



Software Technology Parks of India

(An autonomous society under Ministry of Electronics & Information Technology, Govt. of India)

Plate -B, 1st Floor, Office Block-I, East Kidwai Nagar, New Delhi – 110023

Phone: 011-20815077

Request for Proposal of Appointment of Tax Consultant

Software Technology Parks of India (STPI) invites proposal from the Chartered/Cost Accountant Firms for appointment as Tax Consultant for providing the taxation services to STPI. The details of RFP are as under:

1.	RFP No. & Date	STPI/HQ(F)/MISC/05/96 dated 9 th October 2019
2.	Scope of work/job	<i>Appointment as Tax Consultant of STPI. Detailed scope of work is mentioned in Part-II of the RFP document.</i>
3.	Mode of RFP	e-Tender (online) on URL https://eprocure.gov.in/eprocure/app In Two-Bid System as follows: a) Technical Bid b) Financial Bid
4.	Issue of RFP document	The bidder can download RFP document from www.stpi.in & https://eprocure.gov.in . Bidder must submit the Bid Securing Declaration as per Part-VIII of RFP instead of Earnest Money failing which bidder will pay Rs. 30000/- towards Earnest Money Deposit (EMD) through RTGS/NEFT as per following details. Account No. : 1098101101244 IFS Code : CNRB0001098 Bank Name : Canara Bank Bank Address : Parliament Street Branch, Delhi
5.	Pre-Bid Meeting	17 th October 2019, 1200 Hrs
6.	Last date & Time for submission of proposal	30 th October 2019, 1200Hrs
7.	Date & Time for opening of proposal	31 st October 2019, 1400 Hrs
8.	Validity of proposal	90 Days from the last date of submission of proposal.

Interested Chartered Accountant/Cost Accountant firms may submit their online proposal on URL <http://eprocure.gov.in>. latest by 30th October 2019 at 1200 Hrs.

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PART-I

BRIEF INTRODUCTION AND GENERAL INFORMATION OF STPI

Software Technology Parks of India (STPI) was established and registered as an autonomous society under the Societies Registration Act, 1860 on June 5, 1991 under the Ministry of Electronics & Information Technology, Govt. of India (formerly known as Department of Electronics). The objective of the society is to implement STP/EHTP Scheme, set up and manage infrastructure facilities and provide other services like technology assessment and professional training etc. Presently 56 centres of STPI are operational across the country. The registered office of the STPI is situated at Electronics Niketan, 6, CGO Complex, Lodhi Road, New Delhi-110003. Detailed profile of STPI may please be browsed from URL www.stpi.in

STPI invite sealed proposals from the Chartered/Cost Accountant Firms for appointment as Tax Consultant of STPI. Detailed scope of work is given in the Part – II of RFP document.

The instructions of RFP regarding submission of proposals are given in Part-III of the RFP document.

The Eligibility of Professional/Firm/Company is mentioned in Part-IV of the RFP document.

PART-II
Scope of Work

1. Bidder shall prepare the Computation of Taxable Income in Form 10B and file the annual return/revise return as per the provision of Income Tax Act, 1961.
2. Bidder shall prepare the Computation w.r.t GST/ TDS and file the return/revise return as per the provision of respective Acts.
3. Bidder shall advise to STPI for any discrepancy/difficulty arises during filing of E-TDS Return/Revise E-TDS Return/ GST Return/Revise GST Return as per the provision of Income Tax Act/ Finance Act/GST Act and any other provision of Government of India.
4. Bidder shall co-ordinate with Income Tax Authorities for completion/filing of income tax assessment/CIT Appeal/ITAT Appeal for any assessment year in the Jurisdiction of Delhi NCR Region.
5. Bidder shall also coordinate with Income Tax Authorities for issuance of assessment order/appellate order/appeal effect etc. for any assessment year in the Jurisdiction of Delhi NCR Region.
6. Bidder shall co-ordinate with GST Authorities for completion/filing of tax assessment/Appeal/enquiry for any assessment year in the Jurisdiction of Delhi NCR Region.
7. Bidder shall also coordinate with GST Authorities for issuance of assessment order/appellate order/appeal effect etc. for any assessment year in the Jurisdiction of Delhi NCR Region.
8. Bidder must submit reply with Tax Authorities for any notice issued to STPI in the jurisdiction of Delhi NCR Region.
9. Bidder shall submit appropriate reply to STPI for any notice issued to STPI across the country by any Tax Authority, other than jurisdiction of Delhi NCR Region.
10. Bidder shall advise STPI for compilation of records/information required for submission of any reply to any Tax Authority.

