



केन्द्रीय प्रदूषण नियंत्रण बोर्ड  
CENTRAL POLLUTION CONTROL BOARD  
पर्यावरण, वन एवं जलवायु परिवर्तन मंत्रालय, भारत सरकार  
MINISTRY OF ENVIRONMENT, FOREST & CLIMATE CHANGE, GOVT. OF INDIA

Admin/45/Office BLDG/RDS/CPCB/2020-21 / 587

23 September, 2020

To,

Notice Board and CPPP &CPCB Web Portal

**Sub: Inviting Online bids for Comprehensive Annual Maintenance Contract (CAMC) for Two nos of 30HP VRV System of LG make, Ventilation Systems and Fresh Air Supply Systems for One Year period installed at the First and Second Floors in the Regional Directorate (South), A Block, Nisarga Bhavan, 7<sup>th</sup> D Cross, Thimmaiah Road, Shivanagar, Bengaluru – 560079.**

Sir,

Online bids separately for Technical and Financial in two bid system is invited for **Comprehensive Annual Maintenance Contract (CAMC) of Two no's of 30HP VRV System of LG make, Ventilation and Fresh Air Supply Systems** by the Regional Directorate Central Pollution Control Board (CPCB) either from the manufacturer of LG make VRV System or from their authorized service dealers. The air conditioning system is installed at first and second floors in the Regional Directorate (South), A Block, Nisarga Bhavan, 7<sup>th</sup> D Cross, Thimmaiah Road, Shivanagar, Bengaluru – 560079.

The bids shall be submitted through online on CPP web-portal <https://eprocure.gov.in/eprocure/app> latest by **17.00 Hrs. on 19.10.2020**. The technical bids will be opened at **11.00 Hrs. on 20.10.2020**. Tenderer/Contractor are advised to study the Eligibility Criteria, General Terms and Conditions and Instructions for Online Bid Submission as enclosed in **Annexure A to D**.

Bid documents may be scanned within 100 dpi with black and white option which helps in reducing size of the scanned document.

**1.0 SCOPE OF WORK:**

- A. **“Comprehensive Annual Maintenance Contract (CAMC) for Two no's of 30HP VRV System of LG make, Ventilation and Fresh Air Supply Systems” (List of Items for CAMC is enclosed in Annexure-B) operating at the first and second floors in the Regional Directorate (South), A Block, Nisarga Bhavan, I and II Floors, 7<sup>th</sup> D cross, Thimmaiah Road, Shivanagar, Bengaluru – 560079.**

प्र. मुख्या  
23/9/2020

क्षेत्रीय निदेशालय (दक्षिण) : निसर्ग भवन, ए-ब्लॉक, प्रथम एवं द्वितीय तल, तिम्मय्या रोड, 7-डी मैन, शिवनगर, बेंगलूरु - ५६० ०७९.

**Regional Directorate (South) :** " Nisarga Bhawan ", A-Block, 1<sup>st</sup> & 2<sup>nd</sup> Floors, Thimmaiah Road, 7<sup>th</sup> D - Main, Shivanagar, Bengaluru - 560 079.

दूरभाष / Telephone : 080-23233739, 23233827, 23233996, 23233600, 23232559, 23226002, 23222539, Fax : 080-23234059

ई-मेल / E-mail : [cpbcszo@yahoo.com](mailto:cpbcszo@yahoo.com), [zobangalore.cpcb@nic.in](mailto:zobangalore.cpcb@nic.in)

प्रधान कार्यालय : परिवेश भवन, पूर्वी अर्जुन नगर, दिल्ली- ११० ०३२.

**Head Office :** Parivesh Bhawan, East Arjun Nagar, Delhi - 110 032.

दूरभाष / Telephone : 011-43102030, Fax : 22305793, 22307078, 22307079, 22301932, 22304948 Page 1 of 14

ई-मेल / E-mail : [cpcb@nic.in](mailto:cpcb@nic.in) वेबसाइट / Website : [www.cpcb.nic.in](http://www.cpcb.nic.in)

