

Tender Reference No: CAD/Store/7066
E-tender Id: 2026_HRY_498861_1

Dated: 23.01.2026

E-TENDER

Civil Aviation Department, Government of Haryana invites the bids from eligible bidders through online for **Empanelment of firm to provide vehicles on Rate Contract (Duration 03 years)** i.e Outsourcing of different types of vehicles.

Adviser
Civil Aviation Haryana

Brief Description of Procuring/ Rate Contract item:

Sr. No.	Description of Stores	Approx Quantity in Nos.	Place of Delivery
1.	Empanelment of firm to provide vehicles on Rate Contract (Duration 03 years):- Outsourcing of different types of vehicles.	15 Nos.	At Head-office, Chandigarh, Hisar Airport, Delhi etc.

Sr. No.	PARTICULARS	REMARKS
1.	Tender Ref No.	CAD/Store/7066
2.	Online Bid submission Start date	23.01.2026 0900 Hrs
3.	Online Bid submission Last date	12.02.2026 1700 Hrs
4.	Date & time of opening of Technical Bids/s date.	13.02.2026 1100 Hrs
5.	Date & time of opening of Financial Bids/s	To be decided later on
6.	Earnest Money Required	50,000/-
7.	E-Service Fee	1180/-
8.	Rates to be kept valid for acceptance up to:	3 months

A. Eligibility Criteria:

1. Bidder should be a reputed taxi operator/ service provider/ agency/ firm/ are eligible to participate in this tender. Attach a copy of Registration Certificate of the firm, PAN Number and Haryana GST registration certificate issued from the competent authority.
2. The bidder should have been in existence for at least 5 years in the similar type of work. Proof of registration / PAN / ESI / PF to be enclosed. Similar type of work means that they have provided vehicles on outsourcing / hiring basis to any State Government Department, Government of India Departments or PSU's.
3. The bidder should have been awarded work of supplying minimum 20 Nos. vehicles against a single work order to any State Government/ Central Government/ PSUs. Attach copies of the relevant work orders.
4. The bidder should have been awarded work order for a single type of work through a single order valuing at least Rs. 10 lakh in State Government/ Central Government/ PSU's in the last 5 years. Attach copies of relevant Work Orders / Experience Certificates issued by the Hiring Government Department/Agency as

documentary proof.

5. The bidder should own a minimum of 10 Nos. registered commercial vehicles of model not older than 05 year (as on date of tender published) in the firm's name. The vehicles should not have covered 2.5 Lakh kilometers. In case during currency of the contract, if any vehicle completes its 5 years of its life or covers 2.5 Lakh Kilometers distance, the vendor is required to replace such vehicle. In case the vendor fails to replace such a vehicle, then the competent authority will impose a penalty of Rs.500/- per day. Attach the proof of ownership of the vehicles.
6. The concerned bidders should have their own EPF, ESI, and GST Number. Attach copies of EPF, ESI, and GST Number issued by the competent authority. The bidders are also required to submit documentary proof of submission of EPF and ESI of last 06 months. The bidders are required to give their profile as per Performa-A of this document.
7. Bidder should have an average annual turnover of Rs. 01 crore in last 03 financial years of the similar nature of work, i.e. vehicles on outsourcing / hiring basis. Attach CA certificate with UDIN and complete financial statements/ balance sheets for the last 3 consecutive financial years i.e. 2022-23, 2023-24 & 2024-2025.
8. Consortium / Joint Ventures are not allowed.

B. Scope of work of the Services:-

The participating bidders in the tender will be required to provide vehicles along with drivers as per the requirement of Civil Aviation Department, Govt of Haryana to be used for officers/officials for office work both at designated areas and even outside the designated area as per the requirement on monthly charges basis.

C. Specific Terms & Conditions related to above procurement of Services:-

1. RATES:-

1. The hiring rates shall be lump-sum per vehicle per month covering all expenses towards fuel, running and maintenance of vehicles, cost of consumables/ lubricants, insurance, permit fee and other charges including the salary (including overtime)/ dues of the driver etc.
2. The Toll Tax, Parking Fee and state entry tax as applicable from time to time shall be paid extra by the Civil Aviation Department, Govt. of Haryana on the production of actual deposit receipt to the authority.
3. The Passenger Tax, Road Tax/ Token Tax, as applicable from time to time shall be paid by the bidder firm/ contractor.
4. The bidder has to submit Financial Bid for 2000/2500/3000 Kms per month with complete month availability along with the rates in per Km, if difference, for the additional mileage in excess of 2000/2500/3000 Kms. The rates will be evaluated on the basis of Lump-Sum quoted for 2000/ 2500/3000 Kms on monthly basis. The rates for the additional mileage in excess of 2000/ 2500/3000 Kms will be considered of the bidder who has quoted minimum and the L-1 bidder/ firm for the Lump-Sum rate will have to agree to the same.

5. The firm/ Contractor will be reimbursed Rs.400 per night for stay of the driver on tour to the outstation (more than 8 hours) or any duty after 9 P.M. at Headquarter in addition to the above rates.
6. The rates quoted should be exclusive of GST. The GST will be paid additionally only after receiving the photocopy of the GST Registration Certificate. No GST will be paid if the firm/ contractor fails to provide proof of valid GST Registration. Copy of PAN is also required to be submitted by the bidder firm/ contractor.
7. The rates shall remain firm during the contract period. No escalation or price variation or any other extra payment whatsoever and on any account shall be made/ allowed irrespective of any fluctuation in prices/ taxes or labor except specific variation provisions made in this tender.

