

# All India Institute of Medical Sciences

Rishikesh-249203



## Tender Document for Outsourcing of Hospital Support Services ( Medical Record Services + Porter Services) at AIIMS Rishikesh

Ref. No.	:	24/RT/Hospital Support Services/459/2019-Rish(Admn)
Publishing Date	:	13/04/2019
Pre-Bid Meeting	:	23/04/2019 at 3:00 PM
Bid Submission Start Date	:	13//04/2019
Last Date of Bid Submission	:	03/05/2019
Bid Opening	:	04/05/2019.

Tender documents may be downloaded from institute's web site [www.aiimsrishikesh.edu.in](http://www.aiimsrishikesh.edu.in) (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app>

**Tender Document for Outsourcing of Hospital Support Services ( Medical Record Services + Porter Services) at AIIMS Rishikesh**

**TENDER NOTICE**

**For**

AIIMS Rishikesh is one of the SIX Apex healthcare institutes being established by the Ministry of Health & Family Welfare, Government of India under the *Pradhan Mantri Swasthya Suraksha Yojna* (PMSSY). With the aim of correcting regional imbalances in quality tertiary level healthcare in the country and attaining self-sufficiency in graduate and postgraduate medical education and training.

1. AIIMS Rishikesh Invite SI/ Bidders to provide services for Outsourcing of Hospital Support Services (Medical Record Services + Porter Services) at AIIMS Rishikesh
2. E- tenders are invited for and on behalf of Director, AIIMS, Rishikesh, in two bids – technical and financial from reputed agencies with proven competency in providing Outsourcing of Hospital Support Services ( Medical Record Services + Porter Services) at AIIMS Rishikesh Uttarakhand along with the required Passive work in their premises.
3. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>.
4. The complete bidding process is online. Bidders should be possession of valid digital Signature Certificate (DSC) for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above. For any assistance for e-bidding process, if required, bidder may contact to the helpdesk at 0135-2462915.
5. Tenderer/Contractor/Bidders are advised to follow the instructions provided in the ‘Instructions to the Contractors/Tenderer/Bidders for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>’.
6. Hard Copy of earnest money deposit and tender fee etc. must be delivered to AIIMS, Rishikesh on or before last date/time of Bid Submission as mentioned above. The bid without EMD and tender fee will be summarily rejected. The scanned copy of the EMD and Tender fee should be attached in the technical bid.
7. The tender shall be submitted online in two part, viz., technical bid and financial bid. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.

**The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.**

8. Any future clarification and/or corrigendum(s) shall be communicated through <https://eprocure.gov.in/eprocure/app> or through our website: [www.aiimsrishikesh.edu.in](http://www.aiimsrishikesh.edu.in). The bidders are required to regularly check the website to know about any/all such corrigendum(s) as only these bids, taking care of such corrigendum(s) shall be considered for finalisation of the tender.
9. Bidder should necessarily enclose a covering letter mentioning a summary of applied document with proper numbering. Secondly, bid should also attach a compliance sheet as per specification mentioning that they are complying to all specification or have any variation.

10. The pre bid conference would be held on ..... at **03.00 PM** in the office of Tender Opening Room, AIIMS, Rishikesh. All firm's representative who are attending the pre bid meeting, shall produce an authorization letter from their firm on the firm's letter head. They are required to put their query in writing before the committee and submit the same in writing on its letter head.
11. All the duly filled/completed pages of the tender should be given serial /page number on each page and signed by the owner of the firm or his Authorized signatory. In case the tenders are signed by the Authorized signatory, a copy of the power of attorney/authorization may be enclosed along with tender. A copy of the terms & conditions shall be signed on each page and submitted with the technical bid as token of acceptance of terms & conditions. Tender with unsigned pages/incomplete/partial/part of tender if submitted will be rejected out rightly.
12. Any omission in filling the columns of Financial Bid form (Schedule of Rates) shall debar a tender from being considered. Rates should be filled up carefully by the tenderer. All corrections in this schedule must be duly attested by full signature of the tenderers. The corrections made by using fluid and overwriting will not be accepted and tender would be rejected.
13. (i) **Bid Security:** -The bidder shall pay the respective amount of Bid Security (EMD) as mentioned in table-I along with the Technical Bid by way of demand draft/FD/TD/CD in favour of "AIIMS, Rishikesh" drawn on any Nationalized Bank/ Scheduled Bank and payable at Rishikesh and must be valid for (6) six month. Bids received without tender fees and Earnest Money deposit (EMD) shall stand rejected and thus shall not be considered for evaluation etc. at any stage. The original EMD will be put in cover-I containing with Technical bid.
  - a) The Public Sector Undertaking of the Central/State Govt./MSEs/MSME/Registered with Central Purchase Organization are exempted from furnishing Earnest Money along with tender, **subject to submission of its valid proof.**
  - b) The firms Registered with DGS & D/SSI and any approved source of Centre/States Govt. are not exempted from furnishing Earnest Money in so far as this institute is concerned.
  - c) Earnest Money deposited with AIIMS, Rishikesh in connection with any other tender enquiry even if for same/similar material / Stores by the tenderer will not be considered against this tender.
  - d) Declaration of Udyog Aadhar Memorandum (UAM) number by the vendors on CPPP is mandatory. The bidders who fail to submit the UAM number shall not be able to avail benefits available to MSE's.
- (ii) EMD is required to protect the purchaser against the risk of Bidders conduct. The EMD will be forfeited if the bidder withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its tender or if it comes to the notice that the information/ documents furnished in its tender is incorrect or false.
14. The bid security (EMD) without interest shall be returned to the unsuccessful bidders after finalization of contract with successful bidder.
15. Bidders are not allowed to submit more than one bid for the same/similar tendered item else all his bids shall be cancelled thereby making him disqualified in addition to the forfeiture of the EMD.
16. The successful bidders have to execute a contract on Indian non judicial stamp paper of Rs.100/- (Rupees one hundred only) within twenty-one (21) days from the date of award of this tender in his favour and also required to furnish the **Security Deposit @ 10%** of contract value in the form of FD/BG/TD/CD for **three months**