- B. The scope of works will cover complete **Preventive, Regular Maintenance, Repair and Replacement of Defective Spares of the VRV, Ventilation and Fresh Air Supply Systems including Compressors, Gas Charging, Panel, Software, Remotes, Cleaning/ Replacement of Filters and Pipelines, ensuring no Leak and adequate Pressure, Suction, Drain and their controls including TPN Switches etc.**
- C. **Cleaning and Arresting leaks from Refrigerant & Drain Pipes, Acoustic Insulations, Ducting, Ducting inlet and outlet Values, Flexible Hoods, all type of Filters, Nut Joints, Branch distributors and Electrical Cable and Switches for Indoor & Outdoor units of two 30 HP air conditioning systems**
- i. The defective compressors and any other spare parts shall be changed with the same make i.e. LG make compressor/parts only.
  - ii. Servicing /overhauling of all the system shall be done before start of summer season in addition to regular preventative and repair works demanded time to time.
  - iii. Minimum number of preventive maintenance in terms of cleaning/washing of filters, for checking any loose/leakage in the connections of mechanical and electrical lines for each items shall be clearly mentioned.
  - iv. Irrespective of any call on defects, the minimum number of visit to verify the status of functioning per quarter shall be clearly mentioned along with names and designation of officials involved.
  - v. During the contract period, if any technological upgrades (software and its control logic) taken up by manufacture by the respective model used by Central Pollution Control Board, same shall be upgraded on free of cost
  - vi. All the repairing works shall be done within the CPCB premises. In exceptional case where it is not possible to repair the machine in CPCB, prior permission in writing shall be obtained for taking out the machine outside the CPCB premises.
  - vii. L1 shall sign the of Terms of Reference (TOR) and Agreement (MoU) on complete acceptance by both the parties
  - viii. If failed to attend the complaints or does not make the system functional within 24 hrs of complaint appropriate penalty shall be imposed based on quantum of units under non attended. Penalty shall be fixed based on individual unit basis as per the TOR signed by both the parties.
  - ix. If failed to attend the complaints or does not render satisfactory services, the contract awarded shall be cancelled after giving 15 days notice in writing and the security whatsoever shall be forfeited. In this regard, the decision of Chairman, CPCB shall be final and binding on both the parties.
  - x. After completion of contract, the bidder shall hand over all the machines in working condition to CPCB.

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23/9/2020



- xi. **The financial bid shall be filled up separately in enclosed xls template only** with the bid.
- xii. Bid documents may be scanned within 100 dpi with black and white option which helps in reducing size of the scanned document.
- xiii. **The offer shall be valid for 120 days** from the date of opening of financial bid.
- xiv. Withdrawal of bids within the validity period is not permitted.
- xv. The work will be awarded to L-1 bidder whose bid found substantially responsive on overall basis.
- xvi. The rates shall be firm during the contract period and no escalation shall be paid during this period including extended period, even if the contract is extended.
- xvii. The bidder shall ensure that all precautions are taken for environmental protection as well as health and safety of those handling the work/material. Further the firm-contractor shall also ensure that all legal and regulatory requirements related to the environment, health and safety are compiled.
- xviii. Central Pollution Control Board at its own discretion may accept or reject any bid/quotation(s) without assigning any reason thereof.
- xix. Central Pollution Control Board reserves its right to revoke the contract at any time, if the services rendered are not found satisfactory during the period of the contract.
- xx. The agency shall mention in the bid that the said Terms & Conditions are acceptable to them.
- xxi. Tender documents may be downloaded from CPCB website [www.cpcb.nic.in](http://www.cpcb.nic.in) or CPPP site <https://cprocure.gov.in/eprocure/app> as per the schedules given in Critical Date Sheet (CDS) as under.

Sl.No.	CDS- Details of Schedule		Day	MM	Year	Hr	Mins
1.	Published Date		23	09	2020	17	00
2.	Bid Documents Down Load Start Date		23	09	2020	---	---
3.	Bid Documents Submission Start Date		23	09	2020	---	---
4.	Bid Documents Submission End Date		19	10	2020	17	00
5.	Bid Opening Date		20	10	2020	11	30
6.	Bid Opening Address	Central Pollution Control Board Regional Directorate (South), Nisarga Bhavan, 7th D cross, Thimmaiah Road, Shivanagar, Bengaluru – 560079.					

- xxii. Typographical and clerical errors are subject to correction.
- xxiii. Any queries relating to the tender document and the terms and conditions contained therein shall be addressed to the Tender Inviting Authority for a tender Sh.S.Suresh Regional Director, Central Pollution Control Board, Bangalore 080-23233739, email. [cpcbsuresh@gmail.com](mailto:cpcbsuresh@gmail.com)
- xxiv. In case of any technical clarifications Dr. K.M.Udayakumar, Scientist "D" (Mob: +91 9868116628, email: [kmucpcb@gmail.com](mailto:kmucpcb@gmail.com)) may be contacted for further information.

421-27231  
23/9/2020

xxv. Typographical and clerical errors are subject to corrections.

