

# **Directorate General of Civil Aviation**

**NOTICE INVITING TENDER FOR**  
**Empanelment of Translating (English to Hindi**  
**and Vice-Versa) Agency to execute the**  
**translation work of Directorate General, Civil**  
**Aviation, NEW DELHI-110003**

**F. No. 11021/2/2015-O.L.**  
**Government of India**  
**Directorate General of Civil Aviation**

Opposite Safdarjung Airport,  
Aurobindo Marg, New Delhi-110003  
Date 05-07-2017

To,

**Subject: - e-Tender for Empanelment of Translating (English to Hindi and Vice-Versa)  
Agency to execute the translation work of Directorate General, Civil Aviation**

<b>Critical Dates and Information</b>		
<b>S. No.</b>	<b>Description</b>	<b>Dates</b>
<b>1</b>	Notice Inviting Tender Start Date	05-07-2017 at 03:30pm
<b>2</b>	Document Download Start Date and Time	05-07-2017 at 04:45pm
<b>3</b>	Bid Submission Start Date and Time	05-07-2017 at 06:00pm
<b>4</b>	Bid Submission End Date and Time	28-07-2017 at 06:30pm
<b>5</b>	Tender (Technical Bid) Opening Date and Time	01-08-2017 at 3:30pm
<b>6</b>	Tentative Contract Period	One year
<b>9</b>	Purchaser of Services	Directorate General of Civil Aviation
<b>10</b>	EMD money	Rs. 25,000/-
<b>11</b>	EMD money Instrument	Pay Order/ Demand Draft from any scheduled commercial bank or nationalized bank

**Note:-**

1. E-Tender are invited under two bid systems i.e. Technical and Financial Bid for Empanelment of Translating (English to Hindi and Vice-Versa) Agency to execute the translation work of Directorate General, Civil Aviation, New Delhi for a period of One Year from the date of contract.
2. The bids should be submitted online in the prescribed format through e-procurement website <http://eprocure.gov.in/eprocure/app>. Interested bidders may quote the rate as per prescribed financial bid.
3. If at any stage it is found that any of the details / documents furnished by the bidder are false/ misleading/fabricated, he/she would be liable to legal action and forfeiture of the

Earnest money deposit. Also, any bid with NIL/N.A./BLANK/ZERO service charge will summarily be rejected.

**4. Interested parties may view and download the tender document containing the detailed terms & conditions, free of cost from the website <http://eprocure.gov.in/eprocure/app>.**

**Sd/-  
Abdul Aziz Ansari,  
Joint Director (O.L.),  
For Directorate General of Civil Aviation**

**No. 11021/2/2015-O.L.**  
Government of India  
Directorate General, Civil Aviation  
Aurbindo Marg, Opp. Safdarjung Airport

New Delhi: 110003  
Date: 05.07.2017

**E-TENDER DOCUMENT**

**CRITICAL DATE SHEET**

<b>Critical Dates and Information</b>		
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**CONTENTS OF THE TENDER DOCUMENT**

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3.	Eligibility Criteria
4.	Terms & Conditions

5.	Delivery Period
6.	Promotion of Micro and Small Entrepreneurs of SC/ST categories
7.	Receipt of Tax Liability
8.	Payment
9.	Earnest Money Deposit
10.	Performance Security
11.	Agreement Deed
12.	Liquidated Damage
13.	Arbitration
14.	Force Majeure
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19.	Tender Acceptance Letter

**No. 11021/2/2015-O.L.**  
Government of India  
Directorate General, Civil Aviation  
Aurbindo Marg, Opp. Safdarjung Airport

New Delhi: 110003  
Date: 05.07.2017

**Subject: Empanelment of Translating (English to Hindi and Vice-Versa) Agency to execute the translation work of Directorate General, Civil Aviation**

**1. E-Tender Notice**

On behalf of the President of India, e-bids are invited from the reputed and experienced **Translating Agency, located in Delhi, for executing the translation work (English to Hindi and Vice-Versa)** initially for a period of one year. The contract period can be extended for further two years on the basis of mutual consent/ agreement of both the parties and based on satisfactory performance during the period on the same terms and conditions.

