

No.: NeGD/13-10/2016
National e-Governance Division
Ministry of Electronics & Information Technology
Government of India

Online bids are invited on single stage two bid systems for “**DEPLOYMENT OF DOCUMENT MANAGEMENT SYSTEM(DMS), DEVELOPMENT OF SOFTWARE REQUIREMENT SPECIFICATION, FLOW DIAGRAMS, TEST PLAN, TEST CASES & TEST EXECUTION AND USER MANUAL FOR (Government e-Marketplace) GeM**” to NeGD. Manual bids shall not be accepted. Tender documents may be downloaded from NeGD Website <http://negd.gov.in> (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET as under.

INTRODUCTION:

About National e-Governance Plan(NeGP) and National e-Governance Division (NeGD):

The National e-Governance Plan (NeGP) was approved by the Government in May 2006, with the following vision:

“Make all Government Services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency and reliability of such services at affordable costs to realize the basic needs of the common man”.

As part of NeGP approval, the Union Cabinet assigned some key tasks associated with Programme Management of NeGP to Ministry of Electronics & Information Technology (MeitY) including arrangements for monitoring and coordinating implementation of NeGP, evolving standards and policy guidelines, providing technical and handholding support, undertaking Capacity Building, R&D, etc.

The Capacity Building Scheme under the National e-Governance Plan (NeGP) also envisions establishment of an institutional framework for state-level decision-making including setting-up of State e-Mission Teams (SeMTs) having relevant expertise and experience to provide technical and professional support to States and Union Territories.

Since implementation of NeGP entailed enhanced responsibilities for MeitY, it was proposed that a suitable institutional mechanism be devised to enable Ministry of Electronics & Information Technology to engage competent resources from the open market as well as within the Government.

NeGD was accordingly created by MeitY in 2009 as an Independent Business Division (IBD) within Media Lab Asia (MLAsia) (a Section 8 Company under Ministry of Electronics & Information Technology)..

About Government e-Marketplace (GeM) – Procurement made smart:

GeM represents Government’s firm commitment to bring transparency and efficiency in Public Procurement which aims to promote Minimum Government and Maximum Governance.

The Director General of Supplies and Disposals (DGS&D) in with Technical Support from NeGD (MeitY) has setup a Central public procurement platform, dedicated e-Market for different goods and Service procured/sold by Government/PSUs. This is a

fully Integrated online portal facilitating procurement of common use products and services by the Government Ministries/Departments including its attached/Subordinate offices, Public Sector.

NeGD is intending to engage agency (ies) for providing services for Development and creation of Requirement document , Testing/Matrix document and Test Execution for the GeM platform being developed.

SECTION-I

DETAILED INTENT & OBJECTIVES, SCOPE OF WORK AND PERFORMANCE EVALUATION

A. INTENT AND OBJECTIVES:

1. Efficient project management, effective & transparent monitoring of various activities, Changes, in GeM project To Increase the efficiency, reliability and pace in the processes/mechanism involved and movement of information, availability of project resources etc.
2. To maintain a centralized DMS consisting of all information and integration aspects of all the functional areas so that all relevant information is always available with latest & updated information of GeM project. This will also ensure accuracy, completeness and consistency of the Process Flow mapped in GeM project.
3. Real time monitoring of various changes with captured images and pictures etc.
4. To ensure accountability.
5. Transparency in all the projects activities and processes better coordination mechanism involved in project development, Testing & its record keeping.
6. Creation of digital database and document Management System of all GeM project related documents /Test Plans, Traceability Matrix and User Manual.
7. Communication mechanism between various stakeholders & feedback, SMS, Email facility etc. for public representatives, Administrators etc.
8. The DMS application must provide interface to different users with appropriate rights to access, view and publish the information pertaining to them.

B. SCOPE OF WORK:

GeM System Study, Software Requirement Specification, Test Plan, Test cases writing and Execution based on the key Scenarios identified.

