

## **DISCLAIMER**

This tender is not an offer by the All India Institute of Medical Sciences, Raipur, but an invitation to receive offer from bidder/firm/agency etc. No contractual obligation whatsoever shall arise from this tender process unless and until a formal contract is signed and executed by duly authorized officers of AIIMS, Raipur with the selected bidder/firm/agency.



**All India Institute of Medical Sciences, Raipur**  
Tatibandh, Raipur – 492099, Chhattisgarh  
Tele: 0771- 2971307, email: [store@aiimsraipur.edu.in](mailto:store@aiimsraipur.edu.in)  
Website: [www.aiimsraipur.edu.in](http://www.aiimsraipur.edu.in)

**Tender Document**  
**for**  
**“Two Years Rate Contract for Providing Liquid Medical Oxygen (LMO)”**  
**At**  
**All India Institute of Medical Sciences, Raipur**

**CRITICAL DATE SHEET**

Published Date	25-06-2018 at 18.30 pm
Bid Document Download / Sale Start Date	26-06-2018 at 18.30 am
Queries (if any)	No queries will be entertained after clarification end date and time
Pre bid meeting	11-07-2018 at 15.00 pm
Bid Submission Start Date	26-06-2018 at 10.00 am
Bid Submission End Date	24-07-2018 at 15.00 pm
Bid Opening Date	25-07-2018 at 15.30 pm

*Interested parties may view and download the tender document containing the detailed terms & conditions from the website <http://eprocure.gov.in/eprocure/app>*

**MANUAL BIDS SHALL NOT BE ACCEPTED**  
**except for the original documents as mentioned in this tender.**  
**Bidders should regularly visit the website to keep themselves updated.**



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**NOTICE INVITING TENDER**

1. Online bids are invited on single stage two bid system from manufacturers for Two years Rate contract for providing Liquid Medical Oxygen (LMO) in the hospital premises at AIIMS Raipur for two Liquid Oxygen tanks of vessel capacity 20 SM<sup>3</sup> (20KL) and 10 SM<sup>3</sup> (10KL)."
2. Tender document may be downloaded from AIIMS web site [www.aiimsraipur.edu.in](http://www.aiimsraipur.edu.in) (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET.
3. Bid shall be submitted online at CPPP website: <https://eprocure.gov.in/eprocure/app>.
4. Bid documents may be scanned with 100 dpi with black and white option which helps reducing size of the scanned document.
5. Tenderer who has downloaded the tender from the **AIIMS web site [www.aiimsraipur.edu.in](http://www.aiimsraipur.edu.in)** and Central Public Procurement Portal (CPPP) eProcurement website <https://eprocure.gov.in/eprocure/app> **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 summarily rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with AIIMS Raipur.

The Technical bid should include the detailed specifications of main item. All items should be numbered as indicated in the Annexure-I (Any deviation should be clearly mentioned and supporting document should be submitted).

6. **Manual bid shall not be accepted in any circumstance.**
7. The complete bidding process is online. Bidder should be in possession of valid digital Signature Certificate (DSC) for online submission of bids. Prior to bidding DSC should be registered on the website mentioned above.
8. **Tenderers are advised to follow the instructions provided in the 'Instructions to the Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>.**
9. **Bid should be valid for 180 days** from the tender due date i.e. tender opening date. The bidder should clearly indicate the period of delivery.
10. Relevant literature pertaining to the items quoted with full specifications should be uploaded, where ever applicable.
11. Tenderer must provide evidence of having supplied of similar nature of items of at least Rs.63,00,000/- of contract value to government hospitals / reputed private hospitals in India in the last three years and copy of the same should be uploaded.
12. The firm should be registered and the average annual turnover of the bidder in the last three financial years should not be less than Rs.1,26,00,000/-. Copies of authenticated balance sheet for the past three financial years should be uploaded.
13. The tender document must be accompanied by copy of PAN, Certificate of firm/company registration, and GST registration (Sales tax).
14. The bidder must be able to provide the product/items within specified time period as prescribed in the Purchase Order, failing which the EMD will be forfeited. Furthermore on completion of the stipulated time period, Purchase Order will be cancelled and award will be given to another qualified bidder with the negotiated terms & conditions as per Institutes norms.

