



DELHI METRO RAIL CORPORATION LIMITED

Contract CPM-5 View Cutter :Designing , Providing & Fixing Security blinders(View Cutter) / Noise barrier at Army & Airforce Areas on Viaduct , either side of Sadar Bazar & Shankar Vihar Metro Station & other miscellaneous work of Line-8.

CONTRACT NO: CPM-5/View Cutter

TENDER DOCUMENTS

VOLUME 1

NOTICE INVITING TENDER

INSTRUCTION TO TENDERERS

FORM OF TENDER

DELHI METRO RAIL CORPORATION LTD.

OFFICE OF CHIEF PROJECT MANAGER-5, GROUND FLOOR, AIRPORT EXPRESS METRO
STATION, DHAULA KUAN, NEW DELHI-110010

Contract CPM-5 View Cutter : Designing, Providing & Fixing of Security blinders(View Cutter) / Noise Barriers at Army & Airforce Areas on Viaduct , either side of Sadar Bazar & Shankar Vihar Metro Station &Other Miscellaneous Workof Line-8.

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NOTICE INVITING TENDER (NIT)

1.1 GENERAL

1.1.1 DMRC Invites Open tender through e-tendering system (i.e. Technical and Financial bid) from eligible applicants who fulfil qualification criteria as stipulated in clause 1.1.1 of NIT for Contract: CPM-5 View Cutter: “Designing, Providing & Fixing of Security blinders(View Cutter) / Noise Barriers at Army & Airforce Areas on Viaduct, either side of Sadar Bazar & Shankar Vihar Metro Station & Other Miscellaneous work of Line-8.”

The brief scope of the work and site information is provided in ITT clause A 1.1(volume-1) and Employer’s Requirements (volume-3).

1.1.2 The key details:

a.	Name of Work	Contract: CPM-5 View Cutter: “Designing, Providing & Fixing of Security blinders(View Cutter) / Noise Barriers at Army & Airforce Areas on Viaduct , either side of Sadar Bazar & Shankar Vihar Metro Station & Other Miscellaneous work of Line-8.
b.	Approximate Cost of work	₹2,49,58,253.19/- (inclusive all taxes, GST, Duties etc)
c.	Tender Security Amount* (Earnest Money Deposit)	<p>Amount of Tender Security:- ₹2,49,583.00/-</p> <p>The Tender Security shall be deposited through RTGS/NEFT/IMPS transactions, bidders shall upload the scanned copies of transaction of payment of tender security / EMD including e-receipt (clearly indicating UTR No. and tender reference i.e.CPM-5 View Cutter must be entered in remarks at the time of online transaction of payment, failing which payment may not be considered) to be uploaded in online bid submission. The detail of bank account of DMRC is mentioned below this table.</p> <p>For further details, Clause C18 of ITT may be referred.</p>

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d.	Cost of Tender Documents* (Non-Refundable)	<p>INR 23600/- (inclusive of 18% GST) Non-Refundable (Payment of tender document cost/ tender fee is to be made only by RTGS, NEFT & IMPS). No other mode of payment will be accepted.</p> <p>The detail of bank account of DMRC is mentioned below.</p> <p>Bidders shall upload the scanned copies of transaction of payment of tender document cost/tender fee including e-receipt (clearly indicating UTR No. and tender reference i.e. CPM-5 View Cutter must be entered in remarks at the time of online transaction of payment, failing which payment may not be considered) to be uploaded in online bid submission. The detail of bank account of DMRC is mentioned below this table.</p> <p>(Copy of GST registration no. to be provided along with Tender document cost/ tender fee)</p>
e.	Tender Document available for sale on website	<p>From 26/04/2019 to 24/05/2019 (upto 14:00 hrs) on e-tendering website https://eprocure.gov.in/eprocure/app</p> <p>Tender document can only be obtained after registration of tenderer on the website https://eprocure.gov.in/eprocure/app.</p>
f.	Pre-bid Meeting	<p>02/05/2019 at 11:00 Hrs at Site office of CPM-5, Ground Floor, Dhaula Kuan Airport Express Metro Station, Dhaula Kuan, New Delhi-110010.</p>
g.	Last date of Seeking Clarification	<p>02/05/2019 (Upto 17:00 Hrs) (Queries from bidders after due date shall not be acknowledged)</p>
h.	Last date of issuing amendment	<p>08/05/2019 (from 15:00 Hrs)</p>
i.(1)	Tender submission Start Date and Time	<p>09/05/2019 from 15:00 Hrs</p>

