

Tender Document

For

Supply of Inkless Pads at NTA, Okhla for Professional Entrance Examination Conducted by National Testing Agency



NATIONAL TESTING AGENCY

Excellence in Assessment

NATIONAL TESTING AGENCY

(An autonomous organization under the Department of Higher Education,
Ministry of Education, Government of India)

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Okhla Phase-III, New Delhi-110020

Website: www.nta.ac.in

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Cost of Tender Form: Rs 1000/-#
EMD- Rs.2 Lakhs#
(#Exemption clauses applicable)

INDEX

Sr. No.	Particulars	Page No
	Notice Inviting Tender	3
1.	Disclaimer	3
2.	Introduction	3
3.	Aims & Objectives of the tender	3
4.	Important Events and Dates	4
5.	Scope of Work	5
6.	Qualification/Eligibility Criteria	5
7.	Evaluation of Bids	6
8.	Other terms and conditions of Tender	6-7
9.	Important Instructions	7
10.	General Information	7-9
11.	Appointment of Successful Bidder 11.1 Award Criteria 11.2 Right to Accept Any Proposal and To Reject Any or All Proposal(s) 11.3 Notification of Award 11.4 Period of Contract 11.5 Performance Guarantee 11.6 Signing of Contract 11.7 Payment Terms 11.8 Time Frame 11.9 Information security and data privacy 11.10 Processing Norms 11.11 Fraudulent and Corrupt Practices 11.12 Force Majeure 11.13 Proprietary Rights 11.14 Limitation of Liability 11.15 Dispute Resolution 11.16 Integrity Pact 11.17 Arbitration Clause	9-12
ANNEXURE		
A	Basic Detail of the Bidder	
I	Financial Information	13
II	Details of Similar work executed	14
III	Details of work under execution or awarded	15
IV	Performance Report of Works referred in Annexure II & III	16
V	Structure of the Organization	17
VI	Details of Technical & Administrative Personnel to be employed for the work	18
VII	Technical Bid Form	19
VIII	Financial Bid in Indian Rupees	20
IX	Tender Acceptance Letter	21
X	Bid Securing Declaration Form	22
XI	Instructions for Online Bid Submission	23-24

NOTICE INVITING TENDER

Online bids (Manual bids shall not be accepted) are invited on single stage two bid systems for Supply of Inkless Pads at NTA, New Delhi for Professional Entrance Examination Conducted by National Testing Agency.

Tender documents may be downloaded from NTA web site www.nta.ac.in (for reference only) and GeM Portal

Bids shall be submitted online only at GeM Portal.

Tenderers/Contractors are advised to follow the instructions provided in the '**Instructions to the Contractors/Tenderer**' for the e-submission of the bids online through the GeM Portal.

Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

Tenderer who has downloaded the tender from the NTA website **www.nta.ac.in** and GeM Portal shall not tamper/modify the tender form including downloaded price bid template in any manner. In case, the same is found to be tampered/ modified in any manner, tender will be completely rejected and EMD submitted would be forfeited and tenderer is liable to be banned from doing business with NTA.

1. Disclaimer

This Tender is not an offer by the **National Testing Agency (NTA)**, but an invitation to receive offers from vendors. No contractual obligation whatsoever shall arise from the tender process until and unless a formal contract is signed and executed by a duly authorized officer of the National Testing Agency.

2. Introduction

The Ministry of Education (MoE), Government of India (GOI) has established National Testing Agency (NTA) as an independent autonomous organization under Society Registration Act 1860 for conducting efficient, transparent and international standards tests in order to assess the competency of candidates for admissions to premier higher education institutions.

3. Aims & Objectives of the Tender

Supply of Inkless Pads at NTA, Okhla for Professional Entrance Examination Conducted by the National Testing Agency

NTA reserves the right to award the contract to one or all or empanel the agency(ies) for the job.

Note:

- (a) The bids have been invited from Companies / Agencies ("Bidders") for selection of "Service Provider"
- (b) Bids must be submitted not later than the time or date at the venue mentioned under Important Events and Dates. Bids received after the deadline will not be considered.
- (c) Bidders are advised to study the bid document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the bid document with full understanding of its implications.

4. Important Events and Dates

S. No.	Particulars	Details
1.	Services required at Exam Centres	Supply of Inkless Pads at NTA.
2.	Tender Form/Bid issued by	National Testing Agency (NTA) Okhla
3.	Availability of Tender Form/Bid	Tender documents may be downloaded from NTA website www.nta.ac.in(for reference only) and GeM Portal
4.	Tender Form/Bid ID	NTA/2023-24/039
5.	a. Cost of Tender Form/Bid Document b. EMD (Earnest Money Deposit)	₹ 1000/- (Rupees Thousand Only) ** ₹ 2,00,000/- (Rupees Two Lakhs Only)**
6.	Tender Submission Start Date.	As per Bid Document
7.	(a) Last date for submission of Bid	As per Bid Document
	(b) Opening of Technical bid	As per Bid Document
8.	Opening of Financial bid of technically qualified bidders only	To be notified later

Queries if any, may be sent by email to procurement@nta.ac.in.

**** Regarding EMD exemption please see Clause 9 para 5.1 and for Tender cost exemption please see Clause 9 para 9.1****

5. Scope of Work

- 5.1 The scope of work includes Supply of Inkless Pads at NTA, Noida for Professional Entrance Examination Conducted by National Testing Agency, their packing as per NTA norms. The Inkless Pads should be of reputed brand available in the market.
- 5.2 The total quantity of Inkless Pads to be supplied per examination is approximately 15000 Pads with an option of +/- 30 % per Exam.