2. The tender documents can be downloaded from the website <http://eprocure.gov.in/eprocure/app> from .....

3. The interested service providers may submit the e-bid online at "<http://eprocure.gov.in/eprocure/app>" in two bid system (i e. Part I : Technical Bid and Part II : Financial Bid) in the prescribed performa. Tenders are to be submitted only online through e-procurement portal i.e. "<http://eprocure.gov.in/eprocure/app>". All the documents in support of eligibility criteria etc. are to be scanned and uploaded along with the Tender Documents.

4. **Tenders sent by any other mode will not be accepted.**

Joint Director (OL)  
T.No. 24656946

**NB:** The General Instructions, terms and conditions of e-bid are enclosed, which should be carefully noted and complied with. Specification and description of translation work is given in BoQ which must be used for quoting rates.

## **2. Scope of work and General Instructions for Tenderers**

**Scope of Work:** The scope of the work shall include varied translation works viz. Reports, Documents, Contents of Ministerial website, Annual Report, performance Budget, Outcome Budget, Demand of Grants etc & any other document required by the DGCA vetting, typing, re-typing, proof reading.

(ii) A, Monthly Target for translation: Monthly target for finally submitting translated material (after translation, vetting, typing, proof reading & retyping including hard and soft copy) will be 200 pages (A-4 size) per month (minimum).

### **General Instructions:**

(i) The interested service providers have to submit the tender through e-procurement portal as per required packet/ cover contents.

(ii) The rate contract shall be initially for a period of one year from the date of awarding the rate contract. However, the rate contract may be extended subsequently, on mutual consent, for a further period of two years as may' be decided by the competent authority, after review of performance.

(iii) The agency should have adequate in-house infrastructure required for executing the translation work (English to Hindi and vice versa) that should be competent to meet the urgent requirement of translation work on priority basis. The owner/partners of the proprietor/partnership firm or directors of the private limited company himself/herself should have following minimum qualification i.e.

1. Master Degree either in Hindi with Degree in Hindi & English as subjects at Graduation level and Diploma/ Certificate course in translation from Hindi to English vice versa
2. Minimum five years experience in the line.

(iv) The Bidder shall be located in Delhi.

(v) The Earnest Money Deposit (Annexure-I) should be submitted to the PAO, DGCA, MOCA, New Delhi on or before last date of bid submission up to 3.00 PM. Without which the quotations will not be considered. Late receipt of Earnest Money viz. after closure of online bidding time, or non-receipt of Earnest Money will make the bidder disqualify and that bid will not be considered.

(vi) The successful bidder will have to deposit Performance Security to the PAO, DGCA MOCA, New Delhi for the due fulfilment of the contractual obligations which is refundable without any interest on termination of the contract after deduction any penalty/any liability of any kind imposed by DGCA on account of unsatisfactory services.

(vii) The bid must be valid for a minimum period of ninety days from the due date.

(viii) No bidding firm will be allowed to withdraw their bids after technical bids have been opened. If any firm intends to withdraw after opening of technical bids, its EMD will be forfeited.

(ix) The Technical Bid Shall be opened online on the Scheduled date and time i.e.

(x) If after awarding of the contract, the successful bidder (L-I) fails to provided required service the rate contract is liable to be cancelled along with forfeiture of Performance Security Deposit and other consequential actions such as Blacklisting of the firm etc.

(xi) All entries in the tender form should be legible and filled clearly. If the space provided for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be scanned and uploaded. No correction either in the Technical Bids or Financial Bids is permitted. In no case should there be any change in the format of the Financial Bid. The bids submitted in the proforma other that the proforma provided for the purpose, will be rejected summarily.

(xii) The bidders should have at least one dedicated landline telephone connection and one mobile for contact. The details of the same may be furnished in the bid (Annexure-I).



