

# **CONTROLLER OF CERTIFYING AUTHORITIES**

**Ministry of Electronics and Information Technology  
Government of India**

**Electronics Niketan,6, CGO Complex, Lodi Road  
New Delhi – 110 003**

## **TENDER DOCUMENT**

### **RECOGNITION OF INTERNATIONALLY ACCREDITED AGENCY OR COMPUTER SECURITY PROFESSIONALS AS AUDITOR (THROUGH EMPANELMENT) FOR CONDUCTING AUDIT OF CERTIFYING AUTHORITIES FOR A PERIOD OF THREE YEARS**

Name of the Bidder: \_\_\_\_\_

Address of Bidder: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Contact Details:

**Director (F&A)  
Room No 2053, Office of Controller of Certifying Authorities  
Ministry of Electronics & Information Technology, Electronics Niketan,  
6, CGO Complex, Lodi Road, New Delhi – 110 003  
Phone: 011-24301255**

## A. Introduction

1. As per the provisions of The Information Technology Act, 2000 and associated Rules, Regulations and Guidelines, **The Controller** of Certifying Authorities (CCA) is licensing, exercising its supervision over the activities of the Certifying Authorities, Ensuring compliance and regulating the operations of Certifying Authorities (CA).

CCA maintains a Root CA and certifies the public keys of CAs using its own private key. CA certifies Public keys of the subscribers. This enables users to verify a Digital Signature Certificate (DSC) that has been issued by a licensed CA. To ensure compliance to the IT Act, best practices, trust, transparency and fairness in the operation of a Certifying Authority, the audit of Certifying Authority is carried out prior to issuance of license (Pre-operational Audit), after obtaining license annually (Annual Audit), at the time of licensed renewal audit (license renewal audit) and other audits which may include Special Audits, Incident Audit, eSign service provider (ESP) Empanelment Audit.

The detail of licensed CAs are available on webpage [https://cca.gov.in/licensed\\_ca.html](https://cca.gov.in/licensed_ca.html) and services offered by them on webpage <https://cca.gov.in/CAServicesOverview.html>.

2. Through this tender, Office of the Controller of Certifying Authorities intends to recognize, through means of empanelment, any internationally accredited computer security professional or agency/Organizations/LLPs/Audit firms (here after referred as agency) etc. as Auditors for conducting audit of Certifying Authorities.

## B. Scope of Work

3. The empanel agency will conduct the Pre-operation Audit for grant of new license to prospective Certifying Authority as per the terms and conditions defined in this Bid Document.
4. The empanel agency will conduct the Annual Audit of Certifying Authority as per the terms and conditions defined in this Bid Document.
5. The empanel agency will conduct the license renewal audit of Certifying Authority as per the terms and conditions defined in this Bid Document.
6. The empanel agency will conduct Special Audit (Incident Audit, eSign service provider (ESP) Empanelment Audit etc.) as per the terms and conditions defined in this Bid Document.
7. Submission and closer of Audit.

## C. Eligibility Criteria

8. The bidder should be a Company registered in India under the Indian Companies Act 1956/2013, a partnership firm registered under the India Partnership Act 1932 or a limited liability partnership firm registered under Limited Liability Partnership Act 2008 or a Society registered under the Societies Registration Act 1860 with their registered office in India. (Proof of registration to be attached).
9. The agency should have at least 05years of experience in conducting security audits. (Copy of relevant Purchase orders /work orders to be attached).
10. The agency should have minimum 01 Auditor with valid ISO 27001 Lead Auditor Certification (with minimum 05years of experience) & 01 Auditor with valid CISA/DISA/CISSP certification (with minimum 05years of experience) on their rolls. (Details of auditors including certificate to be attached along with proof of their present employment with applicant organization to be attached).