5.3 Technical Specifications of Inkless Pads:

- The inkless pad with non-smudgy ink is required for capturing of thumb/finger(s) Impression of the candidate through inkless pad.
- Colour of ink and impression should be black and permanent.
- Finger/Thumb print impression should be waterproof and leaves no residue on the finger/thumb.
- Ink should be non-toxic.
- Size of Inkless Pad: 41 mm diameter or above
- Number of thumb impressions: at least 500 impressions per pad.
- Pad in sturdy plastic casing so as to avoid breakage during transportation.
- Inkless pads should not have any manufacturers label on the product.
- Inkless pads should be packed in packs of 5 packs each or as per NTA advice.
- The delivery of the Inkless Pads shall have to be made at NTA, Noida in the manner and packing specified in the supply order. No extra payment/charges incurred because of wrong delivery/misinterpretation of the terms and conditions of agreement or otherwise shall be allowed or permitted.

6. Qualification / Eligibility Criteria

- 6.1 All the criteria given in the table below are mandatory for qualification.
- 6.2 The criteria must be met by the entity bidding for the project i.e., qualification, experience etc. of the sister/associate companies shall not be considered.
- 6.3 The bidder is required to use the formats and guidelines provided in the Annexures to provide information on the eligibility criteria.

S.No.	Qualification Criteria	Supporting Compliance document
1.	<u>Company Existence</u> The Applicant shall either be a firm/ company/ partnership/ proprietorship firm registered under the Indian Companies Act, 2013 / the partnership Act,1932/GST Act etc.	Copy of Certificate of Incorporation and copies of GST registration, PAN certificate etc and other relevant certificates.
2.	<u>Turnover</u> The Bidder must be profitable with annual average turnover from Supply of Stationery items of at least Rupees One Crore during the last three financial years i.e., 2019-20, 2020-21, 2021-22.	Audited balance sheets and Profit and loss statements and/or a certificate by Chartered Accountant (CA) of the bidder's organization
3.	<u>Experience:</u> Bidder should have Past Experience of having completed Supplies of Stationery including Inkless Pads to the Govt. Organizations/Autonomous Bodies/Educational Institutions/Reputed private organizations of total value Rs. 10 lakhs in one or more contracts during the last 3 financial years 2019-20, 2020-21 & 2021-22.	The firm should also submit the list of organization where such material has been supplied in the last three years with copies of contract /work order and satisfactory completion certificate from customer.
4.	<u>Declaration</u> 1. The Bidder or any of its Directors/Partners/Proprietors etc. should not have been blacklisted by any Government organizations/Departments or have not been convicted for any offence by any court of law as on date. 2. The bidder should not be blacklisted by any Central Govt. /State Govt. / PSU/Govt. Bodies.	Self-declaration by authorized signatory.
5.	<u>Sample</u> The Tenderer must submit 2 Inkless Pads as samples. The sample should fulfil the laid down minimum technical specifications by the NTA in Clause-5.2	Samples should be given in the original pack only and it should be submitted along with technical bids.

6.4 Delivery Condition

The delivery of Inkless Pads shall be made within 10 days from the receipt of the packing statement /go ahead from NTA as per issue of supply order by the NTA. The delivery is to be made at place designated by NTA within Delhi NCR.

7. Evaluation of Bids

This is a two-packet tender. The first packet shall be techno-commercial, and the second packet shall be financial. The bid evaluation process shall be as under:

- 7.1 NTA will examine commercial responsiveness for all the bids as a first step. Bid should comply with mandatory commercial responsiveness requirements i.e. tender cost and earnest money (EMD). NTA will examine commercially responsive bids for compliance of Qualification/Eligibility criteria. In case any of the bids is either not commercially responsive or does not meet the qualification/eligibility criteria, it shall be summarily rejected.
- 7.2 Only the bids that are commercially responsive and meet the qualification/eligibility criteria shall be considered for technical evaluation. However, NTA also reserves the right to seek clarification pertaining to qualification criteria/technical evaluation at the stage of assessing compliance to qualification/eligibility criteria. This shall not be tantamount to such bids being considered to be fulfilling the qualification/eligibility criteria.
- 7.3 As part of the technical evaluation, the documents sought vide relevant tender clauses shall be inspected.
- 7.4 Financial bid evaluation will only be done for bidders which are declared to be technically suitable.

7.5 Financial evaluation:

- The Financial bid of the bidders who are declared technically suitable shall be opened at this stage and shall be taken up for financial evaluation as per criteria given below:
 - (a) For the purpose of relative ranking of bids, the total price of Inkless Pad as per Annexure VIII for delivery at NTA, Okhla basis quoted by the bidder in shall be taken into account.
 - (b) Final selection shall be made on basis of the lowest cost as above from amongst the bids for which financial bids as per **Annexure – VIII** are opened.