15. In the event of any dispute or difference(s) between the vendee (AIIMS Raipur) and the vendor(s) arising out of non-supply of material or supplies not found according to the specifications or any other cause what so ever relating to the supply or purchase order before or after the supply has been executed, shall be referred to the Director AIIMS Raipur who may decide the matter himself or may appoint arbitrator(s) under the arbitration and conciliation Act 1996. The decision of the arbitrator shall be final and binding on both the parties.
16. The place of arbitration and the language to be used in arbitral proceedings shall be decided by the arbitrator.
17. All disputes shall be subject to Raipur Jurisdiction only.
18. **AIIMS Raipur reserves the rights to accept/reject any bid in full or in part or accept any bid other than the lowest bid without assigning any reason thereof. Any bid containing incorrect and incomplete information shall be liable for rejection.**
19. The Tender/Bid will be opened online at website <https://eprocure.gov.in/eprocure/app> on Store office at AIIMS Raipur Premises at the time of bid opening.
  - i) Only those financial bids will be opened whose technical bids are found suitable by the expert committee appointed for the concerned instrument/equipment.
  - ii) No separate information shall be given to individual bidders. In incomparable situation, the committee may negotiate price with the technically and financially qualified bidder before awarding the bid.
20. Copies of original documents defining the constitution or legal status, place of registration and principal place of business of the company or firm or partnership, etc. should be uploaded.
21. **Award of Contract**  
 The Purchaser will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has bided the lowest evaluated quotation price.
  - i) Notwithstanding the above, the Purchaser reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.
  - ii) The bidder whose bid is accepted will be notified of the award of contract by the Purchaser prior to expiration of the bid validity period. The terms of the accepted bid shall be incorporated in the purchase order.
22. **Tender Value:** Approximately value of this tender is 1,26,00,000/-.
23. **Earnest Money:**
  - i) Earnest money by means of a Bank Demand Draft/ FD of Rs. 3,78,000/- a scanned copy to be enclosed. It is also clarified that the bids submitted without earnest money will be summarily rejected. The DD/FD should be prepared in the name of "All India Institute of Medical Sciences, Raipur (AIIMS RAIPUR)". The used instrument must reach to the Stores Officer Gate no. 5, Medical College Building, 2<sup>nd</sup> Floor, AIIMS, Raipur before opening of tender.
  - ii) No request for transfer of any pervious deposit of earnest money or security deposit or payment of any pending bill held by the AIIMS Raipur in respect of any previous supply will be entertained. Tenderer shall not be permitted to withdraw his bid or modify the terms and conditions thereof. In case the tenderer fail to observe and comply with stipulations

made herein or backs out after quoting the rates, the aforesaid amount of earnest money will be forfeited.

- iii) The earnest money will be returned to the tenderers whose tenders are not accepted except that of L-1 bidder.
- iv) Tenders without Earnest Money will be summarily rejected.
- v) No claim shall lie against the AIIMS Raipur in respect of erosion in the value or interest on the amount of EMD.
- vi) If MSME firm is registered for above tendered item, then the firm will be exempted for submission of EMD amount. Firm must upload scanned copy of following documents in support of exemption.

(a) Registration as Small Industries Corporation (NSIC)

- vii) The earnest money will be returned to the unsuccessful tenderers after the tender is awarded.
  - viii) EMD should remain valid for a period of 45 days beyond the final bid validity period. When the tenderer agrees to extend the validity of bid, he shall also extend the validity of EMD suitably.
24. In case the supplier requires any elucidation regarding the tender documents, they are should contact to the Store Officer, AIIMS Raipur through **e-mail: store@aiimsraipur.edu.in** on or before end date of clarification as per critical date sheet.
25. The EMD of the successful bidder will be returned to them without any interest after the submission of Security deposit/PSD.
26. **Fall Clause :**

