance Engineer.
4. To carry out minor works such as replacement of Refrigerant ,Oil and Lubricant of Cold Storage Plant & Equipment.
5. Recharging of Refrigerant ,Oil Gas carrying out Regular and Routine work and any other duties assigned by Maintenance Engineer.
6. House keeping-sweeping of control room, battery room, Auxiliary room, office room of station in charge, removing of cobwebs, cleaning and maintenance of water supply and sanitary system.
7. The Contractor should display Shift Chart showing names of Shift Operators & Helpers performing Shift duties.
8. The Shift staff should attend only one shift per day and if it is noticed that shift staff are attending more than one shift per day, the Contract shall be liable to be terminated forthwith.
9. The Contractor should provide three different batches of shift operators and helpers attending the statutory expenditure.
10. The Contractor shall provide uniform and ID card to his workers.
11. The Contractor shall provide all necessary safety gear, tools & equipment to his workers.

Duties and Responsibility of First Party:

1. Shift duties round the clock on all Seven days a week as per agreement. In every Shift one Shift Operator and Shift Helper should always be present.
2. Shift Staff of the Contractor should record hourly readings for 24 hours correctly.
3. Shift Staff of the Contractor should provide all the data required to the higher office.
4. Shift Staff of the Contractor should assist the IIHR staff in attending minor troubles in AC plant room of equipments etc.,
5. The Shift Staff of the Contractor should assist the ICAR - IIHR, in any work connected to the AC work whenever asked to do so.
6. Any other work entrusted in the Cold Storage and Plant room either in restoration of supply or in maintaining continuity of supply should be carried out.
7. Contractor should Maintain Attendance Register and monthly payment register of the Shift Staff at the station produce the same for verification by any Inspecting Officers of ICAR - IIHR.
8. Contractor should instruct his staff to very strictly adhere to the Security measures of the Cold Storage Plant & Equipment Refrigeration Sub-Station and should maintain inventory register of materials in the station yard.
9. At the time of submitting the monthly bill, the Contractor should submit copies of the vouchers, regarding payments made to his employees for the previous month, together with the copies of challans with code Nos. for having remitted EPF contributions to the concerned authorities, and also the copies of remittance challans for having credited the monthly wages to the individuals Bank account of the workers engaged by him.

INSTRUCTION TO BIDDERS

The Tenderer should possess a valid class-I Refrigeration license issued by the Government of Karnataka. The Tenderer or his technical representative should possess a minimum qualification of Diploma in Refrigeration Engineering recognized by the Govt. of Karnataka. In case of firms, the Proprietor should himself be a Diploma / Bachelor Degree holder in Refrigeration Engineering recognized by the Govt. of Karnataka.

Bidders with the following qualifying requirement shall be preferred for the work:

1. Engaged in operation / maintenance of COLD STORAGE PLANT & EQUIPMENT/ any reputed Private Firms Station as a Turnkey contractor and should have completed at least one station successfully.
2. Engaged in operation / maintenance of Refrigeration sub stations under CPWD / any reputed Private Firms custody. Labour Contractor should have completed at least one station successfully.
3. Contractor having a minimum experience of one year in Shift and Maintenance of COLD STORAGE PLANT & EQUIPMENT/ any reputed Private Firms station as a Contractor.

The bidder should have the experience of operation / maintenance of Cold Storage Plant & Equipment Refrigeration Sub - station and above in any Govt. Organization / PSU / any reputed Private Firms Proof of having carried out such works shall be submitted along with the tender. The repair and maintenance of Refrigeration equipments / installations for major works should be carried separately through authorized dealers and sole manufacturers.

The tender will be on two bid system. (1) Technical Bid (2) Financial Bid.

**Sd/-
(G.G. HAKANGI)
CHIEF ADMINISTRATIVE OFFICER**

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”. Enrolment 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 DSCs to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their userID / password and the password of the DSC / eToken.

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.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” 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) A standard BoQ 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 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.
- 4) 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.
- 5) 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.

- 6) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 7) 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.
- 8) 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.

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 233 7315.

For any technical related queries please call the Helpdesk, Mobile Number -

+91 8826246593 Tel: The 24 x 7 Help Desk Number 0120-4200462, 0120-4001002.

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

Note: Bidders are requested to kindly mention the URL of the Portal and Tender Id in the subject while emailing any issue along with the Contact details.

Sd/-
(G.G. HARAKANGI)
CHIEF ADMINISTRATIVE OFFICER

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

Date:

To,

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: -

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/ organisation 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. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract , without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)