8. Other Terms & conditions of the Tender

- i. The Tender document is not transferable, and its cost is not refundable under any circumstances.
- ii. The bids shall be valid for 120 days from the date of opening of technical bids.
- iii. The firm so selected would be required to carry out NTA work as per the job description. No TA / DA / conveyance / transportation / postage charges, etc. will be admissible for execution of the work.
- iv. Counter conditions in matters concerning payment of bills shall not be acceptable.
- v. Any dispute arising in relation to the parties will be subject to the jurisdiction of Delhi Courts only.
- vi. A Committee duly constituted and authorized by NTA may inspect the site of the agency/firm to assess and verify the manpower, infrastructure available with them.
- vii. NTA reserves the right to accept or reject any or all tenders without assigning any reason whatsoever.
- viii. NTA reserves the right to restrict and deny the entry of any staff member of the bidder, if so, deemed appropriate by it, to its office premises.
- ix. The bidder will ensure that the staff engaged are disciplined and maintain full decorum of the office.
- x. The continuance of the contract and payment of the work done shall be subject to satisfactory performance and fulfilling of all the terms and conditions of the contract duly certified by the concerned officer/ in-charge. The contract may be cancelled at any time without assigning any reason for the same. The decision of the DG/NTA in this regard shall be final and binding.
- xi. Time is the essence of the contract, and the bidder shall adhere to the time schedule as prescribed by the NTA for execution of the work.
- xii. If it is found at any time that the system as per scope of work is not functioning in accordance with the agreed terms and conditions, the NTA shall be entitled to withhold all payment of the bidder and forfeit the Security Deposit.
- xiii. An appropriate agreement will be executed by the successful bidder with the NTA, on the agreed terms and conditions. The NTA will deal with the successful bidder directly and no sub-contractor/agent/consultant etc. is allowed.
- xiv. If work gets stopped due to fault of the bidder, then penalty shall be levied for such stoppage at such rate as given in penalty clause in the tender document.
- xv. Service provider will be responsible for any kind of accident/ loss caused by them during the entire duration of work.
- xvi. Service provider will also ensure confidentiality of the data and its processing. If any person deployed by the service provider in connection with the work is found guilty and misbehaves with any person deployed at NTA Office Premises or found indulging in activities harmful to smooth conduct of the work, the service provider will also be held responsible for his act in addition to the individual. No payment shall be made by the NTA for the particular job, and a penalty of 10% of total contract value per exam will be imposed in addition to initiating civil/criminal proceedings against the concerned person.
- xvii. The rates should be inclusive of any incidental charges including the cost of transportation to and from the NTA, handling and delivering of the materials and required manpower at every stage in contract etc.
- xviii. The bidder should take care that the rates and amount should be retained in such a way the interpolation is not

possible. No column / space should be left blank which may otherwise make the bid liable for rejection.

- xix. The bidder submitting the bid will be presumed to have considered and accepted all the terms and conditions. No enquiry, verbal or written, shall be entertained in respect of acceptance or rejection of the bid.
- xx. Any act on the part of the bidder to influence any person in the NTA will be a cause for rejection.
- xxi. In case the agency is not able to execute the job in time or to the entire satisfaction of quality or credentials, then the NTA may allot the work to any other agency at any time. The difference between the rates agreed between the NTA and the third party which would undertake such work shall be liable to be payable by the defaulting firm along with the penalty, if any, imposed by the NTA. The Bank Guarantee submitted by firm shall be liable to be forfeited in whole or part as per decision of the NTA, which shall be final.
- xxii. The agency shall be required to undertake full responsibility of the safe custody and to maintain secrecy of data and documents supplied by the NTA. Each document and data given by the NTA will have to be kept strictly confidential and no part of it shall be divulged to any person at any time without written authorization from the NTA. In case of lapse, the agency will be fully responsible for the consequences.
- xxiii. The rates should strictly be in accordance with the specifications and terms specified. Submission of incomplete Bid or of different specifications other than the specifications mentioned in the Tender Document and without samples shall lead to 'summarily rejection' of Bid.
- xxiv. NTA reserves the right to award the rate contract to one or all bidders or empanel the other bidders.

9. Important Instructions

- i. The successful bidder shall obtain declaration from their personnel (employed by them for the work in the concerned examination) that none of them have any near relations (such as children, brother, sister, nephew and nieces of self and spouse) as well as anyone on whom they may have any special interest, is appearing in the concerned examination.
- ii. At any time before the submission of bids, NTA may amend the tender by issuing an addendum in writing or by standard electronic means by publishing on the website www.nta.ac.in & GeM Portal. The bidders are advised to check the website for corrigendum. The addendum may be sent to all bidders and will be binding on them.
- iii. If the amendment is substantial, successful Bidder(s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids may be extended by NTA at their discretion.
- iv. The terms and conditions of the tender are subject to change after a decision post pre-bid meeting, if and as and when necessitated.

10. General Information

1. The tender is a "**Two Bid**" document. The **technical bid** should contain all the relevant information and desired enclosures in the prescribed format along with Earnest Money Deposit (EMD) and Cost of Tender Form. The Tender fee and EMD can be in the form of DD or Bank Guarantee in favour of DG/NTA or can be remitted online to the bank account of NTA. The Account of NTA is in State Bank of India, D-211/1, Sector -61, Noida. The details are as under: -