2. PAYMENT TERMS/ MODE:-

- 2.1 100% payment shall be made within 15 days on submission of monthly bill in duplicate.
- 2.2 The payment in respect of extra kilometers over and above the prescribed monthly minimum limit of 2000/2500/3000Kms at the rate agreed on Rate Contract will be made at the end of financial year. The extra payment will be made for the Kilometers=Total Kilometers run during the financial year (appropriate period) minus (-) Total Kilometers prescribed limit in the financial year i.e. 2000/2500/3000Kms multiply (X) by the numbers of months of the financial year.
- 2.3 Income Tax as applicable, if any, as per Income Tax rules shall be deducted from the monthly bills of the contractor/ firm at source.
- 2.4 All payment to the firm/ contractor will be made through electronic mode- NEFT/ RTGS. For this, the firm/ contractor will provide complete bank details like Name/ Branch of Bank, Account Number, IFSC Code & Type of account etc. RTGS/ NEFT charges are to be borne by the contractor/ supplier.

3. REGISTRATION:

Vehicle must be registered under Motor Vehicle Act as commercial vehicle and have relevant permit for Haryana, Punjab, UT of Chandigarh and Delhi. Expenditure towards registration of vehicles, Road Tax, Commercial Vehicle Tax permit etc. with State Govt. Transport Authority will be borne/settled by the owner of vehicle during the contract period.

4. CONTRACT PERIOD:

The contract shall remain in force for a period of Three Years (with 5% yearly increase in rates) from the date of award of this contract by Civil Aviation Department Haryana.

5. TERMINATION OF CONTRACT:

The Civil Aviation Department, Govt of Haryana reserve the right to terminate the contract at any time or at any stage during the period of contract by giving 1 Month notice without assigning any reason.

6. MAINTENANCE OF LOGBOOK:

The log book will be maintained by the driver and the same shall be filled and verified by the concerned officer in the Civil Aviation Department, Govt of Haryana using the vehicle.

7. GPS ENABLED VEHICLE:

The firm/ contractor may ensure that all the vehicles provided by them under the contract are GPS enabled in order to ensure proper and effective utilization of the vehicles by the concerned offices.

8. DUTIES & RESPONSIBILITIES OF THE FIRM/ CONTRACTOR (General):-

8.1 Civil Aviation Department, Govt. of Haryana, to whom the work is awarded will have to provide the vehicle as per Rate Contract issued within 15 days of issue of Request.

8.2 Documentation: -

The firm/ contractor shall submit the photocopy of the following documents along with original documents for verification by the Civil Aviation Department, Govt of Haryana where the vehicle is to be provided. Original documents shall be returned to the owner after verification.

- (i) Photo Copy of Valid RC of vehicle
- (ii) Photo Copy of Valid Comprehensive Insurance Policy of Vehicle.
- (iii) Photo Copy of Valid pollution certificate of vehicle.
- (iv) Photo Copy of Valid Driving License of the Driver.

8.3 If the firm/ contractor fails to provide the vehicle within the stipulated period OR his services are found to be unsatisfactory at any stage; then the Civil Aviation Department, Govt. of Haryana will be entitled to opt the following:-

- 8.3.1 EITHER to cover the damages of non execution/delay and to get the same executed from some other source(s) at his risk and cost besides intimating the Civil Aviation Department Haryana for taking action as per the conditions of the rate Contract which includes Blacklisting / debarring of the firm as well as forfeiture of the Performance Security Deposit. OR;
- 8.3.2 To get the work completed departmentally OR through any other agency purely at the risk and cost of the first contractor. In that case no payment is liable to be made for the work already done besides intimating the Civil Aviation Department Haryana for taking action as per the conditions of the rate Contract which includes Blacklisting /debaring of the firm and forfeiture of the Performance Security Deposit.
- 8.3.3 The Department / Organization can take the legal remedies to recover the balance amount, if outstanding against the contractor.

8.4 The contractor shall be responsible for all the risks involving liabilities and obligations arising out of this contract and under pay provision of law in force from time to time.

8.5 The vehicle shall be provided with safety belt, steppney, tools spares and consumable, while travelling, by the owner of the vehicle without any extra charge.

8.6 The matter of tempering of the meter shall be viewed seriously. In case it is

noticed that the meter of the vehicle is mal-functioning and showing extra mileage, then actual difference shall be recovered on prorated basis for the entire period for the calendar month during which the vehicle has actually run. It will be obligatory on the part of the vehicle owner to get the mileage checked by the controlling officer in the beginning of the calendar month and get it recorded in the logbook.

- 8.7 The driver should have a mobile phone for two way communication with outgoing facility.
- 8.8 The Owner of the vehicle shall ensure that the drivers are punctual and vigilant in performance of their duties. Further the owner shall engage/supply physically/medically fit driver.
- 8.9 All the drivers deployed by the firm/ contractor of the vehicle shall be issued proper laminated I-card to the personnel deployed who shall prominently display their identify cards while on duty and should be dressed properly (In proper uniform)
- 8.10 In the event of theft, loss, accident or any dispute with any local Govt. Authority, Civil Aviation Department, Govt. of Haryana will not be responsible and vehicle owner firm/ contractor will settle the claim himself at his own risk and cost. The vehicle provided by the firm/ contractor will be an authorized vehicle to be given on hire as a taxi to concerned Govt. Department/ Organization and any lapse on this issue will be the responsibility of the service provider.
- 8.11 All the drivers deployed by the firm/ contractor of the vehicle will have a proper Driving License to drive the particular vehicle and the date of issue of DL will be more than 3 years on the date of deployment of driver on the vehicle in Government Department/ Agency.
- 8.12 The firm/ contractor will be duty bound to make available the vehicle to the concerned Government Department/ Agency office/ officer even in the case of Law & Order problem or any unforeseen emergency situations.