(xiii) Selected lowest Bidder(s) shall be empanelled as Service Providers on the fixed rate for one year from the date of signing of Agreement. The contract may be extended for next one year if mutually agreed to by both the parties . In case, the empanelled service provider is found in breach of any condition(s) of tender/ agreement at any stage or services of service providers are found not to the satisfaction to the DGCA, the agreement/ contract may be terminated leading to forfeiture of performance security. The decision of the competent authority shall be final in this regard.

(xiv) It may specifically be mentioned whether quotation is strictly as per terms and conditions of the tender. Deviation if any must be spelt out specifically in Technical Bid. In the absence of this, the quotation may be rejected.

(xv) Duly constituted committee shall first open and evaluate Technical Bids. Price Bids of only those bidders shall. be opened whose technical bids are found to be in order as per terms and conditions of tender. Intimation to this effect shall be separately sent to the bidders whose bids are found technically acceptable. The lowest quoted bidder(s) shall be chosen on the basis of total lowest bid price received.

**(xvi) The DGCA reserves the right to accept or reject any bid or cancel the tender proceeding without assigning any reason whatsoever.**

### **3. Eligibility Criteria**

(i) The firm should have sufficient experience for similar type of work in this field for the last 5 years (documentary proof to be uploaded).

(ii) Bidders are required to upload the statement of a contract which values not less the Rs. 5.0 Lakh per year or at least three contracts values not be less than Rs. 2,50,000/- per year indicating the contracts on hand (translation work) with details of the Govt. Departments/Ministries/PSUs contact of dealing person (Name & Designation) with complete official address and Telephone / Mobile number.

(iii) The bidder is required to submit copies of work order(especially translation work) from at least three Departments, Ministries/PSUs contact of dealing person (Name & Designation) with complete official address and Telephone/Mobile number.

(v) Bidders are required to upload PAN No. or Service Tax No. in r/o firm, allotted by concerned authority.

(vi) Bidder is required to upload Balance Sheet along with Profit and Loss statement duly certified by Chartered Accountant having turnover of more than Rs. 5.0 lakh for the last three Financial Year.

(vii) Bidders are required to upload a Declaration on letter head stating that the bidder has not been black-listed by any Ministry/ Department/ Organization.

(viii) Bidders are required to upload the scanned copy of the EMD of Rs. 25,000/- (Rs. Twenty five Thousand Only) should be in the form of Pay Order/ Demand Draft issued by any commercial bank in favour of 'PAO DGCA MOCA, payable at New Delhi.

If it is subsequently established or found that the bidding firm has given any false information or facts or has suppressed facts or manipulated the documents etc., the Earnest Money Deposit or the Performance Security Deposit, as the case may be, will be forfeited and no excuse whatsoever will be entertained thereafter.

#### **4. Terms and conditions**

(i) The rate approved in this tender shall be valid for the whole of the period of the rate contract and no upward revision will be allowed during the period of the contract.

(ii) The successful bidder has to carry out all the amendments/corrections if any detected by Official Language Division DGCA as many times as required free of cost. The payment shall be made on submission of a satisfactory certificate issued by O.L. Division. The quantity of work shown in the price schedule is only estimated and may vary depending upon work-load in a particular month, The bidder shall be capable to execute/complete such assigned work at a very short notice. The bidder can't claim any right on the basis of estimated quantity.

(iii) In case voluminous work is assigned to the successful bidder at a given point of time, the time schedule as indicated in the Annexure III would not be effected.

(iv) Quality of the translation work should be of very high quality and copies found defective will be summarily rejected. The firm must get draft samples approved from the DGCA before final translation and effective delivery. The DGCA or its representative shall have the right to inspect the assigned translating work at any stage and have full right to reject the entire quantity or part thereof if it does not meet the required quality standards.

(v) Selected firms shall be required to acknowledge that the copyright of the translated text, whether from English to Hindi or vice versa rests with the Government for both text and visuals. The firm has to unconditionally undertake and agree that no claim in any manner for ownership of the publication/document/ or any part thereof is preferred by any party regarding the content or text.

