

No.5-01/2018-S&S
Government of India
Ministry of Human Resource Development
Department of Higher Education
(S&S Section)

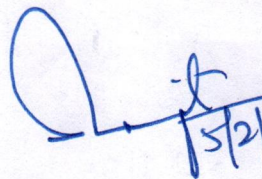
TENDER DOCUMENT

Engagement of an Agency for Computerized Management Information System (CMIS) Work.

1. Date of issue of Tender Document : 05-02-2018
2. Pre-Bid Meeting : At 11 A.M. on 15-022018
3. Last Dates & Time for submission of Tender Document : Up to 11:00 AM
on 28-02, 2018
4. Date & Time for opening of
 - (i) Technical Bids : At 11:30 AM on 01-032018
 - (ii) Financial Bids of eligible participating firms : Would be indicated later.

Note: (i) MHRD reserves its right to cancel the bidding process at any stage till the finalization of contract and bidders will not make any claim on MHRD for cancelling the tender. However, the EMDs will be returned back to the bidders without interest.

(ii) Initially contract will be awarded for one year from the date of award which however can be extended twice for one year each at a time depending on the satisfactory service of the firm. However, thereafter, further extension can be given subject to mutual consent and approval of competent authority in the ministry.


15/2/2018

MINISTRY OF HUMAN RESOURCE DEVELOPMENT**CONTENTS OF TENDER DOCUMENT**

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No.5-01/2018-S&S
Government of India
Ministry of Human Resource Development
Department of Higher Education
(S&S Section)

Shastri Bhawan, New Delhi.
Dated the 05.02, 2018

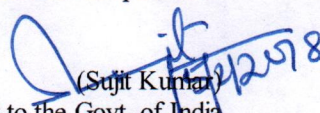
E-Tender Notice
(CMIS Work)

Sub: Engagement of an Agency for Computerized Management Information System (CMIS) Work.

Ministry of Human Resource Development invites e-tenders on CPP portal for award of contract for Engagement of an Agency for **Computerized Management Information System (CMIS) work**. The Computerized Management Information System (CMIS) work will be subject to Scope of Work, Eligibility Criteria & Terms and Conditions of the contract as at **Annexure-I**. The last date of receipt of tender is by 11:00 AM on, ~~29.02.2018~~. The Technical and Financial bids, in prescribed format and other required document as per tender notice should be submitted on CPP portal website i.e. <http://eprocure.gov.in/cppp>. Bidders are requested to furnish/upload scanned copies of all documents including EMD in .pdf format. EMD of Rs. 3,00,000/- (Rupee Three Lakh Only) drawn in favour of "Pay & Account Officer(Education), Department of Higher Education, Ministry of Human Resource Development, Shastri Bhawan, New Delhi-110001 must be submitted to the Section Officer, S&S Section, Room No.-123-C, Shastri Bhawan, New Delhi on or before last date of bid submission without which the tender will not be considered. The scanned copy of EMD should also be uploaded with other documents. The successful bidder will be required to provide a **Performance Security Deposit @ 10%** of the total contract value upon award of the contract. The technical bid will be opened on ~~01.03.2018~~ at 11:30 AM.

2. The prospective bidders are requested to go through the enclosed, Terms and Conditions of the contract carefully. **The bid documents (Technical and Financial) are to be submitted as per Annexure II & III.** It is to be noted that the top six bidders based on the marks obtained in the technical bid only will be considered technically qualified. The price bid of only these six technically qualified bidders will be evaluated and considered for award of contract. The price bid is to be made only in the **BoQ** and tender of any firm which makes any price disclosure in document other than the BoQ will be summarily rejected. The rates should be exclusive of taxes only. No correction either in the technical bid or financial bid is permitted. Incomplete or ambiguous bids without documentary proof will not be considered. The tender document can be downloaded from the website <http://eprocure.gov.in/app>.

3. Bidders may also contact toll free No. 18002337315 of Central Public Procurement portal for obtaining guidance to fill online tender.