11. The agency should have done minimum 25 nos. of Information Security Audits. (Copy of relevant Purchase orders /work orders to be attached).
12. The agency should be Cert-In Empaneled as on the date of submission of the bid. (Valid letter of empanelment to be attached).
13. The agency should have conducted at least 03 audits for CAs/ESPs or Audited 03 projects having PKI component in Government Dept./Organizations /Public Sector Undertakings/Private Ltd Company. (Copy of relevant Purchase orders /work orders to be attached).

## **D. Terms & conditions for Empanelment of agencies and auditors**

14. **General:** The empaneled agency/Auditor should have prior knowledge of IT Act 2000, Rules, Regulations and Guidelines.
15. Office of CCA reserves its right to cancel any engagement of the agency in the event of one or more of the following conditions:
  - i. Delay in completion of work beyond the specified period.
  - ii. In case the empaneled agency does not comply with the direction issued by the Controller within the stipulated period of time or if the agency does not comply with the terms and conditions of its engagement with CCA/CA.
  - iii. CCA reserves the right to terminate the agency from the empaneled list in case the appointed auditor refuses to conduct the audit.
  - iv. The empanelment will be cancelled, if the information provided by the agency is found contradictory or false at any stage.
  - v. Upon cancellation/termination of the empanelment, Office of CCA also reserves the right to forfeiting the performance bank guarantee submitted by the agency without assigning any reason.
16. **Scope of Audit:** The Auditor will audit the entire operations of Certifying Authority which includes operations at its Primary site including DR site and any such facility which is the part of CA operation for example Document storage facility, Remote Setup, Web servers/portal, RA database/Active RA users etc, CA trusted person's user accounts/rolls , Subscriber Accounts, Remote log Servers etc.

The audit will be carried out under the IT Act, 2000 shall comprise at least the following:

- (i) Security policy and planning;
- (ii) Physical security;
- (iii) Technology evaluation;
- (iv) Log analysis
- (v) Certifying Authority's services administration;
- (vi) Relevant Certification Practice Statement;
- (vii) Compliance to relevant Certificate Practice Statement;
- (viii) Contracts/agreements;
- (ix) Regulations prescribed by the Controller;
- (x) Policy requirements of Certifying Authorities Rules, 2000.
- (xi) Any other specific requirement as prescribed by the Controller.
- (xii) The Auditor will also verify and submit its observation to the Controller regarding half yearly audit & quarterly audit of CAs repository conducted by Certifying Authorities and the closer of irregularities (if any) found are get reported to the Controller within the stipulated time, along with the final report.

For the above purpose, a detailed Audit Criteria is available on CCA website at URL: <https://cca.gov.in/sites/files/pdf/guidelines/CCA-CAAC.pdf>. Any amendment/ modification in the Audit Criteria will also be notified on the above website & will be applicable with immediate effect.

17. The Auditor shall also audit the Auditee on manpower issues to ensure availability of skilled and security cleared personnel for running the CA operations (as per the rolls defined in approved certificate practice statement (CPS)). The Auditor shall audit the procedures laid down for identity verification of subscribers against the Identity Verification Guidelines (IVG) for issue of Digital Signature Certificate, for each class as defined in their respective CPS.
18. The Auditor shall audit adequacy of contracts/agreements for all outsourced CA operations to ensure that the CA maintains the highest trust level in its operations. This should include contract manpower, if any.
19. The agency appointed/selected for audit will ensure, Minimum one auditor with valid ISO27001 LA qualified certificate (with minimum 05years of experience) and one auditor with valid CISA/DISA/CISSP qualified certificate (with minimum 05years of experience) should be part of the entire period of the audit. The Agency will also ensure to communicate any changes (if any) in the auditor's team on their roll whose details are submitted at the time of bid submission.
20. Code of Conduct: The Auditor/agency shall abide by the code of conduct regarding relationship with the Auditee as per Rule 32 of the IT Act 2000. The Auditor shall give an undertaking that *"The agency and the Auditors shall be independent of the Certifying Authorities being audited and shall not be a software or hardware vendor which is, or has been providing services or supplying equipment's to the said Certifying Authority. The agency and the auditor and the Certifying Authority shall not have any current or planned financial, legal or other relationship, other than that of an Auditor and the audited party"*. A disclaimer (shall be submitted by the auditor/agency to the CCA at the time of initially offer submission and at the time of any updation of Auditors on roll on its roll. to the effect that there is no conflict of interest such as that between the Auditor's role as an Auditor and any other role that the Auditor's company may perform. (Annexure II)
21. The auditor will also sign a Non-Disclosure Agreement with respect to the CA facility being audited.
22. Auditor's liability/indemnification: The Auditor shall indemnify the office of CCA against any omissions or negligence in the conduct of the audit.