(vi) The firm so selected will not be authorized to reproduce or reprint in any manner including photocopying, photographing, cyclostyling, microfilming, scanning or any electronics means of copying or any other means whatsoever without the written permission of DGCA.

(vii) Secrecy of the matter given should be maintained at all times by the selected Agencies/firms.

(viii) Material as given to the firm for translation, whether in the form of Soft copy or Hard copy by the DGCA or prepared/arranged by the supplier during the process, will be the sole property of DGCA and shall be deposited after use at the time of submitting the bills for payment.

(ix) The successful bidder has to arrange delivery of translated text through typed text (in A4 size paper in 12 Font size ) one copy duly stamped and signed by authorised person and corrected/ vetted copy in CD free of charge. The DGCA may ask the firm to send translated text through e-mail in compatible font (i.e. Unicode or in Mangal, a true font, etc. if required)

**(x) The DGCA reserves the right to modify and amend any of the above stipulated condition/ criterion depending upon requirement/ priorities vis-a-vis urgent commitments.**

(Xi) All disputes are subject to the jurisdiction of courts in the National Capital Territory of Delhi.

**5. Delivery period :-** The nature of job is strictly time-bound. The successful bidder is liable to carry out all amendments/improvements suggested by the DGCA, in a prescribed time frame as per Annexure-III. In case the firm fails to deliver the required work as per time frame mentioned in the supply order, **Liquidated Damages as per clause 12** will be charged.

**8. Payment:** The payment shall be released to the firm through ECS, only after completion of the assigned work on Quarterly basis. A pre-receipted bill is to be produced in triplicate which should be accompanied with a certificate issued by Hindi Section indicating that the assigned work has been completed satisfactorily.

**9. Earnest Money Deposit (EMD):** Each quotation must be accompanied by Earnest Money Deposit of Rs. 25,000/- which shall be in the form of Demand Draft/ Pay Order in the name of "PAO DGCA MOCA" payable at New Delhi. Quotations received without Earnest Money deposit are liable to be rejected.

a. The earnest money is liable to be forfeited and bid is liable to be rejected, if the tenderer withdraws amends, impairs or derogates from the tender in any respect within the period of validity of the tender.

b. The earnest money of all the unsuccessful tenderer will be returned as early as possible after award of contract letter. No interest will be payable by the DGCA on the Earnest Money Deposit.

c. Earnest Money of successful bidder shall be returned after furnishing of performance Security.

**10. Performance Security:-** The successful bidder shall submit a Performance Security in the form of Demand Draft for an amount of 1,00,000/-(One lakh Rupees) within 10 days of the issue of award letter which should be valid for a minimum period of 12 months from the dated of award of Contract. The performance security will be in the form of Demand Draft of any commercial bank. In case selected Service Provider fails to provide satisfactory services during the contract period, the performance security submitted by the firm will be forfeited without prejudice to other remedies. Performance Security shall be released immediately after the expiry of contract period. No interest will be payable on the performance Security.

**11. Agreement Deed:** The successful bidder shall execute an agreement for the fulfilment of the contract on Rs. 100/- non-judicial stamp paper within 15 days from the date of award of the contract. Agreement/ Contract will be signed after the submission of the performance security at the following terms.

a) The period of contract for compilation of job shall be 90 days from the date of award of contract/ submission of the performance security/Agreement Deed whichever is later but not

more than seven days. The contractor has to submit all the formalities within 15 days, failing which the schedule of time will be counted from the date of award of contract.

b) The incidental expenses of execution of Agreement/ Contract shall be borne by the successful bidder.

**12. Liquidated Damage:-** If the selected agency fails to deliver any or all the translated work within the specified period in the work order, the DGCA shall without prejudice to its other remedies, deduct liquidated damage @ 1.5% of the price of the delay for each and every week (part of the week shall be considered as full week) subject to maximum of 10% of the delayed work value and the same shall be recoverable or deducted from the bill(s) due to the firm. The DGCA shall be at liberty to terminate the agreement, cancel the work order and may also forfeit the Performance Security. In case, the agency/ firm fails to deliver the assigned work within the stipulated period.