11. Bidder shall intimate immediately in writing as well as through e-mail to STPI for each effective/non-effective appearance before Tax Authorities in the matter related to assessment/appeal/notice.
12. Bidder has to co-ordinate with legal Counsel for all types of legal & other issues relating to Direct Tax & Indirect Taxes.
13. Bidder shall provide its opinion to STPI for all the matters referred during the contract period having financial/taxation implications.
14. Bidder has to advise STPI for future course of action consequent to assessment/re-assessment/ rectification, other orders issued by Direct Tax & Indirect Tax authorities.
15. Bidder shall help STPI in tax planning/provisioning during the financial year and also advised on the investment proposal as and when required.
16. Updating STPI on latest circulars/order/amendments in the taxation filed by forwarding the hard copies/soft copies.
17. Bidder shall advise to STPI ECPF Trust & Gratuity Trust for any discrepancy/difficulty arises during filing of E-TDS Return/revise E-TDS Return as per the provision of Income Tax Act/ Finance Act and any other provision of Government of India & all other matters related to Income Tax Act, as applicable on STPI ECPF Trust & Gratuity Trust.
18. Bidder has to provide necessary support, advice, assistance in relation to preparation of various documents required to be submitted with Direct & Indirect Tax Authorities.
19. Consultancy on all matters raised by Direct and Indirect tax authorities across the STPI.
20. Providing consultancy in respect of formation of separate entity or any other firm/ venture by STPI.
21. Bidder shall visit to STPI twice in a month and submit the up-to-date compliance report for Authorities of STPI.
22. Any other work/ matters assigned from time to time in respect of Direct and Indirect tax matters for present or future ventures under the administrative control of STPI.

PART-III

INSTRUCTION FOR SUBMISSION OF PROPOSAL

1. The appointment will be for one year, which may be extended till the end of 3rd year on year to year basis on same terms & conditions and professional fees, subject to satisfactory completion of assignment. Satisfactory performance shall be primarily assessed based on quality and timeline of reporting. Further, based on the performance, extension/re-appointment letter shall be issued for the second and the third year.
2. RFP documents may be downloaded from website www.stpi.in or [https://.eprocure.gov.in](https://eprocure.gov.in). Bidder must submit the Bid Securing Declaration as per Part-VIII of RFP instead of Earnest Money failing which the bidder will pay Rs. 30000/- towards Earnest Money Deposit (EMD) through RTGS/NEFT as per following details.
Account No. : 1098101101244
IFS Code : CNRB0001098
Bank Name : Canara Bank
Bank Address : Parliament Street Branch, Delhi
3. The EMD of successful bidder, if deposited through RTGS/NEFT, will be returned/adjusted on submission of Performance Security. The EMD of unsuccessful bidder, if deposited through RTGS/NEFT, will be returned within 30 days from the date of award of work, without any interest thereon.
4. Successful bidder must submit 10% of contract value as Performance Security through NEFT/RTGS within 30 days of acceptance of appointment. Performance Security will be released to successful bidder after completion of assignment, without any interest thereon.
5. The bid must be submitted the bid online on URL <https://eprocure.gov.in> along with the standard formats prescribed in the Tender documents displayed on said URL. The following documents to be uploaded with the Technical bid (Form A):
 - a) Scanned copy of Bid Securing Declaration as per Part VIII of RFP/ EMD details, if deposited through RTGS/NEFT along with UTR number.
 - b) Scanned copy of PAN number.
 - c) Scanned copy of GST number.