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i.(ii)	Tender submission end Date and Time	30/05/2019 (Upto 12:00 Hrs)			
j.	Date & Time of opening of Tender (Technical Bid)	31/05/2019 (Upto 12:05Hrs)			
k.	Date & Time of opening of Financial Bid	Will be informed later on after the evaluation of Technical Bids (Only to the bidders who will successfully qualify the Technical Evaluation)			
l.	Validity of Tender	180 days from the last date of submission of tender.			
m.	Stipulated date of Commencement of work	Within seven days from the date of issue of “Letter of Acceptance” or as per the instructions of Engineer-in-charge.			
n.	Time Period	12 months			
o.	Authority and place for submission of tender cost & Tender Security (EMD), required documents (if any) and seeking clarifications on tender documents	Office of Chief Project Manager -5, Ground Floor DhauraKuanAirport Express Metro Station , DhauraKuan, New Delhi-110010			
p.	To facilitate payment of Tender Fee and Tender Security through RTGS, NEFT & IMPS, the details of bank account of DMRC is mentioned below:				
Name of Bank		Bank’s Address	Account Name & No.	Account Type	IFSC code
ICICI Bank		9A, Phelps Building, Connaught Place, New Delhi - 110001	DMRC Ltd. Tender Cell A/C, 000705045337	Current	ICIC0000007

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1.1.3 QUALIFICATION CRITERIA :

1.1.3.1 Eligible Applicants :

- i. The tenders for this contract will be considered only from those tenderers (proprietorship firms, partnerships firms, companies, corporations) who meet requisite eligibility criteria prescribed in the sub-clauses of Clause 1.1.3 of NIT.
- ii. A tenderer shall submit only one bid in the same tendering process, either individually as a tenderer. A tenderer who submits or participates in, more than one bid will cause all of the proposals in which the tenderer has participated to be disqualified. No tenderer can be a subcontractor while submitting a bid individual in the same bidding process. A tenderer, if acting in the capacity of subcontractor in any bid, may participate in more than one bid, but only in that capacity.
- iii. Tenderers shall not have a conflict of interest. All Tenderers found to have a conflict of interest shall be disqualified. Tenderers shall be considered to have a conflict of interest with one or more parties in this bidding process, if:
 - (a) a tenderer has been engaged by the Employer to provide consulting services for the preparation related to procurement for on implementation of the project;
 - (b) a tenderer is any associates/affiliates (inclusive of parent firms) mentioned in subparagraph (a) above; or
 - (c) a tenderer lends, or temporarily seconds its personnel to firms or organizations which are engaged in consulting services for the preparation related to procurement for on implementation of the project, if the personnel would be involved in any capacity on the same project.
- iv. DMRC/ any other Metro Organization (100% owned by Govt.) / Ministry of Housing & Urban Affairs / Order of Ministry of Commerce, applicable for all Ministries must not have banned business with the tenderer as on the date of tender submission. The tenderer should submit undertaking to this effect in Appendix-19 of Form of Tender.