Yours Sincerely

श्री. सुरेश  
23/11/2020

(S.Suresh)

**Regional Director**

Encl:

Annexure-A: Eligibility Criteria and other General Terms and Conditions

Annexure-B: List of Air Conditioning and Ventilation system

Annexure-C: Price bid Submission Form

Annexure-D: Instructions to Bidder for Online Bid Submission

Copy To:

1. Notice Board, CPCB, Bengaluru -560079

2. Divisional Head and AD, IT Division, CPCB, Delhi – For necessary information

Yours Sincerely

श्री. सुरेश  
23/11/2020

(S.Suresh)

**Regional Director**



**A. ELIGIBILITY CRITERIA AND OTHER GENERAL TERMS AND CONDITIONS**

**1. The Firm Shall Submit Following Documents mentioned in sl.no. A-D along with Technical Bid.**

- A. Average Annual financial turnover during the last 3 years, ending 31st March of the previous financial year, shall be at least 30% of the estimated cost. Banker certificate for financial soundness shall be enclosed.
- B. Agencies having adequate experience in VRV system of LG product having 03 years of experience in CAMC of Air Conditioners and Ventilation System similar to the **30HP VRV System of LG make, Ventilation and Fresh Air Supply Systems**”
- C. The bidders are eligible either with one of the criteria fixed in the conditions of serial numbers i, ii and iii
- i). Three similar completed work costing not less than the amount equal to 40% of the estimated cost.
- Or
- ii). Two similar completed works costing not less than the amount equal to 50% of the estimated cost.
- Or
- iii). One similar completed work costing not less than the amount equal to 80% of the estimated cost. (Similar nature means: Comprehensive AMC of VRV system)
- D. Copy of PAN Card, Copy of GST Registration, List of technical persons under contractor’s roll, Copy of PF and ESIC registration, Firm registration, details of partnership deed and power of attorney, if any.
- E. Affidavit certifying that the owner has not been involved in any criminal case and has not been blacklisted in any Govt. / semi Govt. organization (Affidavit should be in non-Judicial Stamp Paper and certified by Notary Public).

**2. The financial bid of firms will be opened those who qualify in technical bid.**

**Validity of Offer:** 120 days from the date of opening of the financial bids. **Amount of contract:** The rates should be quoted both in figures and words. The amount quoted by the firm should include all taxes. This amount is on account of remuneration of staff, cost of materials, consumables etc.

**3. Release of payment: The payment shall be released on half yearly basis on production of pre-receipted bills.**

**4. Security Deposit:** The security deposit **at the rate of 5% of the CAMC contract amount** shall be deducted from the running bill as per provisions of the GCC. 5.5.1 of the Chapter 5 of Contract Management CPWD Works Manual 2019. The amount shall be retained by

CPCB, till the end of tenure of the contract. No interest will be paid on this amount of security deposit.

5. **Penalty:** A penalty @ Rs.1000/- per day per machine (each indoor units) will be imposed if the machines are not repaired within 24 hours from the fault arisen/ located/identified.
6. **Safety code:** The firm shall take necessary safety arrangements to ensure safety of the persons deployed by them. CPCB shall not be responsible for any injury caused to their personnel while discharging of functions under this contract.
7. **Tenure of Contract:** The tenure of the contract is initially for One year. However, the Competent Authority in CPCB, may at its discretion, extend tenure of contract for further period of one year two times subject to satisfactory performance of the firm.
8. **Termination of Contract:** The Competent Authority, CPCB reserves the right to terminate the contract at any time before the completion of the tenure in case the "services of the firm are found unsatisfactory".
9. **Satisfactory Services:** The decisions of Chairman, CPCB shall be final and binding on the firm for the purpose regarding satisfactory services.
10. **Damages:** Any damage caused to the property of CPCB due to the negligence and or use of substandard material on the part of the firm will be liable to be compensated by the firm.
11. **Prohibition of Sub Contract:** The firm shall not appoint any unauthorised subcontractor for this work under any circumstances.
12. **Statutory Compliance:** The firm shall be responsible for compliance with the provision of the following Labour laws: -
  - a. Contract Labour (Regulation & Abolition) Act, 1970.
  - b. Minimum Wages Act.
  - c. Workmen's Compensation Act.
  - d. Occupational Health and safety Management system (OH&SMS)
  - e. Any other rules, regulations and / or status as may be applicable to them from time to time.
  - f. The firm will responsible to discharge all the statutory requirements under the Labour Act or any other Act enforced from time to time without any liability on CPCB or without any statutory compliance by CPCB.
13. **Resolution of Dispute:** In case of dispute, the decisions of Chairman, CPCB shall be final and binding.