Requirements: -

Part A:-

Document Management System(DMS): Develop, Implement, Install, DMS in NIC to store GeM project related documents. DMS should have following features:

1. Role based access
2. Option to create folders based on category and sub-category.
3. Option to create three types of user categories-Admin, Internal User and External User.
4. Option to review, approve and publish documents.
5. All uploaded documents should be encrypted.
6. The platform and Programming language need to be following:
Database Server – MySQL

Application Programming – PHP

Web Framework – CodeIgniter

Part-B

1. Creation of the Software Requirement Specification (SRS) document.
2. Creation of flow charts for the important scenarios of the application.
3. Creation of Test Plan and Test Scripts Document. Test Plan document should cover following areas:
 - a) Scenarios to be tested
 - b) Test Approach
 - c) Test Scripts
 - d) Test Pass/Fail Criteria
 - e) Defect list etc.
4. Execution of test Scripts as per the Test plan and identification of the defects if any.

Part-C

1. Updation of SRS, Test Plan, Test Scripts, Flow Charts as per the changes in GeM application.
2. Maintaining the change history
3. Regression testing
4. Delivery should be in the form of a Word Document, Excel workbook, and will be the property of NeGD
5. If any changes are required in the application, a change request to be provided for the same in form of the document to get approval from NeGD. Accordingly the support/development team will update the contents in the application with proper testing.

MILESTONE

SI No.	Items	Timeline
1	Part - A	15 days
2	Part - B	1 Month
3	Part - C	Upto 28 th February 2017

Section - II

CRITICAL DATE SHEET

Published Date	1st November 2016 (2:00pm)
Bid Document Download / Sale Start Date	2nd November 2016 (11:00am)
Pre bid meeting	7th November 2016 (3:30pm)
Bid Submission Start Date	8th November 2016 (4:00pm)
Bid Submission End Date	15th November 2016 (3:30pm)
Bid Opening Date	16th November 2016 (3:00pm)

Section – III

Invitation of Bids

National e-Governance Division (NeGD) proposes to “**DEPLOYMENT OF DOCUMENT MANAGEMENT SYSTEM(DMS), DEVELOPMENT OF SOFTWARE REQUIREMENT SPECIFICATION, FLOW DIAGRAMS, TEST PLAN, TEST CASES & TEST EXECUTION AND USER MANUAL FOR (Government e-Marketplace) GeM**”

- 1.1 Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>. Tenderer/Contractor are advised to follow the instructions provided in the 'Instructions to the Contractors/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>'. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 1.1 Not more than one tender shall be submitted by one contractor or contractors having business relationship. A breach of this condition will render the tenders of both parties liable to rejection.
- 1.2 Tenderer who has downloaded the tender from the NeGD website www.negd.gov.in and Central Public Procurement Portal (CPPP) 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 tampered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with NeGD.
- 1.3 Intending tenderers are advised to visit again NeGD website www.negp.gov.in and CPPP website <https://eprocure.gov.in/eprocure/app> at least 3 days prior to closing date of submission of tender for any corrigendum / addendum/ amendment.

Section – IV

Submission of Tender

- 2.1 **The tender shall be submitted online in Two part, viz., technical bid and price bid.** The tender must be submitted in the prescribed pro-forma provided in **Annexure – I and Annexure – II**. Tenders not in the prescribed pro-forma are liable to be rejected. The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter
- 2.2 **Earnest Money Deposit (EMD) & Performance Bank Guarantee (PBG)**
- 2.2.1 **Earnest Money Deposit (EMD) Payment: of Rs.1,00,000/- (Rupees One lakh Only)** Earnest Money Deposit is to be deposited electronically by RTGS in the account of MEDIA LAB ASIA - NEGD at the below mentioned details. Bidders are required to submit the details of EMD payment at the time of Bid Preparation.
- BANK Details for EMD Payment through NEFT/RTGS:**
Bank Name – Bank Of India (BOI), CGO Complex-Branch, Delhi.
IFSC Code – BKID0006048
Account Number – 604810110001865
- 2.2.2 **Performance Bank Guarantee (PBG) Payment:** The successful bidder shall furnish a bank guarantee of **10% of value of total project cost as (PBG) performance security deposit**, in favor of NeGD-MLA, New Delhi. This guarantee shall remain valid for a minimum period of Ninety days beyond the date of completion of all the contractual obligations of the bidder including warranty obligations. This guarantee shall be returned after Ninety days of successful completion of the delivery and installation.
- 2.2.3 The **Hard Copy of original instruments** in respect of earnest money, original copy of affidavits, and credit facility certificate must be delivered to the

