AIRPORTS AUTHORITY OF INDIA
DIRECTORATE OF ENGINEERING
CIVIL ENCLAVE, HINDON AIRPORT
GHAZIABAD (U.P.)-201005

NOTICE INVITING e-TENDER (2 BOT -2 Envelope Open Tender)

(Tender ID No. 2026_AAI_292292_1)

Item rate e-tenders are invited through the e-tendering CPP Portal by **Sr. Manager (E-C)-Hindon, Aiports Authority of India, CIVIL ENCLAVE, HINDON AIRPORT,GHAZIABAD (U.P.)-201005** (Bid Manager) on behalf of Chairman, A.A.I from the eligible contractors for the work of **"Name of work: Widening and Recarpeting of Existing Perimeter Road at Operational Area of IAF at Civil Enclave, Hindon Airport."**
Sub Head: Widening of Existing Perimeter Road at Operational Area of IAF at Civil Enclave, Hindon Airport

at an estimated cost of **Rs. 56.97 Lakhs/- (Excluding GST)** with completion period of **06 (Six) Months including Zero month(s) considered for rains.**

The tendering process is online at CPP-portal URL address https://etender.gov.in/eprocure/app or www.aai.aero. Prospective Tenderers may download and go through the tender document.

Prospective Tenderers are advised to get register themselves at CPP-portal, obtain 'Login ID' & 'Password' and go through the instructions available in the Home Page after log in to the CPP-portal https://etender.gov.in/eprocure/app or www.aai.aero. They should also obtain Digital Signature Certificate (DSC) in parallel which is essentially required for submission of their application. The process normally takes 03 days' time. The tenderer may also take guidance from AAI Help Desk Support through path aai.aero/tender/e-tender/help desk support.

i) For any technical related queries please call the Helpdesk. The 24 x 7 Help Desk details are as below: -
Tel: 0120-4711508, 0120-4001002, 0120-4001005, 0120-6277787.
E-Mail: support-eproc@nic.in

International bidders are requested to prefix 91 as country code.

Tenderers are requested to mention the URL of the Portal and Tender ID in the subject while emailing any issue along with the contact details.

Before submitting queries, bidders are requested to follow the instructions given in "Instructions for Online Bid Submission" and get their computer system configured according to the recommended settings as specified in the portal at "**System Settings for CPPP**".

ii) For any further technical assistance with regard to functioning of CPP portal the tenderer may contact to the following AAI help desk numbers on all working days only between:

Sl. No.	Support Persons	Escalation Matrix	E-Mail Address	Contact Numbers	Timings*
1.	Technical Help Desk Team	Instant Support	eprochelp@aai.aero	011-24632950, Ext-3512	0800-2000 Hrs. (MON - SAT)
2.	JE (IT)	After 4 Hrs. of Issue	etendersupport@aai.aero or	011-24632950,	0930-1800 Hrs. (MON-FRI)

			Vaibhav_g@aai.aero	Ext-3523	
3.	Sr. Manager (IT)	After 12 Hrs.	shripatim@aai.aero	011-24632950 Ext. 3527	0930-1800 Hrs. (MON-FRI)
4.	Jt.GM(IT)	After 24 Hrs.	sunil.km@aai.aero	011-24632950 Ext. 3506	0930-1800 Hrs. (MON-FRI)
5.	General Manager(IT)	After 03 Days	gmitchq@aai.aero	011-24657900	0930-1800 Hrs. (MON-FRI)

*The Helpdesk services shall remain closed on all Govt. Gazetted Holidays.

Tender processing fee of Rs**. 1180.00/- (i/c GST),** Non-refundable will be required to be paid online on CPP Portal only.
Earnest Money Deposit (EMD) **of Rs. 1.71 Lakhs/-** (Rupees Two Lakhs & Ten Thousand Only) will be required to be paid online on CPP portal.

The bidder shall submit the Bank Guarantee in accordance with the following Bank Details:

CORPORATE NAME	*: AIRPORTS AUTHORITY OF INDIA*
BANK NAME	*: ICICI BANK*
IFSC CODE	*: ICIC0000007*
BG ADVISING MESSAGE	*: IFN 760COV (BG ISSUE)* *IFN 767COV (BG AMENDMENT)*
UNIQUE IDENTIFIER CODE	*: AAICORHQ (to be mentioned in field 7037 of the BG advising message code).*

