



**INSTITUTE OF HOME ECONOMICS**  
(University of Delhi)  
**इंस्टिट्यूट ऑफ होम इकोनॉमिक्स**  
(दिल्ली विश्वविद्यालय)



**NAAC GRADE 'A' ACCREDITED**

Dated: 07/6/2022

Ref. No. IHE/2022-23/Admin/349

**PROCUREMENT TENDER NOTICE**

Institute of Home Economics invites e-tenders under Two Bids System (Technical and Financial) from reputed and eligible agencies through e-hiring for Supply, Installation, Testing and Commissioning of CCTV Cameras at Institute of Home Economics.

DESCRIPTION	DETAILS/DATE
EMD	Rs 12, 000/-
Tender fee	Rs 500/-
Bid Document Download Start Date	08/06/2022
Bid Submission Start Date	08/06/2022
Bid Submission End Date	24/06/2022
Bid Opening Date	27/06/2022

**Notes:**

1. All details regarding the subject tender are available on our websites <http://www.ihe.ac.in/> and <https://eprocure.gov.in/eprocure/app>. Any corrigendum regarding this tender shall be uploaded only on the college website. Thus, bidders are requested to visit our websites regularly to keep themselves updated.
2. Manual bids shall not be accepted.
3. For submission of E-Bids, bidders are required to get themselves registered with <http://eprocure.gov.in/eprocure/app>.
4. Tender fee and EMD should reach the **Director, Institute of Home Economics, F-4, Hauz Khas Enclave, Hauz Khas, Delhi-110016**, before the end date and time of bid submission. Failing which offer will be liable for rejection. Bidders, however, have to attach scanned copies of tender cost and EMD documents along with their e-tender.
5. Clarifications/queries, if any, can be addressed to the Administration, IHE on telephone no.011-47702166 and email [administration@ihe.du.ac.in](mailto:administration@ihe.du.ac.in)

(Dr. Geeta Trilok-Kumar)  
Director

## **Request for Proposal (RfP) for Supply, Installation, Testing and Commissioning of CCTV Cameras within the College Premises**

A reputed contractor/company having experience of at least **three years** in supplying, installation and commissioning of CCTV Cameras are eligible to submit their bid in **two bid system** i.e. **Technical Bid** and **Financial Bid** for the Supply, Installation, Testing and Commissioning of CCTV Cameras in response to this tender.

The eligible bidder must submit tender fees of Rs 500/- (Non-refundable) and Earnest Money Deposit (EMD) of Rs 12,000/- in the form of demand-draft drawn in favor of "**Director, Institute of Home Economics**" payable at New Delhi along with Technical Bid. The bidders from MSME are exempted from EMD only, but they have to submit exemption certificate for the same. EMD of unsuccessful bidders will be refunded (without interest) within 30 days of opening of the tenders. The successful bidders will have to submit performance security equivalent to 5% of the ordered value within 10 days of the award of contract.

### **TECHNICAL AND QUALIFYING CRITERIA**

- 1.1 The bidder/contractor should be OEM/Authorized dealers of CCTV Cameras.
- 1.2 The bidder/contractor should have GST registration number.
- 1.3 The bidder shall have its registered office/Branch Office/Service Centre in Delhi-NCR and shall submit a self-attested proof of the same.
- 1.4 The bidder/contractor should deposit Demand Drafts/pay order against tender fees (Rs. 500/-) and Earnest Money Deposit (Rs. 12,000/-) as mentioned earlier. MSME registered bidders can claim the exemption from EMD after submitting exemption certificate.
- 1.5 The bidder should have experience in installation and maintenance of CCTV cameras and must execute three similar works each costing not less than 40% or two similar works each costing not less than 60% one similar work costing not less than 80% of the tender cost earlier.
- 1.6 The bidder/contractor should not be blacklisted by any State Government/Central Government/Public Sector Undertaking/University in India in last five years. If, it is subsequently established or found that the bidding firm has given any false information or facts or has suppressed facts or manipulated the documents. etc., the contract order along with the earnest money deposit or the performance security deposit, as the case may be, will be forfeited and no excuse what so ever will be entertained therefore.
- 1.7 The bidder should submit all the requested certificates that are mentioned in the terms

and conditions indicated in the tender document.