(Sujit Kumar)
Under Secretary to the Govt. of India
Tel. No. 23073109.

Annexure-I**SCOPE OF WORK, ELIGIBILITY CRITERIA, & TERMS AND CONDITIONS**

1. **SCOPE OF WORK**: A prospective bidder will be allowed to make himself familiar with the actual topography of IT system in Shastri Bhawan and extant nature of work so that it can make a realistic assessment of the work requirement. The scope of work is explained below:

i. E-portals and E-office management:

Uploading of all circulars and other documents, on the Notice Board of the e-office portal of the Ministry. Providing support to establishment sections in e-office by creating Employee Master Database and resolving problems related to Employee Master details and defining user hierarchy and work flow for all the employees of the Ministry. Updating of e-leave and other information in e-office portal. Details of component of E-Office are:

- Issue / Support at the level of officers
- e- Leave
- e- Tour
- KMS
- e- File
- User and Role Management
- Payslip uploading

ii. Software development, data migration and data entry:

- a. Work of Analysis of Budgeted Expenditure on Education – Analysis of Budgeted Expenditure on Education is an annual publication of the Ministry. Scope of work here includes the Data Entry, Generation of Tables and data processing work on a regular basis. In addition, the current software for the work of Analysis of Budgeted Expenditure on Education was developed by using foxpro/Dbase software. This software is compatible with the DOS environment only. This has to be migrated to advanced application software which can work on a Window platform. The scope of work includes development of application software for this migration including legacy data migration and also procurement and installation of any software license for the migrated system. A lump-sum payment will be made for the development of application. The software thus development will however need modification and maintenance for which dedicated programmers will be required.

- b) After conversion of existing Dbase & Foxpro based programme into Oracle and its corresponding report generation and data entry screens on window compatible program.
- c) Online remittance of License Fee to Directorate of Estates for all the allottees of Government accommodation of the officers/officials of the Ministry through Directorate of Estates web portal.
- d) Preparation of pay-bills for all regular employees of the Ministry for every month and preparation of pay-arrears bills, DA arrears bills, ad-hoc Bonus bills for the Ministry and maintaining back-up of all the pay bills generated.

iii. Database reporting, query and record:

Providing data-base support for e-filing of quarterly Income Tax Returns of the Ministry. GPF Interest calculation for all the GPF subscribers of the Ministry and processing and printing of annual GPF statement containing details of monthly subscription, refunds, withdrawals, opening and closing balance etc.

iv. Support for Aadhar based Bio Metric Attendance System (BAS) and coordination with OEM:

The Ministry of HRD have about 125 Desktop Finger Print Machines, about 15 Wall Mounted Bio Metric machines and some other vision based desktop machines installed at its different offices at Shastri Bhawan, Jeevandeep Building, West Block- I and II of R.K. Puram, New Delhi. These machines are to be maintained by the selected agency. Engineers should be available on site before half an hour of office start time i.e. 9:00 A.M. and up to after half an hour of office closing time i.e. 5:30 P.M. to take care of machines. These machines (Wall Mounted/Desktop) belong to mainly two OEM i.e. Precision and Mantra. Co-ordination is also required with OEM for managing these machines which are under warranty. The agency is also required to coordinate with Network Team/NIC for Bio-Metric network/Wi-Fi issues. Detail of subcomponent of BAS:

- Addition/Deletion of Employees
- Transfer attendance records in case of transfer of employee
- Printing of attendance reports
- Mobile/Email correction of employees
- Coordination with BAS support for any technical issue
- Maintain Registration code of new installed machines
- Coordination with administration & machine vendor for repairing of faulty BAS machines

v. Additional IT based functionality as needed will be communicated to the vendor for which additional manpower if required will be engaged within the scope of variation in manpower (see para 2a).

vi. On site Helpdesk:

On site Helpdesk for Hardware AMC Team, sparrow, DSC configuration & end user software support for e-office and e-portal, Video Conferencing Setup and Operations Studio Based and Desktop Based Presentations, Projector, and Audio & Video support at Shastri Bhawan, Jeevandeep Building, West Block- I and II of R.K. Puram and also at the residential offices of Hon'ble Ministers, Secretaries & Joint Secretaries. Co ordination with NIC team for software support, network management etc. for MHRD.