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- v. Also no contract of the tenderer of the value more than 10% of NIT cost of work, executed individually , should have been rescinded / terminated by DMRC / any other Metro Organization (100% owned by Govt.) after award during last 03 years (from the last day of the previous month of tender submission) due to non-performance of the tenderer. The tenderer should submit undertaking to this effect in Appendix-19 of Form of Tender.
- vi. The overall performance of the tenderer shall be examined for all the ongoing “Civil Engineering” of value more 40% of cost of NIT and also for all the completed “Civil Engineering” awarded by DMRC / any other Metro Organization (100% owned by Govt.) within last one year (from the last day of the previous month of tender submission), of value more than the 40 % of cost of NIT executed . The tenderer shall provide list of all such works in the prescribed Performa given in Appendix-19A of the Form of Tender. The tenderer (all members in case of JV/Consortium separately) may either submit satisfactory performance certificate issued by the Client / Employer for the works or give an undertaking regarding satisfactory performance of the work with respect to completion of work/ execution of work (ongoing works) failing which their tender submission shall not be evaluated and the tenderer shall be considered non-responsive and non-compliant to the tender conditions. In case of non-submission of either satisfactory performance certificate from client / employer or undertaking of satisfactory performance of any of the above work, the performance of such work shall be treated as unsatisfactory while evaluating the overall performance of tenderer in terms of Note (b) of Appendix - 19A. In case of performance certificate issued by the client, same should not be older than three month (from the last day of the previous month of tender submission for the ongoing works.
- vii. Tenderer (including any member in case of JV/consortium) for the works awarded by DMRC/ any other Metro Organization (100% owned by Govt.) must have been neither penalized with liquidated damages of 10% (or more) of the contract value due to delay nor imposed with penalty of 10% (or more) of the contract value due to any other reason in any “Civil Engineering” of value more than 10% of NIT cost of work, during last three years. The tenderer should submit undertaking to this effect in Appendix-20 of Form of Tender.

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- viii. If the tenderer or any of the constituent ‘substantial member(s)’ of JV/Consortium does not meet the criteria stated in the Appendix 19 or Appendix 19A or Appendix 20, the tenderer including the constituent ‘substantial member(s)’ of JV/Consortium shall be considered ineligible for participation in tender process and they shall be considered ineligible applicants in terms Clause 1.1.3.1 of NIT.
- ix. If there is any misrepresentation of facts with regards to undertaking submitted vide Appendix-19 or performance in any of the works reported in the Appendix 19A or undertaking submitted vide Appendix-20, the same will be considered as “fraudulent practice” under Clause 4.33.1 a (ii) of GCC and the tender submission of such tenderers will be rejected besides taking further action as per Clause 4.33.1 (b), (c) & 13.2.1 of GCC
- x. Tenderer (any member in case of JV/consortium) must not have suffered bankruptcy/ insolvency during the last 5 years. The tenderer should submit undertaking to this effect in the Appendix-21 of Form of Tender.
- xi.(a) Tenderer (including any member in case of JV/consortium) has not been put on defaulter’s list of EPF/ESI/GST/Labour Department. etc during the last three years (from the last day of the previous month of tender submission).The tenderer should submit undertaking to this effect in the Appendix-27 of Form of Tender.
- (b) Tenderer (including any member in case of JV/consortium) should not be involved in any illegal activity and/or has not been charge sheeted for any criminal act during last three years (from the last day of the previous month of tender submission). The tenderer should submit undertaking to this effect in the Appendix-27 of Form of Tender.
- (c) Also no contract of the tenderer of the value more than 10% of NIT cost of work, executed, should have been foreclosed or scope under that contract is reduced by DMRC after award during last three years (from the last day of the previous month of tender submission) due to non-performance of the tenderer. The tenderer should submit undertaking to this effect in Appendix-27 of Form of Tender.

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1.1.3.2 Minimum Eligibility Criteria :

A. Work Experience: The tenderers will be qualified only if they have completed work(s) during last five years ending 31.03.2019 as given below :

(i) At least one “similar work” * of value of INR 2.00 crore or more.

OR

(ii) Two “similar works” * each of value of INR 1.25 crore or more.

OR

(iii) Three “similar works” * each of value of INR 1.00 crore or more.

and

(iv) Tenderer must have experience of working within block hours of train movement in DMRC/Railway/Other Metro/Other similar civil work costing more than 25 lakhs.

- *The “similar work” for this contract shall be “structural steel work or any other civil works”

Notes:

- The tenderer shall submit details of works executed by them in the Form of Appendix-17 of FOT for the works to be considered for qualification of work experience criteria. Documentary proof such as completion certificates from client clearly indicating the nature/scope of work, actual completion cost and actual date of completion for such work should be submitted. The offers submitted without this documentary proof shall not be evaluated. In case the work is executed for private client, copy of work order, bill of quantities, bill wise details of payment received certified by C.A., T.D.S certificates for all payments received and copy of final/last bill paid by client shall also be submitted.