Account No.	:	37714486224
IFSC Code	:	SBIN0005222
MICR Code	:	110002422
2. Bidder has to **submit Tender Fee Demand Draft or receipt of successful submission of Tender Fee & BSD document to the NTA Okhla in Hard copy, at least a day or 24 hours before the closing of Last date/time of Bid Submission. If not complied with, bid will not be considered for opening and rejected out rightly.**
3. The **financial bid** only should contain commercials. **In case any bidder encloses the financial bid within the technical bid, their bid shall be rejected summarily.**
4. All information called for in the enclosed forms should be furnished against the respective columns in the forms. If information is furnished in a separate document, reference to the same should be given against respective columns in such cases. If any particular query is not applicable, it should be stated as "Not Applicable". However, the bidders are cautioned that not giving complete information called for in the tender forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the bidder being summarily disqualified. Tenders made by fax and those received late will not be entertained.
5. The Responses should be typewritten or (legible) handwritten but there should not be any overwriting or cutting. Correction, if any, shall be made by neatly crossing out, initialing, dating and rewriting. The name and signature of the bidder's authorized person should appear on each page of the application. All pages of the tender document shall be numbered and submitted as a package along with forwarding letter on bidder's letter head.
6. The successful bidder shall be required to deposit performance security in form of bank guarantee valid for a year, equal to ten percent (03%) of total contract value (inclusive of taxes) of each examination within 15 days from the date of the award of the work.
7. Reference, information and certificates from the respective clients certifying technical, delivery and execution capability of the bidder should be signed and the contact numbers of all such clients should be mentioned. NTA may also

independently seek information regarding the performance from the clients.

8. The Bidder is advised to attach any additional information, which they think is necessary in regard to their capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. They are however, advised not to attach superfluous information. No further information will be entertained after the tender document is submitted, unless NTA calls it for.
9. Even though bidder may satisfy the qualifying criteria, they are liable for disqualification if they have a record of poor performance or not able to understand the scope of work etc.
10. Prospective bidder may seek clarification regarding the project and/ or the requirement for prequalification, in writing through mail within a reasonable time.
11. The bidder should enclose requisite bid security (EMD) in the form of Demand Draft drawn in favor of **DG NTA, Okhla**. The tenders without EMD shall be summarily rejected. No exemption for EMD will be entertained. The successful bidder shall be required to deposit performance security in the form of a bank guarantee. The EMD of the unsuccessful bidders shall be returned without interest after award of work to the successful bidder(s). The EMD of the successful bidder shall be returned only after the signing of the contract along with performance security deposit. The EMD stands forfeited in case the bidder withdraws or amends his bid after submission of tender document.
 - 11.1 In continuation of para 11 above as per Rule 170 of GFR--- “Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME)” are exempt from submission of EMD (Bid Security). Bidders claiming exemption of EMD under this rule(170 of GFR) are however required to submit a signed Bid securing declaration (as per Annexure X) accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of three years from being eligible to submit Bids for tenders with National Testing Agency.
12. The tender document can be downloaded from NTA’s web site: www.nta.ac.in or GeM Portal and submitted along with a fee of INR 1000 (Rupees one thousand) only in the form of demand draft/NEFT in favour of DG, NTA, or remitted online to NTA account. There is no exemption from payment of tender document fees and tenders without requisite fees shall not be accepted subject to exemptions in para 12.1. Late tenders shall not be accepted under any circumstances. The technical bid shall be opened as per schedule at NTA Office, in the presence of bidders who may like to be present. No manual bid submission is required.
 - 12.1 In continuation of para 12 above -- As per MSME policy circular dt 23rd March 2012, MSEs registered under UAM scheme will be provided tender cost free of cost. Bidders are required to submit valid UAM certificate and their claim for free tender cost will be considered for the service/category for which they are registered as per UAM certificate. Decision of Bid Evaluation Committee will be final in the matter.
 - 12.2 **Demand Drafts for EMD/Tender Cost (if applicable) may be submitted at the Reception along with covering letter addressed to “Director General, NTA” at NTA Office First Floor, NSIC-MDBP Building, Okhla Phase-III, New Delhi-110020 before the due date/time**
13. All disputes arising with respect to the bid document shall be subject to the jurisdiction of appropriate court of Delhi, India alone and shall be governed by the law of India. NTA reserves the right to award the work/cancel the award without assigning any reason. In case of differences with regard to the bid document, if any, the decision of NTA shall be final.
14. The successful bidder has to sign an agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, cost and time over runs etc. In case the bidder fails to execute the contract, NTA shall have liberty to get it done through any other agency at the risk and cost of the bidder in addition to damages and penalty.
15. Bidders are neither allowed to join hands to participate in the tender nor allowed to submit multiple bids. Any such act will make the bid liable for **rejection**.
16. Even though bidders may satisfy the above requirements, they may be disqualified for the following reasons:
 - If misleading or false representation of facts are made or deliberately suppressed in the information provided in the forms, statements and enclosures of this document.
 - If they have a record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.
 - If confidential inquiry reveals facts contrary to the information provided by the bidder.
 - If confidential inquiry reveals unsatisfactory performance in any of the eligibility criteria.
 - If a bidder is engaged in any activity which can influence or undermine the confidential process.
 - In such cases, the NTA has the right to cancel or modify the tender.

Submission of Tender

The tender shall be submitted online in two parts, viz., technical bid and financial bid. The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

The technical bid shall consist of –

- Technical information as desired in prescribed format
- Scanned Copy of Tender Fee and Earnest Money Deposit
- The financial information as per **Annexure – I**
- The details of similar works as per **Annexure – II**
- The details of work under execution or awarded as per **Annexure – III**
- The Performance Report of works referred in Annexure II & III as per **Annexure – IV**
- Organizational Structure and information as per **Annexure V**

11. Appointment of Successful Bidder

11.1 Award Criteria

NTA will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bid as per the process outlined above.

11.2 Right to Accept Any Proposal and To Reject Any or All Proposal(s)

NTA reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract without incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for NTA action.