Yours faithfully

एस. सुरेश  
23/9/2020  
(S.Suresh)

**Regional Director**



## Annexure-B

## List of Indoor and Outdoor Air Conditioning Units for CAMC

Table-1

Air Conditioning (VRF) Systems in Central Pollution Control Board, Regional Directorate, Bengaluru				
S.No	Units/ Conne cted	Description	Tone Rate (TR)	Quantity
<b>At Terrace of Building</b>				
1	Unit-1	MRV/VRF Compressor and its Controls (14 HP Master & 16HP Sleeve)	30 HP	1.0
2	Unit-2	MRV/VRF Compressor and its Controls (14 HP Master & 16HP Sleeve)	30 HP	1.0
3	Switch	TPN Switches for Unit -1 & Unit-2	125 A	2.0
<b>In First Floor</b>				
1	Unit-2	First Floor RD Chamber One Cassette Mounted 01	3.0	1.0
2	Unit-2	First Floor Chamber Two Wall Mounted 01	1.0	1.0
3	Unit-2	First Floor Chamber Three Wall Mounted 02	1.0	1.0
4	Unit-2	First Floor Chamber Four Wall Mounted 03	1.0	1.0
5	Unit-2	First Floor Chamber Five Wall Mounted 04	1.0	1.0
6	Unit-2	First Floor Engineers Cabin Cassette Mounted 02	1.5	1.0
7	Unit-1	First Floor Engineers Cabin Cassette Mounted 03	2.0	1.0
8	Unit-1	First Floor Engineers Cabin Cassette Mounted 04	2.0	1.0
9	Unit-1	First Floor Admin Cabin Cassette Mounted 05	1.5	1.0
10	Unit-1	First Floor Accounts Cabin Cassette Mounted 06	1.5	1.0
11	Unit-1	First Floor Conference Room Cassette Mounted 07	2.0	1.0
12	Unit-1	First Floor Conference Room Cassette Mounted 08	2.0	1.0
13	Unit-1	First Floor Reception Cassette Mounted 09	3.0	1.0
14	Unit-2	First Floor Server Cabin Wall Mounted 05	1.5	1.0
15	Unit-2	First Floor Balance Cabin Wall Mounted 06	1.5	1.0
16	Unit-2	First Floor Instrument Cabin Wall Mounted 07	1.5	1.0
17	Unit-2	First Floor Fume Hood Cabin Wall Mounted 08	1.5	1.0
18	Unit-2	First Floor Ring Test Cabin Cassette Mounted 10	2.0	1.0
19	Unit-1	First Floor Ring Test Cabin Cassette Mounted 11	2.0	2.0
		<b>Total Tonnage =</b>	<b>32.5</b>	<b>24 Nos</b>
<b>In Second Floor</b>				
20	Unit-1	Second Floor Lab In charge Cabin Cassette Mounted 12	1.5	1.0
21	Unit-1	Second Floor Scientist Cabin Cassette Mounted 13	2.0	1.0
22	Unit-1	Second Floor Scientist Cabin Cassette Mounted 14	2.0	1.0

23	Unit-1	Second Floor Instrument Cabin -1, W09	1.5	1.0
24	Unit-1	Second Floor Instrument Cabin1, W10	1.5	1.0
25	Unit-1	Second Floor Instrument Cabin1, W11	1.5	1.0
26	Unit-2	Second Floor Instrument Cabin2, W12	0.8	1.0
27	Unit-2	Second Floor Instrument Cabin2, W13	1.5	1.0
28	Unit-2	Second Floor Instrument Cabin3, W14	2.0	1.0
29	Unit-2	Second Floor Instrument Cabin4W15	2.0	1.0
30	Unit-2	Second Floor Instrument Cabin4W16	2.0	1.0
31	Unit-1	Second Floor Instrument Cabin5W17	2.0	1.0
32	Unit-2	Second Floor Balance CabinW18	1.0	1.0
33	Unit-2	Second Floor Bio Cabin W19	0.8	1.0
34	Unit-2	Second Floor Micro Analytical CabinW20	1.5	1.0
<b>Total Tonnage =</b>			<b>23.5</b>	<b>14 Nos</b>
<b>Note: Out of 34 Indoor units, 19 are connected to outdoor Unit-2 and 15 are connected to Outdoor unit-1</b>				