While submitting the original BG document to AAI, the bidder should attach copy of SFMS BG confirmation message sent by BG issuing bank to above mentioned bank. While submitting the documents to BG issuing Bank, the bidder shall submit letter to the issuing bank as per the given format **Appendix-XI-A and Appendix-XI-B. The BG shall be submitted as per format attached as Appendix-XI along with copy of Appendix-XI-A.**
In case of submitting EMD in the form of Insurance Surety Bond, the format is attached as **Annexure-6.**

1. Following 2 envelopes shall be submitted through online at CPP-portal by the tenderer as per the following schedule:

CRITICAL DATA SHEET

Publishing Date	26.09.2026 from 1800 Hrs
Bid Document Download / Sale Start Date	27.09.2026 from 1000 Hrs
Clarification Start Date	27.09.2026 from 1000 Hrs
Clarification End Date	29.09.2026 up to 1800 Hrs.
Bid Submission Start Date	27.09.2026 from 1200 Hrs.
Bid Submission End Date	22.10.2026 up to 1200 Hrs.
Bid Opening Date (Envelope- I)	23.10.2026 from 1400 Hrs.
Bid Opening Date (Envelope- II)	To be intimated later on through CPP portal

Note: 1) If the bidder has any query related to the Bid Document of the work, they should use 'Seek Clarification' on CPP portal to seek clarifications. No other means of communication
2) A Pre-Bid Conference/ Site Visit will be held in the O/o **Bid Manager** as per the afore-mentioned schedule. The bidders or their representative may attend the meeting for

clarifying issues and clearing doubts, if any, about the specifications / Terms of Reference and other allied technical / commercial details of the work / services / equipment / plants / tools or machinery etc.

Envelope-I (Technical Bid and Pre-qualification):-

A. Technical Bid containing the following: -

i) Scanned copy of Tender Acceptance Letter on Bidder's Letter Head (as per **Annexure-1**).

ii) Scanned copy of Permanent Account Number (PAN) and GST Registration Number.

iii) Scanned copy of 'Undertaking' regarding Blacklisting/ Debarment" on Bidder's Letter Head (as per **Annexure-2**).

iv) Scanned copy of **Form- A** – details of similar works completed during last seven years supported with completion certificate issued by client.

v) Scanned copy of **Form- B** – Financial Information

vi) Scanned copy of **Form- C** – Net Worth.

vii) Bidder shall submit scanned copy of 'Undertaking' on Company's Letter Head that I/ We will deploy sufficient plant and machinery as per the requirement of work in consultation with the Engineer-in-Charge (E-I-C) to achieve the milestones/targets and overall completion within the time period (as per **Annexure-3**).

viii) Bidders other than propriety firm shall submit, scanned copy of Authorization Letter/Power of Attorney along with copy of Certificate of Incorporation of the Company under Companies Act showing CIN/LLPIN/Name of Directors of the Company & Copy of Board Resolution regarding Authority to assign Power of Attorney.

Proprietary firm shall submit scanned copy of Authorization Letter/Power of Attorney only if the tender is processed by a person other than proprietor.

ix) Performa for declaration by Bidder regarding requirement of Local Contents (preference to make in India), order 2017 with upto date amendment as per **Annexure – 5**.

x) PQ Performa duly filled.

B. Qualifying requirements of contractors / tenderers containing the following: -

i) Should have successfully completed or substantially completed **three works, each of Rs. 22.79 Lakhs or two works, each of Rs 28.49 Lakhs or one work of Rs. 45.58 Lakhs** in single contract of similar nature of work i.e **Renovation/construction of Building works etc. except road work** during last 07 (seven) years ending on 31.08.2026
The details of similar works completed during last seven years in the given format- **Form-A** with supporting documents issued by client.

Note: -

1. *The aforementioned values are exclusive of GST. The Experience Certificates of works completed pre-GST era, Completion amount will be divided by 1.12 (to exclude pre-GST taxes) to make it at par with experience certificates of post GST era but excluding GST.*

2. *The Tenders invited for Annual Rate Contracts for O&M/ AMC/ CMC works, the agency having experience of completed AMC contract of more than one year shall be counted for the value of work for a completed one year on pro-rata basis. However, the agency who has completed one year of work in running AMC contract of more than one year, may be counted for the value of work for a completed one year on pro-rata basis.*

3. *Experience gained by executing work on back-to-back contract/ Sub-contract basis is acceptable in the following conditions:*

   (a) Work should be actually executed by the second agency (sub-contractor) with due concurrence of the owner as tripartite agreement/ written approval. It should be backed by valid agreement and experience certificate.
   (b) Payments received by second agency should be reflected in TDS certificates.

