NOTICE INVITING E-TENDER FOR HIRING OF OPERATIONAL VEHICLE TO BE USED BY THE OFFICE OF THE ASSISTANT COMMISSIONER OF CUSTOMS, RATNAGIRI & SINDHUDURG DIVISION

E-Tenders are invited for hiring of Operational Vehicles on monthly rental basis by the Office of the Deputy Commissioner of Customs, Ratnagiri Division, Central Revenue Building, Jail Road, Dist-Ratnagiri (415612), in 2 bid system (viz. Technical and Financial) from the interested Service Providers for providing Nine (07) Mid-Sized Operational vehicles (useful and suitable for miscellaneous office duties as well as Road patrolling, intelligence collection etc.) having capacity to carry 7 passengers, along with driver for the period from 01.04.2021 to 31.03.2022 to be operated anywhere as per directions of Divisional Officers in the Jurisdiction of Customs Division, Ratnagiri & Sindhudurg.

2. The e-Tender enquiry documents will be available for viewing/downloading on official Websites https://eprocure.gov.in/eprocure/app or www.punecustoms.nic.in from 09th of March, 2021 onwards.

3. **Requirement of Operational Vehicles:** Details of requirement of Operational Vehicles for the deployment in the Jurisdictions of Customs Division, Ratnagiri & Sindhudurg are as follows:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name of the office for which Operational Vehicle to be hired</th>
<th>Eligible Operational Vehicles to be Hired (as per the Policy w.e.f 01.04.2021)</th>
<th>No. of Vehicle required</th>
<th>Type/Make of Vehicle required</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Customs Formation, Preventive Unit, Ratnagiri</td>
<td>Mid-sized Vehicle</td>
<td>01</td>
<td>Having capacity to carry 07 passengers</td>
</tr>
<tr>
<td>2</td>
<td>Customs Formation/Preventive Unit, Devgad</td>
<td>Mid-sized Vehicle</td>
<td>01</td>
<td>...do..</td>
</tr>
<tr>
<td>3</td>
<td>Customs Formation/Preventive Unit, Jaigad</td>
<td>Mid-sized Vehicle</td>
<td>01</td>
<td>...do..</td>
</tr>
<tr>
<td>4</td>
<td>Customs Formation/Preventive Unit, Jaitapur</td>
<td>Mid-sized Vehicle</td>
<td>01</td>
<td>...do..</td>
</tr>
<tr>
<td>5</td>
<td>Customs Formation/Preventive Unit, Kankavali</td>
<td>Mid-sized Vehicle</td>
<td>01</td>
<td>...do..</td>
</tr>
<tr>
<td>6</td>
<td>Customs Formation/Preventive Unit, Redi</td>
<td>Mid-sized Vehicle</td>
<td>01</td>
<td>...do..</td>
</tr>
<tr>
<td>7</td>
<td>Customs Formation/Preventive Unit, Vengurla</td>
<td>Mid-sized Vehicle</td>
<td>01</td>
<td>...do..</td>
</tr>
</tbody>
</table>

4. **Bid Submission:** Bids shall be submitted online at CPPP website https://eprocure.gov.in/eprocure/app. Tenderers are advised to follow the instructions and note the Terms and Conditions of this contract, contained in Annexure - 1 (i.e. Instruction to Bidder for online bid submission).
5. **Period of Contract**

The contract will be for a period of one year starting from 1\textsuperscript{st} April 2021 to 31\textsuperscript{st} March 2022.

6. **Scope of Work**

i) The hired vehicle will be operated in the Jurisdiction of Ratnagiri & Sindhudurg Customs Division for 20-25 days subject to maximum of 2000 kms in a month.

ii) The said vehicles will be utilized for the Customs Preventive work for contract period.

iii) The rates for hiring of above vehicles should be quoted for each category/model of vehicles separately. The rates quoted should be excluding of Goods & Service Tax. The rate per Kilometer in excess of the normal Kms i.e. 2000, overtime and other charges if any, as the case may be should also be quoted separately.

iv) The vehicle with the Driver would be placed at the premises of the office(s) for which the same is hired for, at any time of the day including Saturday, Sunday and Holidays, as and when required by the Department for performing Customs Preventive Work. The office(s) would be free to use the hired vehicle in any manner for carrying out official duties etc. as per its requirements and the service provider should not have any objection to it.

v) Considering the nature of work performed by this office being for Preventive Operations, the hired vehicle would be used by this office 24 X 7 i.e. on any day and even beyond normal hrs; if required.