## **E. Award of work to the empaneled agencies.**

23. Office of CCA, will publish a list of qualified bidders as empaneled agencies (which will include auditors name, qualification, experience, agency address etc.) on its website ([https://cca.gov.in/list\\_emplaned\\_auditors.html](https://cca.gov.in/list_emplaned_auditors.html)). To select/appoint the agency/auditor, the Certifying Authorities will seek quotations/Bids (as per prevailing rules applicable in their organization, a suggestive format is attached for reference as Annexure III) from any listed empaneled agencies for conducting audit. Certifying Authority will place the work order (after comparing quotes from minimum three different agencies) to finalize the agency.
24. For audit, the remuneration to be paid to the empaneled agency by Certifying Authority has been left open and self-regulated by competition among the empaneled agency. However, an upper cap of Rs.15,000/- per man day (excluding Taxes and other charges) has been fixed by the Controller.
25. Prior to commencement of the audit the empaneled agency will mandatorily submit to the Office of CCA, details of the Audit team (name, qualification(s) and period of employment with the Audit agency) along with the Audit schedule. This should include both off-site and on-site phases of the audit and also submit a copy of work order issued by CA clearly mentioning the total cost of the audit. An observer from the office of CCA may be present at the CA site during the audit period.
26. Other charges which are unavoidable and necessary to conduct the audit will also be paid to the empaneled agency by the CAs as part of the quotation. (Refer Annexure III)
27. The appointed agency will ensure that the CCA recognized team of auditors (as per the records submitted/updated by the agency to the office of CCA) will only conduct the Audit. The audit conducted by any other person/agency will not be accepted.

## **F. Submission of audit report and closer of Audit**

28. **Submission of Report:** The authorized Auditor shall submit the audit report (along with audit notes) within two weeks of completion of audit to the CA with a copy marked to the Controller in prescribed format only and not to any other third party, unless required/directed by the Controller. The auditor will also specifically mention in the report, the actual number of man days attributable to the audit. The Auditor should be able to provide (on requirement) Audit Equivalency Certificate in respect of other operating standards such as WebTrust etc.
29. **Closer of Audit:** The agency (authorized representative) along with the audit team will give a presentation to a duly constituted independent committee by the Controller, regarding the observations/non compliances made by the Auditor, in presence of an authorized representative of Certifying Authority.
30. On the basis of closer of noncompliance/irregularities/observation by the CA. The Auditor will decide the closer of noncompliance/observation in consultation with the committee and submit the final report of closer to the Controller. The audit report will clearly recommend that “*the Certifying Authority is worthy/not worthy of continuing Certifying Authority’s operation*”.
31. The Controller reserves its right to inspect/verify (by any means which the Controller deemed fit) any noncompliance/observation made by the auditor and such closer made by Certifying Authority.

