

**CIVIL AVIATION DEPARTMENT GOVERNMENT OF HARYANA**

30 BAYS BUILDING 3RD FLOOR, SECTOR-17-B, CHANDIGARH-160017.

**Telefax No. 0172-2709174 & E-mail ID : cavation@hry.nic.in**

**Tender Reference No: CAD/V-14**

**Dated: 07.03.2023**

**E-TENDER**

E-tender No: 2023\_HRY\_264011  
Bid start date: 10-03-2023.  
Bid due date: 10-04-2023.  
Bid open date: 12-04-2023

Civil Aviation Department, Government of Haryana invites the financial bids from eligible bidders through online for **providing the services for E-Flight Planning, Flight Dispatch, FDTL and related services for the flight operations of State Aircrafts VT-HCA (Fixed Wing) & VT-HRY (Rotary Wing)**. The terms and conditions are as follows:-

1. Unlimited Online FPL with FIC, ADC via SMS and E-mail also
2. NOTAMS, Nav Log, Weather Report as per Flight requirements.
3. Load & Trim, Passenger Manifest for each flight.
4. FDTL for 05 Flight Crews.
5. License reminders.
6. To quote the charges of all other services related to flying operations.

**Adviser  
Civil Aviation Haryana**



**Note:**

**Bid Security/EMD Bid Document Fee. Bid Processing Fee**

The Bidder shall furnish e-service fee as part of its Bid.

Non-refundable e-service fee @Rs.1000/- per plus GST bidder will be credited into the account of Society of IT initiative fund for e-Governance where a separate account with the link ‘DSD-NIC e-Tender Service Fee Fund’ will be maintained.

**“Instructions for Online Bid Submission”**

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

More information useful for submitting online bids on the CPP Portal Haryana may be obtained at: <https://etenders.hry.nic.in>

**REGISTRATION**

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal Haryana (URL: <https://etenders.hry.nic.in>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal Haryana.
- 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 Haryana.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / 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 Haryana (<https://etenders.hry.nic.in>), 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 Haryana.
- 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 Haryana 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 (24x7 CPP Portal Haryana help desk).

**PREPARATION OF BIDS**

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.

- 2) Bidder should 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. 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 deadline. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the bidding document.
- 3) Bidder has to select the payment option as “offline” to pay the **Bid Security** as applicable and enter details of the instrument.
- 4) Bidder should prepare the bid security as per the instructions specified in the bidding 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 bidding documents. The details of the DD 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 in Section IV 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 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. The price schedule format shall not be modified or altered. If the Price Schedule 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.
- 7) 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.

- 8) 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.

Any queries relating to the process of online bid submission or queries relating to CPP Portal Haryana in general may be directed to the 24x7 CPP Portal Haryana Helpdesk.

#### **For queries on Tenders Haryana Portal, kindly contact**

Note- Bidders are requested to kindly mention the URL of the Portal and Tender Id in the subject while emailing any issue along with the Contact details. For any issues/ clarifications relating to the tender(s) published kindly contact the respective Tender Inviting Authority.

**Tel :** 0120-4200462, 0120-4001002

**Mobile :** 8826246593

**E-Mail :** support-eproc[at]nic[dot]in

**For any technical related queries please call at 24 x 7 Help Desk Number**

**0120-4001 002**

**0120-4200 462**

**0120-4001 005**

**0120-6277 787**

**International Bidders are requested to prefix 91 as country code**

#### **Email Support**

A) For any Issues or Clarifications relating to the published tenders, bidders are requested to contact the respective Tender Inviting Authority

**Technical – support-eproc(at)nic(dot)in**