7. **Eligibility Criteria**

i) The Bidder/Service Provider intending to submit the Bids should have at least 3 years of experience in providing vehicles to the Government Semi-Government/ Public Sector Units.

ii) No vehicle will be hired if the operator fails to provide proof of valid GST registration, unless & otherwise exempted.

8. **Earnest Money Deposit (E.M.D.)**

An Earnest Money Deposit of Rs. 10000/- (Rs. Ten thousand only) per
vehicle in the form of Demand Draft drawn in favour of Deputy Commissioner, Customs Division, Ratnagiri, must accompany the Tender while applying for the contract, which is precondition for qualifying for Financial Bids. After awarding of contract to the successful bidder, EMD will be returned and Performance Security Deposit will be sought as per the provisions of the General Finance Rules, 2017. The EMD Demand Draft of unsuccessful bidders (as received from them) will be returned after finalization of Tender.

9. Performance Guarantee (Security Deposit)

The successful bidder shall give performance security in the form of Bank Guarantee from a scheduled commercial bank amounting to 10% of the total estimated cost in favour of Deputy Commissioner, Customs Division, Ratnagiri. The Security deposit will be refunded only after the expiry of the contract. The deposit is liable to be forfeited, if the services of the contract are found to be unsatisfactory in any respect, and/or if any of the conditions of the contract is contravened/breached, and/or towards any damage caused due to negligence of the contractor or his employees during the period of contract. This forfeiture will be in addition to any action by the Department that the contractor may invite upon themselves due to any of the reasons specified above.

10. The bid forms and other details can be obtained from the website https://www.eprocure.gov.in (CPPP Portal).

11. Tenderer who has downloaded the tender from the Central Public Procurement Portal (CPPP) website https://www.eprocure.gov.in/epublish/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.

12. The Critical dates for the Tender submission and processing are as under-

- E-Tender Publishing Date : 08.03.2021 (17:00 hrs)
- Bid Document Download Start Date : 08.03.2021 (17:00 hrs)
- Bid Submission Start Date : 08.03.2021 (17:00 hrs)
- Clarification regarding Tender End Date : 27.03.2021 (17:00 hrs)
- Bid Document Download End Date : 27.03.2021 (17:00 hrs)
- Bid submission End Date : 27.03.2021 (17:00 hrs)
- Technical Bid Opening Date : 30.03.2021 (at 10:30 hrs)
- Financial Bid Opening date (for those bidders who
have qualified in the Technical Bids) : 30.03.2021 (at 15:00 hrs)

13. Interested vehicle owners are advised to visit CPPP websites https://eprocure.gov.in/eprocureapp regularly till closing date of submission of tender for any corrigendum /addendum / amendment.

14. Not more than one tender shall be submitted by one vehicle owner.

15. In the event of any of the above-mentioned date being subsequently declared as a Holiday / Closed day for the office, the tenders will be opened on the next working day at the scheduled time.

The interested bidders/ vehicle providers who comply with the terms & conditions of this tender notice may upload their bids under two bid systems for the subjected service on CPPP portal (www.eprocure.gov.in), which will be e-processed by the Department. The schedule of the subjected e-tender is mentioned above. The tender details can be downloaded from the official website of the department http://www.punecustoms.nic.in and http://cbec.gov.in. The same is also available on Central Public Procurement Portal https://eprocure.gov.in/eprocure/app.

(Amit Nayak S.)
Deputy Commissioner
Customs Division, Ratnagiri

F.No. 1/Adm/Veh-01/Hiring/2019-20
Ratnagiri. the March, 2021.

Copy Submitted to:-
2) The Notice Board. Customs Division Ratnagiri for wide publicity.
4) Administrative officer. Customs Division, Ratnagiri for information and wide publicity.
5) Supdt. (P&I), Customs Division Ratnagiri for information and wide publicity.
6) EDP Section, Customs Hdqrs. Pune, for Web publication.
ANNEXURE- 'A'

TECHNICAL BID

1. Name of firm/Company/Agency : (Copy of Shop Act/Company Registration Certificate should be enclosed)
2. Complete Address & Contact : Number
3. Number of years of experience in providing vehicles in Government/Semi-Government/Public Sector Undertakings.
4. Name and Address of the Departments in respect of Sl.No. 3 above.
5. PAN Number (with proof) :
6. Goods & Service Tax Registration No (with proof)
7. Details of the vehicles available for providing on hire (With Make Model and Year Along with the copy of Registration Certificate of each of the vehicle.)