**extra of the contract period** from any Nationalised/Schedule bank duly pledged in favour of AIIMS, Rishikesh & payable at Rishikesh only. The EMD deposited by successful bidder may be adjusted towards Security Deposit as demanded above after its validation for the required period. If the successful bidder fails to furnish the full security deposit or difference amount between Security Deposit and EMD within 21 (twenty-one) days after the issue of **Letter of Award** of Work, his bid security (EMD) shall be forfeited and award of tender in suppliers favour automatically stands terminated at his cost & liability, unless time extension has been granted by AIIMS, Rishikesh.

17. The EMD/PBG shall be forfeited if successful bidder fails to supply the goods/equipment in stipulated time or fails to comply with any of the terms & conditions of the contract or fail to sign the contract.
18. The bid shall be valid and open for acceptance by the competent authority of AIIMS Rishikesh for a period of 180 (one hundred eighty) days from the published date of opening of the tenders and no request for any variation in quoted rates and / withdrawal of tender on any ground by bidders shall be entertained. The unilateral withdraw at any stage will cause forfeiture of EMD in addition to any remedy that the purchaser may have under the law.
19. To assist in the analysis, evaluation and computation of the bids, the Competent Authority, may ask bidders individually for clarification of their bids. The request for Clarification and the response shall be in writing but no change in the price or substance of the bid offered shall be permitted.
20. After evaluation, the work shall be awarded normally to the Agency fulfilling all the conditions of the contract and who has quoted the lowest rate as per financial bid after complying with the all the Acts / provisions stated / referred to for adherence in the tender.
21. The competent authority of AIIMS, Rishikesh reserves all rights to accept or reject any/ all tender(s) without assigning any reason. It can also impose/relax any administrative term and condition/specifications of the tender enquiry after due discussion in pre-bid conference. This will be communicated and shown over the website of the Institute. No representation will be considered after pre-bid meeting and **bidders may ensure its queries only in pre-bid meeting.** AIIMS, Rishikesh also reserves the right to reject any bid which in his opinion is non-responsive or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process.
22. Tender must be submitted on the prescribed Tender Form otherwise tender will be cancelled straightway.
23. The tender form is not transferable.
24. Canvassing in any form is strictly prohibited and the tenderers who are found canvassing are liable to have their tenders rejected out rightly.
25. It is required by all concerned, namely the Bidders/Suppliers, as the case may be to observe highest standard of ethics during the procurement and execution of this Tender.
26. Installation at consignee's site should be free of cost immediately on arrival of equipment at consignee's site.