- a) Prices charged for supplies under Rate Contract by the supplier should in no event exceed the lowest prices at which he bids to sell or sells the stores of identical description to any other State Government/DGS&D/Public Undertaking during the period of the contract.
- b) If at any time during the period of contract, the prices of tendered items is reduced or brought down by any law or Act of the Central of State government, the supplier shall be bound to inform Purchasing Authority immediately about such reduction in the contracted prices, in case the supplier fails to notify or fails to agree for such reduction of rates, the Purchasing authority will revise the rates on lower side. If there is a price increase for any product after quoting the rates, the bidder will have to supply the item as per quoted rates. This office will not accept any higher rates after wards.
- c) If at any time during the period of contract, the supplier quotes the sale price of such goods to any other State Govt./DGS&D and Pubic Undertakings at a price lower than the price chargeable under the rate contract he shall forthwith notify such reduction to Purchasing Authority and the prices payable under the rate contract for the equipment's supplied from the date of coming into force of such price stands correspondingly reduced as per above stipulation.

Stores Officer  
AIIMS Raipur

**Terms and Conditions:**

1. Rates of LMO will be FOR AIIMS Raipur inclusive of transportation and measurement dharma kanta charges.
2. The contract will be valid for 2 years from the date of finalization of tender and same can be extended by the Director AIIMS Raipur on mutual agreement on same rate, terms and conditions till the finalization of next tender or fresh arrangement. Director AIIMS Raipur reserves the right to terminate contract at any stage if supplies and performance found unsatisfactorily on observation of user department
3. Director AIIMS Raipur reserves the right to cancel the tender at any time without assigning any reason thereof.
4. Any freight and cartage charges will be borne by the contractor for delivering the items.
5. Successful bidders shall deposit a sum of 10% of contract value as security money in the shape of fixed deposit duly flagged which will be refunded after completion of contract.
6. Failure or delay in supply of life saving medical gas shall result in financial penalty and administrative actions as decided by Director AIIMS Raipur.
7. The tenderer should give an undertaking that during transport of LMO if any mishap occurs, the supplier company shall be responsible for the same
8. Firm must give an undertaking on an affidavit to the hospital that they will provide uninterrupted supplies as per demand of the hospital.
9. The hospital reserves the right to make an alternative arrangement at risk and cost of the firm if it fails to supply as per demand.
10. The rejected supply if any should be taken and replaced by the supplier within 24 hrs., without causing any interruption to the hospital services
11. Delivery: Delivery schedule supply should be effected within 30 days from the date of purchase order and this clause should be strictly adhere to failing which administrative action as deemed fit under rules will be taken against the defaulter. Otherwise Liquidation Damages will be imposed.
12. Supply has to be made between 10.00 AM to 6.00 PM only.
13. In case supply is not received till 6.00 PM the hospital authorities will have the right to make alternative arrangements from the open market and extra money spent due to rate difference plus cartage charges will be deducted from the performance security and/ or EMD of the supplier.
14. Supplier / Manufacturer can visit the available site / proposed site of LMO Tank in the hospital.
15. Successful bidders would be bound to supply the LMO even after completion of tenure on tender rates, terms & conditions till the next tender / fresh arrangement is finalized.
16. In case of dispute(s), the same shall be referred to any arbitrator appointed by the Director AIIMS Raipur and the decision of the arbitrator will be final and binding to both the parties. The venue of the arbitration shall be Raipur.
17. Contract will be awarded to the firm which will quote the lowest rates.
18. Payment will be released after the receipt of verification report of supply and bill by the officer concerned.

