



Software Technology Parks of India

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Request for Proposal for “Appointment as Internal Auditor”

Software Technology Parks of India invites proposal from the lead Chartered Accountant/Cost Accountant firms for appointment as Internal Auditor of STPI-HQ and its Centres/Sub-centres for F.Y. 2019-20. The details of RFP are as under:

1	RFP No. & Date	STPI/HQ(F)/AUD/04/85 February 4, 2019
2.	Scope of work/job	<i>Appointment as Internal Auditor of STPI-HQ and its Centres/Sub-centres for F.Y. 2019-20. Detailed scope of work is mentioned in Part-II of the RFP document.</i>
3	Mode of RFP	e-Tender (online)on URL https://eprocure.gov.in/eprocure/app In Two-Bid System as follows: a) Technical Bid b) Financial Bid
4.	Issue of RFP document	The bidder can download RFP document from www.stpi.in & https://eprocure.gov.in
5.	Tender Fees	Rs.500/- through RTGS/NEFT.
6.	Earnest Money Deposit	Rs. 50,000/- through RTGS/NEFT.
7.	RTGS/NEFT Details	Account No. : 1098101101244 IFS Code : CNRB0001098 Bank Name : Canara Bank Bank Address: Parliament Street, Delhi
8.	Pre-Bid Meeting	14th February 2019 at 1200Hrs
9.	Last date & Time for submission of proposal	25th February 2019 at 1200Hrs
10.	Date & Time for opening of proposal	26th February 2019 at 1400Hrs
11.	Validity of proposal	90 Days from the last date of submission of proposal.

Interested Chartered Accountant/Cost Accountant firms may submit their online proposal on URL <http://eprocure.gov.in>. latest by 25th February 2019 at 1200 Hrs.

INDEX

Part	Content	Page No.
I.	Brief Introduction & General Information	3-4
II.	Scope of Work	5-7
III.	Instructions for Bidder	8-12
IV.	Eligibility of Bidders	13
V.	Professional/Technical Bid (Form A)	14
VI.	Financial Bid (Form B)	15
VII.	Declaration	16
VIII.	<u>Appendix</u> - Instructions for Online Bid Submission	17-21

PART-I

BRIEF INTRODUCTION AND GENERAL INFORMATION

Software Technology Parks of India (STPI) was established and registered as an autonomous society under the Societies Registration Act, 1860 on June 5, 1991 under the Ministry of Electronics & Information Technology, Govt. of India (formerly known as Department of Electronics). The objective of the society is to implement STP/EHTP Scheme, set up and manage infrastructure facilities and provide other services like technology assessment and professional training etc. Presently 57 centres of STPI are operational across the country. The registered office of STPI is at Electronics Niketan, 6, CGO Complex, Lodhi Road, New Delhi-110003. Detailed profile of STPI may please be browsed from URL www.stpi.in

STPI has 9 Directorates and each directorate has its Centre/ sub centre as per following details.

Directorate	States	Centers
Chennai	Tamilnadu, Puducheery	Chennai, Coimbatore, Madurai, Trichy, Triunaveli, Puducherry
Gandhi Nagar	Gujrat	Gandhi Nagar
Pune	Maharashtra, Goa	Nagpur, Aurangabad, Kolhapur, Mumbai, Nasik, Pune, Goa
Noida	U.P., Chhattisgarh, Uttarakhand, M.P., J&K, Rajasthan, Punjab, Himachal Pradesh, Haryana	Allahabad, Bhilai, Dehradun, Indore, Jaipur, Jammu, Gwalior, Jodhpur, Kanpur, Lucknow, Mohali, Noida, Shimla, Srinagar, Gurugram
Bangalore	Karnataka	Bangalore, Mysore, Hubli, Mangalore, Manipal
Bhubaneswar	Odisha, Bihar, Jharkhand	Bhubaneswar, Berhampur, Patna, Ranchi, Rourkela
Guwahati	Assam, West Bengal, Manipur, Mizoram, Meghalaya, Tripura, Sikkim	Guwahati, Gangtok, Imphal, Aizwal, Shillong, Agartala, Kolkata, Durgapur, Haldia, Kharagpur, Siliguri
Hyderabad	Andhra Pradesh, Telangana	Hyderabad, Kakinada, Tirupati, Vijayawada, Vishakhapatnam, Warangal
Thiruvanthapuram	Kerala	Thiruvanthapuram
HQ	New Delhi	HQ

The books of accounts are being maintained in Tally.ERP9 at all the Directorates, whereas the books of accounts of Kolkata and its sub centre are being maintained at Kolkata.