Shri Vishal Singh, Additional Director, National e-Governance Division, 4th Floor Electronics Niketan, 6 CGO Complex, Lodhi Road, New Delhi – 110003. Tenderer shall likely to be liable for legal action for non-submission of original payment instrument like DD, etc. against the submitted bid.

- 2.2.4 Bids will be opened as per date/time as mentioned in the **Critical Date Sheet**. After online opening of Technical-Bid the results of their qualification as well Price-Bid opening will be intimated latter.

2.3 **Technical Bid**

The Technical bid, in the pro-forma prescribed at “**Annexure – I**”, along with the under-mentioned documents.

- 2.3.1 Attested scanned copies of PAN No., Service Tax Registration No. and Registration Certificate of the firm.
- 2.3.2 Attested scanned copies of documents in support of possession of requisite experience by the firm.
- 2.3.3 Earnest money deposit as required above
- 2.3.4 An undertaking to the effect that the said firm is willing to abide by the terms and conditions of NeGD contained in the present NIT in the format given in “**Annexure-I**”.
- 2.3.5 An affidavit on a Rs. 10/- stamp paper duly attested by a Notary Public to the effect that the agency is / has not been black listed by Central Government / State Government /any PSU in the format given in “**Annexure-III**”.
- 2.3.6 Signed and Scanned copy of previous three years Income-tax / VAT tax return / latest VAT Clearance Certificate, TIN No, Certificate / Affidavit of partnership firm.
- 2.3.7 Signed and scanned copy of audited Balance sheet of last three years, showing turnover.

2.4 **Financial Bid**

- 2.4.1 Bidders have to quote their rates strictly as per the financial bid format enclosed as Annexure-II should be submitted/uploaded through online/e-tendering mode only.
- 2.4.2 The prices shall remain FIRM till entire contract period /completion of the Assignment.
- 2.4.3 The prices to be quoted would be exclusive of service tax which shall be payable extra as applicable.
- 2.4.4 Bidder shall not tamper/modify downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with NeGD.
- 2.4.5 The rates shall be quoted in Indian Rupee only.
- 2.4.6 The rates will be inclusive of all taxes (except Service Tax), fees, levies, etc. and any revision in the statutory taxes, fees, etc will be the responsibility of the Bidder.
- 2.4.7 In case of any discrepancy/difference in the amounts indicated in figures and words the amount in words will prevail and will be considered.
- 2.4.8 The payment will be made to the Consultant at any Bank Account maintained in India by way of ECS/RTGS/NEFT after deducting the TDS as applicable.

- 2.4.9 The quoted rates shall remain firm throughout the tenure of the contract and no revision is permissible for any reason.
- 2.4.10 Price quoted by bidders with any deviation or any conditionality, the offer will be treated as incomplete and will be rejected.