4. *Experience gained in composite works for the specialized nature of works (List of Specialized Items / Jobs/ Works are mentioned at Para 35.3 of AAI Works Manual) were executed by main contractor either by in-house expertise & experience or by engaging the specialized agencies with the approval of main client as per contract conditions (as per SCC Clause-42). In such cases, main contractor as well as specialized agency both get the experience certificate for the same work from their respective client(s) i.e. main contractor for composite work along with specialized works from owner and specialized agency for specialized work(s) from the main contractor.*
   In this situation, the experience certificate of either specialized agency or main agency having in-house expertise & experience, who has actually executed the specialized work(s), shall be considered for Technical /Pre-qualifying criteria in similar specialized nature of work(s).

5. *Substantial completion shall be based on 80(eighty) percent (value wise) or more works completed under the contract based on its functional consideration. Certificate for 'substantial completion' of project/work/asset should contain two parts. Part -I shall contain 'financial value of work done' and part-II shall contain 'certificate of functional completion of project/work/asset'.*

"The value of executed works shall be brought to current costing level by enhancing the actual value of work at simple rate of 7% per annum, calculated from the date of completion to date of bid opening (Cover-I/ Technical bid)."

Client certificate for experience should show the nature of work done, the value of work, date of start, date of completion as per agreement, actual date of completion and satisfactory completion of work. **Tenderers showing work experience certificate from non-government/non-PSU organizations should submit copy of tax deduction at sources (TDS) certificate(s) along with a certificate issued by registered Chartered Accountant, clearly specifying the name of work, total payment received against the work and TDS amount for the work.**

ii) Should have Average Annual financial turnover of **Rs. 20.17 Lakhs on construction works** during last three years ending 31st March of the previous financial year. The Financial Information shall be submitted in the given format – **Form-B (with UDIN).** Tenderers showing continuous losses during the last three years in the balance sheet shall be summarily rejected.

iii) The tenderer should have a minimum net worth of **Rs. 08.55 Lakhs** issued by certified Chartered Accountants. The Certificate should be submitted in the given format – **Form-C (with UDIN)**.

Scanned copy of all the Documents of Envelope–I mentioned above shall be submitted on the CPP portal

Envelope-II: - The Financial e-Bid through CPP portal

All rates shall be quoted 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 tenderers. Tenderers are required to download the BOQ file, open it and complete the blue colored (unprotected) cells with their respective financial quotes and other details (such as name of the tenderer). No other cells should be changed. Once the details have been completed, the tenderer should save it and submit it online, without changing the file name. If the BOQ file is found to be modified by the tenderer, the bid will be rejected.

2. **Refund of EMD**
EMD deposited by all the bidders except the confirmed lowest bidder shall be returned within one week from the date of opening of the financial bid. EMD of the successful bidder shall be returned on receipt of Security Deposit equivalent to EMD amount/ performance bank guarantee.

3. **Bid Submission: -**
The tenderer shall submit their application only at CPP Portal: **https://etenders.gov.in/eprocure/app.** Tenderer/Contractor are advised to follow the instructions provided in the tender document for online submission of bids. Tenderers are required to upload the digitally signed file of scanned documents as per Para 2. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

Uploading of application in location other than specified above shall not be considered. **Hard copy of application shall not be entertained.**

4. Not more than one tender shall be submitted by one tenderer or tenderers having business relationship. Under no circumstance will father and his sons(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitions. A breach of this condition will render the tenders of both parties liable to rejection.

5. Tenderer who has downloaded the tender from Central Public Procurement Portal (CPPP) website http://etenders.gov.in/eprocure/app, shall not tamper/modify the tender from including downloaded price bid template in any manner. In case if the same is found to be tampered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with AAI.

6. **Bids Opening Process is as below: -**

Envelope-I: (Technical bid and Pre-qualification):

Envelope-I containing documents as per Para 2 (A) and (B) (uploaded by the tenderers) shall be opened on date & time mentioned in CRITICAL DATA SHEET.

If any clarification is needed from the tenderer about the deficiency in his uploaded documents in Envelope – I, he will be asked to provide it through CPP portal or email if required. The tenderer shall upload the requisite clarification/documents within time specified by AAI, failing which it shall be presumed that bidder does not have anything to submit and bid shall be evaluated accordingly.

The intimation regarding acceptance/rejection of their bids will be intimated to the tenderers through CPP portal.