Stores Officer,  
AIIMS Raipur

**Special conditions:-**

1. The firm must be manufacturer of medical gases i.e. LMO and the firm should hold valid manufacturing license for medical gases from the state Drug Controller as per the provision of Drugs and Cosmetic Act 1940 and Rules there under.
2. The supplier should have reputation and experience of more than 3 years as Medical Gas manufacturer and supplier to at least three reputed hospitals of more than 300 bed capacity, out of which two hospitals should be Govt. institutes / hospitals; the claim of experience and good reputation should be supported with certificate issued by the user department of the hospital. The bidder should enclose copy of supply orders of these hospitals / institutes.
3. The supplier should have full facility for testing and logging for impurities in each batch of manufactured gas.
4. All supplies should be tested and specified for filling of medical gases by CCE approved test shop.
5. The supplier should have in house facility for regular testing & certification of LMO for tare weight, hydraulic pressure tests, etc. as per norms and expenditure for the testing will be borne by the supplying company.
6. The firm should have an adequate depot in surrounding region in order to ensure timely supply of LMO
7. The firm should be responsible for safe & efficient transport of LMO to the consignees site
8. The firm should take responsibility to maintain color code of LMO including those belonging to the hospital.
9. The firm should not demand separate security, caution money & rent / maintenance charge, transport charges and holding charges on LMO tank.
10. The firm must provide the authenticated conversion table for its contents of Liquid medical oxygen.
11. The firm should not be blacklisted in the past and no vigilance or any other enquiry should be pending against them.
12. The firms should quote the rates not higher than quoted elsewhere.

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### **Minimum Eligibility Criteria:**

The following shall be the minimum eligibility criteria for selection of bidders' technical competence:

1. **Legal Valid Entry:** The bidder shall necessarily be a legally valid entity either in the form of a limited company or a private limited company registered under the Companies Act, 1956. Bidder in the form of JV/consortium, proprietorship, partnership is not permitted. A proof for supporting the legal validity of the bidder should be submitted with the bid document.
2. **Registration:** The bidder should be registered with the Income Tax and also registered under the Labour laws, Employees Provident Fund Organization, Employees State Insurance Corporation.
3. **Clearance:** The bidder should also have clearance from Goods and Service Tax Department, and Income Tax Department. Relevant proof in support should be submitted.
4. **Experience:** The bidder should have business experience of ₹ 90.00 Lakh in the similar field for the last three consecutive years. In case no bidder has provided government experience / public sector experience, then the bidder with experience in reputed organizations may be considered by the competent authority of the client.
5. **Financial capacity:** The firm should have a turnover of at least ₹ 1.80 Crore for last 3 years for which balance sheet for last three years should be attached.
6. **Valid manufacturing license for LMO is essential**

### **Documents supporting the Minimum Eligibility Criteria**

- i) In proof of having fully adhered to the minimum eligibility criteria as above at (1), attested copy of certificates of incorporation issued by the respective registrar of firms/companies.
- ii) In proof of having fully adhered to minimum eligibility criteria at (2), attested copies of PAN, Labour Registration, EPFO Registration, ESIC Registration shall be acceptable.
- iii) In proof of having fully adhered to minimum eligibility criteria as above at (3), attested copies of clearance certificate of last three years returns from sales/ service tax department, income tax department shall be acceptable.
- iv) Bidder should have an experience of working in any 300 or more bedded hospital. In proof of having fully adhered to minimum eligibility criteria as above at (4), attested copy of experience certificate for completed work / ongoing work issued by the government department/ PSUs shall be acceptable.
- v) Attested copy of the audited balance sheets for the last three financial years an attested and signed copy of provisional balance sheet shall be acceptable.
- vi) Attested copy of manpower wages roll and EPFO Challan in support of available manpower (duly submitted to EPFO) in respect of the previous four quarters shall be acceptable.



**7. Validity of Bids:**

- a) Bids shall remain valid and open for acceptance for a period of 180 days from the last date of submission of bids.
- b) In case client calls the bidder for negotiation then this shall not amount to cancellation or withdrawal of original offer which shall be binding on the bidder.

**8. Mode of Measurement.**

- a) Liquid oxygen will only be received after weighing the tanker before supply at mutually consented Dharma Kanta (Nearest to hospital) along with the receipt. After refilling the tank in the hospital campus, the tanker will again be sent to the same Dharma Kanta on the same day for weighing; both the receipts should be duly signed and submitted to the officer in-charge of LMO plant. The net weight of the LMO supplied to the hospital shall be determined by subtracting the weight after supply from the weight before supply on the same day.
- b) Representative from the hospital may visit the Dharma Kanta from time to time for inspection of gross weight, tare weight and net weight of the oxygen tanker. Firm will provide necessary cooperation in this matter, no additional charges will be payable from hospital.