## G. Bid Submission

32. All the documents submitted along with the offer must be signed & stamped / digitally signed by the authorized signatory of the organization, failing which the offer is liable to be rejected.
33. The applicant organization(s) are requested to furnish documents to establish their eligibility for each of the above clauses. Relevant portions, in the documents submitted in pursuance of eligibility criteria mentioned above, **may be highlighted**. If offers are not accompanied by all of the above-mentioned documents, the offer will be rejected outrightly. Undertaking for subsequent submission of any of the above document will not be entertained under any circumstances. However, O/o CCA reserves the right to seek clarifications, as per their discretion.
34. The individual signing/ digitally signing the bid or any other documents submitted in the offer, should submit Copy of Board Resolution and/ or Power of attorney on non-judicial stamp paper of value Rs 100/= along with technical Bid for authorize signatory, which authorizes the signatory to commit and submit the offer on behalf of the applicant organization. **Bid without scanned copy of such Power of Attorney will be rejected.**
35. The applicant organization should submit unconditional compliance of all general terms & conditions as mentioned in the Notice for Tender. Any form of conditional offer will be out rightly rejected.(Annexure V)
36. Office of CCA reserves the right to accept any bid in part or full or reject any or all the bids without assigning any reason.
37. The tender shall be submitted online in one cover, viz., Technical bid.
38. Bidders are advised to follow the instructions “Instructions To Bidder for Online Bid Submission” provided in the “Annexure VII” for online submission of bids.
39. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document
40. All the pages of Technical bid (Annexure 1) being submitted must be sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. The reference page number should be provided as sought in the compliance sheet of the Technical bid
41. Technical Bid should contain the documents as mentioned in Annexure I,II,IV,V,VI.
42. Validity of offer- Proposals submitted by the agency shall remain valid for a minimum period of 6 months from the date of opening of the proposal.
43. The bids which are not properly filled/submitted will be rejected without any notice.

44. The Office of CCA/the Controller will not be responsible for the postal delay and losses occurred (if any).
45. The shortlisted Bidder needs to submit a **performance bank guarantee (PBG)** (within 10 days, after intimation by the O/o CCA) for a fixed amount of **Rs 5,00,000/** issued by any nationalized bank, valid for a period of 04 Years. The performance bank guarantee will be released after successful completion of empanelment period.
46. In the event of the bidder's Company or the concerned division of the company being taken over/bought over by another company, all the obligations under the agreement with office of CCA should be passed on for compliance by the new company/new Division in the negotiation for their transfer.
47. The Controller reserves the right to extend the period of empanelment based on its statutory requirements and mutual consent between the Controller and the empaneled agency.
48. The Controller also reserves the right to add or omit any condition (if required, to improvise the Audit requirement) during the empaneled period.
49. The Controller may reserve its rights to instruct the auditor's team/agency in writing or provide data for additional verification of facts/documents.
50. It is the mandatory requirement that the Certifying Authority shall conduct its Audit as per the provision under IT Act 2000, and coordinate and cooperate with the Auditor to accomplish the audit, on time, Failure of the same will be treated as per law.
51. **Arbitration:** In the event of any dispute between the Agency/Auditor and the Auditee, the matter shall be referred to the Controller, whose decision will be final and binding on both the parties.
52. **Force majeure:** On the occurrence of any unforeseen event, beyond the control of either Party, directly interfering with the delivery of Services arising during the currency of the contract, such as war, hostilities, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts, or acts of God, the affected Party shall, within a week from the commencement thereof, notify the same in writing to the other Party with reasonable evidence thereof.

## H. Evaluation of Bids

53. The received bids will be opened and evaluated by a duly constituted committee. The committee evaluates the bid on the basis of eligibility criteria, general terms & conditions etc. as defined in the tender document, based on which the applicant agency will be shortlisted. The shortlisted agency will be asked to submit a PBG as mentioned in point 45. After submission of PBG, the letter of recognition /empanelment will be issued by the office of CCA and the agency will be listed on the CCA website as a recognized panel for conducting the audit of Certifying Authorities.