11.3 Liquidated Damages for Delay in Delivery:

Any delay by the Contractor in the performance of the delivery obligations shall render him/her liable to Liquidated Damages. In the event of tenderer's failure to supply the said items/services of acceptable quality and specifications within the original/extended delivery period given in the purchase order/contract/work order, NTA shall be at liberty to recover liquidated damages to be levied @ 0.5% to 4% of the order value per week or part thereof subject to a maximum of 10% of the total contract value. Liquidated as per point no.11.8, damages shall be calculated on the total contract value comprising of value of complete equipment and installation & commissioning charges or services. The contract shall be taken as complete only after the last installment of goods/works/services has been made or provided.

In case of warranty period stated in tender document is longer than 12 months, warranty shall be applicable for stated period from the date of complete commissioning or stated warranty period plus 6 months from the date of completion of supply of material.

For Service/works contract the defect free period should be 12 months from date of completion or as specified in the tender document.

11.4 Termination for Default.

NTA may, without prejudice, to any other remedy for breach of contract, by written notice of default sent to the Contractor terminate the contract in whole or part thereof if:

- The Contractor fails to deliver any or all of the obligations within the time period(s) Specified in the contract, or any extension thereof granted by the client.
- The Contractor fails to perform any other obligation(s) under the contract.

11.5 Delivery Condition

The delivery of Inkless Pads shall be made within 10 days from the receipt of the packing statement /go ahead from NTA as per issue of supply order by the NTA. The delivery is to be made at NTA Noida only.

11.6 Risk Purchase Clause:

In the event of the failure of the supplier to supply the Inkless Pads by as per terms and conditions of contract, NTA may impose a penalty as per the terms & condition of the tender and may blacklist the firm for a period as deemed fit. NTA also reserves the right to procure the defaulted quantity of Inkless Pads from any other source at the risk and cost of the defaulting supplier who shall be liable for the loss incurred by NTA and will be recovered from the pending dues of the supplier.

In case of any dispute regarding imposition of penalty, forfeiture of Performance Security on account of violation of terms & conditions, the decision of the DG, NTA shall be final and binding upon the Supplier.

11.7 Inspection, Acceptance & Rejection Procedure:

- a) The Inkless Pads shall have to be supplied as per the requirement of the NTA. Upon receipt of Inkless Pads, the Committee shall take samples on a random basis to check the specifications, etc. Only those supplies which meet specifications shall be acceptable and rest all shall be rejected and would have to be lifted by the supplier at his own cost.

- b) The NTA shall take random samples from the supplied material. Any difference in the specifications shall render the entire supply liable for rejection and supplier shall have to lift rejected material at his own cost on 'as is where Basis' is. The supplier shall be liable to change the inferior and/or damaged supplied material at their cost. The decision of the DG, NTA shall be final and acceptable to the supplier in respect of diminution of price on account of inferior and for damaged material.
- c) In case of any defect in the supplied Inkless Pads or not conforming to the specifications, the bidder shall replace the pads within 07 days at his own cost.
- d) If the supplier fails to lift the above rejected material within two weeks' time, the NTA shall have the right to dispose of it by auction and no claim of the supplier shall be permissible.
- e) Quantity of Inkless Pads will be accounted on the basis of net receipt in the stores

11.8 Liquidated Damages for delay in supply:

The successful bidder will have to complete the supply of Inkless Pads within the specified time mentioned in the work order which will be normally within 10 days from the receipt of the packing statement/go ahead from NTA. A penalty @0.5% to 4% per week on the proportionate amount shall be levied in case the supplies are not completed in accordance with the given delivery time schedule subject to a maximum penalty of 10% of the total contract value.

11.9 Period of Contract

The contract shall be valid for a period of one year, from the date of award of work. However, the contract may be renewed for another two years on year-on-year basis subject to satisfactory performance of the bidder by DG, NTA.

In case the performance is not found to be satisfactory or not in conformity with the terms and conditions of the Tender document, the contract shall be terminated even before the scheduled time as per due process. The decision of DG, NTA will be final and binding.

In the event of premature closure of contract for reasons mentioned herein above, the Performance Security Deposit shall be forfeited along with penalty as decided by DG, NTA.

11.10 Performance Guarantee

- a) NTA will require the successful bidder to provide an irrevocable, unconditional one-time Performance Bank Guarantee within 15 days from signing of the agreement post Notification of award, for a value equivalent to INR to be calculated at 3% 10 Lacs. The Performance Guarantee should be valid for a period of 12 months. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The successful bidder shall be responsible for extending the validity date of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the successful bidder fails to submit performance guarantee within the time stipulated, NTA at its discretion may cancel the order placed on the successful bidder without giving any notice. NTA shall invoke the performance guarantee in case the successful Vendor fails to discharge their contractual obligations during the period or NTA incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.
- b) The Performance Security will be returned to the Contractor without any interest on performance and completion of the contract which shall include installation, commissioning of complete equipment to be supplied under the contract and fulfilment of warranty obligations/defect free period for the complete equipment/service in terms of the contract.

11.11 Signing of Contract

After NTA notifies the successful bidder that its proposal has been accepted, NTA shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the successful bidder between NTA and the successful bidder with mutually agreed terms and conditions.