2. Manpower required:

- | | |
|--|----|
| i. Team leader cum Helpdesk Incharge: | 01 |
| ii. Engineer for e-office office /website updation and support: | 04 |
| iii. Database Programmer (for existing Dbase & Foxpro based system and its subsequent migration to a window based Oracle or similar software): | 02 |
| iv. Desktop/Hardware Engineer (Bio matrix, Video Conferencing Setup, remote issues etc.): | 02 |

2 (a) Manpower Variation:- The requirement of manpower can vary upward. The additional

requirement will be provided within a week by the vendor.

3. Experience and Qualification:

MAIN HELPDESK TEAM (IT ASSETS)			
Manpower	Minimum/Qualifications	Experience	Qty
Team leader cum Helpdesk In-charge	BE/B.Tech	3yrs	01
Software Support Engineer	B.Tech/MCA	1yr	04
Database Programmer	BE/B.Tech	1yr	02
Desktop/Hardware Engineer	BE/B.Tech	1yr	02

4. Roles and responsibility:

Team Leader cum Helpdesk In-charge (01)

- i. Single Point of contact for Users.
- ii. Incident calls life cycle management.
- iii. User Call login and closer.
- iv. Team management & call assignment to engineers
- v. Client meeting and team meetings.
- vi. Responsible for user calls escalations.
- vii. Hardware AMC Management.
- viii. Daily call report for open and closed calls.
- ix. Engineer leave and replacement.

Engineer for Software\Website Support (04)

- i. Software Technical support of daily user calls.
- ii. E-Portal and E-office support to end users.
- iii. Content uploading on website.
- iv. Coordination with NIC Team/Administration for e-Portal and e-office.
- v. Call closing with given time line.

Database Programmer (for existing Dbase & Foxpro based system and its subsequent migration to a window based Oracle or similar software): (02)

- i. Management of D-Base and Foxpro database till it is operational*.
- ii. Data management of budget.
- iii. Database system uptime.
- iv. Backup and restoration of Database.
- v. Database report and analysis.
- vi. Creation of new field and tables if required.
- vii. Providing query based data as and when required by client.
- viii. Support to upgrade database system to window compatible program.

***Note:** - Development of application software for the migration of existing Dbase and fox pro based system to a Window based system and legacy data migration will be done by the vendor

for which lumpsum payment will be made. Subsequent modification/maintenance will be made for which the database programmer will be used. The procurement of software license and its payment will be done by the bidder. The license fee paid will be reimbursed on actual.

Desktop/ Hardware Engineer (Bio matrix, VC Setup, Remote Issues etc.): 02

- i. Resolution of daily Bio matrix issues.
- ii. Coordination with Bio-Matrix OEM for escalated calls.
- iii. Responsible for Bio-Matrix uptime.
- iv. Resolve network issue related to Bio-Matrix.
- v. Video Conferencing setup.
- vi. Presentation sharing in meetings.
- vii. Coordination with NIC team for conducting VC successfully.
- viii. Audio and Visual support.

5. ELIGIBILITY AND TECHNICAL EVALUATION CRITERIA

- i. The firm must have executed at least one annual software maintenance contract of Rs. 1.00 Crore during the last 3 years, ending 31st March of the financial year 2017 (2014-15, 2015-16 and 2016-17). Additional weightage will be given for higher value of contract executed as explained in para 5ii below. For calculation of value of contract, documents, i.e. CA Certificate (indicating value of contract) or contract copy or certificate from user organization in support of contract must be uploaded with the tender. The contract only in software maintenance system will be considered for this. Thus, if there are organizations which have more than one area of work, they must submit detail only about their specific contract value in Software maintenance system. Further, the contract must be in government Ministries/ Departments/ autonomous organizations/PSUs.

