

FREQUENTLY ASKED QUESTIONS FOR THE BENEFIT OF THE VENDORS INTENDING TO SUPPLY GOODS AND SERVICES TO CRPF

S. No	Question	Answer
1	Am I eligible to supply goods and services to the CRPF?	Yes, any registered/licensed manufacturer or his authorized agent meeting the requirements of tender enquiry can participate with following condition a) Indian Manufacturer (Direct) b) Foreign Manufacturer (Direct) c) Indian Agent of Foreign manufacturer – It is compulsory for the Indian agents, who desire to quote directly on behalf of their foreign principals, to get themselves enlisted with the Central Purchase Organization i.e, DGS&D, without which they will not be eligible to participate in the tendering.
2	What are the conditions for participation of Indian agents of foreign manufacturers?	a) The Indian Agent of foreign manufacturers/principal are also allowed to bid in the tender subject to the following conditions:- i) The Indian Agents should be enlisted with DGS&D for tendered store on the date of opening of technical bids. However those Indian Agents (s) who have applied to DGS&D for registration/enlistment before the time and date of opening of technical bids can also be considered provided the enlistment with DGS&D is operational before opening of the price bid. ii) The Indian Agent will submit, along with the tender documents, a copy of the agreement with the foreign manufacturer/principal, giving particulars of precise arrangement with foreign principal and their interest in the business in India. Such agreement with foreign manufacturers/principal should be a long term agreement and not merely for the present tender. If the agreement is only for the present tender the offer received will be liable to be rejected. iii) The Indian Agent will provide details of the after sale service and post contractual support i.e repair, maintenance and supply of spare parts etc. iv) The Indian Agent will also be required to submit the details of his commission or any other arrangements with foreign manufacturer/principal for providing tendered items. b) Offer from firms who are not manufacturers or Indian Agents of foreign principles not enlisted with DGS&D will not be entertained.
3	Is registration compulsory on the e-Tendering portal (CPP Portal)?	Yes. Registration is compulsory on CPP portal.
4	What is CPP Portal?	CPP stands for Central Public Procurement developed by NIC and can be accessed through the web site http://eprocure.gov.in/cppp/
5	Do I need to pay some thing for enrolling in the CPP portal	No, Registration is done online and is absolutely free of cost.
6	Do I get any registration number after such enrollment?	No. After enrollment you will get an independent user ID and password.
7	I am registered with DGS&D/NSIC. Do I still need to enroll myself on the CPP portal?	Yes, even those suppliers who are registered with the DGS&D/NSIC must enroll themselves in the CPP portal to be able to participate in the online tenders floated by the CRPF.
8	How do I know when CRPF has invited tenders for a particular product?	One must visit the CPP portal http://eprocure.gov.in/eprocure/app and the CRPF website www.crfp.nic.in regularly for keeping tab on the latest tender enquiries floated by the Force. They are advertised in one national and one local newspapers from time to time. All tender enquiries are invariably published in ITJ (Indian Trade Journal).
9	Are all procurements	Yes, with effect from 1.4.2015 all procurements above the value of 5 lakhs