*The eligible vehicles details only should be included*

Signature:

Name of the Authorized Signatory

Seal/Stamp
ANNEXURE-‘B’

FINANCIAL BID

1. Name, Address and Telephone number and PAN No. of Bidder:-

2. Name and address of the Proprietor/Partner/Directors And their PAN No. Mobile NO.

<table>
<thead>
<tr>
<th>Category/Type of Vehicle</th>
<th>Rate per month in Rs. (Exclusive of Goods &amp; Service Tax)</th>
<th>Extra Km. and Extra hours charge in Rs.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

I have read the terms and conditions of the Tender Notice, and I agree to and undertake to abide by the same.

Signature:

Name of the Authorized Signatory

Seal/Stamp

- The prices quoted should be fully typed; no handwritten quotation shall be accepted.
ANNEXURE-I

General Terms and Conditions:

While quoting the rates, every service provider tenderer / bidder should specifically note that:-

i) Rate(s) quoted should be for a registered vehicle which is registered on or after 01-04-2018 only and without any accident history, in excellent running condition with neat exterior and interior and which shall also be so maintained during the period of hire/contract;

ii) The hiring charges shall be on the basis of zero based mileage i.e. mileage starting at the Office of the Deputy Commissioner of Customs, Ratnagiri-415612, on the first day of every month till the last day of the same month.

iii) The vehicle shall be provided on all days including Saturday, Sunday and Holidays, if required by the office. The vehicles may be required 24x7 as per requirement. The Vehicles hired are intended for use in the entire jurisdiction of the Ratnagiri & Sindhudurg Customs Division which extends from through the district of Sangli, Satara, Kolhapur, Ratnagiri & Sindhudurg. In the course of official work, the vehicles may also be required to be used as & when required for out of geographical jurisdiction of Ratnagiri Customs Division. At night all the vehicles shall be parked in the office complex after performing duties.

iv) GST will be paid to Service Provider on actual basis. If the service provider is exempt from GST, the same should be clearly mentioned on the quotation with available exemption details. No GST will be paid if the service provider fails to provide proof of valid GST registration and payment details;

v) The driver of the vehicle shall maintain a “Log Book” for the movement of the vehicle in the format prescribed by the Department and shall submit the extract every month before 5th of the next month along with bill and duty slip.

vi) Department shall be liable to pay the hiring charges and GST only. All the vehicles provided to the Department should be duly insured by the service provider and validity of the same should be till the end of the contract period. In case of any mishap/accident, all the claims arising out of it shall be met by the vehicle provider. In any case, Department is not liable to pay any other charges in addition to hiring charges and GST;

vii) The service provider should ensure that the driver(s) employed possess a valid driving license, are well experienced, well behaved, and properly dressed in
The driver has to be provided a Mobile Phone for keeping contact with the Service Provider at his own cost and the number of the same to be given to the Department. It should be ensured that they are well versed with the routes and locations of the Pune Customs jurisdiction and they should not have any criminal case pending against them. Also they should compulsorily wear uniform, which is to be provided by the service provider.

vii) The driver shall be approved by the department after being used for a week. The driver once approved by the department should not be changed during the period of contract, unless an exigency arises.

ix) The driver should not have habit of drinking liquor or eating Pan Masala/Gutka.

x) In order to ensure day to day smooth functioning, the service provider shall not change the vehicle once hired. Similarly, the drivers provided on the said vehicles should not be changed until and unless there is an emergency and that too may be done with the prior intimation/permission. In case, wherein a regular vehicle could not be provided for any reason including repairs, servicing etc., the replacement vehicle should be provided in place of the regular vehicle of similar make and specifications. The Department will be at liberty to hire other vehicle and the cost incurred on account of such hiring shall be at the expense of the service provider;

xi) The vehicle provided should comply with all the laws in force in India.

xii) The bidder / service provider should comply with the Labor Laws (including the Minimum Wages Act as amended from time to time, PF and ESIC) in force and all liabilities in this connection will be his sole responsibility.

xiii) The service provider should comply with the terms and conditions and if he is unable to comply, then penalties as prescribed in Annexure – II would be charged for Non-compliance of service level agreement.

xiv) The service provider should ensure to make available minimum accessories and amenities in the vehicle like, Tissue Box, Duty slip folder, driver code of ethics, Guest feedback card, car/USB mobile charger, music system with MP3 & USB, large size umbrella, Car perfume, first aid kit, news paper, fresh drinking water etc.

xv) Once the contract is awarded, service provider should provide to the department the complete details of vehicles, certified copies of the RC books along with the copy of the valid comprehensive insurance policies as well as full details of deployed driver, his address, copy of his driving license. Further, the service
The service provider should ensure that, the comprehensive insurance policy for the vehicles is in-force during the entire period of contract; Any vehicle without these documents shall not be hired and these documents shall be required to be verified before granting the work order.