11.12 Payment Terms:

- a) No advance payment shall be made under any circumstances to the successful bidder.
- b) Rate quote by the bidder shall be inclusive of all incidental cost of service provider including transportation, handling, and installation.
- c) The payment shall be in Indian Rupees and shall be paid only as per term & condition of payment.
- d) Performance bank guarantee needs to be submitted by successful bidder before signing of agreement between NTA and successful bidder.
- e) All Payment shall be subject to deduction of applicable TDS.
- f) No interest will be paid to the successful bidder on the security deposit.
- g) The payment will be made on submission of bill in duplicate, complete in all respects with copy (ies) of challan bearing details of work executed.
- h) Payment will be made for the actual number of Inkless Pads accepted by NTA less deductions and returns if any.
- i) NTA will make efforts for timely release of payments within 60 days of exam date subject to fulfilment of all contractual obligations by the Supplier.

11.13 Time Frame

The selected bidder should be ready to provide their services within 15 days of signing of the contract to NTA and on receipt of work order for a specific exam.

11.14 Processing Norms

NTA and selected bidder acknowledge and agree that the provision of Services under this tender may require the selected bidder to interact with the customers and suppliers of NTA relating to the Services as special agent for and on behalf of NTA and/or to process transactions, in accordance with the general or special guidelines, norms and instructions (“Processing Norms”) provided by NTA and agreed by the Parties. The selected bidder shall be entitled to rely on and act in accordance with any such Processing Norms agreed by the parties and the selected bidder shall incur no liability for claims, loss or damages arising as a result of selected bidder’s compliance with the Processing Norms. NTA agrees to indemnify, defend and hold Bidder and its affiliates, their officers and employees involved in the Services, harmless from any and all claims, actions, damages, liabilities, costs and expenses, including but not limited to reasonable attorney’s fees and expenses, arising out of or resulting from the selected bidder’s compliance with Processing Norms. Further, NTA shall be responsible for all activity occurring under its control and shall abide by all applicable local, state, national and foreign laws, treaties and regulations in connection with their use of the Service, including those related to data privacy, international communications and the transmission of technical or personal data.

11.15 Fraudulent and Corrupt Practices

The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, NTA shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the “Prohibited Practices”) in the Selection Process. In such an event, NTA shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder’s Proposal.

For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

- “corrupt practice” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of NTA who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of NTA, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of NTA in relation to any matter concerning the Project;
- “fraudulent practice” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
- “coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person’s participation or action in the Selection Process;
- “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by NTA with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- “restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

11.16 Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or NTA as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

- Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics.
- Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
- Terrorist attack, public unrest in work area provided either party shall within 10 days from occurrence of such a cause, notifies the other in writing of such causes.

The selected bidder or NTA shall not be liable for delay in performing his/her obligations resulting from any force

majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity and confidentiality survive termination of the contract. However, NTA shall make payment for all the services rendered by the selected bidder till such date of termination of contract.

11.17 Proprietary Rights

All rights, title and interests in and to the Services Environment and any other material used by the selected bidder in the provision of the Services shall exclusively belong to the selected bidder or its licensors ("Bidder Proprietary Material"). Any and all Intellectual Property Rights with respect to the Services and the selected bidder Proprietary Material and all modifications, improvements, enhancements, or derivative works made thereto, shall always belong to the selected bidder or its licensors and NTA shall not be entitled to claim any rights therein. All rights, title and interests in NTA Data shall always remain with NTA. NTA agrees that the selected bidder shall have the right to list NTA name in its marketing material and use NTA logo with respect to such listing and for reference purposes. NTA acknowledges that the provision of the Services hereunder by the selected bidder shall be on a non-exclusive basis and the selected bidder shall be free at all times to provide the services or perform obligations same or similar to the Services and obligations envisaged hereunder to any of its other clients, either existing or future, and nothing herein shall preclude Bidder from providing such services or performing such obligations to its other clients, except that there shall be no arrangements with the coaching classes directly/in-directly during the currency of this tender and two years thereafter.

11.18 Limitation of Liability

Neither party shall be liable to the other party for any special, indirect, incidental, exemplary, punitive or consequential losses or damages or loss of profit, loss of goodwill, loss of revenue or operational losses whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages. The total aggregate liability of either party under this Agreement shall not exceed the exam value paid to bidder by NTA for the Service that gives rise to such liability. The limitation on any Party's liability herein shall not apply to (i) liability for damages resulting from the willful misconduct and (ii) breach of the use terms in respect of bidder's application system. The bidder shall not be held liable for any delay or failure in its obligations, if and to the extent such delay or failure has resulted from a delay or failure by or on behalf of NTA to perform any of NTA's obligations. In such event, Bidder shall be (a) allowed additional time as may be required to perform its obligations, and (b) entitled to charge NTA for additional costs incurred, if any, as may be mutually agreed upon between the Parties.

11.19 Dispute Resolution

All disputes pertaining to the tender shall fall within the jurisdiction of Delhi only. The Director (Admn) of the NTA shall be the official by whose designation the NTA may sue or be sued.

In the event of any dispute arising between the parties, the same shall be referred to the Director General, NTA, Okhla, whose decision shall be final and binding on the parties.

11.20 Integrity Pact

The vendors/ bidders are required to enter into "Integrity Pact" as notified by the CVC vide Circular No.02/01/2017 (file No.015/VGL/091 dated 13.1.2017) and amended from time to time. Only those bidders/ vendors who commit themselves to such a pact with NTA would be considered competent to participate in the bidding process. The Integrity Pact is to be submitted on a 'Non-Judicial Stamp paper of Rs.100/-.