	made by various CRPF offices advertised online?	are notified on the CPP Portal as well as CRPF website.
10	Is payment of tender fees compulsory even though I have downloaded the tender enquiry forms from the net?	Yes, if the tender documents specify, then the tender fees will have to be paid along with the other bid documents that have to be provided in original. Otherwise the bids are liable to be rejected. Tender fee is not refundable.
11	What are the documents that must be submitted offline(in hard copies)?	Please read the tender enquiry carefully to find out all the documents which must be given in soft copy form (Scanned Copies) and the documents that must be given in hard copy. It is to be ensured that each and every document is correctly submitted.
12	What is a late and delayed tender?	Tender or modifications to tenders received after the specified time of opening are treated as "late tenders. Tenders and modifications to tenders received before the time of opening but after the due date and time for receipt of tenders are considered as "delayed"tenders. Both late and delayed tenders are to be rejected. The CPP portal does not accept any late or delayed bids but if there are delays in submission of hard copies of the documents as stipulated in the tender also, the bids are not considered valid.
13	Can I amend or withdraw my offer?	Amendments to the offer or its withdrawal are permissible before the opening of the tenders. Once tenders are opened you will not be permitted to either amend or withdraw your offer. Any such action could lead to rejection of offer and forfeiture of EMD.
14	What is EMD and Why should it be paid?	EMD stands for Earnest Money Deposit. It is taken by the organization to ensure that only serious bidders participate in the tender. This is a refundable deposit which is sought in the form of fixed deposit Receipt/crossed Bank Draft/Irrevocable Bank Guarantee. It may please be noted that Personal cheques are not acceptable.
15	How do I submit the EMD and tender fee?	EMD and tender fee in the form of FDR/Bank Deposit Receipt/Bank Guarantee must be scanned and attached to the tender during submission. The originals should be deposited in original on or before Time and date of receipt of offline/online tender at prescribed ,
16	What should be the validity of these banking instruments submitted as EMD?	The tender documents clearly indicate the period up to which the EMD has to be valid. The same should be strictly adhered to.
17	Is EMD liable to be forfeited?	Yes, if the tenderer withdraws, amends, impairs or derogates from the tender in any respect within the period of validity of his tender EMD could be forfeited.
18	When will I get my EMD Back? Do I get it with interest for the period it was held with the CRPF?	EMD of the unsuccessful bidders is returned soon after the rejection of the bids at any stage during the tendering process and that of the successful bidder will be returned after receipt of the Performance Security Deposit (PSD). No interest is payable on the EMD or PSD.
19	Should the vendors having registration with DGS&D or NSIC also have to pay EMD?	No, once a vendor is registered for any product with DGS&D or NSIC he/she need not pay EMD up to the monetary value as indicated in such Registration. Documentary evidence to this effect may be made available with the tender forms.
20	What is proportionate EMD? When do I submit it ?	When the registered value of the supplier's entity is less than the required value of supplies, proportional EMD over and above the exempted value has to be tendered to avoid being rejected as unresponsive. As it will be difficult for the vendors to compute this balance EMD to be deposited, it would be prudent to contact the purchase officer immediately and seek advice in this regard.
21	Can I submit Multiple Bids?	No, Bidders cannot submit multiple bids.
22	Can I use the same	No, at any point of time only one DSC can be mapped with one user

	DSC in enrolling for more than one login id in the same site?	account in the e-portal.
23	Can Indian firm submit bids on behalf of more than one foreign manufacturer?	No, An Indian firm cannot submit bids on behalf of more than one foreign manufacturer.
24	What is two bid system?	It is a system in government procurement wherein bidders are required to submit their quotes in two parts viz, the Technical bids and the Commercial bids. The Technical bids consisting of technical details and specifications of the product and the conditions of the contract are scrutinized first and then the Commercial bids or the Price bids of the successful bidders are opened. However, the bidders have to fill in both the bids simultaneously.
25	Is it compulsory to adhere to all the technical parameters?	Undoubtedly it is essential that the product that you are offering meets all the technical parameters as notified in the tender enquiry.
26	In case of doubts with respect to the technical parameters whom do I consult?	In case of any doubt please contact the purchase officer whose details are invariably given in the tender enquiry documents. You may even contact them telephonically through the given numbers.
27	What is Tender Acceptance Letter?	It is a letter to be written in the format supplied in the tender document where in you will be undertaking to abide by all the terms and conditions of the tender after reading and understanding them fully. The Tender acceptance letter must be submitted online in scanned copy form through the e-procurement portal.
28	What is a tender sample and why is it taken?	Generally in certain products, which require lab test or field trial, CRPF requests the vendors to provide a specified number of (say 2 or 3) samples. These are returnable if not subjected to destructive laboratory tests.
29	What is the need for a report from the government recognized laboratory?	Wherever the technical parameters are beyond the capacity of the Force to check internally, a report from the government accredited laboratory is insisted upon. This report must be obtained after the notification of tender and before submission of the bids. The government's accreditation of the laboratory where you wish to get your product tested must be valid when the lab submits the test report.
30	What is field trial?	It is a process by which a duly constituted Board of Officers examines the product proposed for procurement. It is conducted strictly as per the pre-determined and approved Trial Directives. In the most of the cases the representatives of the vendors are permitted to be present during the trials.
31	Will I get a second chance to demonstrate my product in case it fails for some reason during field trial?	No, unless the special circumstances warrant conduct of retrial for all the vendors, there can't be repeat trial conducted to favour any one of the bidders.
32	Can my product be rejected on the grounds of feel, finish and workmanship?	As per the guidelines of the Central Vigilance Commission, no product can be rejected purely based on the subjective judgments with respect to feel, finish or workmanship.
33	Can any one manipulate the tender documents?	Once you upload the tender documents on the CPP it is totally secure and no one can alter the details given by you there after.
34	What are the repercussions if I offer products with slightly different specifications or seek a little longer time for delivering	No deviation with respect to specifications and delivery period is acceptable. Such offers are considered as not meeting the tender conditions and are liable to be summarily rejected.