Section – V

3.1 Eligibility Criteria & Qualification of Bidder

The tendering Service Provider Company Firm/Agency should fulfill the following technical specification:-

- 3.1.1 The bidder should be a company incorporated under Companies Act as per Government of India. The Bidder should have been in operation in India for a period of at least for 4 years.
- 3.1.2 Bidder's average annual turnover should be Rs. 30 lakhs for last Four financial years (FY 2015-16, 2014-15, 2013-14, 2012-13)
- 3.1.3 Bidder should have successfully executed similar projects of Document Management and development of applications in India for any Central/ State Government/ Semi Government/ Public Sector/Private Sector in last four financial years (i) single work order/Contract Value of Rs. 10lakh or (ii) Two work orders/Contract Value each of Rs. 6 lakhs each. The bidder should not be black listed by any Govt./Semi Govt./State Govt./PSU etc.
- 3.1.4 The Service Provider Company / Firm / Agency shall submit affidavit stating that the agency is/ has not been black listed by Central Government / State Government / any PSU.
- 3.1.5 Attested copy of satisfaction certificate from the present office(s) in which the Service Provider /Company / Firm / Agency is providing similar services has to be enclosed separately.
- 3.1.6 The Service provider shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to the concerned tax collection authorities from time to time as per existing rules and regulations on the matter.
- 3.1.7 The Tax Deduction at Source (T.D.S.) shall be deducted as per the provisions of Income Tax law, as amended from time to time and a certificate to this effect shall be provided to the Agency by this Office.

3.2 Evaluation of Bids

Bids will be evaluated on Technical and Financial criteria. 50% weightage will be given to Technical bid and 50% to financial bid. A minimum score of 60 (out of 100) is required for qualifying in technical bid evaluation. Financial bids of only those bidders would be opened who score this minimum score in technical evaluation.

Technical Bid Parameters:-

SN	Parameters	Marks
1	Length of experience of providing similar service. 10-14 years of experience – 20 points 04-09 years of experience – 15 points Less than 4 years – 5 points	20

2	Client profile – Number of Corporate, Government organizations/PSUs presently serving (list of clients to be enclosed with the technical bid) 07-08 clients – 20 points 05-06 clients - 15 points 03-04 clients- 10 points 01-02 clients- 05 points Less than 1 clients – 0 point	20
3	Client profile – Number of private organizations presently serving (list of clients to be enclosed with the technical bid) 11-16 clients - 20 points 08-10 clients- 15 points 05-07 clients- 10 points Less than 5 clients – 0 point	20
4	Available infrastructure for providing service. No of Staff with computers 10 or more – 20 points No of staff with computers 05 to 10 - 10 points Less than 5 – 0 points	20
6	Sound financial standing of the tendering firm in terms of annual turnover during the last two years. Less Than 20 Lakhs – 5 points More than 21-30 Lakhs - 10 points More than 30 Lakhs – 20 points	20

Section – VI

Terms & Conditions

4.1 PANEL : Based on the combined score on technical and financial parameters may, at its discretion, prepare a panel containing up to two software developers.

4.2 TENURE OF CONTRACT: The tenure of the contract upto March 2017 However, the competent authority in NeGD, may at his discretion, allow extension of the tenure of contract, up to two spells of one year each subject to satisfactory services of the firm.

4.3 SATISFACTORY SERVICES – The decisions of President & CEO (NeGD) or any other officer authorized by the CEO, NeGD, shall be final and binding on the firm/ agency for the purpose of determining satisfactory services.

4.4 PROHIBITION OF SUB CONTRACT – The firm / agency shall not appoint any sub-contract for this work under any circumstances.

4.5 RESOLUTION OF DISPUTE – In case of dispute the decisions of President & CEO, NeGD shall be final.

4.6 PAYMENT – The payment shall be released on submission of invoices by cheque/ECS transfer.

**Shri Vishal Singh, Additional Director
NATIONAL E-GOVERNANCE DIVISION
Ministry of Electronics & Information Technology**