- d) Scanned copy of ICAI/ICMAI Registration number.
 - e) Scanned copy of Profile of the Bidder along with copies of certificate of registration issued by the governing body/Institute and proof of residency of the bidder in Delhi/NCR and in minimum 05 Directorate of STPI.
 - f) Scanned copy of profile of the Associate members along with copies of certificate of registration issued by the governing body/Institute and proof of residency of the associate in respective directorate of STPI
 - g) Scanned copy of audited Balance Sheet and Income & Expenses account for the period 2016-17 to 2018-19.
 - h) Scanned copy of Declarations that bidder is not blacklisted from any Government/Ministry/ Department/PSU.
 - i) Scanned copy of Documentary evidence of minimum two consultancy contract with a value of 2.00 lakh or above in last four years
- 6 Consolidated price may quote in Form “B”. No additional fees/ Charges will be considered by STPI for payment, other than professional fees quoted at S. No. 3 of Form B.
- 7 All prices should be quoted in Indian Rupees (INR).
- 8 No claim of TA/DA, conveyance, boarding & lodging will be considered by STPI before, during and after the contract period.
- 9 STPI will pay the consolidated fees as per Form “B” of the RFP document to Successful bidder as per the terms of Payment mentioned in the Part-III of RFP document.
- 10 The validity of the proposal should be 90 days from the last date of submission of proposal as specified in the RFP document. The signed copy of RFP should be attached with Form ‘A’.
- 11 Bidder may attend the Pre-Bid meeting. Bidder must submit its queries, if any, through mail at least 24 hours before of the schedule of pre bid meeting. The e-mail may be sent to pn.saxena@stpi.in.
- 12 **Rejection of the proposal:**
- a) The bidder is expected to examine all instructions, formats, terms & condition and schedule of work in the bid document. Failure to furnish all information required as per RFP document or submission of proposal which is not substantially responsive to the RFP document in every aspect may result in

rejection of proposal. In respect of interpretation/clarification and any matter relating to this RFP document, the decision of STPI will be final.

- b) Proposals not submitted in the prescribed format, will be summarily rejected.
 - c) Proposals submitted without Bid Securing Declaration /EMD of Rs. 30,000/- will be summarily rejected.
 - d) The Bidder not scored the minimum score as desired in Part-IV of the RFP document will be summarily rejected.
 - e) The professionals will have to submit the entire requisite document as specified in the format A, failing which, the proposal is liable to be rejected.
 - f) The proposals received after specified date & time will not be considered.
 - g) The proposals received through Fax /Telex/photocopy/mail will not be considered.
- 13 STPI reserves the right to reject any or all the proposals or accept them in part or to reject lowest proposal without assigning any reason thereof.
- 14 Proposals once submitted shall not be allowed to withdraw. Any default after acceptance of proposal shall be deemed to be non-compliance to the terms of contract and would be liable to cancellation of contract and EMD shall be forfeited/suspended as per Bid Security Declaration.
- 15 **Deliverables:**
- a) The team leader who has been assigned the consultancy work of STPI by bidder, shall visit the STPI-HQ at least twice in the month. The consultancy team also must visit STPI-HQ as and when required.
 - b) Bidder must submit its opinion/reply/advise etc. within the timeline provided by STPI on case to case basis.
 - c) Bidder shall intimate STPI in writing 7 days prior to submission of any reply/document/information to any Tax Authority/Tribunal.
 - d) Bidder shall intimate in writing to STPI towards the each effective/non effective hearing on the same day.
 - e) Bidder shall submit its strategy/methodology in writing to STPI within one month from award of contract, for taking up the ongoing/upcoming Assessments/Appeals with any Tax Authority/Tribunal.
 - f) Bidder shall perform all work as mentioned in Part-II of this RFP without any fail.

16 If STPI suffers any financial/legal loss due to non-compliance of bidder with any clause of this RFP, then STPI reserves the right to file a claim for recovery of loss from bidder. Such claims may be settled through Arbitration. DG, STPI will be the Competent Authority for appointment of the Sole Arbitrator.

17 **Criteria for award of contract:**

a) The bidder shall have to score at least 70 marks in Technical Score (St) as per “Evaluation and Selection Matrix” for being eligible for opening of Financial Bid. The lowest evaluated financial bid shall be awarded the maximum financial score (Sf) of 100. The formula for determining the financial scores (Sf) of all other Proposals is calculated as following:

- $Sf = 100 \times Fm / F$, in which “Sf” is the financial score, “Fm” is the lowest price, and “F” the price of the bid under consideration.
- The weights given to the Technical (T) and Financial (P) Bids are: T = 70%, and P = 30%
- Bid will be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) as following:

$$S = St \times T\% + Sf \times P\%.$$

Note:

The score given by the Evaluation Committee will stand final and no representation in this regard will be entertained and Department decision will be final and binding on all the bidders.

b) Financial Bids of only those bidders will be opened who are technically qualified.

c) Contract will be awarded to highest scored bid i.e. as per point 17(a) above. The decision of STPI in this regard shall be final and binding to the bidders.