## Scope of Work:

### (Medical Record Services)

1. Registration of patients in OPD, IPD, Special Clinic, Hospital Area, Collections of Medical Reimbursement bills of the patient, Details of counters to be maintained in different areas and their timings are mentioned in Schedule -1
2. Collection of Registrations and Test.
3. Receipts and issue of investigations reports to the patients various OPD/ Clinics
4. Daily entry of Census and Receipt of Indoor files.
5. Assembling/ punching/numbering of OPD/ Special clinic/MLC NON-MLC/Administrative files
6. Coding/Indexing and filing of patient records.
7. Retrieval/filing and issue of patients files to the doctors and public as and when required.
8. Receipt and disposal of summons, MLC/LIC/RTI/Disability cases and to maintain day to day record of movement of files and also to attend public enquiries.
9. Coordinating Teleevidence
10. To issue reminders to ward and to doctors for non- returning the files.
11. To maintain confidentiality and safe keeping of records.
12. The worker deployed will be responsible for safety of day to day maintenance of material and equipment allotted to them for work.
13. Any other job assigns by the authority.
14. To Maintain courteousness, politeness and good conduct on all public dealing.

### (Porter Services – Supporting Staff –Unskilled)

(presently 960beds are functional and average OPD is around 3000 per day )

Service provider is responsible for monitoring patients in the wards, administering medication under supervision, assisting patients during pre and post recovery; assisting the Nursing staff in their functions; collecting samples and handing them over to specific test centres and returning test reports.

- porter will be responsible for “ calls for help at the earliest; dusting rooms and ensuring overall cleanliness of the room/ stretcher/ wheel chair. -To help in transferring patients using wheel chairs/ stretchers/ ICU Beds. Also will be required to help in transporting/ shifting of equipment and transporting of store item including equipment etc. to/ from different place in/ around Institution. -Cleaning of Beds/ Bedside lockers/ attendant beds/and other furniture. -Managing lifts to transport patients. –transporting of sample (including blood) and similar work. loading and unloading, assisting in services area i.e. MGPS, CSSD, Laundry, Mortuary Etc.

**Service provider shall deploy his personnel with following qualification:**

S.No	Nature of Work	Essential Qualification
1	Medical Record Clerk +	12th pass with Computer literacy
2	Data Entry Operator	12th pass with Computer Literacy Typing Speed 35 WPM English and 30 WPM Hindi
3	Supporting Staff (Unskilled)	Trained and Well Discipline

**EMD, Tender Fees, Security Deposit and Turnover**

Hospital Support Services	Fees, EMD, PBG, Turnover
Tender Fees	1180/-
EMD/Bid Security (In Rs. )	5,00,000/-
Security Deposit	10 % of Contract Value
Turnover	5,00,000,00 Crore

**Schedule-I****Schedule of Quantities****I-Medical Record Services**

S.No.	Area where services required	Counters to be manned			Rate per month (In Rs) In Words in figures of each area
		08 Hours	24 Hours	Minimum Manpower required to be deployed by services provider	
1.	OPD	52		52	
2.	Special Clinic	24		24	
3.	Trauma		20	60	
4.	Hospital Area	41		41	
5.	Misc Services	14	9	23	
<b>Total</b>				<b>200</b>	

**II-Porter Services**

S.No.	Areas where services required	Minimum Manpower required to be deployed by services provider for 960 beds and 3000 OPD per day	Rate per month (In Rs) In Words in figures of each area
1.	Overall Hospital Area	380	

Note:-

- Rates quoted will include all statutory obligations of the services provider under EPF, ESI, and labour welfare fund minimum wages as fixed by the deputy Commissioner from time to time under contract labour (R&A)Act, weekly off replacement charges, cost of uniform, identity cards of personnel deployed by service provider, all kinds of taxes including Goods and Services, tax, service charges etc. of the agency. The rate quoted shall be complete service area per month.
- GST will be paid extra at prevailing rates.
- 1 Supervisor on 20 deployed staff.

- AIIMS Rishikesh reserves the right to increase/decrease the minimum manpower upto 10 % in a given calendar year with the approval of competent authority by giving the service provider a notice of 48 hours. The service provider will be liable to provide additional workers as and when required and the amount payable to the service provider on this account will be increased/decreased, calculated proportionally based upon number of counter worked out on 8 hours. Shift basis or increase in No. of Beds.