8.13 DUTIES & RESPONSIBILITIES OF THE FIRM/ CONTRACTOR (Driver):

- 8.13.1 The drivers deputed with the vehicles should be of good character and antecedents, well behaved and neatly dressed and should be in possession of appropriate valid Driving License with minimum Three-YEAR experience. The pool of present and permanent address including a copy of the License and other documents of each driver along with all requisite documents of each vehicle shall be submitted by the firm/ contractor to the concerned office of the Government Department/ Organization before the commencement of the work.
- 8.13.2 Misbehavior by the Driver or not obeying the instructions of Civil Aviation Department, Govt. of Haryana, will be viewed very seriously and the concerned office reserves the right to impose any penalty as may be deemed fit in such cases, which will be recovered from the contractor from his monthly bills. In case it is found that the driver attached to the vehicle is causing any nuisance and is not suitable, the firm/ contractor will have to terminate/replace the driver immediately on the instructions of the Concerned Officer and the terminated driver shall not be taken back on duty at any stage without the prior permission of Concerned Officer.
- 8.13.3 Any person/driver engaged for rendering the services under this

contract shall be the employee of the contractor for all purposes intent and shall have no claim/right on the Civil Aviation Department, Govt of Haryana. The contractor will keep the Civil Aviation Department, Govt of Haryana and its officers indemnified from and against any claim/liability by any such person. The firm/ contractor shall obtain an undertaking on Non-Judicial Stamp Paper of proper value duly signed and witnessed by him (firm/ contractor) under his seal from the individual driver that he/ they will not claim any employment from Civil Aviation Department, Govt. of Haryana and all the dispute will be settled by their contractor who has engaged them.

8.13.4 Driver shall make his own arrangements for going to or coming from his residence. In case the owner of the vehicle engages the services of hired driver then he shall ensure to the satisfaction of concerned Govt. Department/ Organization or its relevant office that the driver will be paid the minimum wages as applicable to the skilled drivers in the state of Haryana by the owner of the vehicle. All type of responsibility/liability regarding the engagement of Driver will be borne by the Contractor.

8.13.5 The deployed driver shall keep all valid license and up to date tax payment certificate/receipt, pollution control certificate Comprehensive Insurance and any other tax payment clearance up to date in his custody.

8.14 Insurance: The vehicles deputed will have comprehensive insurance cover inclusive of the driver and other passengers and the Civil Aviation Department, Govt. of Haryana shall not be responsible for any damage, whatsoever, to the vehicle or its driver/passengers or third party. As such the adequate insurance of appropriate value should be arranged to cover the risk of injuries/death of the driver/passengers

8.15 Provisions for increase/ decrease of the fuel prices:-

In case of increase/ decrease of the fuel prices during the contract period, hiring charges will be increased or decreased on quarterly basis subject to the condition that the increase/decrease of the fuel price is more than 5% between 1st day of Quarter-I and 1st day of Quarter-II. The Quarter will be counted from the date of award of work by Civil Aviation Department Haryana. No revision will be allowed within the Quarter. The formula for the increase/ decrease of price calculation on the monthly hiring charges will be as under:-

Increase/ Decrease Monthly Charges = Distance allotted for the month (2000/2500/3000 Kms) X Increase / Decrease of Fuel Rates (Fuel Rate on 1st day of Q1 - (Minus) Fuel Rate on 1st day of Q2 and so on) / 10 KMPL (Mileage of the vehicle)

8.16 All duties/taxes/fees levied/permit charges, whatsoever, payable in consideration of the trade or otherwise for relative thereof, shall be at the cost of the firm/ contractor except GST. GST shall be paid extra as applicable as per government / state government regulations. The firm/ contractor shall obtain all the necessary permits from the RTO or any Govt. or Municipality or any other Authority that may be required in connection with the hiring of vehicle(s) at his cost. The firm/ contractor shall, however, indemnify the Civil Aviation Department, Govt of Haryana from any claim, whatsoever from Statutory Authorities.

8.17 The firm/ contractor shall have to obtain necessary gate/ permission passes for

the vehicles as well as for the drivers for entering into the Restricted Area as notified by the concerned authorities. In case of any vehicle is found moving in the restricted area without any gate/ permission pass, a penalty if any imposed by the concerned authority shall be borne by the firm/ contractor.

- 8.18 Penalties/ Deductions in case of non performance/ violation of Services Agreement:-**The competent authority of Civil Aviation Department, Govt of Haryana with vehicle is attached can levy the below mentioned penalties/ deduction in case of non performance/ violation of Services Agreement as per details given below
- 8.18.1** Unclean vehicle or seat covers/ smell in the vehicle-(i) Rs.50/- for the first day (b) Rs. 200/- per day for the second consecutive day and beyond as pointed out by the controlling officer of the vehicle;
- 8.18.2** For non-providing of vehicle in time:- The contractor has to maintain the timings schedule strictly. The late arrival of the vehicles shall be viewed seriously and a penalty of Rs.100/- per hour of delay on each occasion, if the reason of late arrival is unsatisfactory;
- 8.18.3** Breakdown en-route:- In case any of the vehicle fails to report on duty due to break down or otherwise, the firm/ contractor shall be responsible to provide alternate vehicle within ONE-HOUR, otherwise the concerned Govt. Department/ Organization will be within rights to make alternate arrangement at the risk and cost of the contractor after imposing the penalty of Rs. 500/- for each such case.
- 8.18.4** Recurrent malfunctioning/ dissatisfactory condition of the vehicle:- The vehicle will be returned and the vehicle may be hired by the concerned officer/ office, payment of which will be borne by the contractor along with a daily fine of Rs.500/- till such time a proper vehicle is provided by the contractor;
- 8.18.5** On misbehavior by the Driver:- Rs.500/- per default. If the misbehavior continues, then the driver will have to be changed by the contractor. If the contractor does not change the driver within 3 days time, the vehicle will be sent back and a taxi may be hired. The payment of such taxi will be borne by the contractor along with a fine of Rs.200/- daily;
- 8.18.6** During the contract period if any of the vehicle is seized/detained/ impounded by the Police, Transport Officer or any other Authority for any reason whatsoever, it will be the sole responsibility of the contractor, who shall immediately provide another vehicle of the same seat capacity in lieu thereof, otherwise a penalty of Rs.1500/- per day will be imposed;
- 8.18.7** For violation/breach of any of the condition of the contract:- Rs.1000/- per default and/or Termination of the contract/forfeiture of Performance Security. In case of breach of contract by the contractor, the Performance Security shall be forfeited by the Government and the firm shall be blacklisted / debarred in addition to termination of the contract in question. The right of action will rest with the authority entering into the agreement.
- 8.18.8** The competent authority who can levy the above mentioned penalties/ deduction will be the officer/ office with whom the concerned vehicle is attached.
- 8.19** The firm/contractor shall be an independent entity engaged to produce the

required results and compliance with all the laws and regulations applicable in this behalf and also keep the Civil Aviation Department, Govt of Haryana and its officers indemnified against any breach or default.