**Table-2**

<b>Details of Air Handling Units and Fresh Air Supply Systems in Central Pollution Control Board, Regional Directorate, Bengaluru</b>		
<b>Area of Suction</b>	<b>Locations</b>	<b>Number of Suctions / Pressure lines</b>
<b>Suction Line-1 From Chemical Store Side</b>		
1	Chemical Store Room	8.0
<b>Suction Line-2 From Chemical Store Side</b>		
1	TKN Unit	2.0
2	TKN Room Robot Arm	1.0
3	Water Purification System	Dummy
4	Waste Water Lab	2.0
5	Fresh water Lab	2.0
6	Hot air Oven Room	1.0
7	Balance Room	1.0
8	Micro biology Room	1.0
<b>Suction -3: At Flame Photo Meter Room</b>		
1	Flame Photo Meter Room	1.0
2	Flame Photo Meter Room Robot Arm	1.0
<b>Suction-4 Air Handling Unit (AHU-Suction Units) 4500 CFM. VFV-D/45-75, Model BDB-400</b>		
1	Solid Waste Room	1.0
2	Solid Waste Room Robot Arm	1.0
3	Instrument Room III	2.0
4	Instrument Room III Robot Arm	1.0
5	Instrument Room IV	2.0



6	Instrument Room IV Conical Hood	2.0
7	Instrument Room II	1.0
8	Instrument Room I	4.0
9	Instrument Room I Robot Arm	2.0
10	Instrument Room I Cylinder Room	1.0
<b>Pressure (Fresh Air Line)</b>		
1	Instrument Room HM Digester Room	1.0
2	Instrument Room IV	1.0
3	Instrument Room III	1.0
4	Instrument Room II	1.0
5	Instrument Room I	2.0

Yours faithfully,

  
 23/9/2020  
 (S.Suresh)

**Regional Director**

## Format for Submission of Price Bid for One Year Period

Units	Locations	Number of units	Unit Price Rs	Applicable Taxes Rs	Total Price Rs
Air Conditioners	Outdoor Unit-I MRV/VRF Unit 30HP and its Controls	1.0			
	Outdoor Unit-II MRV/VRF Unit 30HP and its Controls	1.0			
	TPN Switches 125Amps for Unit -1 & Unit-2	2.0			
	Indoor Units Cassette Type	14.0			
	Indoor Units Side Wall Mounted Type	20.0			
Suction Line-1	From Chemical Store Side	8.0			
Suction Line-2	From Chemical Store Side	10.0			
Suction Line-3	Flame Photo meter Room	1.0			
Air Handling Unit Suction Line-4	(AHU-Suction Units) 4500 CFM.	17.0			
Pressure Line-1	Fresh Air Line	6.0			
	Any other charges or taxes applicable like statutory duty/toll/state entry tax in Rs				
	If any Fright Charges in Rs				
	Gross Total Price for One year in Rs.				
	Total Rupees in Words (#####) =				
	Gross Total Price for Extension of service for First year in Rs.				
	Gross Total Price for Extension of service in Second year in Rs.				



**Note:**

Under the scope of Comprehensive Annual Maintenance Contract (CAMC) for Two nos of 30HP VRV System works will cover complete Preventive & Regular Maintenance, Repair, Replacement of Defective Spares of VRV, Ventilation and Fresh Air Supply Systems including Compressors, Gas Charging, Panel, Software, Remotes, Cleaning/ Replacement of Filters and Pipelines, Ensuring no Leak and adequate Pressure, Suction, Drain and their controls including TPN Switches etc.

1. Bidders are required to quote all the applicable charges or shall be mentioned clearly N.A (Not Applicable) against each items in respective columns of the above table.
2. If the bidder is interested to extend CAMC for another two years, a price for each year shall be quoted separately.
3. In case, gross total price indicated in the above price bid does not match with the total of the item wise breakup, the same shall be placed in the comparative statement of the price bid.
4. The prices quoted shall be valid for a minimum period of 120 days from the last date of submission of offer.

(Responsible Officer)

(Signature & Seal of the Bidder)

**(Name, Signature of authorized representative with stamp)**

## 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>.

### B. REGISTRATION

1. Bidders are required to enrol 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 Enrolment**” on the CPP Portal which is free of charge.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
4. iv. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / 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.

### C. SEARCHING FOR TENDER DOCUMENTS

7. 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.
8. 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.
9. 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.



#### **D. PREPARATION OF BIDS**

10. Bidder should take into account any corrigendum published for the tender document before submitting their bids.
11. 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.
12. 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 formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
13. 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.

#### **E. SUBMISSION OF BIDS**

14. 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.
15. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
16. 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.
17. 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.
18. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public

keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

19. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
20. Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
21. 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.

**F. ASSISTANCE TO BIDDERS**

22. 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.

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