Acceptable documents for 5i above are:

- CA certificate (indicating value of contract), or
- Contract Copy, or
- Certificate from user organization

- ii. The value of contract will be given weightage as shown below:

Weightage:

- Rs1.00 cr to Rs 2.00 cr: 10 marks
- More than Rs 2.00 cr to Rs 4.00 cr: 20 marks
- More than Rs 4.00 cr: 40 marks

{Note I: Experience, award letters and performance certificates of last three years in the area of Software maintenance system issued by officers of the level of section officer (Assistant Manager for PSU) and above only will be considered.

Note II: The top six bidders based on the marks obtained only will be considered technically qualified. The price bid of only such six technically qualified bidders will be evaluated and considered for award of contract. (Firms will equal works will be placed at the same relative position.)}

iii. The firms participating in the tender must have GST Registration. The documentary proof of registration certificate should be uploaded with the Technical bid.

iv. The firm should submit EMD worth Rs. 3,00,000/- (Rupee Three Lakh Only) in the form of Fixed Deposit Receipt/Bank Draft/Banker's Cheque/ drawn in favour of "Pay & Account Officer (Education), Department of Higher Education, Ministry of Human Resource Development, Shastr Bhawan, New Delhi-110001.

v. The firm must have its Head Office in **Delhi/NCR**.

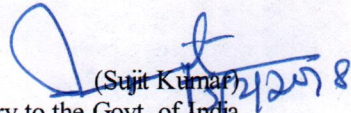
6.

TERMS AND CONDITIONS

- i. The technical bids will be evaluated first. Financial Bids of only those tenderers will be opened who qualify / fulfill the technical bids.
- ii. The price bid is to be made only in the BoQ and tender of any firm which makes any price disclosure in document other than the BoQ will be summarily rejected.
- iii. The rates should be exclusive of taxes only. Taxes as applicable will be paid.
- iv. No correction either in the technical bid or financial bid is permitted. Incomplete or ambiguous bids without documentary proof will not be considered.
- v. The personnel to be deployed by the firm will be required to observe a formal dress code. The personnel should invariably be dressed in a collar shirt and trousers. They will be required to wear a badge "Facilities Person" on their shirt, indicating the name of the firm / company they belong to.
- vi. The firm will be entirely responsible for any loss caused to Government or to any other Government property as a result of negligence or carelessness on the part of the firm or its authorized engineers/representatives. The firm should make good the financial or any other losses caused to / suffered by the Government on this account. In case the Security deposit falls short or found to be insufficient to meet / adjust the loss thus incurred by the Ministry, the balance, as may be necessary, shall be recovered from the contractual charges due to the firm. The decision of the Ministry in the context shall be final and binding on the contractor.
- vii. The firm will not divulge any details to any person whatsoever of the confidential / secret papers / documents.
- viii. Within 7 days from the issue of contract letter, the firm is required to start sending its Manpower as required.
- ix. The firm will be solely responsible for complying with various labour laws, EPF, ESI stipulations in respect of the employees deputed by it for MHRD.
- x. Rates once quoted and accepted by the MHRD, shall be final and binding on the firm and shall be valid for the entire period of the contract.
- xi. Space and electricity will be provided by the Ministry whereas management of space/taking care of all IT Hardware provided to them (to ensure that these are in perfect working conditions) will be the responsibility of the firm.
- xii. The contractual value of the contract will be paid to the firm on monthly basis on the basis of the attendance of employee deputed by firm (working days will be same as that of MHRD) (attendance register duly verified by Officer of Ministry.) and satisfactory performance of the firm (log register record) during the respective period. For this purpose, the firm should submit pre-receipted bill / invoice of their claim duly signed and stamped by the officers concerned after completion of every month.
- xiii. The successful bidder will not be allowed to change engineer frequently. If it is found that the engineers are changing regularly then an amount of Rs. 10,000/- per engineer will be deducted from the monthly bill.
- xiv. The Manpower may be changed any time according to need of the Ministry, which may be

informed on short notice. Billing of the firm hence will be done on actual basis.