- 1.8 The bidders are advised to visit the site to see the scope of work. To visit the college the bidder/s can contact administration office of the college.
- 1.9 Language of Bid and Correspondence: The Bid will be submitted by the Bidder in English language only. All the documents relating to the Bid (including brochures mentioning the specification of the products quoted) shall be supplied by the bidder and they must be in English.
- 1.10 Bid Currencies: Prices shall be quoted in Indian Rupees (INR).

### **Details of Work**

- The scope of work in providing and installation of CCTV surveillance system. The proposed surveillance system consists of:
  - Cameras
  - Recorder (DVR)
  - Monitor etc.
- The system will be used for monitoring at predetermined place. However, it may be changed, if required.
- Contractor shall contact administration of the College for finalizing locations of the cameras and recorder and accordingly prepare the working drawing and get it signed by Director, IHE before the start of work.
- Contractor shall handover the completed system to the Director/Administration and obtain the certificate of completion of work from them. Payment to the contractor shall be processed after submission of above signed certificate to the office.

### List of Items to be installed

S. NO.	Item/s	Preferred brands	Approx. Number*
1	<b>SUPPLY OF CAMERAS</b> (2 MP or better, Day & Night, Full HD-1920x 1080, detection range greater than or equal to 30m, WDR- greater than 70dB, FPS- more than 25fps, IP compatible for networking, CMOS sensor)	PANASONIC, BOSCH, HIKVISION, HONEYWELL	64
2	<b>NETWORK VIDEO RECORDER (64 CHANNEL)</b> (Two way talk, Should support all reputed full HD internet protocol, HDMI or VGA output (cable included), Resolution –min. 704 x 576 upto 1920x1080, real time for all channels@25fps per channel, Audio recording, Ethernet port, Compression-Smart H.264 or better, Playback resolution-5MP, PoE & network interface for ethernet, Can be used with various network protocols Certified by CF/FCC/BIS/EN/UL	PANASONIC, BOSCH, HIKVISION, HONEYWELL	1
3	<b>LED MONITOR 43 INCHES</b> Resolution- 1920 x 1080 pixels, view angle -170/180, Full HD, higher contrast ratio	DELL, SAMSUNG, SONY, HP, LG	1
4	CAT 6 CABLE	ASIAN, FINOLEX, HAVELS, POLYCAB, DLINK, INFINITY, DELTON, SKYSTONE, HIKVISION	AS PER BIDDER SURVEY
5	HARD DISK (6 TB)-SATA	SEAGATE, WD	4
6	POE SWITCH 16 PORT	ANCHOR, CRABTREE, NORTHWEST, HPL, CONA	2
7	POE SWITCH 8 PORT	ANCHOR, CRABTREE, NORTHWEST, HPL, CONA	5
8	POE SWITCH 4 PORT	ANCHOR, CRABTREE, NORTHWEST, HPL, CONA	3
9	4U RACK WITH POWER STRIP		8
10	9U RACK 600 MM WITH POWER STRIP	MASS, TRIPPLITE, EMS, HAMMOND	1
11	PVC CONDUIT PIPE WITH ACCESSORIES	KALINGA, PLAZA, SGI	AS PER BIDDER SURVEY

\* The actual quantity may vary at the time of award of contract.

### Annexure-I

#### TERMS & CONDITIONS

- The bidder should be OEM/Authorized dealers of CCTV Cameras.