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- Value of successfully completed portion of any ongoing work up to 31.03.2019 will also be considered for qualification of work experience criteria.
- For completed works, value of work done shall be updated to 31.03.2019 price level assuming 5% inflation for Indian Rupees every year and 2% for foreign currency portions per year. The exchange rate of foreign currency shall be applicable 28 days before the submission date of tender.
- If the work(s) enlisted for the purpose of eligibility criteria, comprise works other than “similar work”, then client’s certificate clearly indicating the amount of work done in respect of the “similar work” shall be furnished by the tenderer in support of work experience along-with their tender submissions.
- Where a work is undertaken by a group, only that portion of the contract which is undertaken by the concerned applicant/member should be indicated and the remaining done by the other members of the group be excluded. This is to be substantiated with documentary evidence.

B. Financial Standing: The tenderers will be qualified only if they have minimum financial capabilities as below:

- (i) **T1 –Liquidity:** Deleted
- (ii) **T2 - Profitability:** Profit before Tax should be **Positive in at least 2 (two) years**, out of the last five audited financial years.
- (iii) **T3 - Net Worth:** Deleted
- (iv) **T4 - Annual Turnover:** The average annual turnover from construction of last five financial years should be \geq INR 2 crores.
- (v) Tenderer should have a solvency of Rs 1.3 Crores , duly certified by a scheduled Commercial bank based in India in original, which should not be older than three months.

Notes :

- Financial data for last five audited financial years has to be submitted by the tenderer in Appendix-18 of FOT along with audited balance sheets. The financial data in the prescribed format shall be certified by Chartered Accountant with his stamp and signature in original with membership number. In case audited balance sheet of the last financial year is not made available by the bidder, he has to submit an affidavit (certifying that ‘the balance sheet has actually not been audited so far’. In such a case

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the financial data of previous '4' audited financial years will be taken into consideration for evaluation. If audited balance sheet of any year other than the last year is not submitted, the tender may be considered as non-responsive.

1.1.3.3 Bid Capacity Criteria :

Bid Capacity: The tenderers will be qualified only if their available bid capacity is more than the approximate cost of work as per NIT. Available bid capacity will be calculated based on the following formula:

$$\text{Available Bid Capacity} = 2 * A * N - B$$

Where,

A = Maximum of the value of construction works executed in any one year during the last five financial years (updated to 31.03.2019 price level assuming 5% inflation for Indian Rupees every year and 2% for foreign currency portions per year).

N = No. of years prescribed for completion of the work

B = Value of existing commitments (as on 31.03.2019) for on-going construction works during period of 3 months w.e.f. 01.04.2019.

Notes:

- Financial data for last five financial years has to be submitted by the tenderer in Appendix-15 of FOT along with audited financial statements. The financial data in the prescribed format shall be certified by the Chartered Accountant with his stamp and signature in original with membership number.
- Value of existing commitments for on-going Construction Works during period of 03 months w.e.f. from the first day of the month of tender submission has to be submitted by the tenderer in Appendix-16 of FOT. These data shall be certified by the Chartered Accountant with his stamp and signature in original with membership number.
- In the case of a group, the above formula will be applied to each member to the extent of his proposed participation in the execution of the work. If the proposed % participation is not mentioned then equal participation will be assumed.

1.1.3.4 The tender submission of tenderers, who do not qualify the minimum eligibility criteria & bid

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capacity criteria stipulated in the clauses 1.1.3.2 to 1.1.3.3 above, shall not be considered for further evaluation and therefore rejected. The mere fact that the tenderer is qualified as mentioned in sub clause 1.1.3.2 to 1.1.3.3 shall not imply that his bid shall automatically be accepted. The same should contain all technical data as required for consideration of tender prescribed in the ITT.

1.2.1 The Tender documents consistsof :

Volume 1

Notice Inviting Tender
Instructions to Tenderers (including Annexures)
Form of Tender (including Appendices)

Volume 2

General Conditions of Contracts
Special Conditions of Contract

Volume 3

Condition of Contract on Safety, Health & Environment (SHE) Ver. 1.2
Employers Requirements

Volume 4

Technical Specifications
Bill of Quantities

1.2.2 The work will be carried out specifically in block hours of train movement at track level by taking authorization and “permit to work “from OCC.