- xv. Initially contract will be awarded for one year from the date of award which however can be extended for twice for one year each at a time depending on the satisfactory service of the firm.
- xvi. The EMD of the unsuccessful tenderers will be released after finalization of the contract and EMD of successful tenderer will be released on receipt of Performance Security Deposit.
- xvii. The EMD shall stand forfeited if a bidder withdraws or amends the bid/tender, or in case successful bidder fails to sign or accept the contract within the stipulated period. No interest will be payable on this amount. The EMD shall also stand forfeited in the event of premature withdrawal of the tender(s) by any of the tenderers.
- xviii. The firm should furnish security money @ **10% value of contract** in the form of Fixed Deposit Receipt/Bank Draft/Banker's cheque/ in favour of "Pay & Account Officer(Education), MHRD New Delhi within 15 days from the date of offer of the contract which will be returned after satisfactory completion of the contract. The security money should remain valid for a period of sixty days beyond the date of completion of the contract.
- xix. If the work is found unsatisfactory or, if firm dishonors the contract, the security money may be forfeited and the job may be entrusted to another firm without giving any notice to the contractor. In this regard the decision of the Ministry will be final and binding on the contractor.
- xx. No advance payment will be made in any case and TDS will be deducted as per rules.
- xxi. The tender application without complete documents/information shall not be considered.
- xxii. The firm will get Police Verification of its employees done at its cost.
- xxiii. The employee deputed will have a mobile phone which will not be switched off during the time when work is on.
- xxiv. Ministry of HRD has the right to terminate the contract without assigning any reason thereof.
- xxv. Compensation and connected expenses, what-so-ever, in case of any casualty (unforeseen) shall be the liability of the firm and borne/paid by the firm.
- xxvi. The firm will be entirely responsible for any loss caused to Government or to any other Government property as result of negligence or carelessness of firm/ its personnel. The firm should make good the financial or any other losses caused to /suffered by the Government on this account. In case of the Security deposit falls short or found to be insufficient to meet/adjust the loss thus incurred by the Ministry, the balance, as may be necessary, shall be recovered from the contractual charges due to the firm. The decision of the Ministry in the context shall be final and binding on the contractor.
- xxvii. The contractor firm has to ensure that it fulfills all the requirements as per tax laws and other laws applicable to his firm/business. Ministry of Human Resource Development will not be liable for any violation of any laws/rules & regulations on the contractor and his firm.
- xxviii. The court of judicature would be Delhi High Court in case of any dispute.
- xxix. Technical bid and Financial Bid should be submitted as per Annexure-II and Annexure-III respectively.
- xxx. While deciding the lowest bidder "Rate quoted exclusive of taxes would be considered".
- xxxi. The tender is not transferable and under no circumstances successful firm appoint any sub-contractor or sub-lease the contract. If it is found, that the contractor has violated these conditions, the contract will be terminated forthwith without any notice.


 (Sujit Kumar)
 Under Secretary to the Govt. of India
 Tel. No. 23073109.

Annexure-II

PROFORMA FOR TECHNICAL BID

(Engagement of an Agency for Computerized Management Information System (CMIS) Work)

Qualifying Bid Documents

(Copies of all documents are required to be uploaded in the Technical Bid on the CPP Portal)

Tender No. 5-01/2018-S&S

Note: The documents to be uploaded should be legible, covered with index and have proper page no. In case the uploaded documents are not readable, MHRD reserves the right to ignore such documents without any back reference to the bidder which in turn may result in rejection of the technical bid.