The books of accounts of STPI are also being audited by Statutory Auditors as recommended by Comptroller and Auditor General of India. The statutory audit is based on the internal audit report submitted by the Internal Auditor.

Presently, 05Nos of Statutory Auditors (Central & Branch Auditor) have been appointed to audit the above Directorate and Annual account of each directorate is being consolidated at STPI-HQ, New Delhi.

Since inception STPI maintaining consolidated books of accounts for its services, whereas w.e.f. FY 2013-14 onward STPI is segregating its books of accounts into following 3 Services:

- a) Datacom Services
- b) Statutory Services
- c) Other Services

The bidder has to commence the internal audit of books of accounts maintained for each segregated/Consolidated service during the period 2019-20.

The financial highlights of STPI for the F.Y. 2017-18 is as follows:

- 1. Income : Rs.181.64 crore
- 2. Expenses : Rs.182.17crore

Further, STPI invites online proposal from the lead professional firms for ***Appointment as Internal Auditor of STPI-HQ and its Centres/ Sub-centres for F.Y. 2019-20.***

Detailed scope of work is given in the Part – II of RFP document.

The instructions for the bidder regarding submission of proposals are given in Part-III of the RFP document.

The Eligibility criteria of bidders are mentioned in Part-IV of the RFP document.

PART-II

SCOPE OF WORK

- 1) The bidder has to carried out Internal Audit of STPI-HQ and its Centres/Sub centres for the FY 2019-20.
- 2) The bidder will complete the audit of each Centre at the location where segregated/consolidated books of accounts are being maintained.
- 3) The audit of each directorate has to conduct immediately after end of each quarter i.e. 1st week of next quarter and audit report will have to be submitted to HQ with a copy to concerned Directorate by the end of month in which audit commenced. However, audit for the period from 01.04.2019 to 30.09.2019 has to commence within 1st week of October and report will have to be submitted by the end of October'2019. Report for the last quarter of the financial year will have to be submitted by 15th May of the succeeding Financial Year.
- 4) The objective of the audit is to reduce lapses, gaps etc. in implementation of system and procedure to the barest minimum and ultimately to zero.
- 5) The bidder has to ensure the compliance of all statutory and regulatory provisions.
- 6) The bidder has to establish accuracy and authenticity in books of account and related records/documents and system.
- 7) The bidder has to detect any fraud, defalcations, misappropriations etc. in the books of accounts. In case of any failure noticed the same may be reported to HQ on immediate basis.
- 8) Bidder has to provide its audit report strictly as per the formats provided by HQ.
- 9) Bidder has to verify each voucher/transaction along with its relevant documentary evidence recorded by the respective centre and ensure that all the transactions are properly accounted for in the books of accounts.
- 10) STPI reimburse the Central Sales Tax (CST) claims of STP/EHTP units as per the STP Scheme and guidelines of FTP Manual of Ministry of Commerce. Bidder has to verify the claims of STP/EHTP units processed and disbursed by STPI as per the provisions of FTP Manual and other guidelines of

Ministries. Bidder also has to provide the certificate/report each centre wise to HQ on verification of CST reimbursement to STP/EHTP units.

- 11) Bidder has to ensure that there is no leakage of revenue in the books of accounts and also verify each invoice raised by the centre to parties for the services provided by STPI. However, the revenue statement may be reconciled/ reported upon as per the formats provided by the HQ.
- 12) Bidder also has to verify the project income/interest income earned by STPI.
- 13) Bidder has to verify the bank reconciliation statements, statutory compliances (like TDS/GST etc.) on monthly basis and report upon the shortcomings.
- 14) Bidder has to verify that all purchases, expenses have been made with the approval of Competent Authority as mentioned in financial Delegation of Power. In case of any shortcomings/violation the same may be reported separately.
- 15) Bidder will also verify the filing of quarterly/half yearly/annual returns related to various Tax authorities/Govt. agencies. In case of any shortcomings the same may be reported to HQ on immediate basis.
- 16) The Bidder will advise the centre for booking of transactions in the appropriate accounting heads as per accounting manual of STPI.
- 17) The Bidder has to verify and review the reconciliation statements prepared by respective centres.
- 18) The Bidder will physically verify the fixed deposits/bank guarantees/cash in hand/stamps/food vouchers etc. and reconcile the same with books of accounts.
- 19) Bidder has to verify and provide its comments on the ageing analysis of sundry debtors/creditors/advances/outstanding liabilities.
- 20) Bidder has to verify the recovery of employee's contribution towards Provident Fund and other advances/receivables from the pay bill of employees. Bidder also has to verify the employer contribution towards ECPF and its remittance to STPI-ECPF Trust.
- 21) Bidder has to review the Fixed Assets records and ensure that the physical verification of Fixed Assets is being carried out annually.