18 **Payment Term:**

Payment will be released to successful bidder on quarterly basis on submission of Invoice i.e. after completion of each quarter. Payments are

subject to deduction of TDS etc. as per rules. STPI will not be liable to pay interest on account of delay payment etc. STPI will not release the further payment to bidder in case the awarded assignment is not completed in the stipulated time or in event of arising of any difference/dispute. In that case, STPI reserves the right to terminate the contract with or without arising any reason.

19 **Liquidated Damage:**

The bidder shall be charged with Liquidated damages @ 1% per week or part for first four weeks of delay, thereafter @ 2% per week maximum of 10% of the contract value, if bidder fails to comply with any clause of this RFP. Subsequently, STPI retains right to terminate the contract without assigning any reason and no further payment shall be released and Performance Bid Security may also be forfeit. The bidder shall not be penalized for the delay not attributable to them. Further, STPI reserves the right to revise/change the schedule of delivery.

20 **Termination by default:**

STPI may, without prejudice to any other remedy for breach of contract, by written notice of default sent to firm/company, terminate the contract in whole or part. STPI also reserves the right to banning its business with the bidder within STPI and same will also be apprised to the appropriate forums like ICAI/ICMAI etc.

21 **Condone of delay period:**

In the event of delay in completion of assignment, which is not attributable to bidder, Competent Authority reserves the right to condone such period of delay, provided bidder has submitted adequate justification, min writing. Further, STPI reserves the right to revise/change the schedule of delivery.

22 **Disputes:**

All disputes or difference whatsoever arising between the parties out of or relating to this RFP document shall be settled through arbitration proceedings as per Indian Arbitration Act. In such case, DG, STPI will be the Competent Authority for appointment of the Sole Arbitrator.

23 **Force Majeure:**

If, at any time, during the continuance of the work contract, the performance in whole or in any part by either party of obligation under the work contract shall be prevented or delayed by reasons of any war, hostile acts of the enemy, civil commotion, subrogate, fire, floods, earthquakes, explosions, epidemics, strikes and quarantine restrictions by acts of God,(herein after referred to as eventualities) then provided notice of the happening of any such eventualities is given by either party to the other within two days from the date of occurrence thereon, neither party shall, by reason of such eventualities be entitled to terminate this work contract nor shall either party have any claim of damages against the other in respect of such nonperformance or delay in performance. Performance of the work contract shall, however, be resumed as soon as practicable after such eventuality has come to an end.

PART-IV

ELIGIBILITY OF BIDDER

1. Chartered/Cost Accountant firms having their office at Delhi & NCR region may send their proposals for appointment as Tax Consultant of STPI.
2. **The bidder must satisfy the following conditions:**
 - (a) Bidder must have partners not below the FCA/FCMA. The profile of each member needs to be uploaded along-with Form "A". The manpower below the qualification mentioned above will not be considered.
 - (b) Bidder must have experience in the in the field of consultancy provided to Government/Ministry/Department/PSUs/ Autonomous Body in the field of Taxation (enclosed documentary evidence). Out of which bidder must have been awarded at least two (02) consultancy contracts for the value of Rs. 2.00 lac or above by any Central Government/Autonomous Body/Ministries/Departments/ PSU's in the last four financial years i.e. till 31.03.2019. Copy of PO/WO/Contract etc. need to be enclosed as documentary evidence.
3. Receipts/Turnover of Rs.5.00 crore in each financial year i.e. from FY 2016-17 to 2018-19. **Copy of financial statements of the firm/company of each financial year must be enclosed.** In case audited financial statements of bidder for FY 2018-19 not available, then self-certified financial statements may be provided.
4. Bidder shall not be blacklisted from any Government/Ministry/Department/ PSU/Autonomous Body of Central or State Govt. Declaration must be uploaded as per Part-VII of RFP document.
5. **The following documents (self-attested) are also required to be uploaded along with proposal.**
 - a. GST Registration (Undertaking must be submitted if not applicable duly specifying reason thereof).
 - b. PAN of bidder.
 - c. Copy of Registration with ICAI.