- 2 The bidder should have GST registration number.
- 3 The bidder shall have its registered office/Branch Office/Service Centre in Delhi-NCR and shall submit a self-attested proof of the same.
- 4 The bidder/contractor should deposit Demand Drafts against tender fees (Rs.500/-) and Earnest Money Deposit (Rs. 12,000/-) as mentioned earlier. Bids not accompanied with the Earnest Money Deposit (EMD) and/ or required documents will be summarily rejected.
- 5 The bidder should have experience in installation and maintenance of CCTV cameras and must execute three similar works each costing not less than 40% or two similar works each costing not less than 60% one similar work costing not less than 80% of the tender cost earlier.
- 6 The bidder should not be blacklisted by any State Government/Central Government/Public Sector Undertaking/University in India in last five years. If, it is subsequently established or found that the bidding firm has given any false information or facts or has suppressed facts or manipulated the documents, etc., the contract if awarded will be terminated immediately and the earnest money deposit or the performance security deposit, as the case may be, will be forfeited and no excuse what so ever will be entertained therefore.
- 7 Before tendering, the bidder shall visit the site and acquaint himself to the local conditions, the accessibility of the site to a full extent and understand implications of the operation, the nature of the ground and supply conditions affecting labour and execution of the contract. No claim on these issues will be entertained later.
- 8 The price should be quoted as per BOQ in INR only. All taxes and other charges shall be borne by the contractor.
- 9 Bids will remain valid for a period of 90 days from the last date of submission of tender. Rates stated and approved by the College will remain valid for the entire period of contract.
- 10 The successful bidders shall have to submit performance security equivalent to 5% of the ordered value within 10 days of the award of contract. Performance security may be furnished in the form of a Demand Draft from a scheduled bank in an acceptable form, safeguarding the college's interest in all respects. Security should be valid up to the warranty period of the items installed.
- 11 The acceptance of the tender will be the discretion of the College authorities who don't bind themselves to accepting the lowest bid (L1).
- 12 The College reserves the right to accept or reject any or all of the bids either fully or partially without assigning any reasons thereof.
- 13 The successful bidder will have to undertake to comply with all terms and conditions by executing an agreement on a non-judicial stamp paper of Rs. 100/- within seven days of issue of award letter.
- 14 The successful contractor or his representative should be made available at work site execution every day during the execution of the work who will receive day to day instructions from the Director, Institute of Home Economics or her representative.

- 15 The contractor has to make his own arrangement of T&P required for execution of the work and no claim will be admissible on this account.
- 16 Before commencement of the work, the contractor shall submit completion program of the assigned work so as to inform the Director, Institute of Home Economics in advance. The work shall be executed without inconvenience to the beneficiaries.
- 17 The work is to be executed as per layout given by the Director, Institute of Home Economics or her representative and the contractor shall restrict the work accordingly.
- 18 The contractor will have to get samples of material and all fittings approved by the Director, Institute of Home Economics or her representative before using them for the work. All the approved material/s to be used in the work shall be of reputed makes/ISI marked.
- 19 Time allowed to complete the work from the day after the date of written order to commence the work will be 30 days.
- 20 Inconvenience to Public: The contractor shall not deposit materials anywhere in and at around the site which will cause inconvenience to the public. The contractor may require removing any materials which are considered dangerous or inconvenient to the public or cause them to be removed, at the contractor's cost as per direction of the Director, Institute of Home Economics, or her representative. Works must be executed as per prevailing rules, norms, and guidelines of all statutory authorities.
- 21 All existing services and ground of the plot (like storm water drains, water supply lines, sewer lines, and approach roads, etc.) will be kept by the contractor in good order. Any damage to existing structure during execution work will have to be made good by the contractor at his/her own cost.
- 22 Any failure to fulfill these requirements shall attract the penal provisions of this contract arising out of the resultant non-execution of the work.
- 23 In case the work site is not made available to the contractor according to his/her program, no claim will be admissible on this account.
- 24 The contractor shall have to get the site of work cleared during execution and/or on completion of work as per directions and to the satisfaction of Director, Institute of Home Economics or her representative.
- 25 The contractor shall sign all pages of the tender documents including these conditions. Incomplete tenders are likely to be rejected.
- 26 The contract once awarded cannot be terminated by bidder. However, if the bidder/contractor seeks termination of the contract before the completion of work then his security deposits would be forfeited by the college.
- 27 Institute of Home Economics shall in no case be responsible for any accident, loss or damage to the staff employed or article equipment etc. used by contractor.

- 28 The contractor shall not engage the service of any sub- contractor or transfer the contract to any other person.
- 29 Minimum guarantee/warranty have to be provided for one year. Guarantee/Warranty will commence from the date of the satisfactory installation/commissioning of CCTVs and other items without any defect whether manufacturing or poor quality of components.
- 30 Signed and rubber sealed guarantee / warranty declaration certificate will have to be furnished by the successful bidder at the time of supply along with the bills.
- 31 Institute of Home Economics reserves the right to change quantity or any terms and conditions governing for Supply, Installation, testing and commissioning of CCTV Cameras as and when circumstances so warrant.

**Signature of the bidder:**

**Name of the bidder:**

**Company's seal:**

### **Documents To Be Submitted By Bidder For Technical Bid (online)**

The bidder should submit all the requested documents that are mentioned below for the technical bid. All the documents must be signed and have company's seal.