	the product?	
35	Which is the currency in which I should quote in open tenders?	<p>i) Indian firms should quote only in Indian Currency i.e INR.</p> <p>ii) Imported goods being sold by the foreign manufactures/suppliers can be quoted in American Dollars/Euro as specified in the tender documents.</p> <p>iii) The Indian agents of the foreign manufactures should quote in Indian Rupees if such products are not being imported specifically against the order of CRPF.</p> <p>iv) The Indian manufactures operating from the Special Economic Zone should quote in Indian currency only.</p>
36	Will CRPF always negotiate on the prices quoted by me?	No, Negotiations are strictly prohibited as per the CVC guidelines with any body other than the lowest bidder and that too when the Board of Officers duly constituted for finalizing the tender are of the view that negotiation is warranted. Therefore, negotiation is more of an exception rather than rule.
37	Can the quantities be unilaterally reduced or increased by CRPF after calling for tenders?	Yes, CRPF reserves the right to either increase or decrease the quantity of product depending upon their requirements at any stage during the tendering process but before placement of supply order/AT
38	Will CRPF pay for all the taxes and duties extra?	Price bids must be given in unambiguous terms giving specific rates of all applicable taxes and duties. CRPF will pay all rates and taxes actually paid by the suppliers unless the prices quoted are all inclusive rates. In case of custom duty CRPF may issue CDEC on case to case basis but not in routine.
39	What happens if the taxes go up during the course of the contract?	Any upward revision in local, state or Central Government taxes will be paid extra if such tax revision has taken place after the prices were quoted and before the date of delivery. CRPF is not liable to reimburse any additional taxes, which might have been revised beyond the original date of delivery stipulated in the contract. You should make sure not to quote vaguely stating "taxes as applicable"
40	When do I get the payments for the supplies made?	The terms of payment are clearly indicated in the tender enquiry, which may be carefully studied. Generally bulk payments (ranging from 80-90%) are made against receipt of goods and balance payments are released after installation and commissioning and completion of other obligations and after confirming the validity of the performance security deposit.
41	Will I get to know as to why my product/offer has not been found suitable by CRPF?	Yes, once the CRPF authorities decide on accepting or rejecting a particular offer, the reasons for the same are put up on the website for information of all concerned.
42	If I find my rejection unreasonable, what is the remedy ?	You should immediately take up the case with the purchasing officer or any other senior officer of CRPF concerned with the procurement bringing out clearly the grievances and you are bound to receive suitable reply in this regard.
43	What is Performance Security Deposit (PSD)?	<p>In order to protect the interest of the government after placement of supply order, PSD is required to be deposited.</p> <p>Generally, the firms shall be called upon to deposit a security deposit of 10% of the contract value within a period as specified in the supply order. Failure on the part of the firm to deposit the security deposit within stipulated time will make the supply order null and void. The EMD of the successful bidder will be returned on receipt of the PSD.</p>
44	Is there any chance of extension of delivery period?	Unless the circumstances are beyond the control of the suppliers and genuine, no extension of time is granted as a matter of routine. It is entirely the discretion of the authorities to accept such requests for extension with or without imposition of Liquidated Damages.
45	What are Liquidated Damages (LD)?	In case the firm does not complete the supply within delivery period, liquidated damages will be charged on delayed supplies @ 2% of the total cost for each month or part of a month subject to a maximum of 10% of the contract value.
46	Can there be any exemption from imposition of LD?	Yes, if the purchasing authorities are convinced that the delay in delivery was not because of the reasons attributable to the vendor they can waive off the LD either partially or fully on a case-to-case basis not in routinely.