**9. Check List: (Scanned copy of following must be uploaded)**

- a) Scanned Copy of DD/FDR for EMD Cost must be uploaded
- b) Copy of PAN Card should be uploaded.
- c) Firm/Company registration certificate should be uploaded
- d) Should have GST certificate (Upload attested copies)
- e) Should have sale tax certificate (Upload attested copies)
- f) Income Tax Return of last three years should be uploaded
- g) Annual turnover & balance sheet of last three year duly certified by CA as mentioned in tender document should be uploaded.
- h) "Declaration by the Bidder "(Form B) should be uploaded as mentioned in tender document should be uploaded.
- i) Valid manufacturing licenses for LMO (Upload attested copies).
- j) Valid license for storage, refilling and testing of cylinders (Upload copies).
- k) A CCE approved test shop certificate (Upload attested copies).
- l) Experience certificate of LMO supply to 3 reputed 300 bedded hospitals, 2 of them should be Govt. hospitals.
- m) Lowest rate certificate in last 2 years, certifying that the rate quoted are not higher than quoted elsewhere.
- n) Non-black-listing certificate. Certificate stating that the firm has not been black listed in the past and no vigilance or any other enquiry is pending against the firm.
- o) Undertaking that uninterrupted supply of gases will be maintained or else alternative arrangement will be made by the firm at their own risk.
- p) Certificate mentioning total number of vehicles of liquid oxygen transport tank in possession and permission to ply on roads all time.
- q) Certificate stating that all term and conditions of tender are acceptable.
- r) Performance report from competent authority of the hospitals / institutes stating uninterrupted supply of Medical gases.

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**Form-A****PARTICULARS FOR REFUND OF EMD TO SUCCESSFUL/UNSUCCESSFUL BIDDER  
RTGS / National Electronic Fund Transfer (NEFT) Mandate Form**

1.	Name of the Bidder	
2.	Permanent Account No (PAN)	
3.	Particulars of Bank Account	
	a) Name of the Bank	
	b) Name of the Branch	
	c) Branch Code	
	d) Address	
	e) City Name	
	f) Telephone No	
	g) NEFT/IFSC Code	
	h) RTGS Code	
	i) 9 Digit MICR Code appearing on the cheque book	
	j) Type of Account	
	k) Account No.	
4	Email id of the Bidder	
5.	Complete Postal Address of the bidder	

## **Form – B**

### **Declaration by the Bidder:**

1. I/We have downloaded the tender from the internet site and I/We have not tampered /modified the tender documents in any manner. In case the same is found tampered/ modified, I/We understand that my/our offer shall be summarily rejected and I/We are liable to be banned from doing business with AIIMS Raipur and/or prosecuted as per laws.
2. I/We have read and fully understood all the terms and conditions contained in Tender document regarding terms & conditions of the contract& rules and I/we agree to abide them.
3. The bidder should not have been blacklisted before at any government organisation/institute etc.
4. The bidder should not be prosecuted by any court of law defaulter for any Bank/Financial organization etc.
5. No other charges would be payable by Client and there would be no increase in rates during the Contract period.

Place:- .....

Date:- .....

(Signature of Bidder with seal)

Name :

Seal :

Address :

**FORM FOR FINANCIAL CAPACITY**

Description	Financial year		
	2014-15	2015-16	2016-17
Annual Turnover			
Net Worth			
Current Assets			
Current Liabilities			
Total Revenue			
Profit Before Taxes			
Profit After Taxes			

### **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**

- 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 “Online bidder Enrollment” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

#### **SEARCHING FOR TENDER DOCUMENTS**

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

#### **PREPARATION OF BIDS**

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Bidder should go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.

- 3) 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.
- 4) Bidder, in advance, should ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be uploaded in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 5) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

#### **SUBMISSION OF BIDS**

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should 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.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) 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.

- 8) 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.
- 9) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 10) Upon the successful and timely submission of bids (ie 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.
- 11) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

#### **ASSISTANCE TO BIDDERS**

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk number 0120-4200462, 0120-4001002.

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