- 8.20 The time to time maintenance of vehicles including all spares, consumables and lubricants will be the responsibility of the contractor.
 - 8.21 Civil Aviation Department, Govt. of Haryana reserves the right to claim adequate compensation from the firm/ contractor on account of any damage caused to the human or the equipment/machinery due to negligence or careless handling of the vehicle by the driver or the firm/contractor.
 - 8.22 Any injury/accident to driver or to any other person due to lapse on the part of the driver shall be the responsibility of firm/contractor.
 - 8.23 The firm/ contractor shall make alternative arrangements for the drivers when on rest days and for the vehicles when on servicing or under repairs due to break-down.
 - 8.24 The duties period of the deployed driver will be 8:30 AM to 6:30 PM (10 hours). However the same will be available as and when required beyond the permissible time period.
 - 8.25 The firm/ contractor will ensure periodic maintenance as per maintenance manual of vehicle/requirement and shall always keep the vehicle in perfect running condition. The firm/ Contractor shall carry out the servicing & repairing only after intimation to the Civil Aviation Department, Govt. of Haryana
 - 8.26 The first Aid Box with necessary medicines shall be provided in each vehicle by the firm/ contractor at his own cost.
 - 8.27 The vehicle shall be utilized as per requirement of concerned office/ officer of Civil Aviation Department, Govt of Haryana for local as well as out station.
9. **Indemnification:-** The firm/ contractor shall furnish an under taking on Non Judicial Stamp Paper of appropriate value to the effect that he shall comply with all the Acts, Laws or Regulations as may be applicable with regard to performance of work, including but not limited to the Minimum Wages Act, Contract Labour (Regulation and Abolition) Act, ID Act, Shops and Establishment Act, Factory Act, Workmen Compensation Act etc. from time to time and take such steps as may be directly responsible for any dispute arising between him and his drivers/workers and keep the Civil Aviation Department, Govt of Haryana indemnified against all losses, damages and claims arising there from. Further he (the firm/ contractor) shall pay minimum wages as prescribed by the State/Central Govt. to all his operating crew and shall be responsible for fulfilling the requirements of all statutory provisions of all the aforesaid Acts including Employees Provident Fund Motor Vehicle Act, Bonus Act, Gratuity Act and other industrial enactments at his own risk and cost in respect of all the drivers/staff employed by him. If due to any reason, whatsoever, the concerned Govt. Department/ Organization is made liable, It shall be recovered by the Civil Aviation Department, Govt of Haryana from any pending dues of the contractor. In case the pending dues are less than the liability, then the balance shall be deposited by him (the firm/ contractor).
10. **Contract Agreement:-**The Owner firm/ contractor of the vehicle shall have to execute a contract agreement on Non-Judicial stamp paper worth Rs. 100/- on the prescribed Performa (**Performa-B**) with the Civil Aviation Department, Govt. of Haryana who will represent as Principal Employer.

Note: The format of the Technical Bid/ Index for the Technical Bid Documents will be as per Annexure-A of this document and the bidders are requested to upload their

Technical Bids on the Portal with index as provided in Annexure-A.

In case of non submission of required Eligibility Documents as at Annexure-A, the bid of the firm will not be considered and no further chance will be given for the submission of these documents. However, clarification, if any, of already submitted documents maybe obtained in case required as per the rules

D. Standard Terms and Conditions (wherever applicable these terms & conditions will overrule the specific terms and conditions as at Para 'A' above):-

1. Procurement of Stores through Rate Contract System:-

Where ever Government considers expedient that more than one supplier/ manufacturers should be kept on rate contract, it may so decide on case to case basis subject to conditions available at Annexure '1'.

3. EMD:-

The firms/bidder/contractor are required to deposit Earnest Money as indicated above failing which the tenders are liable to be rejected.

4. Performance Security:-

The successful tenderer/bidder/firm/contractor shall be required to deposit Performance Security Deposit @ 2% of the order value or the estimated value of rate contract (Estimated value = Charges of one vehicle per month X 12 months X Number of vehicles to be provided). The performance security in excess of the EMD already deposited can be submitted in the shape of Demand Draft/Call Deposit Receipt/Banker's Cheque or in the shape of equivalent Bank Guarantee of any scheduled bank with branch in Chandigarh/ Chandigarh. (Specimen of bank guarantee bond required to be furnished on Rs.15/- Non Judicial Stamp Paper is enclosed as Performa -C) valid for a period of six months or more, from the date of expiry of the stipulated Rate Contract in favour of Civil Aviation, Haryana. The Bank Guarantee shall have to be got extended by the tenderer/ bidder/ firm/ contractor, if so desired by the Civil Aviation Department, Haryana till it is surrendered/ released/ returned or invoked/ in-cashed by the beneficiary i.e. Civil Aviation, Haryana.

