Delhi Development Authority (DDA)

Digital Services

Request for Proposal
Selection of Agency for development and maintenance of
"Computerized Management System for Decision Support" and "On-line Public Services (including Grievances Redressal) System" (CMS) in DDA

General Instructions to Bidders

General Instructions to bidder

The Director (Systems), on behalf of Delhi Development Authority, invites on-line tenders for the following work:

S. No.	REFERENCE No.	Name of Work & Location	Estimated Cost put to tender	Earnest Money	Last Date & time of submission of on-line tender	Time & date of Opening of Prequalification bid
1	2	3	4	5	6	7
1	F10(33)2017/Sys Dated 30th November 2017	"Computerized Management System for Decision Support" and "On-line Public Services (including Grievances Redressal) System" (CMS) in DDA	-----	INR Three (03) Crores	03:30P.M. on 11/01/2018	4.00 P.M. on 12/01/ 2018

1. The Tender Document/RFP consisting of eligibility criteria, scope of work, and other details to be executed and the set of terms and conditions of the contract to be complied with and other necessary documents can be seen from website http://eprocure.gov.in/eprocure/app or http://www.dda.org.in free of cost.

   Intending agencies/tenderers need to register themselves on the E-Tendering Website http://eprocure.gov.in/eprocure/app. Aspiring Bidders/ Suppliers who have not enrolled/registered in e-procurement should enroll/register before participating. The portal enrolment is free of cost. For any further clarification, Contact on 24x7 Help Desk - Toll Free No. **1800 3070 2232** or send a mail over to **–cppp-nic@nic.in.**

   If needed, they can be imparted training on online tendering process as per details available on the website. **The intending bidder must have valid class-II or class-III digital signature to submit the bid**.

2. Bidders registered in Contractor's Registration Board(CRB) of DDA are required to pay the e-tendering annual charges as under :

S. No.	Class of Contractor	Amount to be paid p.a
1.	Class I	Rs. 20,000
2.	Class II	Rs. 16,000
3.	Class III	Rs. 14,000
4.	Class IV	Rs. 10,000
5.	Class V	Rs. 6,000

The bidders who are not registered in DDA and wish to bid in DDA tenders are required to pay e-tendering annual charge of Rs. 20,000.

3. It is to be deposited through RTGS/NEFT in the account of Sr. A.O. Cash Main, D.D.A having account No. 1014042405 with Central Bank of India, Vikas Sadan, I.N.A. Branch, New Delhi (IFSC Code CBIN0282695). Proof of registration (if applicable) and the proof of payment i.e., RTGS/NEFT number and its scan copy is to be uploaded in the Pre-qualification bid.

4. In addition to this, Earnest money and Tender fee have to be deposited as under:
   a. Tender fee : INR 5000/- (Rupees Five Thousand only), to be deposited through Demand Draft in favour of Delhi Development Authority, payable at New Delhi.
   b. Bidders shall submit, along with their bids, EMD amount as mentioned in 'Schedule of Bid Process' in the form of a Bank Guarantee (in the format specified in Annexure-3 of the Annexures to RFP Document) issued by any Scheduled bank in favour of Delhi Development Authority, payable at New Delhi, and should be valid for **6 months (180 days)** from the due date of the tender / RFP.

Instructions for Online Bid Submission

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e Procurement at https://eprocure.gov.in/eprocure/app:

1. Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the contractors/bidders on the e-Procurement/e-tender portal is a prerequisite for e-tendering.
2. Bidder should do the enrollment in the e-Procurement site using the "**Online Bidder Enrollment**" option available on the home page. Portal enrollment is generally free of charge. During enrollment/registration, the bidders should provide the correct/true information including valid email id. All the correspondence shall be made directly with the contractors/bidders through email id provided.

3.   Bidder need to login to the site thro' their user ID/ password chosen during enrollment/registration.

4.   Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by SIFY/TCS/nCode/eMudra or any Certifying Authority recognized by CCA India on eToken/SmartCard, should be registered.

5.   The DSC that is registered only should be used by the bidder and should ensure safety of the same.

6.   Contractor/Bidder may go through the tenders published on the site and download the required tender documents/schedules for the tenders he/she is interested.

7.   After downloading / getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as asked, **otherwise bid will be rejected.**

8.   If there are any clarifications, this may be obtained through Help desk. Bidder should take into account, the corrigendum published before submitting the bids online.

9.   Bidder then logs in to the site through the secured log in by giving the user id/ password chosen during enrolment/registration and then by giving the password of the e-Token/Smartcard to access DSC.

10. Bidder selects the tender which he/she is interested in by using the search option & then moves it to the 'my tenders' folder.

11. From my tender folder, he selects the tender to view all the details indicated.

12. It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, **the bid will be rejected**.

13. 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 formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Bidder's Bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through .rar and the same can be uploaded, if permitted. However of the file size is less than 1 MB, the transaction uploading time will be very fast.

14. If there are any clarifications, this may be obtained through the site, or during the pre-bid meeting if any. Bidder should take into account the corrigendum published from time to time before submitting the online bids.

15. The Bidders can update well in advance, the documents such as certificates, annual report details etc., under "My Space" option and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.

16. Bidder should submit the Tender Fee/ EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender or as indicated in the tender. Scanned copy of the instrument should be uploaded as part of the offer.

17. While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.

18. The bidder has to select the **payment option as offline** to pay the Tender FEE/ EMD as applicable and enter details of the instruments.

19. The details of payments made through RTGS/NEFT should tally with the details available in the scanned copy and the data entered during bid submission time. **Otherwise submitted bid will not be acceptable or liable for rejection.**

20. The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without

any exception and have understood the entire document and are clear about the requirements of the tender requirements.

21. The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid will be rejected.

22. If the price bid format is provided in a spread sheet file like BoQ_xxxx.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Priced-bid/BOQ template must not be modified / replaced by the bidder; else the bid submitted is liable to be rejected for this tender.

23. The bidders are requested **to submit the bids through online e-tendering system** to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour.

24. After the bid submission (i.e. after Clicking "Freeze Bid Submission" in the portal), **the acknowledgement number, given by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date**.

25. The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders should follow this time during bid submission.

26. All the data being entered by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.

27. 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.

28. The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.

29. The bidder **should logout** of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.

30. For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. Parallely for any further queries, the bidders are asked to contact over phone: please call at 24x7 Help Desk Number: 0120-4200462, 0120-4001002, 0120-4001005, 0120-6277787. International Bidder are requested to prefix91 as Country Code [http://eprocure.gov.in]**or send a mail over to cppp-nic@nic.in.**