6. Evaluation and Selection Matrix

The bidder shall have to score at least 70 marks in Technical Score (ST) as per following detail:

Sl No.	Parameters	Evaluation Criteria	Max Mark
a)	Partners of the firm/company etc.	<ul style="list-style-type: none"> • Less than 5 partners: 0 marks. • Is equal to 5 partners: 10 marks • More than 5 partners: 20 marks 	20
b)	Experience of the bidder in the field of consultancy	<p>When experience of the bidder</p> <ul style="list-style-type: none"> • Less than 10 years: 0 marks • Is equal to 10 years: 10 marks • Is more than < 10 >12 years: 20 marks • Is more than < 12 years: 30 marks 	30
c)	bidder must have been awarded at least two consultancy contracts for the value of Rs. 2.00 lac or above by any Central Government/Autonomous Body/Ministries/Departments/PSU's in the last four financial years i.e. till 31.03.2019	<ul style="list-style-type: none"> • Less than 2 consultancy contracts: 0 marks • 2 consultancy contracts: 10 marks • 3 consultancy contracts: 20 marks • more than 3 consultancy contracts: 30 marks 	30
d)	Turnover of Rs. 5.0 crore in each financial year i.e. from FY 2016-17 to 2018-19.	<ul style="list-style-type: none"> • Less than 5.0 crores: 0 marks. • From 5 to 7 crores: 10 marks • More than 7 crores: 20 marks 	20

PART-V
FORM - A
TECHNICAL BID

1. (a) Name of the Bidder :
- (b) Postal Address :
- (i) Telephone No. :
- (ii) E-mail. :
2. Date of its Establishment :
3. Name & Qualification of Partners :
4. Experience of Firm :
5. Turnover of bidder in last three Financial years : 2016-17:
(Copy of Audit report and Financial Statements along with schedules must be enclosed with proposal) 2017-18:
2018-19:
6. PAN (Copy enclosed) :
7. GST No. (Copy enclosed) :
8. Registration no. (Copy enclosed) :
9. Any other information :

I.....(designation).....of (Name of the firm).....hereby declare that I have examine Instruction, Term & Conditions and scope of work of the Request for Proposal and accepted the same.

Authorized Signatory

OFFICE SEAL

Date: _____

Place: _____

PART-VI

FORM - B

FINANCIAL BID

- 1. Annual Retainer Ship Fee :
- 2. Taxes, if any :
- 3. Total :

Authorized Signatory

OFFICE SEAL

Date: _____

Place: _____

(To be submitted/uploaded on Bidder Letter Head)

PART-VII

DECLARATION

We declare and confirm that (i) we have not been blacklisted or deregistered by any Central/ State Government department or public sector undertaking or autonomous bodies and none of our works had ever been terminated by client after award of contract, during last three years; and (ii) no agent, middleman or any intermediary has been, or will be engaged to provide any services, or any other item of work related to the award and performance of this Contract. We acknowledge the right of the STPI, if STPI finds to the contrary, to declare our Tender to be non-compliant and if the Contract has been awarded to declare the Contract will be null and void.

We also declare that the data provided by STPI in support to their query will be used only for this purpose and it will not be shared/accessed to any person/institution/firm/company/corporation/body etc. without the written consent of the STPI. We acknowledge the right of the STPI, if STPI finds to the contrary, STPI is entitled to claim appropriate compensation from us and the decision of STPI in this regard shall be final.

Authorized Signatory with Seal

(To be submitted/uploaded on Bidder Letter Head)

PART-VIII

BID SECURING DECLARATION

We, M/s _____, accepting that if they withdraw or modify their Bid during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bid document, they will be suspended for the period of 12 month from being eligible to submit Bid for contracts with the Software Technology Parks of India (in short STPI).

Authorized Signatory with Seal

PART – IX

Appendix - 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 / TCS / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

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

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” 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. In case of any recurring issues encountered in the site, the bidder should inform STPI by written request /email, latest by 2 PM on the last day of bid submission.
- 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/online” to pay the tender fee / BSD as applicable and enter details of the instrument.
- 4) Bidder should prepare the BSD (Bid security Deposit) 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) 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 128bit 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 openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (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.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 2232. Bidder can also get help at +91-7878007972 & +91-7878007973.