xvi) The service provider should also have 24 hours working mobile so that he can be called in case of any problem pertaining to the vehicle or the driver.

xvii) The service provider shall provide fire extinguisher in the vehicle.

xviii) Service provider shall provide a mobile number of a Supervisor/Manager, employed if any, who can be contacted as and when required.

xix) It will be the responsibility of the service provider to ensure that the vehicle is washed, exteriors are polished and interiors are vacuum cleaned / washed / dry cleaned at regular intervals. If the vehicle is dirty, penalty may be imposed upon the service provider and may be asked to be replaced immediately.

xx) The service provider should ensure the proper maintenance and service of vehicle periodically.

xxi) Time is of essence in official matters. The vehicle with driver should invariably reach before the appointed time whenever called. If the driver (with vehicle) reaches after the scheduled / given time, the department would be within its rights to refuse the vehicle and impose penalty upon the service provider on this ground.

xxii) The service provider should ensure that in normal circumstances the fuel tank should never be less than half tank. For outstation trips, the Service Provider should take care of extra fuel usage and other charges / expenses.

xxiii) In case of breakdown / repairs of vehicle, the service provider shall provide suitable substitute vehicle immediately.

xxiv) If driver is absent, the service provider should in advance make an arrangement for a driver and replacement of vehicle and intimate the concerned officer of the about the same.

xxv) The service provider shall not terminate the contract without prior notice of at least one month.

xxvi) The department will not be under any obligation, legal or otherwise, to provide employment to any of the personnel of the service provider during or after
the expiry of the hire period. The department recognizes no employer-employee relationship between the department and the personnel deployed by the service provider. The department shall not be responsible financially or otherwise for any damage to the vehicle or injury to the driver or person deployed by the service provider during the course of contract;

xxvii) The department reserves the right to terminate the contract and/or without assigning any reason, if the terms and conditions are violated;

xxviii) During the period of the contract, the vehicle or the driver shall not be employed by the service provider for providing any service to any person other than the Department;

xxix) Once hired, the vehicle will not be put to use for other purposes, and the vehicles and drivers will work under the overall supervision of the Inspector/Superintendent in charge of Motor Vehicles.

xxx) Any change of the vehicles once hired shall be with the approval of the Deputy Commissioner in-charge Vehicle. Strict supervision has to be exercised on the Drivers and the service provider is responsible for their punctuality and behavior;

xxx) Any person who is in government service or any employee of the department shall not be a partner directly or indirectly, with the service provider or shall not be Service Provider;

xxxii) Inspection of the vehicles will be done before finalizing the contract and also periodically by Superintendent/Inspector in-charge of Motor Vehicles;

xxxiii) The service provider should be eligible to hire out vehicle as per RTO norms. It is the sole responsibility of the service provider to obtain necessary permissions from RTO or other Transport Agencies as required.

xxxiv) The service provider should ensure that the vehicle complies with the norms of pollution control and obtain ‘PUC’ i.e. Pollution Under Control Certificate from time to time from competent authority under the period of contract.

xxxv) The vehicle should be equipped with FASTAGS for tolls on highways.

xxxvi) The service provider should be registered for E-procurement through CPP Portal and having digital signature certificate. It is mandatory to acquire Class 2 Digital Signature Certificate. (Signing & Encryption) to participate in E-procurement process. There will be two bid pattern, i.e. (i) Technical bid and (ii)
Financial bid and both the bids are to be placed on CPP Portal. There shall be no mention of any financial matters such as amount quoted per month etc. in the Technical bid. Upon observance of any such mention in the Technical bid, the tender will be summarily rejected.

xxxvii) The service provider shall enter into an agreement on the stamp paper with appropriate stamp duty within 5 days from the date of communication of acceptance of his offer, by this office.

xxxviii) In the event of reorganization or structural changes of the department/zone/Commissionerate, the number of vehicles hired may be reduced/increased as per the requirement of the department or the agreement may be cancelled/terminated without any prior intimation.

xxxix) The financial Bid shall be opened only if the Technical bid is found to be satisfactory.

xl) Before finalization of contract the condition of vehicle and driver's proficiency would be checked by conducting driving trials. If the condition is not satisfactory, the bid will be summarily rejected.

xli) The Commissioner of Customs, 41/A, GST Bhavan, Sassoon Road, Pune - 411001, reserves the right to require fulfillment of other conditions, not expressly mentioned which are consistent with use of vehicles on hire with this office and to reject any or all tenders without assigning any reason there for; and

xlii) In case of dispute the decision of the Commissioner of Customs, Pune shall be final and binding.

xliii) Only those service providers should apply who agree to unconditionally abide by the above terms and conditions. Conditional acceptance or proposing modification of any condition/s will invalidate the tender.