**13. Arbitration:-** In the event of any dispute or disagreement under or in relation to this Agreement or over the interpretation of any of the terms hereinabove contained or any claim or liability of the party, the same shall be referred to the sole Arbitrator to be nominated by mutual consent of both parties therein. The intending party will serve notice in writing upon the other party notifying its intention for appointment of Arbitrator. Should both parties fail to agree on by mutual consent, then Chief Justice of Delhi High Court will be approached for appointment the Arbitrator. The provisions of Arbitration and Conciliation Act, 1996, as amended will apply. The arbitration proceedings will be held in New Delhi. The Arbitrator will give reasons for his award and the award passed by the Arbitrator shall be final and binding upon the parties herein. Such reference shall be deemed to be a submission to arbitration under the Indian Arbitration and Conciliation Act, 1996 as amended, or of any modifications or re-enactment there of including the rules framed there under.

**14. Force Majeure:-** Notwithstanding the provision of the clause 10, the firm shall not be liable for forfeiture of its performance security, liquidated damages or termination for breach, if and to the extent that, its delay in performance or other failure to perform its obligation under the agreement is the result of an event of Force Majeure. For purpose of this clause, "Force Majeure" means an event beyond the control of the firm and not involving the firm's fault or negligence and not foreseeable. Such events may include, but are not restricted to, act of the ' DGCA ' either in its sovereign or contractual capacity, wars or revolution, fire, floods,

epidemics, quarantine restrictions and freight embargoes. The Force Majeure situation arises, the firm shall promptly notify the ` DGCA ' in writing of such condition and the cause thereof. Unless otherwise directed-by the ' DGCA ' in writing, the firm shall continue to perform its obligation under the agreement as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

15. Termination: The contract may be cancelled at any time either by DGCA or by Contractor by giving one month notice. If the contract is cancelled by the contractor even after giving one month notice, the performance Security Deposit will be forfeited.

(ii) If the contractor fails to meet the target date for completion of work a Penalty @ 10% amount of that particular work will be imposed and will be deducted from the bills due to the contractor and the contract may be terminated and performance Security Deposit will be forfeited.

16. All disputes are subject to the jurisdiction of Courts in the National Capital Territory of Delhi.

(.....)  
Joint Director

**BID FORM**

1.	Tender No. ....	Due Date: ..... at .....
2.	Name and Address of Bidding Firm	
3.	Name and Designation of the person Signing the bid	
4.	Mobile/Land line Telephone No.	
5.	PAN, Service Tax Number (Copy Enclosed)	
6.	Capacity in which bid is signed by the Bidder (Proprietor/Partner/Director)	
7.	Details of Earnest Money Deposit	
8.	Statement on letter head stating that the bidder has Not been Black-listed by any Ministry/ Department/ Organization.	
9.	Copies of Work order for the FY (2015- 16 and 2016-17) Having value Rs. 2.5 Lakh per year and above.	
10.	Copies of Balance Sheet including P&L A/c for the financial Year (2014-15 & 2015-16) showing Turnover at least Rs. 5.0 Lacs and above.	
11.	Terms and conditions mentioned in the tender Document are Acceptable/Not- Acceptable	
12.	Deviation in Terms and Conditions (if any)	
13.	Firm Registration Certificate	

Signature of Bidder \_\_\_\_\_

Name in Block Letter: \_\_\_\_\_

Place \_\_\_\_\_

Date \_\_\_\_\_

**Annexure-II**

Price Schedule

<b>Sl. No.</b>	<b>Scope of Work</b>	<b>Rate (Per Thousand Words) In INR</b>	<b>Service Tax (Per Thousand Words) in %</b>	<b>Total (Per Thousand Words)</b>
1.	Translation (English to Hindi and vice versa)			