S.N.	Details	Documents to be uploaded (page no. must be defined in index)						
1	Name of Company/Firm							
2	Address with Tele. No., email							
3	Contract person's name, phone number and mobile number.							
4	<p>The firm must have executed at least one annual software maintenance contract of Rs. 1.00 Crore during the last 3 years, ending 31st March of the financial year 2017 (2014-15, 2015-16 and 2016-17). Additional weightage will be given for higher value of contract executed as explained in para (B). For calculation of value of contract, documents, i.e. CA Certificate (indicating value of contract) or contract copy or certificate from user organization in support of contract must be uploaded with the tender. The contract only in software maintenance system will be considered for this. Thus, if there are organizations which have more than one area of work, they must submit detail only about their specific contract value in Software maintenance system. Further, the contract must be in government Ministries/ Departments/ autonomous organizations/PSUs</p>	<p>(A) Acceptable documents:</p> <ul style="list-style-type: none">CA certificate (indicating value of contract). orContract Copy, orCertificate from user organization will be acceptable document. <p>(B) The value of turnover/contract will be given weightage as shown below:</p> <p style="text-align: center;">Weightage:</p> <table><tr><td>Rs 1.00 cr to Rs 2.00 cr:</td><td>10 marks</td></tr><tr><td>More than Rs 2.00 cr to Rs 4.00 cr:</td><td>20 marks</td></tr><tr><td>More than Rs 4.00 cr:</td><td>40 marks</td></tr></table>	Rs 1.00 cr to Rs 2.00 cr:	10 marks	More than Rs 2.00 cr to Rs 4.00 cr:	20 marks	More than Rs 4.00 cr:	40 marks
Rs 1.00 cr to Rs 2.00 cr:	10 marks							
More than Rs 2.00 cr to Rs 4.00 cr:	20 marks							
More than Rs 4.00 cr:	40 marks							
<p>Note I: Experience, award letters and performance certificates of last three years in the area of Software maintenance system issued by officers of the level of section officer (Assistant Manager for PSU) and above only will be considered.</p> <p>Note II: The top six bidders based on the marks obtained only will be considered technically qualified. The price bid of only such six technically qualified bidders will be evaluated and considered for award of contract. (Firms with equal works will be placed at the same relative position.)</p>								

5	The firms participating in the tender must have GST Registration. The documentary proof of registration certificate should be uploaded.	Copy of GST No.
6	Details of EMD (Rs. 3,00,000/- (Rupee Three Lak h Only)	Scanned Copy of EMD of Rs. 3,00,000/-
7	Tender Acceptance Letter (as per annexure V)	Scanned Copy
8	Declaration (as per annexure VI)	Scanned Copy

Annexure-III**PROFORMA FOR FINANCIAL BID**

(for reference only, rates must be submitted in BoQ only)

(Engagement of an Agency for Computerized Management Information System (CMIS) Work)

Financial Bid Documents**Financial Bid to be furnished only in the BOQ attached with Tender Document**

Tender No. 5-01/2018-S&S

Name of Company/Firm along with Address & Telephone No.

S. No.	Details	Cost per unit * (A)	Qty. (B)	Amount in Rs. = (A x B) C
1	Development of window based software for the work (details as mentioned in Annexure-I, para 1. iii, of Scope of work)	A ₁	01 Nos.	C ₁ = A ₁
2	Team leader cum Helpdesk In-charge	Annual cost per person (A ₂)	01 person	C ₂ = A ₂
3	Software Support Engineer	Annual cost per person (A ₃)	04 persons	C ₃ = 4x A ₃
4	Database Programmer	Annual cost per person (A ₄)	02 persons	C ₄ = 2x A ₄
5	Desktop/Hardware Engineer	Annual cost per person (A ₅)	02 persons	C ₅ = 2x A ₅
for L1 Calculation		Total cost C= C₁+C₂+C₃+C₄+C₅		

*All figures given above should be quoted exclusive of taxes and should not include taxes like GST etc.