Envelope-II: (Financial e-Bid):

Envelope-II containing financial bid of the tenderers found to be meeting the technical criteria and qualifying requirements shall be opened on date & time mentioned in CRITICAL DATA SHEET. **(In case the date and time for opening of Envelope-II (Financial e-Bid) is required to be changed, the same shall be intimated through CPP portal).**

7. AAI reserves the right to accept or reject any or all applications without assigning any reasons. AAI also reserves the right to call off tender process at any stage without assigning any reason.

8. AAI reserves the right to disallow the working agencies whose performance at ongoing project (s) is below par and usually poor and has been issued letter of restrain/Temporary or Permanent debarment/black listing by any department of AAI/ MoCA/ DoE. **AAI reserves the right to verify the credential submitted by the tenderer at any stage (before or after the award the work). If at any stage, any information /documents submitted by the applicant is found to**

be incorrect/false or have some discrepancy which disqualifies the tenderer then AAI shall take the following action:

a) **Forfeit the entire amount of EMD submitted by the tenderer.**
b) **The tenderer shall be liable for debarment for a period upto two years from tendering in AAI, including termination of the contract apart from any other appropriate contractual/legal action.**

9. Consortium /JV companies shall not be permitted.
10. Purchase preference to Central Public Sector Undertaking shall be applicable as per the directive of Govt. of India prevalent on the date of acceptance.
11. Concessions to Indian Micro & Small Enterprises (MSEs) units registered with DIC/NSIC/KVIC/KVIB/Directorate of Handicraft and Handloom etc., to be given as per the provisions of Public Procurement Policy for MSEs order 2020 with up to date amendments, shall be applicable for tenders of supply/services and shall not be extended to construction work.
12. Tenderers have to submit Unique Document Identification Number (UDIN) generated documents like Financial information (Turnover with loss/ profit), Net worth Certificate etc. as per NIT conditions duly certified by CA and having UDIN. The documents submitted by bidders without UDIN shall not be entertained.
13. Department of Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce and Industry, Government of India, issued Public Procurement (Preference to Make in India), Order 2017 vide OM No. P-45021/2/2017-PP(BE-II) dated 16.09.2020 is applicable.
14. Requirement of registration by the Bidder from a country sharing land border with India based on order No. F No. 6/18/2019-PPD dated 23/07/2020 of Government of India, Ministry of Finance, Department of Expenditure (Public procurement Division) with up to date amendments, regarding restriction under Rule 144(xi) of the General Financial Rules (GFR) 2017 shall be applicable. Bidder shall submit scanned copy of 'Undertaking' on Company's letter head in this regard. (Annexure- LBS).

(**Bid Manager)**
Sr. Manager (Engg-Civil)
AAI, Civil Enclave, Hindon Airport
Ghaziabad (U.P.)-201005

PQ PERFORMA

Name of work: "Widening and Recarpeting of Existing Perimeter Road at Operational Area of IAF at Civil Enclave, Hindon Airport"

Sub Head: Widening of Existing Perimeter Road at Operational Area of IAF at Civil Enclave, Hindon Airport

1	2	3	4
Sl No.	**Qualifying criterion/parameter/ supportive document**	**Supporting Document must have the following salient information which AAI would like to note**	**Reference to the documents submitted in support of Col 3**
1.	**General**		
1.1	Name and address of the firm / contractor		copy enclosed: YES/NO
1.2	Telephone, Fax, Email		
1.3	Authorized Signatory (name & Designation)		
2.	**Envelope- I (Technical Bid and Pre-qualification):**		
		Ref. to Performa with tender documents	
A	**Technical Bid: -**		
(i)	Details of tender Processing Fee & EMD		Copy Enclosed. Yes / No
(ii)	Scanned copy of Tender Acceptance Letter on Bidder's Letter Head	Annexure-1	Copy Enclosed. Yes / No.
(iii)	Scanned copy of Permanent Account No. (PAN)		Copy Enclosed. Yes / No.
(iv)	Scanned copy of GST Registration number		Copy enclosed: Yes / No.
(v)	Scanned copy of declaration regarding blacklisting/debarring of firm on Company's Letter Head.	Annexure-2	Copy Enclosed. Yes / No.
(vi)	Details of similar works completed during last seven years with completion certificate issued by client	Form- A	Copy Enclosed. Yes / No.
(vii)	Financial Information	Form- B (with UDIN)	Copy Enclosed. Yes / No.
(viii)	Net Worth Certificate	Form- C (with UDIN)	Copy enclosed: YES/NO
(ix)	~~Annual Value Certificate~~	~~Form- D (with UDIN)~~	~~Copy enclosed: YES/NO~~