4. Price Fall Clause:-

Price fall clause will be as per condition no. 15 of "General Conditions of Supply" as available at Annexure-10. The same is that the price quoted in the tender/quotation or approved in the Rate Contract for the Services shall not exceed in any way the lowest price at which the tenderer/ bidder/ firm/ contractor quote for the supply of the Services of identical description to DGS&D, New Delhi/ State Government Institutions/Undertakings/any other person during the delivery period/currency period of the rate contract. If, at any time during the delivery period/currency period, the successful tenderer/ bidder/ firm/contractor reduces the rates/sale price of the quoted Services to any person at the price lower than the price chargeable under the supply order/ rate contract, the tenderer/ bidder/ firm/ contractor should forthwith notify such reduction and inform this office and the price payable under the supply order/contract for the Services supplied after the date of coming into force of such reduction of the rates shall stand correspondingly reduced to that level. The successful tenderer/bidder/firm/contractor shall promptly notify the reduction of rates to this office as well as to the concerned Indenting Officer/ Consignees. The tenderer/bidder/firm/contractor shall also give a certificate on their bills that the rates charged by them are not in any way higher to those quoted by them to the DGS&D, New Delhi and other State Government etc., during the corresponding period. The Indenting Officer shall be required to ensure

that requisite certificate is given by the concerned firm/bidder/contractor on the bills before releasing their payments.

5. Cartel formation: In case of evidence of cartel formation by the bidder(s), the EMD is liable to be forfeited along with other actions as are permissible to Government like filing complaints with the Competition Commission of India and/ or other appropriate forums.
6. Grievance Redressal Mechanism for dealing with the representations/ complaints/ letters of the participating bidders/ firms:

A time bound Grievance Redressal Mechanism for dealing with the representations/ complaints/ letters of the participating bidders/ firms in the tendering process in the State Public Procurement will be governed by State Government Policy issued vide G.O No.2/2/2016-4I-B II of dated 25.07.2016 (Annexure-9), G.O. No. 2/2/2016-4IB-II dated 27.08.2021 (Annexure-9-A) and as amendment vide G.O. No. 14/16/2023-6FA dated 19.06.2023 (Annexure-9-B). All the bidders/ firms who want to make any representation/ complaint against any issue related to their technical scrutiny of the bids may do the same within 5 working days (up to 05:00 P.M. of the Fifth Working day) of the date of issue of letter/ intimation regarding their As per NIT/ Not as per NIT status. They have to ensure that their communication is delivered/ reached within 5 working days and delay in postal will not be counted as a valid reason. No representation/ complaint in whatsoever manner from the bidders/ firms will be entertained after the opening of Financial Bid.

7. Blacklisting/Debarring :- Affidavit on Non Judicial Stamp Paper duly certified by the Notary stating that EMD/Bank Guarantee of the firm [name of the firm] has not been forfeited in last 02 years and the firm has not been blacklisted /debarred either in Govt. Deptt./ Boards/Corporations/Federations/Agencies /any Autonomous Bodies in State of Haryana , other State/ Central Government Departments/Agencies etc. as on the date of submission of the bid in the present tender.

9. **Arbitration Clause:-**

The Arbitration if any will be decided as per the provision contained at Sr. No 8.18 of "Schedule 'C' Conditions of Contract"

10. **Jurisdiction:-**

All disputes will be settled within the jurisdiction of Chair person (Additional Director, CAD, Haryana) at Head Quarters of Civil Aviation, Haryana at Chandigarh

G. OTHER TERMS AND CONDITIONS

1. The firms are required to mention bifurcation of their rates showing the detail of Basic Rates, GST, Duties etc. in their bid. In case, the supplies are delayed by the firm beyond the stipulated delivery period & there has been any upward revision in the rates of GST/ Duties ON THE CONTRACTED ITEM, no such increase will be allowed. However, if there has been any reduction in GST/Duties, the same will be availed. No variation in GST/ Duties on raw material will be applicable.
2. All documents to be submitted by the tenderers with their offer should be self attested in case the same are copies of original documents.
3. The Earnest money of the tenderers will be forfeited to Govt. account and blacklisting/ debarring besides other penal action, if they withdraw their offer/ rates or modify the terms & conditions of the same at any time during the validity of their offer before acceptance.

4. The Bid i.e. Technical Bid as well as Financial Bid is to be submitted online on web portal <https://etenders.gov.in/eprocure/app>. The Technical Bids uploaded on the portal should have proper indexing and page numbering on all the documents forming the Technical bid. CIVIL AVIATION DEPARTMENT, HARYANA Sector-17, 30 Bays Building, 3rd Floor, Chandigarh-160017 (Haryana) Ph.:- 0172-2709174, Fax No.:- 0172-2709386. e-mail:- cavation@hry.nic.in Any supporting documents if required is to be submitted in online mode only along with their Technical Bids by due date and time.
5. The Financial bid/s of only those bidders/ items will be opened who qualify on the basis of their Technical Bids. The date & time of opening of the Financial bids will be intimated in the due course.
6. The offer without prescribed Earnest Money, Tender Fee & E-Service fee is liable to be summarily rejected. The deficiency in the remaining documents and tender requirement can be made subject to the decision by Civil Aviation, Haryana, Chandigarh.
7. The quantity of Stores can be increased or decreased.
8. Notwithstanding anything contained in the Tender, Civil Aviation Department Haryana reserves the right to accept or reject any Bid, and to cancel the bid process and reject the Tender, at any time, without thereby incurring any liability to the affected Bidder or Bidders and without any obligation to inform the participating/affected Bidder (s) the reason for such decision.
9. Instructions to bidder on Electronic Tendering System. Registration of bidders on e-Procurement Portal, Information about Digital Certificate, Instructions about Online Payment of Tender Document fee/e-Service Fee/Earnest Money, Important Instructions & Help manual for online bidding and other General issues option available on Home page of NIC e-procurement portal i.e <https://etenders.hry.nic.in>. In case bidders need any clarifications or if training required to participate in online tenders they can contact office Timings of Help-desk support & Contract Details:- The detail may be seen under “Contract US” option available on Home Page of NIC e-Procurement portal i.e <https://etenders.hry.nic.in>.