1.2.3 The contract shall be governed by the documents listed in Para 1.1.2 above along with latest edition of CPWD Specifications, IRS Specifications & MORTH Specifications. These may be purchased from the market.

1.2.4 The tenderers may obtain further information, if any, in respect of these tender documents from the office of Office of Chief Project Manager-5,Delhi Metro Rail Corporation, Ground floor, Airport Express Metro Station,DhauraKuan, New Delhi –110 010.

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- 1.2.5 All tenderers are hereby cautioned that tenders containing any material deviation or reservations as described in Clause E 4.0 of “Instructions to Tenderers” and/or minor deviation without quoting the cost of withdrawal shall be considered as non-responsive and is liable to be rejected.
- 1.2.6 The intending tenderers must be registered on e-tendering portal <https://eprocure.gov.in/eprocure/app>. Those who are not registered on the e-tendering portal shall be required to get registered beforehand. If needed they can be imparted training on ‘online tendering process’. After registration, the tenderer will get user id and password. On login, tenderer can participate in tendering process and can witness various activities of the process.
- 1.2.7 The authorized signatory of intending tenderer, as per Power of Attorney (POA), must have valid class-II or class-III digital signature. The tender document can only be downloaded from e-tendering portal using class-II or class-III digital signature. However, the tenderer shall upload their tender on <https://eprocure.gov.in/eprocure/app> using class-II or class-III digital signature of the authorized signatory only.
- 1.2.8 Refer clause **C18 of ITT**
- 1.2.9 Submission of Tenders shall be closed on e-tendering website of DMRC at the date & time of submission prescribed in NIT after which no tender can be uploaded.
It shall be the responsibility of the bidder / tenderer to ensure that his tender is uploaded online on e-tendering website <https://eprocure.gov.in/eprocure/app> before the deadline of submission. DMRC will not be responsible for non-receipt of tender documents due to any delay and/or loss etc.
- 1.2.10 Tenders shall be valid for a period of 180 days (both days inclusive i.e. the date of submission of tenders and the last date of period of validity of the tender) from the latest Date of Submission of Tender and shall be accompanied with a tender security of the requisite amount as per clause C18 of ITT.
- 1.2.11 DMRC reserves the right to accept or reject any or all proposals without assigning any reasons. No tenderer shall have any cause of action or claim against the DMRC for rejection of his proposal.

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1.2.12Tenderers are advised to keep in touch with e-tendering portal <https://eprocure.gov.in/eprocure/app> for updates.

1.2.13 The bidders may note that this tender is based on two packet system and scrutiny of documents along with tender submission will be done after opening of technical bid. If at any stage, any bidder found non- responsive with the criteria mentioned in this document, bidder will be disqualified and their bid will not be evaluated further.

1.2.14 The Letter of Acceptance to the successful bidder shall be uploaded on procurement portal which can be downloaded by the successful bidder.

1.2.15 For any complaint tenderer may contact CVO, DMRC at 1st floor A-wing, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi -110001, Tel: 011-23418406, Email: cvodmrc@gmail.com.

**Chief Project Manager-5
Delhi Metro Rail Corporation Limited**

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Instructions for Online Bid Submission:

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

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

REGISTRATION

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

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SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be uploaded 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 uploaded as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My

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Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. 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 tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being uploaded 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

Contract CPM-5 View Cutter : Designing, Providing & Fixing of Security blinders(View Cutter) / Noise Barriers at Army & Airforce Areas on Viaduct , either side of Sadar Bazar & Shankar Vihar Metro Station &Other Miscellaneous Workof Line-8.

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) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) 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.
- 9) 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 in general may be directed to the 24x7 CPP Portal Helpdesk.

For any Technical queries related to Operation of the Central Public Procurement Portal Contact at:

Mobile Numbers: 91 7878007972, 91 7878007973, 91 7574889871, 91 7574889874, 91 8826246593

Tel: The 24 x 7 Toll Free Telephonic Help Desk Number 1800 3070 2232. Other Tel: 0120-4200462, 0120-4001002. E-Mail: ccpp-nic[at]nic[dot]in