## **TERMS AND CONDITIONS**

1. The vendor shall have to execute an agreement on non-judicial stamp paper of Rs. 10/- if considered for allotment of the work with terms and conditions enumerated in the tender form.
2. The vendor to which the work is allotted will be required to deposit 10 percent of the total likely amount payable to it for the work as a performance guarantee in the form of a Bank Guarantee.
3. The service provider shall abide by and comply with all the relevant laws and statutory requirements covered under various Labour Acts, Payment of wages, Minimum Wages Act, Contract Labour (Regulation & Abolition) Act 1970, EPF, ESI, and Labour Welfare Fund Act, Maternity benefit Act etc. with regard to personnel engaged by him for Medical record services, data entry operator and porter services. It will be the responsibility of the service provider to provide certified details of manpower deployed by him on monthly basis in AIIMS Rishikesh and to the labour department in appropriated format by 2<sup>nd</sup> of the succeeding month. The default shall attract a penalty at the rate of 2 percent per month of part of the month calculated on the monthly wages bill of the concerned month.
  - a. The service provider shall be liable and responsible to provide all the benefits viz. Provident Fund, ESI, Bonus, Gratuity, Leave Etc. to the staff engaged, Leave, Etc. to the staff engaged by him together with submission of form-C under The payment of Bonus Act 1965. As far as EPF and ESI are concerned, it shall be the duty of the Service Provider to deduct the employees share of EPF /ESI from the salaries of the personnel engaged by him and supply the complete particulars/details of each worker i.e. as well as details of employers share to the AIIMS Rishikesh by 10<sup>th</sup> of the following month along with soft and hard copy. Default on part of the service provider will attract penalty.
  - b. The service provider shall provide uniform to his workers. The colors of the uniform will be decided by AIIMS Rishikesh. The name and designation of the worker and service provider 's name will be prominently displayed on the uniform. The service provider will ensure that all workers attend duty in proper uniform.
4. Forfeiture of Performance guarantee:
  - In case the vendor is not able to execute the job in time or to the entire satisfaction of the Institute, Director, AIIMS, Rishikesh may allot the work to any other vendor at any time. The difference between the rates agreed to between the Institute and the third party, which would undertake such work shall be liable to be payable by the defaulting firm along with the penalty, if any, imposed by the Director of the Institute.
  - In case of non-retrieval of documents/records/ images and the vendor is not able to retrieve the same, it shall be treated as mistake
  - In the above cases, the performance/Bank Guarantee submitted by the firm shall be liable to be forfeited in whole or part as per decision of the Director, AIIMS, Rishikesh, which shall be binding on the vendor.



5. The performance/bank guarantee shall be released after one year of successful completion of the project and contract.
6. The vendor shall be required to undertake full responsibility of the safe custody and to maintain secrecy / proper care of documents/ data supplied by the Institute. Each document and data given by the Institute will have to be kept strictly confidential and no part of it shall be divulged to any person at any time without written authorization from the Institute. In case of lapse, the vendor will be fully responsible for the consequences.
7. The staff engaged by the service provider shall be available at all the times as per their duty roster.
8. AIIMS, Rishikesh reserves the right to reject any or all the tender without assigning any reasons
9. The decision of the Director, AIIMS, Rishikesh shall be final and binding upon in the event of any dispute arising out of the terms of the contract.
10. The order may be awarded in full or part. The decision of the Director, AIIMS, Rishikesh may be final and binding upon the vendor.
11. The payment shall be made after completion of work satisfactorily.
  1. Delay in providing documents to the vendor by the concerned department shall not be considered in the calculation of delay. In case of non-availability of pages to be scanned, the firm has to inform the nodal officer in writing
  2. The Bank Guarantee submitted by the vendor shall be liable to be forfeited in whole or part as per decision of the Director, AIIMS, Rishikesh, which shall be final. Excessive deduction on account of penalty shall be made from the Bill
  3. Excessive payment, if any, have already been made to the vendor shall be re-paid to the Institute by the vendor
12. The entire work shall be carried out under vendor's custody and the vendor should follow all safety regulations and take all measures to prevent damage/ loss to the documents of the Institute.
13. The successful Bidder shall at all times agree to indemnify and keep indemnified the purchaser against all losses, damages which may arise in respect of action/inactions of such Bidder or breach of any term of this tender by such Bidder. All claims regarding indemnity shall survive the termination of the contract with such Bidder.

**14. PENAL PROVISIONS:-**

- a. In case the service provider fails to commence/execute the assignment as stipulated in the agreement, AIIMS Rishikesh reserves the right to impose and recover penalty as detailed below:-
  - i. 5 % of cost of order/agreement per week up to four weeks delay in commencement of the work.
  - ii. After four weeks delay, the AIIMS Rishikesh may cancel the agreement and get this job carried out preferably from any other agency from the open market. The difference in cost, if any will be recovered from the defaulting service provider as damages and he shall also be black listed for a period of four years from participating

in such type of tenders at this institute and his security deposit may be forfeited, if so warranted.

b.

- i. In case the counters/seat remained unattended upto one hour, penalty of Rs. 500/- per counter/seat per day will be imposed and recovered.
- ii. In case the counter / seat remained unattended for a period of exceeding 01 hour, a penalty of Rs. 1000/- per counter /seat will be imposed and recovered.

c. In case any public complaint is received which is attributable to misconduct/misbehaviour of services provider's personnel and as verified by competent authority, a penalty of Rs. 500/ for each such incident shall be levied and the same shall be deducted from service providers bill. Further the concerned erring person shall be withdrawn by the services provider. Besides legal action as required under relevant rules/acts be also initiated against the erring person by the Service Provider.