The Advisor,
For & on behalf of Civil Aviation Department, Haryana

NOTE:

A copy of the submitted bids also be shared in hard copy at:

The Advisor,
Civil Aviation Department Haryana
3rd Floor, 30 Bays Building.
Sector 17, Chandigarh 160017

Technical Bid format/ Index for the Technical Bid documents

Sr. No.	Name of the document	Status of submission (Yes/ No)	Page Number as per numbering given to the technical bid documents uploaded on the portal
1	Submit an Affidavit on Non Judicial Stamp Paper duly certified by the Notary stating that EMD /Bank Guarantee of the firm [name of the firm] has not been forfeited in last 02 years and the firm has not been blacklisted/ debarred either in Govt. Deptt./ Boards/ Corporations/ Federations/ Agencies /any Autonomous Bodies in State of Har`yana , other State/ Central Government Departments/Agencies etc. as on the date of submission of the bid in the present tender.	Yes/ No	
2	All the documents submitted by the bidder as part of its Technical Bid are attested by the signing authority of the bidder	Yes/ No	
3	Submit an undertaking by the bidding firm in reference to acceptance of all the terms & conditions of the Schedule-A/ DNIT	Yes/ No	
4	Submit a signed copy of DNIT	Yes/ No	
5	The Bidder should be a reputed taxi operator/ service provider/ agency/ firm/ are eligible to participate in this tender. Attach a copy of Registration Certificate of the firm, PAN Number and Haryana GST registration certificate issued from the competent authority.	Yes/No	
6	The bidder should have been in existence for at least 5 years in the similar type of work. Proof of registration / PAN / ESI / PF to be enclosed. Similar type of work means that they have provided vehicles on outsourcing / hiring basis to any State Government Department, Government of India Departments or PSU's.	Yes/ No	
7	The bidder should have been awarded work of supplying minimum 20 Nos. Vehicles against a single work order to any State Government/ Central Government/ PSUs. Attach copies of the relevant work orders.	Yes/ No	
8	The bidder should have been awarded work order for a single type of work through a single order valuing at least Rs. 10 Lakh in State Government/ Central Government/ PSU's in the last 5 years. Attach copies of relevant Work Orders / Experience Certificates issued by the Hiring Government Department/Agency as documentary proof.	Yes/ No	

9	The bidder should own a minimum of 10 Nos. registered commercial vehicles of model not older than 05 year (as on date of tender published) in the firm's name. The vehicles should not have covered 2.5 Lakh kilometers. In case during currency of the contract, if any vehicle completes its 5 years of its life or covers 2.5 Lakh Kilometers distance, the vendor is required to replace such vehicle. In case the vendor fails to replace such a vehicle, then the competent authority will impose a penalty of Rs.1,000/- per day. Attach the proof of ownership of the vehicles.	Yes/ No	
10	The concerned bidders should have their own EPF, ESI, and GST Number. Attach copies of EPF, ESI, and GST Number issued by the competent authority. The bidders are also required to submit documentary proof of submission of EPF and ESI of last 06 months. The bidders are required to give their profile as per Performa-A of this document.	Yes/ No	
11	The Bidder should have an average annual turnover of Rs. 01 Crore in last 03 financial years of the similar nature of work, i.e. vehicles on outsourcing / hiring basis. Attach CA certificate with UDIN and complete financial statements/ balance sheets for the last 3 consecutive financial years i.e. 2022-23, 2023-24 & 2024-25.	Yes/ No	
12	Acceptance of Delivery period as per NIT	Yes/ No	
13	Acceptance of payment terms as per NIT	Yes/ No	

PERFORMA-A**BIDDERS/FIRM/ CONTRACTOR
PROFILE**

Passport size
photograph of
bidder/authorized
signatory

General:

1. Name of the Bidder/firm_____
2. Name of the person submitting the Bid whose -photograph is affixed Shri/ Smt. _____
3. (In case of Proprietary/Partnership firms, the Bid has to be signed by Proprietor/Partner only, as the case may be) Tenderer will submit the attested copy of the PAN card/Election Commission I-Card/Passport of the proprietor or authorized signatory in case of proprietor is not signing the TENDER document. The TENDER is liable to be rejected if the signature and photograph do not match with the photograph affixed and the signature made in the TENDER documents
4. Address of the firm _____
5. Telegraphic Address/E-Mail ID _____
6. Tel no. With STD code(O)..... (Fax).....
(R).....
7. Registration & incorporation particulars of the firm:
 - i) Proprietorship
 - ii) Partnership
 - iii) Private Limited
 - iv) Public Limited
8. (Please attach attested copies of documents of registration/incorporation of your firm with the competent authority as required by business law)
9. Name of Proprietor/Partners/Directors _____
10. Bidder's bank, its address and his current account number _____
11. Permanent Income Tax member, Income Tax circle
(Please attach a copy of last income tax return)
12. Infrastructure capabilities:
 - (a) Particulars of vehicles owned the Bidder:

Sr. No.	Type of vehicle	Registration Number	Date of Registration

I/We hereby declare that the information furnished above is true and correct. Place:

Signature of Bidder/Authorized signatory.

Date:

Name of the Bidder.....

Seal of the Bidder Signature

(i) PRICE BID FORMAT FOR MONTHLY HIRING CHARGES

Vehicle Type	Rate in INR For 2000 Kms Per Month and 10 Hours Daily Duty	Rate in INR For 2500 Kms Per Month and 10 Hours Daily Duty	Rate in INR For 3000 Kms Per Month and 10 Hours Daily Duty
Honda City & Equivalent			
Maruti Ciaz & Equivalent			
Maruti Swift Dzire & Equivalent			
Mahindra Bolero & Equivalent			
Mahindra Pickup & Equivalent			
Toyota Innova & Equivalent			

(ii) PRICE BID FORMAT FOR ADDITIONAL CHARGES

Vehicle Type	Rate in INR For Extra Kms	Rate in INR For Extra Hours After 10 Hours Duty
Honda City & Equivalent		
Maruti Ciaz & Equivalent		
Maruti Swift Dzire & Equivalent		
Mahindra Bolero & Equivalent		
Mahindra Pickup & Equivalent		
Toyota Innova & Equivalent		

DRAFT AGREEMENT FOR HIRING OF VEHICLES

This agreement is made on this day of 2025 BETWEEN the Civil Aviation Department, Haryana, hereinafter called the –Govt. Department/Organization which expression shall, unless excluded by or repugnant to the context, be deemed to include his successors in office and assigns of the one part AND (name of the agency) (hereinafter called the firm/contractor) through their proprietor hereinafter called the –Firm/Contractor which expression shall, unless excluded by or repugnant to the context, be deemed to include their successors, executors, administrators, heirs, legal representatives and assigns of the other part. The –Firm/Contractor|| has deposited Rs. (Rupees) in the form of Demand Draft/Call Deposit Receipt/Banker's Cheque or in the shape of equivalent Bank Guarantee as interest-free Performance Security. The Performance Security will remain valid for a period of six months beyond the date of completion of all contractual obligations.