- 22) Bidder has to ensure that the internal audit observations in earlier internal audit reports are being complied with.
- 23) Bidder has to strictly comply with all the formats provided by HQ for various reconciliation statements/revenue/expenses statements and reports to HQ.
- 24) Bidder will provide the necessary suggestion/guidance to the management for strengthen the internal control and also for the improvement in system. Bidder will also provide the necessary guidance on account of matter related to taxation and other statutory compliances as well as accounting policies to the management as and when required.
- 25) Bidder has to verify that transactions have been recorded as per accounting policies of STPI and accounting standards of ICAI. In case any change/ amendment/ addition/ deletion in any policy is required, the same may be communicated to HQ on immediate basis.
- 26) Bidder has to settle all its queries/points raised during audit with the concerned staff of respective directorate; however unsettled queries/points may be reported to HQ. All corrective entries need to be entered in the books of account before submission of final report to HQ.
- 27) STPI will provide its reply within 15 working days on the report of Internal Audit and Internal Auditor shall conduct discussion, if required.
- 28) Any other area/scope consider necessary as per the Internal Audit Manual of STPI for successful completion of audit

PART-III

INSTRUCTION FOR BIDDER

1. In addition to professional fees, STPI will not provide any TA/DA/Conveyance, accommodation charges, out of pocket charges etc.
2. The Audit of each location need to be completed as per the scope of work mentioned in Part-II of the RFP. STPI will not compromise with the quality and timeline of audit and any lapse observed will be viewed seriously.
3. The appointment will be for one year, which may be extended till the end of 3rd financial year on year to year basis on same terms & conditions and professional fees, subject to satisfactory completion of assignment during the relevant financial year. Satisfactory performance shall be primarily assessed based on quality and time line of reporting. Further, based on the performance, extension/re-appointment letter shall be issued for the second and the third year.

[The initial appointment shall be effective from 1st April 2019 and may be extendable to cover the financial years ending on 31st March 2021 & 31st March 2022 on a yearly renewal basis subject to satisfactory performance].

4. The audit needs to be completed at the respective premises of STPI. The audit team will be provided adequate space and systems for completion of the audit.
5. In case STPI maintains consolidated and separate books of account as mentioned above, then bidders need to audit the consolidated books and authenticate the segregation of books with consolidated books.
6. The bidder has to report to the Jurisdictional Director for audit and also interact with him or Officer authorized by him, for their queries.
7. RFP documents may be downloaded from web site www.stpi.in or <https://.eprocure.gov.in>. Bidder has to pay the cost of RFP i.e. Rs.500/- & Earnest Money Deposit (EMD) of Rs.50,000/- through RTGS/NEFT as per following details.

Account No. : 1098101101244
IFS Code : CNRB0001098
Bank Name : Canara Bank
Bank Address : Parliament Street Branch, Delhi

8. The EMD of successful bidder will be returned/adjusted on submission of Performance Security. The EMD of unsuccessful bidder will be returned within 30 days from the date of award of work, without any interest thereon.

9. Successful bidder has to submit 10% of contract value as Performance Security through NEFT/RTGS within 30 days of acceptance of appointment. Performance Security will be released to successful bidder after completion of assignment, without any interest thereon.
10. The bid has to be submitted the bid online on URL <https://eprocure.gov.in> along with the standard formats prescribed in the Tender documents displayed on said URL. The following documents to be uploaded with the Technical bid (Form A)
 - a) Scanned copy of proof of online payment of tender fees & EMD along with UTR number.
 - b) Scanned copy of PAN number.
 - c) Scanned copy of GST number.
 - d) Scanned copy of ICAI/ICMAI Registration number.
 - e) Scanned copy of Profile of the Bidder along with copies of certificate of registration issued by the governing body/Institute and proof of residency of the bidder in Delhi/NCR and in minimum 05 Directorate of STPI.
 - f) Scanned copy of profile of the Associate members along with copies of certificate of registration issued by the governing body/Institute and proof of residency of the associate in respective directorate of STPI
 - g) Scanned copy of audited Balance Sheet and Income & Expenses account for the period 2015-16 to 2017-18.
 - h) Scanned copy of Declarations that bidder is not blacklisted from any Government/Ministry/ Department/PSU.
 - i) Scanned copy of Documentary evidence of one Government audit carried out in last three years.
11. Consolidated price may quote in Form “B”. No additional fees/ Charges will be considered by STPI for payment, other than professional fees quoted at S.No. 3 of Form B.
12. All prices should be quoted in Indian Rupees (INR).
13. STPI will pay the consolidated fees as per Form “B” of the RFP document to Successful bidder as per the terms of Payment mentioned in the Part-III of RFP document.
14. The validity of the proposal should be 90 days from the last date of submission of proposal as specified in the RFP document.