**15. Legal Jurisdiction:** -The Courts at Rishikesh/ Dehradun alone and no other Court will have the jurisdiction to try the matter, dispute or reference between the parties arising out of this tender/supply Order/contract.

16. Any term of this contract may be changed by mutual written consent of both the parties.

**Applicable Law:**

17. The contract shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such Commercial dealings / processing.

18. Except as otherwise provided under this Contract for immediate termination of the Contract, in the event of a disputes which may be arising out of the execution of the tender contract, the matter will be referred to the Deputy Director (Administration). Appeal against the decision of the DDA will lie to the Director, AIIMS Rishikesh and his decision shall be final and binding upon both the parties.

I / We hereby accept the terms and Conditions given in the tender

*(Signature & Stamp of the bidder)*

Have you ever been debarred by any Govt. Institute/University/Organisation/Corporates for scanning job / software development: If Yes, Please mention why and when were you debarred. If No, Pl, attach a certificate declaring the same.

Certified that all the terms and conditions of this TENDER are accepted by us.

Authorised Signatory  
(With full name, Designation and stamp)

Contact Person : .....

Off: Telephone No.: .....

Email Address:

Mobile No.: .....

**AIIMS, Rishikesh**

**PART – A**

**TECHNICAL BID**

**(Documents to be attachd/scanned in “Technical Bid”)**

1. Name & Address of the interested firm with phone number, email, name and telephone/mobile	
2. Name, Address & designation of the authorized person (Sole proprietor/partner /Director)	
3. Please attach registrations with ESI and EPF.	
4. Please attach experience/performance letters from any govt. hospital/govt. organisations/semi govt. organisations/state govt. organisations/reputed pvt. Hospitals. Bidder should have experience of three years in managing parking services in any of above organisations.	
5. Please attach copy of last three years’ of Income Tax Return	
<p><b>6. Turnover</b></p> <p>a. Please attach balance sheet (duly certified by Chartered Accountant) for last three (3) years (Attach copy of annual minimum turnover which should not be less than 5 crore duly certified by the Chartered Accountant)</p> <p>b. The bidder falls under Section 44AD/44ADA/44AE of Income Tax Act shall be required to submit turnover certificate verified by Chartered Accountant with his Registration number issued by Institute of Chartered Accountants of India.</p> <p>c. Indian Agent can submit its copy of POs of LC cases, in support of its amount getting short in required turnover.</p> <p>d. Start-ups may submit its Start-up Registration for consideration (<i>Relaxation in turnover can be considered as the case may be, subject to fulfilment of other conditions. However, it will not mandatory</i>)</p>	
7. PAN No. (Please attach copy)	
8. GST/VAT/Service Tax Registration Number. (Please attach copy)	
9. Bidder should have a registered office within 50 km radius of AIIMS Rishikesh. Please attached relevant proof.	
10. Power of Attorney/authorization for signing the bid documents (Not required in case of sole-proprietorship.)	
11. Please submit a notarised affidavit on Indian Non judicial stamp paper of Rs. 10/- that no case is pending with the police/CBI/Vigilance against the Proprietor/firm/partner or the Company (Agency). Please also declare that proprietor/firm/company has never been black listed/debarred by any organization. Indicate any convictions in the past against the Company/firm/partner.	
12. . An oath certificate to this effect may be enclosed on Rs.10 notarised stamp paper.	
<p>13. Details of the FD/DD/TD/CD of bid security (EMD)</p> <p>FD/DD/TD/CD No:</p> <p>Date:</p> <p>Payable at-</p>	<p>Detail of cost of Tender for Rs. 1180/- (if downloaded from website)</p> <p><b>DD No.</b></p> <p><b>Date:</b></p> <p><b>Payable at-</b></p>

### **Instructions for Online Bid Submission:**

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

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

### **REGISTRATION**

- Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrollment” on the CPP Portal which is free of charge.
- As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 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.
- Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 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.
- 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**

- 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.
- 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 / email in case there is any corrigendum issued to the tender document.
- 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**

- Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 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.
- 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 Tender No. : ..... formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 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**

- 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.
- The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 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.
- 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.

- The documents being submitted by the bidders would be encrypted using PKI encryption all 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.
- The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 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 Tender No. : ..... summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 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**

- 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 number 0120-4200462, 0120- 4001002.