Now these present witnesses and it is hereby agreed and declared by and between the parties to these present as following:-

1. The Firm/Contractor shall during the period of this contract of Three Years i.e. to say from to or until the contract is determined by such notice as hereinafter mentioned, will provide commercial vehicles not older than 1 year as on the date of publication of tender, on rates accepted as described in Schedule vide Appendix-I to this agreement. It is agreed by the Firm/Contractor that the number of vehicles required is likely to change and may be demanded according to exigencies of service by concerned office/officer of the concerned Govt. Department/Organization. The duration of the Rate Contract of three years with 5% yearly increase on the previous year monthly charges. The concerned Govt. Department/Organization reserves the right to curtail or to extend the validity of contract for one year on the same rates and terms and conditions at the discretion of the Department.
2. The vehicle and drivers provided by the firm/contractor shall work under the overall supervision of this concerned Govt. Department/Organization or any person authorized so.
3. The firm/contractor shall provide names, addresses of the drivers along with their driving licence number and copies within one week of the award of the contract.
4. The firm/Contractor will have to provide the replacement of Driver in case of any eventuality. Civil Aviation Department, Govt. of Haryana has the right to ask the Firm/Contractor for removal of any Driver, who is not found competent or disciplined.
5. In case of breakdown of any vehicle, the firm/contractor shall replace the breakdown vehicle within one hour failing which Civil Aviation Department, Govt of Haryana or any other officer as authorized so, has the right to hire vehicle from any other sources at the expense of the contractor.
6. The firm/contractor shall not employ any person who has not completed eighteen years of age. The firm/contractor shall comply with all the statutory provisions as laid down under various Labour Laws/Acts/Rules like Minimum Wages, Provident Funds, ESI, Bonus, Gratuity, Contract Labour Act and other Labour Laws/Acts/Rules in force from time to time at his own cost. In case of violation of any such statutory provisions under Labour Laws or any other law applicable by the Firm/Contractor, there will not be any liability on the Civil Aviation Department, Govt of Haryana.
7. Civil Aviation Department, Govt of Haryana will be under no legal obligation to provide

employment to any of the personnel of the firm/contractor after expiry of agreement period and also recognizes no employer- employee relationship between the Civil Aviation Department, Govt of Haryana and the personnel deployed by the firm/contractor/agency.

8. Any person who is in Government service or an employee of Civil Aviation Department, Govt of Haryana Organization should not be made partners to the contract by the firm/contractor directly or indirectly in any manner whatsoever.
9. The firm/contractor shall indemnify the Civil Aviation Department, Govt. of Haryana all other damages/charges for which the concerned Govt. Department/Organization may be held liable or pay on account of the negligence of the firm/contractor or his staff or any person under his control whether in respect of accident/injury to the person or damages to the property of any member of the public or any person or in executing the work or otherwise and against all claims and demand thereof. Civil Aviation Department, Govt of Haryana shall not be responsible financially or otherwise for any injury to the driver or person deployed by the firm/contractor during the course of performing the duties.
10. Civil Aviation Department, Govt of Haryana reserves the right to terminate the contract without assigning any reason by giving the notice of 30 days to the firm/contractor.
11. The vehicles provided by the firm/contractor should bear commercial Taxi/Cab Registration Numbers and should have comprehensive insurance and Drivers so provided with the vehicles shall have commercial LMV Driving Licence and Badges.
12. The vehicles should conform to the Pollution norms prescribed, if any, by the Transport Department of Government of Haryana.
13. The firm/contractor shall provide vehicles as per requirement of the Civil Aviation Department, Govt. of Haryana
14. The vehicle and Driver shall remain available all the time as per Duty Roster and shall not leave place of duty without prior permission.
15. The firm/contractor shall be responsible for total maintenance of the vehicles provided by him. All the vehicles provided should be in good running condition and should not be more than one year old on the date of tender.
16. In case of breakdown of any vehicle, the contractor shall replace the breakdown vehicle within one hour failing which the Civil Aviation Department, Govt of Haryana has the right to hire vehicle from any other sources at the expense of the firm/contractor.
17. Operation and function of vehicles and Drivers shall be governed by Motor Vehicles Act/Motor Vehicles Rules and these shall be the responsibility of the firm/contractor.
18. The dead mileage in any case should not be more than five Kms. one way.
19. No advance payment will be made.
20. Duty Slips/Movement Slips will be signed by the officer with whom the vehicles are attached for duty on day to day basis. No duty slip shall be entertained unless and until the same is certified/verified by the concerned officer.
21. The firm/contractor will maintain separate logbooks for each vehicle which will also be verified / countersigned by the concerned officer.
22. The bills in triplicate should be made date-wise by the firm/contractor and should be submitted to the Administration Branch of the Civil Aviation Department, Govt of Haryana on monthly basis.