## INTERESTED BIDDER SUBMIT THE REQUISITE INFORMATION UNDER THEIR OFFER IN THE FOLLOWING PERFORMA:

Sr No	Reference Points in bid Document	Brief description	Compliance Yes /No (To be filled by Bidder)	Refer Page No (To be filled by Bidder)
1.	8	Proof of registration		
		Registered office in India		
		Proof of registered office exist in India for last 05 years		
2.	9	05years of experience in conducting security audits (Proof of relevant Purchase orders /work orders to be attached)		
3.	11	The agency should have done minimum 25 nos. of Information Security Audits. (Copy of relevant Purchase orders /work orders to be attached).		
4.	12	The agency should be Cert-In Empaneled as on the date of submission of the bid. (Valid letter of empanelment to be attached).		
5.	13	The agency should have conducted at least 03 audits for CAs/ESPs or Audited 03 projects having PKI component in Government Dept./Organizations /Public Sector Undertakings/Pvt Ltd Company. (Copy of relevant Purchase orders /work orders to be attached).		
6.	20	Signed an undertaking as per point no 20		
7.	34	Scan copy of Power of attorney		
8.	14	The empaneled agency should have prior knowledge of IT Act 2000, Rules, Regulations and Guidelines		
9.	15	Unconditional acceptance of all the sub point (i) to (v) of Point 15		
10.	16	Unconditional acceptance to conduct the audit as per point 16 "scope of Audit"		
11.	17 to 19	Unconditional acceptance of point 17 to 19		
12.	21	The auditor will also sign a Non-Disclosure Agreement with respect to the CA facility being audited		
13.	22	Auditor shall indemnify the office of CCA against any omissions or negligence in the conduct of the audit.		
14.	--	Signed and submit Annexure I,II,IV,V,VI.		

List of Certified Auditors (in the following format) (Refer point 10):

Name of the Auditor	No. of total years of experience	ISO 27001 LA	CISA	DISA	CISSP	No of Years of Associating with the Company	Whether on Roll of Company(Yes /No)

Date:

Place:

Seal

Signature &  
Authorized Signatory

**Code Of Conduct**

The Auditor/agency \_\_\_\_\_ shall abide by the code of conduct regarding relationship with the Auditee as per Rule 32 of the IT Act 2000.

We hereby give an undertaking that *“The agency and the Auditors shall be independent of the Certifying Authorities being audited and shall not be a software or hardware vendor which is, or has been providing services or supplying equipment’s to the said Certifying Authority. The agency and the auditor and the Certifying Authority shall not have any current or planned financial, legal or other relationship, other than that of an Auditor and the audited party”*.

\* The disclaimer shall be submitted by the auditor/agency, to the CCA at the time of initial offer submission and at the time of any updation of Auditors on its roll. to the effect that there is no conflict of interest such as that between the Auditor’s role as an Auditor and any other role that the Auditor’s company may perform.

Date:

Place:

Signature & Seal  
Authorized Signatory

**Annexure-III**

**SUGGESTIVE SCHEDULE OF THE REMUNERATION TO BE PAID TO THE EMPANELED  
AGENCY BY THE CERTIFYING AUTHORITY**

<b>Sr No</b>	<b>Work Description</b>	<b>Per Man Day Fees (in Rs.) (X)</b>	<b>No of man days (Y)</b>	<b>Total (A=X+Y)</b>
A	Fees (excluding taxes) payable to the Auditor towards per Man Day Rate for conducting the physical and technical infrastructure audits (Including preparation/submission/closer of Audit report) of prospective and licensed Certifying Authorities (CAs).			
B	Other Charges (for example TA/Logistics/Lodging/Fooding etc.)			
C	Total (A+B)			

\*\* Certifying Authorities will take into consideration the amount mentioned against Sr No 'C' for deciding the agency

Date:

Place:

Signature & Seal  
Authorized Signatory

## Format for Covering Letter for bid On Applicant's letterhead

(TO BE SUBMITTED ALONG WITH TECHNICAL BID)

To,

**The Controller of Certifying Authorities  
Ministry of Electronics & Information Technology, Electronics Niketan,  
6, CGO Complex, Lodi Road, New Delhi – 110 003**

**Subject: Submission of Bid for** "RECOGNITION OF INTERNATIONALLY ACCREDITED AGENCY OR COMPUTER SECURITY PROFESSIONALS AS AUDITOR (THROUGH EMPANELMENT) FOR CONDUCTING AUDIT OF CERTIFYING AUTHORITIES "

Sir,

In response to the Tender advertisement dated <\_\_\_\_\_> issued by the Office of Controller of Certifying Authority, we offer our bid to participate in the bidding process for " **recognition of internationally accredited agency or computer security professionals as auditor (through empanelment) for conducting audit of certifying authorities** "

Having examined the tender Documents for the execution of the above project, we the undersigned offer our services for the whole Scope of Work in accordance with the terms and condition mentioned in the tender and in conformity with the documents comprising the tender. In the capacity of the Applicant for the empanelment, we declare that we have requisite technical competence and experience and are interested in the empanelment, should the Office of CCA select us for this purpose.