15. Rejection of the proposal

- (a) The bidder is expected to examine all instructions, formats, terms & condition and scope of work in the bid document. Failure to furnish the information required as per RFP document or proposal submitted which is not substantially responsive to the RFP document in every aspect may result in rejection of proposal. In respect of interpretation/clarification and in any matter relating to this RFP document, the decision of STPI will be final.
- (b) Proposals not submitted in the prescribed format, will be summarily rejected.
- (c) Proposal received without RFP cost of Rs.500/- will be summarily rejected.
- (d) Proposals submitted without EMD of Rs.50,000/-, will be summarily rejected.
- (e) Proposals not meeting the criteria mentioned in Eligibility of bidders i.e. Part-IV of the RFP document will be summarily rejected.
- (f) The bidder will have to submit the entire requisite document as specified in the Form A, failing which, the proposal is liable to be rejected.
- (g) The proposals received after specified date & time will not be considered.

16. STPI reserves the right to reject any or all of the proposals or accept them in part or to reject lowest proposal without assigning any reason thereof.

17. Proposals once submitted shall not be allowed to withdraw. Any default after acceptance of proposal shall be deemed to be non-compliance to the terms of contract and would be liable to cancellation of contract and EMD shall be forfeited.

18. Criteria for award of contract

- (i) The proposals will be evaluated on details submitted in Form “A” & “B” of the RFP document.
- (ii) Form “B” will be evaluated only of those bidders, who will meet the requirements mentioned in Part-IV and form “A” of the RFP document.
- (iii) Contract will be awarded to lowest proposal (L1) of Form “B”. L1 will be determined from the Total at Sl. No. 3 (Total) of form “B” of RFP document. In case of L1 rates of more than one bidder (i.e. in the case of tie), the contract will be awarded on basis of experience of the respective bidder. The decision of the STPI in this regard shall be final and binding to the bidder.

19. **Payment Terms:** payment will be released by HQ to successful bidder as per following schedule:

- a) 30% on submission & acceptance of audit report till September.
- b) 30% on submission & acceptance of audit report till December.
- c) 40% on submission & acceptance of final audit report for the year.
- d) Payments are subject to deduction of TDS etc. as per rules. STPI will not be liable to pay interest on account of delay payment etc.

20. Liquidated Damages:

The bidder shall be charged with Liquidated damages @ 1% per week or part for first four weeks of delay, thereafter @ 2% per week maximum of 10% of the contract value. Subsequently, STPI retains right to terminate the contract without assigning any reason and no further payment shall be released and Performance Bid Security may also be forfeit. The bidder shall not be penalized for the delay not attributable to them. Further, STPI reserves the right to revise/change the schedule of delivery.

21. Condone of delay period: In the event of delay in completion of assignment, which is not attributable to bidder, Competent Authority reserves the right to condone such period of delay, provided bidder has submitted adequate justification, min writing. Further, STPI reserves the right to revise/change the schedule of delivery.

22. Termination by default: STPI may, without prejudice to any other remedy for breach of contract, by written notice of default sent to firm, terminate the contract in whole or part. STPI also reserves the right to banning its business with the bidder within STPI and same will also be apprised to the appropriate forums like ICAI/ICMAI etc.

23. Disputes

All disputes or differences whatsoever arising between the parties out of or relating to this RFP document shall be settled through arbitration proceedings as per Indian Arbitration Act. In such case, DG, STPI will be the Competent Authority for appointment of the Sole Arbitrator.

24. Force Majeure

If, at any time, during the continuance of the work contract, the performance in whole or in any part by either party of obligation under the work contract shall be prevented or delayed by reasons of any war, hostile acts of the enemy, civil commotion, subrogate, fire, floods, earthquakes, explosions, epidemics, strikes and quarantine restrictions by acts of God,(herein after referred to as eventualities) then provided notice of the happening of any such eventualities is given by either party to the other within two days from

the date of occurrence thereon, neither party shall, by reason of such eventualities be entitled to terminate this work contract nor shall either party have any claim of damages against the other in respect of such nonperformance or delay in performance. Performance of the work contract shall, however be resumed as soon as practicable after such eventuality has come to an end.