Note: The top six bidders based on the marks obtained in the technical bid only will be considered technically qualified. The price bid of only such six technically qualified bidders will be opened and considered for award of contract. (Firms with equal works will be placed at the same relative position.)

Annexure-IV**Instructions of Online Bid submission**

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e Procurement at <http://eprocure.gov.in/eprocure/app>

1. Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the contractors/bidders on the e-Procurement/e-tender portal is a prerequisite for e-tendering.
2. Bidder should do the enrollment in the e-Procurement site using the "Online Bidder Enrollment" option available on the home page. Portal enrollment is generally free of charge. During enrollment/registration, the bidders should provide the correct/true information including valid email id. All the correspondence shall be made directly with the contractor/bidders through email id provided.
3. Bidder need to login to the site through their user ID/ password chosen during enrollment/registration.
4. Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by SIFY/TCS/nCode/eMudra or any Certifying Authority recognized by CCA India on eToken/SmartCard, should be registered.
5. The DSC that is registered only should be used by the bidder and should ensure safety of the same.
6. Contractor/Bidder may go through the tenders published on the site and download the required tender documents/schedules for the tenders he/she is interested.
7. After downloading / getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as asked, otherwise bid will be rejected.
8. If there are any clarifications, this may be obtained online through the tender site, or through the contact details. Bidder should take into account the corrigendum published before submitting the bids online.
9. Bidder then logs in to the site through the secured log in by giving the user id/ password chosen during enrolment/registration and then by giving the password of e-Token/Smartcard to access DSC.
10. Bidder selects the tender which he/she is interested in by using the search option & then moves it to the 'my tenders' folder.
11. From my tender folder, he selects the tender to view all the details indicated.
12. It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the bid will be rejected.
13. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender documents/schedule and generally, they can be in PDF/xls/rar/jpg/dwf formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Bidders Bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through rar and the same can be uploaded, if permitted. However, if the file size is less than 1 MB the transaction uploading time will be very

fast.

14. If there are any clarifications, this may be obtained through the site, or during the pre-bid meeting if any. Bidder should take into account the corrigendum published from time to time before submitting the online bids.
15. The Bidders can update well in advance, the documents such as certificates, annual report details etc., under My Space option and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
16. Bidder should submit the Tender Fee/EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender or as indicated in the tender. Scanned copy of the instrument should be uploaded as part of the offer.
17. While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.
18. The bidder has to select the payment option as offline to pay the Tender Fee/EMD as applicable and enter details of the instruments.
19. 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 submitted bid will not be acceptable or liable for rejection.
20. The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the tender requirements.
21. The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid will be rejected.
22. If the price bid format is provided in a spread sheet file like BoQ_xxxx.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Price-bid/BOQ template must not be modified/replaced by the bidder; else the bid submitted is liable to be rejected for this tender.
23. The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bid online by the bidders at the eleventh hour.
24. After the bid submission (i.e. after Clicking "Freeze Bid Submission" in the portal), the acknowledgement number, given by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date.
25. The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders should follow this time during bid submission.
26. All the data being entered by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.
27. 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.
28. The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption

technology is used. Data storage encryption of sensitive fields is done.

29. The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.
30. For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. Parallely for any further queries, the bidders are asked to contact over phone:1-800-233-7315 or send a mail over to -cppp-nic@nic.in.

Annexure-V

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

Date:

To

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work:-

Dear Sir,

1. I/We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' for the web site(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), schedule(s), etc.), which form part of the contract agreement and I/we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/organization too have all 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 totally / entirely.

5. In case any provisions of this tender are found violated, then your department/organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,
(Signature of the Bidder, with Official Seal)

Annexure-VI

Declaration

I hereby certify that the information furnished above is full and correct to the best of my knowledge. I understand that in case any deviation in the above statement at any stage, the company will be blacklisted and will not have any dealing with the MHRD in future.

(Name & Signature of authorized signatory with stamp)