1. Signed and self attested copy of terms and conditions (Annexure-I)
2. Tender Acceptance letter (Annexure- II) (To be given on Company Letter Head)
3. Duly filled Request for proposal (Annexure- III) (to be given on Company letter head)
4. Copy of GST Registration Certificate and PAN Card
5. Copy of demand drafts of tender fees and EMD (if applicable).
6. Copy of Valid Registration Certificate of the Agency/Firm

7. Copy of valid MSME certificate for the same service (if applicable).
8. Certificate if claiming EMD exemption.
9. Undertaking stating that the bidder/contractor has not been black listed from any authorities (Annexure- IV)
10. Catalogue/Original pamphlet/references clearly mentioning the make and model of the quoted items with the complete technical details in the form of brochures and write-ups of all the items – cameras, DVR, HDD and LED monitor must be submitted along with the bid documents.
11. The bidder should submit the Manufacture Authorization Form (MAF) of camera and DVR.
12. Last three year ITR
13. Latest GST Return
14. Signed and rubber sealed guarantee / warranty declaration certificate (Annexure-V)
15. Power of attorney/Authority letter in case person other than the bidder has signed the tender documents.
16. List of clients and their contact details where bidder executed similar works (Annexure- VI).

#### **INSTRUCTIONSTO BIDDERS FOR ONLINE BID SUBMISSION**

- The tender shall be submitted online in two parts 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.
- “Technical Bid” shall comprise of all documents as mentioned above.
- “Financial Bid” shall comprise of the price bids as per format in BoQ. The price must be quoted online in the given format only.
- Tender acceptance letter must be signed by the authorized signatory of the bidder with seal.

(Annexure-II).

- The demand drafts of tender fees and EMD should reach to the college before the last date of submission of bid. Bids received without the submission of the tender fees and EMD will be summarily rejected.
- The bidders registered as MSME are exempted from the payment of EMD but they shall pay tender fees.
- Bids shall be submitted online only at CPP portal: <https://eprocure.gov.in/eprocure/app>.
- The documents to be uploaded may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- Bidder who has downloaded the tender from the College website <http://www.ihe.du.ac.in/> and Central Public Procurement Portal (CPPP) <https://eprocure.gov.in/eprocure/app>, shall not tamper/modify the tender form including downloaded financial bid template in any manner. In case the same is found to be tempered/modified in any manner, the bid shall be summarily rejected without prejudice to any further consequential action by the College and EMD would be forfeited and bidder is liable to be debarred from doing business with College.

**Annexure-II**  
**TENDER ACCEPTANCE LETTER**  
(To be given on Company letter head)

Date:

To,

The Director,  
IHE,  
Hauz Khas,  
New Delhi-110016

Sub: **Acceptance of Terms and Conditions of tender.**

Tender Reference No:

Name of the tender/work:-

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Dear Director,

1. I/we have downloaded the tender documents for the above mentioned Tender/work from the website (s) namely: \_\_\_\_\_ as per your advertisement,, given in the above mentioned website(s).
2. I/we hereby certify that I/we have read the entire terms and conditions of the tender documents from Page No. \_\_\_\_\_ to \_\_\_\_\_ (including all documents like annexure(s), schedules(s), etc.,) which form part of the contract agreement and I/we shall abide hereby the terms/ conditions/clauses contained therein.
3. The corrigendum(s) issued from time to time by your department / organization too have also been taken into consideration, while submitting this acceptance letter.
4. I/we hereby unconditionally accept the tender conditions of above mentioned tender document (s)/corrigendum(s) in its totality /entirety.
5. I/we do hereby declare that our Firm has not been blacklisted/debarred by any Govt. Department/Public Sector Undertaking.
6. I/we certify that all information furnished by our Firm is true and correct and in the event the information is found to be incorrect/untrue or found violated, then your department/organization shall without giving any notice or reason thereof or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,

Signature of the Bidder,  
with Official Seal

### Annexure-III

#### **REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF CCTV CAMERAS**

##### **TECHNICAL BID**

S. No.	Description	Particulars
1	Name of the bidder/firm/company	
2	Address	
3	Name of the authorized representative	
4	Designation/Capacity (Proprietor/Director/Official	
5	Contact Number Alternate contact number	
6	Email	
7	Details of tender fee paid	