4th Floor , Electronic Niketan, 6 CGO Complex, Lodhi Road New Delhi – 110003

s.no	Particulars	Details to be filled by the Agency
1	Name of the Firm / Agency	
2	Registered office/business address of the agency	
3	Name of Contact Person(s)	
4	Address with telephone, Fax numbers, Email and name(s) of the contact person (s)	
5	Year of Incorporation/Constitution of the Firm/Agency	
6	Income Tax - PAN No. (Attach copy of PAN)	
7	Service Tax/ VAT No. (Attach copy of Service tax registration No./VAT No.)	
8	Whether registered with Registrar of Firms/Companies. Date of Registration (Attach copy of Registration)	
9	Customer Profile (Attach copy of orders/proof) Infrastructure details	
10	institutional customers like Central Government/State Government/any PSU etc. Give names of institutions where the agency is empanelled/providing such services. (Attach copy of Orders / proof) Names, address & telephone numbers of three big corporate clients may be provided for obtaining necessary confirmation regarding the standard of service and other relevant details	
11	Whether the agency has achieved annual sales turnover of Rs. in any of the last 2 financial year	YES/NO Turnover for :- FY 2012-13 Rs FY 2013-14 Rs

17. Format for giving details of key personnel of the agency

Sl. No.	Name of personnel	Designation	Years with Agency	Contact number	Any information

18. Details of EMD

: Demand Draft

No.....

Date of issue

Name of issuing

bank.....

19. Any other relevant information :

20. **Verification** – The application for empanelment should be signed by the authorized signatory verifying that all the details furnished in the application are true and correct to the best of his/her knowledge and that in case of furnishing any false information or suppression of any material information, the application shall be liable for rejection besides initiation of penal proceedings by NeGD if it deems fit.

signatory

Signature of authorized

Name

Seal

Date:

Place:

NATIONAL E-GOVERNANCE DIVISION**Ministry of Communication & Information Technology**

4Floor , Electronic Niketan, 6 CGO Complex, Lodhi Road New Delhi – 110003

Financial Bid for Empanelment of “DEPLOYMENT OF DOCUMENT MANAGEMENT SYSTEM, DEVELOPMENT OF SOFTWARE REQUIREMENT SPECIFICATION, TEST PLAN AND USER MANUAL FOR GeM (Government e-Marketplace)”

1. Name and address of tendering Service Provider Company / Firm / Agency

2. Financial Bid:

SI.No	Particulars	Details to be filled by the Agency
1	Part – A of TOR	
2	Part – B and Part-C of TOR	
3	Deployment of 1 no of Testing Resource	

Remarks:

1. Payment towards “Deployment of Document Management System, Development of Software requirement Specification Test Plan and User Manual for GeM” shall be done based on quoted rate.
2. Initial engagement of the Testing Resource shall be for a period of 3 months during GeM Project execution

Note:

1. The prices shall remain FIRM till entire contract period /completion of the Assignment.
2. In case of discrepancy between the value indicated by the bidder “In Figures” & “In Words”, the value indicated at “In Words” shall prevail.
3. The prices to be quoted would be inclusive of all taxes & duties exclusive of service tax which shall be payable extra as applicable.
4. Price quoted by bidders with any deviation or any conditionality, the offer will be treated as incomplete and will be rejected.

signatory

Signature of authorized

Full Name :

Seal :

DECLARATION (To be given on a stamp paper of Rs. 10/-)

I, Mr. / Ms. / Dr. _____ Son / Daughter / Wife of
Shri _____ Proprietor / Partner / Director, a authorized
signatory of
the Company / Firm / Agency, namely M/s

_____ is competent to sign this declaration
and execute this tender document;

2. I have carefully read and understood all the terms and conditions of the tender and
undertake to abide by them;

3. The information / documents furnished along with the above application are true and
authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that
furnishing of any false information / fabricated document would lead to rejection of my tender
at any stage besides liabilities towards prosecution under appropriate law;

4. I do hereby undertake that the Company / Agency / Firm shall comply with all statutory
provisions relating to Service tax and any other taxes / Acts / Rules relevant to the matter
and in case any liability arises on CERC on this account, the Company / Agency / Firm shall
bear the same;

5. It is also certified that the Company / Firm / Agency namely
M/s _____

_____ having its registered office at

_____ has not been black-listed by any
Government.

Signature of authorized signatory

Full Name :

Seal :

Date :

Place :

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

- 7) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) 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.
- 9) 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** .