11.21 Arbitration Clause

- (a) In case of any dispute arising between the Parties, both the parties will try to resolve the issue mutually within 20 days of dispute raised. In any case, the either party will give notice in writing to other party indicating concern, proposed remedy to settle the issue. If the issue does not settle by negotiation, in the manner as prescribed, the same may be resolved exclusively by arbitration. In such case, the matter will be referred to the sole arbitrator appointed by Director General, National Testing Agency, for adjudication. Arbitration shall be held in Delhi and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996.
- (b) The arbitrator may from time to time with the consent of both the parties enlarge the time frame for making and publishing the award. Subject to the aforesaid, Arbitration and Conciliation Act, 1996 and the rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause.
- (c) The venue of the arbitration proceeding shall be the office of NTA, Okhla or such other places as the arbitrator may decide.
- (d) The contract shall be interpreted in accordance with the laws of the Union of India & will be under the jurisdiction of court in Delhi.

Financial Information

- a. Financial Analysis: Details to be furnished duly supported by figures in Balance Sheet/ Profit & Loss Account for the last three years i.e. 2019 - 20, 2020 - 21 and 2021 - 22 and certified by the Chartered Accountant, as submitted by the Bidder to the Income-Tax Department (copies to be attached).

Table - 1: Total Turnover

S. No.	Details	(1) 2019 - 20	(2) 2020 - 21	(3) 2021 - 22
i)	Gross annual turnover			
ii)	Profit/Loss			
	Financial Position:			
	a) Cash			
	b) Current Assets			
iii)	c) Current Liabilities			
	d) Working Capital (b-c)			
	e) Current Ratio: Current Assets/Current Liabilities (b/c)			

Table - 2: Relevant Turnover

S. No.	Details	(1) 2019 - 20	(2) 2020 - 21	(3) 2021 - 22
i)	Cumulative annual turnover			

- ii. Please attach - Up to date Income Tax Clearance Certificate
- Audited Balance Sheet.
 - For the financial year **2021 - 22**, the bidder is allowed to submit duly certified provisional balance sheet in case audited balance sheet is not available.
 - Certificate of net worth from Bankers of Bidder.
- iii. Note: Attach additional sheets, if necessary.

(Signature with Date and Seal of Bidder)

Details of Similar Works

S. No.	Name of work/ Project & Location	Organization	Date of commencement as per contract	Actual Date of completion	Litigation/ Arbitration pending in progress with details	Name, Designation, and address/ telephone number of officer to whom reference may be made	Remarks
1.	2.	3.	4.	5.	6.	7.	8.

(Signature with Date and Seal of Bidder)

Details of Work Under Execution or Awarded

S. No.	Name of work/Project & Location	Organization	Contract Value	Date of commencement as per contract	Stipulated date of completion	Upto date percentage progress of work	Slow progress if any, and reasons thereof	Name, Designation and address/ telephone number of officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9	10

(Signature with date and Seal of Bidder)

Performance Report of Works referred in ANNEXURE II & III

(Furnish this information for each individual work done by the bidder for whom the work was executed)

1. Name of Work/Project & Location : _____
2. Owner or Sponsoring Organization : _____
 Address : _____
 Contact Person : _____
 Designation : _____
 Telephone No(s) : _____
 E-mail : _____
3. Agreement No. : _____
4. Estimated Cost : _____
5. Tendered Cost : _____
6. (A) Date of Start : _____
 (b) Stipulated date of completion : _____
 (c) Actual date of completion : _____
7. Amount of compensation : _____
 Levied for delayed
 completion, Or any other
 damages, if any
8. Performance reports/assessment by clients (Supported by documentary evidence, if any)
 - (a) Quality of work - Excellent/ Very Good/ Good/ Fair : _____
 - (b) Resourcefulness - Excellent/ Very Good/ Good/ Fair : _____

(Signature with date and Seal of Bidder)

Structure of the Organization

1. Name and address of bidder : _____
2. (a) Telephone No. : _____
 (b) Fax No. : _____
 (c) Email address : _____
3. Legal Status (Attach copies of original document defining the legal status).
 A Limited Company or Corporation : _____
4. Particulars of Registration with various Government bodies & Statutory Tax Authorities:
 (Attach attested photocopy)
 (a) Registration Number : _____
 (b) Organization/Place of registration : _____
 (c) Date of validity : _____
5. Names and titles of Directors & Officers with Designation to be concerned with this work with Designation of individuals authorized to act for the organization:

6. Were you or your company ever required to suspend the work for a period of more than six months continuously after you commenced the works? If so, give the name of the project and reason for not completing the work.

7. Have you or your constituent partner(s) ever left the work awarded to you incomplete? If so, give name of the project and reason for not completing the work.

8. Have you or your constituent partner(s) been debarred/blacklisted for tendering in any organization at any time? If so, give details.

9. Area of specialization and Interest : _____
 : _____
 : _____
10. Any other information considered necessary but not included above.

(Signature with date and Seal of Bidder)

Details of Technical & Administrative Personnel to be Employed for this Work

TABLE-1:

Category	Total Number of regular employees	Number available for this work	Minimum Qualification	Remarks
Technical				
Administrative				

TABLE-2:

S. No.	Designation	Total number of employees in the category	Number available for this work	Minimum Qualification	Professional experience and details of work carried out	In what capacity these would be involved in this work	Remarks
1	2	3	4	5	6	7	8

(Signature with date and Seal of Bidder)

Technical Bid Form

Supply of Inkless Pads at NTA, Noida for Professional Entrance Examination Conducted by National Testing Agency

The cost of the tender document is being remitted through Demand Draft/RTGS/NEFT No. _____ dated _____ for Rs. _____ in favour of the Director General, National Testing Agency, Noida.