(x)	Scanned copy of Undertaking for Deployment of T&P	Annexure-3	Copy Enclosed. Yes / No.
(xi)	Bidders other than propriety firm submit, scanned copy of Authorization Letter/Power of Attorney along with copy of Certificate of CIN/LLPIN/Name of Directors of the Company under Companies Act showing regarding Authority to assign Power of Attorney & Copy of Board Resolution regarding Authority to assign Power of Attorney. Scanned copy of Authorization Letter/Power of Attorney only if the tender is processed by a person other than proprietor.		Copy Enclosed. Yes / No.
(x)	Performa for declaration by Bidder regarding requirement of Local Contents (preference to make in India), order 2017 with upto date amendment.	Annexure-5	Copy Enclosed. Yes / No.
(xi)	Scanned copy of 'Undertaking' on Company's letter head regarding requirement of registration by the Bidder from a country sharing land border with India	(Annexure- LBS).	Copy Enclosed. Yes / No.
B	**Experience details:**		
	As per NIT	Certificate of completion of the Three/Two/ One work(s) as applicable	Copy of certificates enclosed: YES/NO
	Whether experience from Govt. organizations or private clients?	Govt. Organization / Private Clients. (Tick whichever is applicable. In case of private client, TDS certificate to be enclosed)	TDS certificate enclosed (if applicable): YES/NO
3.	**Details of any other information**		

DECLARATION

I (______________________) hereby declare that the documents submitted / enclosed are true and correct. In case any document at any stage found fake / incorrect, my EMD may be forfeited & action as deemed fit by AAI can be taken against me.

Place:

Date:

Signature
Authorized Signatory of the contractor/ Firm

AIRPORTS AUTHORITY OF INDIA
GUIDELINES FOR ONLINE BID SUBMISSION

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: http://etenders.gov.in/eprocure/app .

REGISTRATION

1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: http://etenders.gov.in/eprocure/app) by clicking on the link "**Online bidder Enrolment**" 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 / eMudra 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 and keep it as a repository.

Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.

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 "Pay online" to pay the online tender fee and EMD as applicable.

4) Bidder has to click **"Pay online"** when bidder reach on desired page while online bid submission. Click **"Confirm to Pay"** to proceed with the payment gateway. Verify that the Tender fee and EMD shown are correct, as per tender document. Then, select the payment option **SBI MOPS** and submit. Bidder has to check and follow the **Terms and Conditions**, and then **Submit**. Bidder may choose the type of transaction and process for payment. Once the Payment type is selected it navigates to the respective landing page.

   a) State Bank of India:

   i) Bidders with SBI account may click SBI option to proceed to its Net Banking Page.
   ii) Bidders may enter SBI net Banking user ID and Password and click on Login to proceed.
   iii) Before proceeding further bidder has to ensure sufficient balance in his account. After checking the same, click **Confirm** button, to transfer payment. After account debit, MOPS gateway will automatically re-direct to the e-Procurement System, with the Success transaction.
   iv) Bidder will receive bank response immediately by verifying the payment status, whether **Success** or not. In case, payment was debited from account

and further, **Payment Failure** is shown, immediately contact the e-Procurement helpdesk, for resolution, before tender closing time.

v) Please ensure that the **Pay Online** option is not shown after successful payment, for confirmation. From here, Bidders may proceed with **Encrypt and Upload** to upload tender documents, and further submission process.

b) Other Bankers:

i) Bidders with other account may click **Other Bank** option to proceed to SBI Net Banking Page. Bidder may select the appropriate Bank from selection page.

ii) After selecting appropriate Bank, click **Make Payment** Button to proceed to its internet banking page. Further steps may depend on the Bank Procedure.

iii) After, successful payment, system will direct you to payment confirmation page.

vi) Bidder will receive bank response immediately by verifying the payment status, whether **Success** or **Not.** In case, payment was debited from account and further, **Payment Failure** is shown, immediately contact the e-Procurement helpdesk, for resolution, before tender closing time.

vii) Please ensure that the **Pay Online** option is not shown after successful payment, as below, for confirmation. From here, Bidders may proceed with **Encrypt and Upload** to upload tender documents, and further submission process.

c) NEFT/RTGS:

i) Bidders may choose the type of transaction and proceed for payment.

ii) Please click the check the Box to proceed to the payment and click on the Confirm Button.

iii) Before proceeding further bidder has to ensure sufficient balance in his account. After checking the same, Click **Confirm** button, to transfer payment.

iv) Click **Confirm** button, to transfer payment.

v) The challan is generated after successful transaction.

viii) The Downloaded challan of the e-procurement RTGS/NEFT Remittance Information.

5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers' public

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

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.