23. Civil Aviation Department, Govt. of Haryana will deduct Income Tax at source under relevant Section as applicable of Income Tax Act from the firm/contractor at the prevailing rates of such sum as income tax on the income comprised therein.
24. Civil Aviation Department, Govt. of Haryana reserves the right to vary the numbers of vehicles hired as well as to relax the terms and conditions in the public interest.
25. The bidder should have valid permit to run the vehicle in Haryana, Punjab, Delhi and Chandigarh.
26. PENALTIES
- i. Unclean vehicle or seat covers/smell in the vehicle - (i) Rs. 50/- for the first day (b) Rs. 200/- per day for the second consecutive day and beyond as pointed out by the controlling officer of the vehicle;
 - ii. For non-providing of vehicle in time:- A penalty of Rs. 100/- per hour of delay on each occasion, if the reason of late arrival is unsatisfactory;
 - iii. Breakdown en-route:- In case any of the vehicle fails to report on duty due to breakdown or otherwise, the firm/contractor shall be responsible to provide alternate vehicle within ONE-HOUR, otherwise the Civil Aviation Department, Govt of Haryana will be within rights to make alternate arrangement at the risk and cost of the contractor after imposing the penalty of Rs. 500/-for each such case;
 - iv. Recurrent malfunctioning/dissatisfactory condition of the vehicle:- The vehicle will be returned. A vehicle may be hired by the concerned officer/office, payment of which will be borne by the contractor along with a daily fine of Rs. 500/- till such time a proper vehicle is provided by the contractor;
 - v. On misbehavior by the Driver:- Rs. 500/- per default. If the misbehavior continues, then the driver will have to be changed by the contractor. If the contractor does not change the driver within 3 days time, the vehicle will be sent back and a taxi may be hired. The payment of such taxi will be borne by the contractor along with a fine of Rs. 200/- daily;
 - vi. During the contract period if any of the vehicle is seized/detained/impounded by the Police, Transport Officer or any other Authority for any reason whatsoever, it will be at the sole risk responsibility of the firm/contractor, who shall immediately provide another vehicle of the same seat capacity in lieu thereof, otherwise a penalty of Rs. 1500/- per day will be imposed;
 - vii. For violation/breach of any of the condition of the contract:- Rs. 1000/- per default and/or Termination of the contract/forfeiture of Performance Security. In case of breach of contract by the firm/contractor, the Performance Security shall be forfeited by the Government and the firm shall be blacklisted in addition to termination of the contract in question. The right of action will rest with the authority entering into the agreement. The right of action will rest with the authority entering into the agreement;

viii. The competent authority who can levy the above mentioned penalties/deduction will be the officer/office with whom the concerned vehicle is attached. 20. The price quoted is inclusive of all Taxes.

27. Arbitration:- In the case of dispute or difference arising out of or in any way concerning the agreement shall be referred to the sole arbitration of any person nominated by the Civil Aviation Haryana. The award of the arbitrator so appointed shall be final and binding on the parties. The entire dispute shall be subject to the jurisdiction at Chandigarh. In case, the arbitration proceedings are conducted ex-parte and the award is announced against the Govt. then entire amount shall be payable by the Civil Aviation Haryana but where the ex-parte award is announced in favour of the Govt., the share of the opposite party shall form part of claim and shall be recoverable from the said party.
28. Jurisdiction:- All disputes will be settled within the jurisdiction of the Headquarters of Civil Aviation, Haryana at Chandigarh
29. That the firm/contractor agree to all the terms & conditions as contained in Schedule-A (DNIT) and Schedule-B (Tender Form).

IN WITNESS WHEREOF the parties have set their hands and seals on the day and year mentioned above.

Signature of the Contractor

(With Seal)

1. Witness

Name: _____

Address _____

2. Witness

Name: _____

Address: _____

3. Witness

Name;_____

Address_____

4. Witness

Name:_____

Address_____

For and on behalf of the Civil Aviation Department, Haryana (Department) (With seal)

SPECIMEN OF BANK GUARANTEE BOND REQUIRED TO BE FURNISHED

Rs. 15/- on Non Judicial Stamp Paper.

1. In consideration of the Governor of Haryana (hereinafter called the Government) having agreed to exempt (hereinafter called the contractor(s)) from the demand under the terms and conditions of an agreement dated made between the Civil Aviation, Haryana, Chandigarh and M/s (hereinafter called the said agreement) of security deposit for the fulfillment by said contractor(s) of the terms and conditions contained in the said agreement on production of bank guarantee for Rs. (Rupees Only), We bank Limited (hereinafter referred to as –the bank||) do hereby undertake to pay to the Government an amount not exceeding Rs. against any loss or damage caused to or suffered by the Government by reasons of any breach by the said contractor(s) of any of the terms and conditions in the said agreement.
2. We Bank Limited do hereby undertake to pay the amount due and payable under this guarantee without any demurrage merely on demand from the Government stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Government by stating that the breach by the said contractor(s) of any of the terms and conditions contained in the said agreement or by reasons of the contractor's failure to perform the said agreement. Any such demand made by the bank shall be conclusive as regards the amount due and payable by the Bank without any hesitation under this guarantee. However, our liability under the guarantee shall be restricted to an amount not exceeding Rs..
3. We Bank Limited further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the Government under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till the Civil Aviation, Haryana, Chandigarh certifies that the terms and conditions of the said agreement have been fully and properly carried out by the said contractor(s) and accordingly unless demand or claim under this guarantee is made on us in writing on or before the we shall be discharged from all liability under this guarantee thereafter.
4. We Bank Limited, further agree with the Government, that the Government shall have the fullest liberty without our consent and without affecting in any manner our obligations to vary any of the terms and conditions of the said agreement and to extend time of performance by the said agreement and to extend time of performance by the said contractors from time to time and or to postpone for any time or from time to time any of the power exercisable by the Government of Haryana against the said contractor(s) and to forbear or enforce any of the terms and conditions relating to the said amount and we shall not be relieved from our liability by reason of any such variations, or extension being granted to the said contractor(s) for any forbearance, act or commission on the part of the Government, or any indulgence by the Government to the said contractor(s) by any

such matter or thing whatsoever which under the law relating to sureties would but for this provision have effect of so relieving us.

We Bank Limited, last undertake not to revoke this guarantee during the currency except with the previous consent of Government, (Civil Aviation, Haryana) and shall undertake to pay to the Government, an amount of Bank Guarantee as and when demanded.

“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