The amount of EMD of Rs. _____/- (Rupees _____) is also being remitted through Demand Draft / RTGS / NEFT No. _____ dated _____ in favour of the Director General, National Testing Agency, Noida.

Sl. No.	Particulars	Information to be furnished by the firm/agency along with documentary proof
1	Name of the firm/Agency with Complete Address, Phone nos., Mobile nos. & email IDs.	
2	Year of incorporation of the Firm (Copy be enclosed)	
3	GST Registration No./PAN No. (Copy be enclosed)	
4	Total Experience (copies to be enclosed)	
5	Annual Turnover (Financial year) duly certified by a Chartered Accountants firm 2019 - 20 2020 - 21 2021 - 22	
6	Details of contracts/work order executed during Last three financial years with satisfactory completion certificate from end customers along with their address and phone No. (Copy may be enclosed)	
7	Details of cost of Tender document.	
8	Details of EMD	

(Signature with date and Seal of Bidder)

FINANCIAL BID FORM**FINANCIAL BID FORM (Rate Schedule)**

Tender for Supply of Inkless Pads at NTA, Noida
For Professional Entrance Examination Conducted by National Testing Agency

Date:

The Director General National
Testing Agency First Floor,
NSIC-MDBP Building,
Okhla Phase-III, New
Delhi-110020

After having gone through the terms and conditions as enlisted in the tender document for Tender for **Supply of Inkless Pads at NTA, Okhla for Professional Entrance Examination Conducted by National Testing Agency.**

I/We accept all the terms and conditions of the tender document and quote the rate given below which are inclusive of all charges including transportation, handling, and other incidental charges associated with delivery at NTA, Noida (exclusive of tax):

Table-1:

S. No.	Name of the Item	Specification	Price for 1,50,000 Inkless Pad (Inclusive of All Charges and Taxes (in Rs.))
1	Supply of Inkless Pads at NTA, Okhla	As per specification in the Clause-5.3 of Tender Document	X

Rate of Tax %

Note: -

- The Price for the 1,50,000 inkless pads i.e. X in Table-1 will be taken into account for relative ranking of bids.
- The Bidders have to quote for Lump sum Price for 1,50,000 Inkless Pad (Inclusive of All Charges and Taxes (in Rs.)) i.e. X in the Financial Bid.
- The Bidders have to upload filled/signed Annexure-VIII in the option available in in the Financial Bid.
- The actual quantity may vary based on the actual number of candidates and will be indicated in the supply order.
- The rate of GST will be as applicable and to be indicated by the bidder separately.

Signature of owner/authorized Officer of the firm/agency
Complete Name and Address with seal of the Firm

Place:

Tender Acceptance Letter
(To be given on Company Letter Head)

Date:

To,
.....
.....
.....
.....
.....

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No.....

Name of Tender / Work: -

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned ‘Tender/Work’ from the web site(s) namely: -
.....
as per your advertisement, given in the above-mentioned website(s).
2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. ____to____(including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organization too has also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
6. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

Bid Securing Declaration Form

Bid No.: _____ Dated _____

To,

The _____

Okhla

Respected Sir,

We, the undersigned, declare that:

We, M/s..... (herein referred as vendor) understand that, according to bid Clause No. _____, bids may be supported with a Bid Securing Declaration, Vendor render the declaration that: -

The Vendor will automatically be suspended from being eligible for bidding in any contract with the NTA Okhla (herein referred as Purchaser) for the period of 3 years, starting on bid submission closing date, if Vendor are in breach of any of the following obligation(s) under the bid conditions: -

- (a) If a Bidder withdraws the proposal or increases the quoted prices after opening of the Proposal and during the period of Bid validity period or its extended period, if any.
- (b) In case of a successful Bidder, if the Bidder fails to sign the Agreement in accordance with the terms and conditions (including timelines for execution of the Agreement) of this RFP or fails to furnish the Performance Bank Guarantee in accordance with the terms and conditions (including timelines for furnishing PBG) of this RFP.
- (c) During the Bid process, if a Bidder indulges in any act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.

Vendor understands that this declaration shall expire if Vendor is not the successful Bidder and on receipt of purchaser's notification of the award to another Bidder; or thirty days after the validity of the Bid; whichever is earlier.

(Signature)

Authorized Signatory

Name:

Designation:

Office Seal:

Place:

Date:

Instructions for Online Bid Submission

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

More information useful for submitting online bids on the GeM Portal.

Registration

- (a) Bidders are required to enroll on the e-Procurement module of the Government e Market (GeM) Portal by clicking on the link “Online bidder Enrollment” on the GeM Portal which is free of charge.
- (b) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- (c) 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 GeM Portal.
- (d) 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.
- (e) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible for ensuring that they do not lend their DSCs to others, which may lead to misuse.
- (f) The 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

- (a) There are various search options built in the GEM 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 GEM Portal.
- (b) 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 GEM Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- (c) 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

- (a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- (b) 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 documents that need to be submitted. Any deviations from these may lead to rejection of the bid.
- (c) The 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 the size of the scanned document.
- (d) 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 the bid submission process.

Submission of Bids

- (a) Bidders 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.
- (b) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- (c) The bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- (d) The 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, at the 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.

- (e) Bidders are requested to note that they should 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 out 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.
- (f) 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.
- (g) 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.
- (h) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- (i) 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.
- (j) 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

- (a) 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.
- (b) Any queries relating to the process of online bid submission or queries relating to GeM Portal in general may be directed to the 24x7 GeM Portal Helpdesk