The interested bidders, who comply with the terms & conditions of this tender notice may upload their bids under two bid systems for the subject service on CPPP portal (www.eprocure.gov.in), which will be e-processed by the Department. The schedule of the subject e-tender is mentioned above. The tender details can be downloaded from the official website of the department http://www.punecustoms.nic.in and http://cbcc.gov.in. The same is also available on Central Public Procurement Portal http://eprocure.gov.in.

(Shrikant S.)
Deputy Commissioner
Customs Division, Ratnagiri
ANNEXURE - II

PENALTIES FOR NON-COMPLIANCE OF SERVICE LEVEL AGREEMENT:

Penalties will be levied on the service provider for the violation of Service Level Agreement of the contract as mentioned below:

1. **Major Penalties:** The following incidents will be considered as major penalties and will attract immediate termination of the services for their non-compliance:

<table>
<thead>
<tr>
<th>S No.</th>
<th>Major Incident</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>No Valid Registration papers of the vehicles</td>
</tr>
<tr>
<td>2.</td>
<td>No Valid Comprehensive Insurance</td>
</tr>
<tr>
<td>3.</td>
<td>No Valid Pollution Under Control (PUC) Certificate</td>
</tr>
<tr>
<td>4.</td>
<td>Odometer Tampering and Odometer not working</td>
</tr>
<tr>
<td>5.</td>
<td>Tampering with Log Book</td>
</tr>
</tbody>
</table>

2. **Other Penalties:**

<table>
<thead>
<tr>
<th>Sr.No.</th>
<th>Service Agreement</th>
<th>Level Penalties for Non-Compliance</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Back Up Vehicle to be provided with 30 minutes</td>
<td>In case of default, the transporter must reimburse the taxi charges claimed by the employee</td>
</tr>
<tr>
<td>2</td>
<td>Fire Extinguisher missing</td>
<td>1st Offence(in Rs.)</td>
</tr>
<tr>
<td>3</td>
<td>First Aid Box missing</td>
<td>500/-</td>
</tr>
<tr>
<td>4</td>
<td>Tool Kit missing</td>
<td>500/-</td>
</tr>
<tr>
<td>5</td>
<td>Driver without Mobile/not functioning/switched off mobile phone</td>
<td>1000/-</td>
</tr>
<tr>
<td>6</td>
<td>Vehicle Missing without information</td>
<td>2000/-</td>
</tr>
<tr>
<td>7</td>
<td>Driver without License</td>
<td>2000/-</td>
</tr>
<tr>
<td>8</td>
<td>Vehicle without proper document</td>
<td>2000/-</td>
</tr>
<tr>
<td>9</td>
<td>Driver without Uniform / without neat &amp; clean Uniform</td>
<td>1000/-</td>
</tr>
<tr>
<td>10</td>
<td>Misbehavior with staff</td>
<td>3000/-</td>
</tr>
<tr>
<td>11</td>
<td>Exterior and interior, including seat covers, floor mattresses, dash board, windows not clean</td>
<td>3000/-</td>
</tr>
<tr>
<td>12</td>
<td>Re-fuelling while pickup/ drop</td>
<td>250/-</td>
</tr>
<tr>
<td>13</td>
<td>Driver found under</td>
<td>2000/-</td>
</tr>
</tbody>
</table>
the influence of Alcohol or any other intoxication substance

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>14</td>
<td>Driver smoke while driving</td>
<td>2000/-</td>
</tr>
<tr>
<td>15</td>
<td>Driver engage in distracting conversation or loud music or take calls while driving</td>
<td>1000/- 3000/- 5000/-</td>
</tr>
<tr>
<td>16</td>
<td>A/C not working (if air conditioned vehicle)</td>
<td>1000/- 3000/- 5000/-</td>
</tr>
<tr>
<td>17</td>
<td>Over speeding</td>
<td>500/- 2000/- 1000/- plus driver terminated</td>
</tr>
</tbody>
</table>

(Amit Nayak S.)
Deputy Commissioner
Customs Division, Ratnagiri
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/cprocure/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 enrollment 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 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 opener’s public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

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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 & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

(Amit Nayak S.)
Deputy Commissioner
Customs Division, Ratnagiri