	(DD No. Date/Drawee Bank)	
8	Details of EMD paid (DD no. Date/Drawee Bank)	
9	Details of statutory licenses obtained (if any)	
10	Details of PAN & GST Registration No.	
11	Details of organizations served/presently being served (certificates to be attached)	
	<b>Period</b>	<b>Details of the organization served</b>
	<b>From</b>	<b>To</b>
(a)		
(b)		
(c)		
12	Warranty: Minimum 1 year (YES/NO)	

Signature of the Bidder \_\_\_\_\_

Date: \_\_\_\_\_

Name : \_\_\_\_\_

Place: \_\_\_\_\_

Designation : \_\_\_\_\_

Address \_\_\_\_\_

#### **Annexure-IV**

#### **CERTIFICATE ABOUT NON BLACK LISTING** (to be submitted on letter head)

We.....on this date ..... do hereby certify that our company / firm has not been blacklisted by any Government Department / Government Educational Institutions / Research Institute(s) during the last three years.

Authorized signatory of Bidder with Seal

Name .....

Designation.....

Place .....

Date.....

**Annexure-V**

**<< Organization Letter Head >>  
Warranty Compliance Statement**

To,  
The Director,  
Institute of Home Economics,  
Hauz Khas Enclave,  
New Delhi -110016

Dear Sir,

Subject: Supply and Installation of .....

This bears reference to our quotation Ref \_\_\_\_\_ Dated \_\_\_\_\_.

We warrant that everything to be supplied by us shall be brand new, free from all defects and faults in material, workmanship and manufacture, and shall be of the highest grade, quality, and consistent with the established standards for materials specification, drawings or samples, if any, and shall operate properly. We shall be fully responsible for its efficient operation.

We also confirm that all service related complaints will be attended within a period of one week.

During the warranty period of ..... year/s, in case the equipment fails, we will provide all services to complete repairs within a week free of charge.

Yours faithfully

Signature & Date  
(Name & Designation)

**Annexure-VI**

**Client Details, Declaration of Annual Turnover and Income Tax Return  
(On Company / firm's Letterhead)**

To,  
The Director,  
Institute of Home Economics,  
Hauz Khas, New Delhi-110016

Madam,

Ref \_\_\_\_\_ dated \_\_\_\_\_ tender for "Supply, Installation, Testing and Commissioning of CCTV cameras"

I/we hereby \_\_\_\_\_ Declare that, our firm's Annual Turnover for similar/subject is Rs \_\_\_\_\_, and I/we have also supported an Audited Accounts for

F.Y. 2020-2021	F.Y. 2019-2020	F.Y. 2018-2019

And,

I/we hereby declare that, our firm had filed Income Tax Returns for last year's i.e. A. Y. 2019 -20 & 2020 – 21. Supported by copy of ITR of two years.

I/we hereby mention following list of our clients which mention successfully completed at least 3 or more contracts in Central/State Govt. organizations for the similar item/s. Copies of such contracts and minimum 3 purchase orders of each contract must be enclosed with the offer

S. No.	Name and contact of Clients	Purchase order details	Amount of order

Yours faithfully,

(Signature of the Bidder)

Name & Designation

Seal

Date :

Business Address :

Encl.:As above

## **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:  
<http://eprocure.gov.in/eprocure/app>.

### **REGISTRATION**

1. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <http://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder enrollment" on the CPP Portal which is free of the 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 are required to register their valid Digital Signature Certificate (Class II and Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CAA 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 DSCs to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their use ID / password and the password of the DSC / e-Token.

### **SEARCHING FOR TENDERING 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 Tender' 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 other 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 - indicating the names and content of each document that need to be submitted. Any deviations from these may lead to rejection of bids.
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 part of every bid, a provision of uploading such standard documents (e.g., PAN hard 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.

### **SUBMISSION OF BIDS**

1. Bidder should log into the website 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 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/hand in person to the concerned official, latest by the last date of bid submission 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 to be used. 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 colored (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 file name. 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 for 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 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 openers public keys.
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 (i.e., after clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message and a summary will be displayed with the bid no. and the date and time of submission of the bid with all other relevant details.
10. The bid summary has to be printed and kept as an acknowledgment of the submission of the bid. This acknowledgment 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.