We are submitting this Bid on our own and the details of the company are enclosed herewith. We are also enclosing Power of Attorney for the person who is signing the bid.

We declare that we have disclosed all material information, facts and circumstances to the Office of CCA, which would be relevant to and have a bearing on the evaluation of our Bid and selection. We acknowledge and understand that in the event anything contrary to our above declarations is discovered, the Office of CCA may forthwith disqualify our Bid/empanelment from further participation in the process.

Yours faithfully,

**Authorized Signatory**

Name & Title of Signatory

**Declaration**

I/We do hereby declare that the entries made in the application are true to the best of my / our knowledge and belief. I/We do also confirm that I/We have read and understood Scope of work, General conditions of Contract as contained in these tender documents and agree to abide by the same in all respect.

I/We undertake to communicate promptly to Office of CCA all the subsequent changes in condition affecting the accuracy of the details given above. Further I/We undertake that in case the facts/ information furnished, as above is/ has been found false, the Office of CCA may be its absolute discretion reject/ cancel any assignment, if any, awarded / agreed to be awarded to me / us and in such case I / We shall not be entitled to claim any damages/ whatsoever in regard to that assignment

**Authorized Signatory**

Name & Title of Signatory

**INFORMATION ABOUT THE BIDDER****(TO BE SUBMITTED ALONG WITH TECHNICAL BID)**

1	Name of the Firm/ Company/Agency	
2	Year of Establishment	
3	Status of the Firm/ Company/Agency (Partnership. Limited etc)	
4	Postal Address	
	Telephone numbers	
	Fax	
	e-mail	
	Website Address ( If Applicable)	
5	Bank Account Detail for e-payment	Account No:
		Account Type:
		Name of Account Holder:
		Address of Account Holder:
		Name of Branch:
		Address of Branch:
		IFSC Code:
6	Any authorized branches of the Firm/ Company, if so give details	
7	Name of the proprietor/ partner/Managing Director etc.	
8	Nature of your Firm/ Company/Manufacturer/ Stockiest/ Dealer/Distributor/ Agent etc.	

9	Turnover for the last Five years in Rs. (Year Wise)	
10	Existing Empanelment with (Govt./ PSU/Major Client ,Give Name of organizations)	
11	Has your firm ever been blacklisted by the Govt. or any other authority? Please give details and reasons thereof  If blacklisted & revoked give details of the same	
12	Are you income tax payee, if so please furnish following details  (a) PAN/TAN  (b) TDS Accounts if any  (c) Central Sale Tax Registration No./ Service Tax Registration No/GST No.	
13	Whether available on GEM Portal (Yes/No)	

### **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 colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online,

without changing the 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.

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

9) Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

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

#### **ASSISTANCE TO BIDDERS**

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

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

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## **Important Dates**

<b>SR No</b>	<b>Description</b>	<b>Dates</b>	<b>Time</b>
1	Publish Date	14-12-2022	11:00 AM
2	Document Download / Sale Start Date	14-12-2022	11:00 AM
3	Bid Submission Start Date	14-12-2022	11:00 AM
4	Clarification Start Date (Online)	14-12-2022	11:00 AM
5	Clarification End Date	23-12-2022	3:00PM
6	Document Download / Sale End Date	30-12-2022	3:00PM
7	Bid Submission End Date	30-12-2022	3:00PM
8	Bid Opening Date	02-01-2023	11:30AM

No Offline Clarifications will be entertained.