PART-IV

ELIGIBILITY OF BIDDERS

1. Bidder or its associate members must have presence at each Directorate and Kolkata.
2. Bidder must have their office at Delhi NCR and in minimum 05 Directorate of STPI. All audit co-ordinations will be done with respective directorate and Kolkata. In the case of engagement of associates by the bidder, complete profile of the associate's needs to be provided along with Form "A".
3. The bidder must have experience of 15 years in the field of audit. In case of engagement of any associates for any directorate, the minimum experience of each associate must be 10 years in the field of audit. The experience will be verified from the date of registration with ICAI/ICMAI.
4. The bidder has to depute audit team at each Directorate and Kolkata for audit and it will be headed by Chartered Accountant/Cost Accountant having the audit experience of at least 05years. Each team member must be semi qualified or qualified member of ICAI/ICWAI.
5. The bidder must have minimum Receipts/Turnover of **Rs. 4.50** Crore in each financial year i.e. from FY 2015-16 to 2017-18. The receipts/turnover of any associate will not be considered. **Copy of Balance Sheet & Profit and loss account of each financial year must be enclosed.**
6. Bidder should not be blacklisted from any Government/Ministry/Department/PSU/Autonomous Body of Central or State Govt.
7. **The following documents (self-attested) are required to be submitted along with proposal.**
 - a. GST Registration No.
 - b. PAN of bidder.
 - c. Copy of Registration with ICAI/ICMAI.
8. Bidder must have carried out one Government audit in last three years. Documentary evidence need to be provided.

Note: Necessary supporting documents need to be enclosed.

FORM A

Professional/Technical Bid

1. (a) Name of the Bidder :
- (b) Postal Address :
- (i) Telephone No. :
- (ii) Fax No. :
- (iii) Email :
2. Date of its Establishment :
3. Associate's Details :
(Attach profile of associate)
4. Experience of Bidder :
(Documentary Proof need to be attached)
5. Experience of Associate's :
(Documentary Proof need to be attached)
6. Turnover of bidder in last three : 2015-2016:
financial years 2016-2017:
(Copy of Balance Sheet and P&L A/c 2017-2018:
must be enclosed with proposal)
5. PAN (Copy enclosed) :
6. GST No. (Copy enclosed) :
7. ICAI/ ICMAI Reg. no. (Copy enclosed) :
8. Any other information :

I.....(designation).....of (Name of the bidder).....hereby declare to accept the Terms & Conditions of the RFP document for appointment as Internal Auditor of STPI-HQ and its Centres/Sub-centres for F.Y. 2019-20.

Authorized Signatory

OFFICE SEAL

Date: _____

Place: _____

FORM B
FINANCIAL BID

{L1 will be work out based on the amount mention at Sl. No 3 (Total) below}

1. Yearly Professional fees for Internal Audit :
as per the Scope of Work defined in
Part-II of RFP Document
2. Taxes, if any :
3. Total :

Authorized Signatory

OFFICE SEAL

Date: _____

Place: _____

(To be submitted on letter head of bidder)

DECLARATION

We declare and confirm that (i) we have not been blacklisted or deregistered by any central/ state government department or public sector undertaking and none of our works had ever been terminated by client after award of contract, during last three years; and (ii) no agent, middleman or any intermediary has been, or will be engaged to provide any services, or any other item of work related to the award and performance of this Contract. We acknowledge the right of the STPI, if STPI finds to the contrary, to declare our Tender to be non-compliant and if the Contract has been awarded to declare the Contract will be null and void.

We also declare that the data provided by STPI will be used only for audit purpose only and it will not be shared/ accessed to any person/institution/firm/ company/ corporation/ body etc. without the written consent of the STPI. We acknowledge the right of the STPI, if STPI finds to the contrary, STPI is entitled to claim appropriate compensation from us and the decision of STPI in this regard shall be final.

Authorized Signatory with Seal

Appendix - Instructions for Online Bid Submission

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

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

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / 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 of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a

provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. In case of any recurring issues encountered in the site, the bidder should inform STPI by written request /email, latest by 2 PM on the last day of bid submission.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline/online” to pay the tender fee / BSD as applicable and enter details of the instrument.
- 4) Bidder should prepare the BSD (Bid security Deposit) as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder

should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

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

2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 2232. Bidder can also get help at +91-7878007972 & +91-7878007973.