1. Statutory or other levies, if any, will be paid as per prevailing Government norms.



**Time Schedule for execution of assigned work**

<b>S. No</b>	<b>Description of Work</b>	<b>Date of award of work</b>
1	2	3
A	Website content	As per work order
B	Any Other document as per requirement	As per work order

## CHECK LIST

Bidders must check whether documents have been enclosed in the respective and bid fulfils the following:

### A. Technical Bid

Sl. No.	Description	Yes or No	Page
1.	Documentary evidence indicating that the Agency/firm is located in Delhi		
2.	Whether the bidder has submitted copies of the Owner's/ partner's or director's Master's degree in Hindi and Bachelor's degree in Hindi & English?		
3.	Whether the bidder has submitted copies of the Owner's/ partner's or director's Diploma/Certificate of Translation from English to Hindi or Vice-Versa		
4.	Whether the bidder has submitted copies of the Owner's/ partner's or director's experience certificate		
5.	Bid Form (as per annexure-I)		
6.	Price Schedule as per Annexure-II indicating -Yes or No against each item. (Price must not be indicated in this cover)		
7.	Proof of three contracts with Govt. Ministries/ Semi-Government Departments with satisfactory report.		
8.	Proof of Annual Turn-over which should not be less than 2.5 lakh along with the audited Balance Sheet and Profit and Loss Account for the last three years		
9.	Proof of Service Tax Number /Sale Tax Number (copy to be enclosed)		
10.	The Earnest Money Deposit (EMD) of Rs. 25,000/- (Rupees Twenty Thousand Only) through a demand draft in favour of 'PAO' DG, CA, payable at New Delhi.		
11.	Copy of Income-Tax returns for the last two years		
12.	Bidders are required to upload a Declaration on letter head stating that the bidder has not been blacklisted by any Ministry/ Department/ Organization		

### B. Price Bid Cover

Sl. No.	Description	Yes or No	Page
1.	Price Schedule as per Annexure -II.		
2.	Have you quoted for all items of the tender?		

**Signature and seal of the Bidder**

## **Instructions for Online Bid Submission**

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

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

### **REGISTRATION**

1. Bidders are required to enrol on the e-procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder 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. Bidder 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/TCS/nCode / eMudhra etc.), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID/Password and the password of the DSC/e-Token.

### **SEARCHING FOR TENDER DOCUMENTS**

1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

2. Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS /e-mail in case there is any corrigendum issued to the tender document.

3. The bidder should make a note to 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 /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" are available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

### **SUBMISSION OF BIDS**

1. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents on by one as indicated in the tender document.
3. Bidder has to select the payment option as "offline" to pay the tender fee /EMD as applicable and enter details of the instrument.
4. Bidder should prepare the EMD as per the instructions specified in the tender documents. The original should be posted/couriered/give in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the date entered during bid submission time. Otherwise the uploaded bid will be rejected.
5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white 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 person 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 key. 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 (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no and the date & time of submission of the bid with all other relevant details.

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

### **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. The contact number for the helpdesk is 1800 3070 2232. Bidder can also get help at +91.....

**TENDER ACCEPTANCE LETTER**  
**(To be given on Company letter Head)**

Dated:

To

.....  
.....  
.....

**Subject:- Acceptance of Terms & Conditions of Tender.**

Tender Reference No. ....

Name of Tender/Work:

.....  
.....  
.....

Dear Sir,

1. I/We have downloaded/obtained the tender documents for the above mentioned Tender/Work' from the web site(s) namely:-

.....  
.....

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

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

**Annexure-II**

Price Schedule

<b>Sl. No.</b>	<b>Scope of Work</b>	<b>Rate (Per Thousand Words) In INR</b>	<b>Service Tax (Per Thousand Words) in %</b>	<b>Total (Per Thousand Words)</b>
1.	Translation (English to Hindi and vice versa)			

1. Statutory or other levies, if any, will be paid as per prevailing Government norms.