47	Can I sub-let or assign or sell the contract I have begged from CRPF?	No tenderer has right to give, bargain, sell, assign or sublet or otherwise dispose of the resultant contract or any part thereof or let a third party take any benefit or advantage of the resultant contract or any part thereof.
48	Can CRPF impose any condition beyond what was already included in the TE at a later stage?	Condition can be added retrospectively after the tender enquiry has been floated unless the amendments were made before the due date of opening of the tenders and sufficient notice of such changes were publicized.
49	Can we ask genuine doubts that might arising while trying to participate in the tendering process by CRPF?	You are welcome to get in touch with the purchase officer, whose details are given in the tender documents for any kind of assistance/clarification with respect to the tender enquiry.
50	Are there any conditions beyond what is given in the tender documents?	In CRPF the conditions of contract are governed by the DGS&D Pamphlets No. 30 No. 229 and No. 230, DGS&D-68 (Revised) and DGS&D Manual which are available on the DGS&D website.
51	Is it essential to get DSC (Digital Signature Certificate) to enroll my firm on e-Procurement Portal?	Yes ,It is mandatory for registering yourself as a prospective bidder and to bid in e-procurement (i.e. through Central Public Procurement Portal)
52	How do I get valid Digital Signature Certificate if I am a foreign supplier in India?	The method of getting the Digital signature certificate is mentioned in this link (Point no.15) (http://eprocure.gov.in/eprocure/app?page=StandardBiddingDocuments&service=page) as point no.15
53	How do I get enrolled in the eProcurement Portal?	After getting the Digital Signature certificate, Online enrollment for eProcurement is very simple if you follow these simple steps:- 1. Go to Tenders Home Page of e-procurement (Central Public Procurement Portal) at http://eprocure.gov.in/eprocure/app 2. Click on the Online Bidder Enrollment link on Right hand side of this Website. 3. Fill up the online registration form. 4. On successful submission, the registered login id can be used to login. 5. Then login again and map your Digital Signature certificate with your account, which completes the online enrollment process.
54	Can International firm upload their proposals on Indian e-procurement portal with Digital signature Certificate which is not issued by Indian Certifying Authority?	As per the Indian IT ACT, eProcurement portal does not allow you to register any Digital Signature Certificate issued by other than Indian Certifying Authorities. However, Some of designated Certifying agencies issue Digital Signature Certificate for foreign entities. The details of which are made available under the Downloads link (http://eprocure.gov.in/eprocure/app?page=StandardBiddingDocuments&service=page).
55	Can a foreign bidder or a foreign consultant get DSC from their respective country i.e. any country outside India?	No. The same is not allowed to be registered in this portal.
56	Can an International bidder located outside India get Digital Signature Certificate on line without actually visiting the country?	Yes. Kindly refer to the link Digital Signature Certificate for foreign Bidders under the downloads option which is available in the Home Page (http://eprocure.gov.in/eprocure/app). Following the procedure given, the Foreign Bidder / agent can get the Indian Digital Signature Certificate issued and participate in this eProcurement portal without visiting India.

57	I am a bidder residing out of India and I do not have representatives / office located within India. How do I Indicate the Indian PAN/TAN (Permanent Account Number/Tax Deduction Account Number meant for Indian taxation Purpose) in this Portal?	The PAN / TAN (Permanent Account Number/ Tax Deduction Account Number) is a mandatory field only for Indian suppliers. As foreign bidders need not possess a PAN /TAN they may enter any dummy value like TEMPZ9999Z as a PAN number and continue with the process. This will be applicable for foreign bidders only.
58	As a foreign bidder, I am quoting the rates as per the currency (USD/EURO) which is approved by the Tender Inviting Authority. At what point of time, this Currency value is converted into Indian Rupees (INR)?	It is usual practice that the value of conversion is normally done on the day of financial bid opening based on the Indian selling rate as notified by State Bank of India, parliament street, New Delhi on That Date. For price comparison and deciding on the lowest acceptable bid. However, payment will be made in the agreed foreign currency after completion of supplies.
59	Wherein NSIC is participating in an open tender, is the monetary limit and production capacity of the firm from which the NSIC is going to materialised the order is required or otherwise.	NSIC is participating in an open tender on it's own, in that case it is imperative that they should clearly mention the name of firm/ firms alongwith their monetary limit (at Sl. No.__ of Questionnaire and Production capacity at Sl No.__ of Form No. 7 of Tender Enquiry) through which they are going to materialised the order.

Note : This list of FAQs has been prepared only for guidance of the vendors who intend to participate in the tenders invited by CRPF. This cannot be quoted as authority or the final rule position and no legal claims will be entertained based on any of the information provided in this page. Original tender documents and Rules and Manuals may be referred to before making any legal claim