

**DELHI METRO RAIL CORPORATION LIMITED**  
(A JOINT VENTURE OF GOVT. OF INDIA & GOVT. OF DELHI)



**TENDER DOCUMENT  
FOR  
PARKING RIGHTS OF PARKING LOTS  
AT  
UTTAM NAGAR WEST  
METRO STATION IN  
DMRC**

**MARCH 2017**

**DELHI METRO RAIL CORPORATION LIMITED**  
METRO BHAWAN, FIRE BRIGADE LANE, BARAKHAMBA ROAD  
NEW DELHI – 110001

**To,**

**CE/Tender (O&M),**  
Delhi Metro Rail Corporation Ltd.,  
7nd Floor, A-Wing, Metro Bhawan,  
Fire Brigade Lane, Barakhamba Road,  
New Delhi –110001

**DOCUMENT ISSUED FOR PARKING RIGHT AT UTTAM NAGAR WEST  
METRO STATION UNDER CATEGORY C ONLY**

**ABBREVIATIONS**

- i. DMRC- Delhi Metro Rail Corporation Limited.
- ii. e-tender- Electronic tender.
- iii. MLF-Monthly License fee
- iv. IFSD-Interest free security deposit.
- v. EMD-Earnest money deposit.
- vi. DD-Demant draft.

- vii. PO- Pay order.
- viii. DVAT-Delhi value added tax.
- ix. LOA-Letter of acceptance.
- x. TCS-Tax collected at Source.
- xi. ECS- Equivalent car space.
- xii. SQM-Square metre.
- xiii NIT- Notice inviting tender
- xiv ITT- Instruction to tenderer
- xv CE- Chief Engineer
- xvi O&M- Operation and Maintenance
- xvii JV- Joint Venture
- xviii FOT- Form of tender
- xix MOU- Memorandum of understanding
- xx CVO- Chief Vigilance Officer
- xxi DSC- Digital Signature Certificate
- xxii CPPP- Central public procurement portal
- xxiii BOQ- Bill of quantities

## DISCLAIMER

- I. This tender document for “**License for parking rights at Uttam Nagar West metro station measuring area 1501.47 Sqm**” contains brief information about the available space, eligibility requirements and the selection process for the successful bidder. The purpose of the tender document is to provide bidders with information to assist the formulation of their bid application (the ‘Bid’ ;).
- II. The information (‘Information’) contained in this tender document or subsequently provided to interested parties {the “Bidder(s)”, in writing by or on behalf of Delhi Metro Rail Corporation Ltd. (DMRC) is provided to Bidder(s) on the terms and conditions set out in the tender document and any other terms and conditions subject to which such information is provided.
- III. This tender document does not purport to contain all the information that each Bidder may require to prepare his bid. This tender document has been prepared with a view to provide the relevant information about the parking space available at Uttam Nagar West metro station. DMRC advises each bidder to conduct its own site visit, investigations and analysis and satisfy itself of the accuracy, reliability and completeness of the information in this tender document and to obtain independent advice from appropriate sources. DMRC, its employees and advisors make no representation or warranty and shall not be liable in any manner whatsoever as to the accuracy; reliability or completeness of the information provided in this tender document.
- IV. Intimation of discrepancies in the tender document, if any, may be given before the pre-bid meeting, by the bidders, to the office of the DMRC. If DMRC receives no written communication, it shall be deemed that the bidders are satisfied with the information provided in the tender document.
- V. This tender document is neither an agreement and nor is an offer or invitation by DMRC to any party.
- VI. DMRC reserves the right to accept or reject any or all bids without assigning any reasons, thereof. DMRC shall not entertain or be liable for any claim for costs and expenses in relation to the preparation of the documents to be submitted in terms of this tender document.

## PREAMBLE

### 1.0 INTRODUCTION

- 1.1 Delhi Metro network is presently in expansion phase and after completion of Phase-IV, Delhi Metro will cover the length & breadth of not only Delhi but also certain areas of NCR region. With a view to facilitate metro commuters, **PARK AND RIDE** facilities have been made available at some of the

metro stations, wherever space is available for this purpose, since inception of revenue services by the Delhi Metro.

- 1.2 Parking facility has been made available at the metro stations for the convenience of passengers by outsourcing the services of parking management.
- 1.3 Since beginning of metro services, parking charges has been kept low i.e. in sync with the metro fares, so as to facilitate / encourage usage of public transport by metro commuters.

## 2.0 OBJECTIVE OF DMRC's PARKING POLICY

- 2.1 The primary objective is to ensure that the Park & Ride facility at the metro stations, as far as possible, is patronized by metro passengers only. This will not only facilitate genuine metro passengers but also encourage others to use metro services if parking facility is made available to them.
- 2.2 Therefore, to curb the misuse of these parking by other than metro commuters due to differential parking charges, the **Maximum charges of DMRC parking to be kept at par with the parking charges of nearest parking lot run by the local civic body**. This will discourage practice of dumping of vehicles by local people in the metro parking lots.
- 2.3 **What gets measured will get managed**; To assess the potential of parking, Parking charges will be collected using electronic mode and paid using Contact-less Smart Cards (as and when implemented) and whenever charges are paid through Contact-less Smart Cards (CSC) the same will be discounted at 10% as per extant policy subject to usage of MRTS system by the CSC user.
- 2.4 The idea is let the contractor earn more and pay to DMRC a fair price. For this purpose DMRC will develop mechanism to measure following 2 factors progressively,  
K1 = Revenue earned by the contractor / Revenue Potential of that space  
K2 = Licence fee paid to DMRC / Revenue earned by the contractor  
K = K1 X K2 should be maximized keeping in mind the expenditure and profit margin of the contractor.
- 2.5 Similarly, Bulk parking of vehicles (belonging to showrooms etc) shall not be allowed in the parking lot(s) during the revenue hours.
- 2.6 Mechanized facilities, as defined for the category of the station, to be made available. The facilities includes civil infrastructure including porta cabin, Automatic Boom Barriers, provision of CCTV, passenger's conveniences, etc.
- 2.7 The metro parking lots should have earmarked areas for 4-Wheelers, 2-Wheelers and Cycle users, though some element of overlap will be allowed subject to availability of space. The earmarked areas for 4 wheelers (cars) and 2-wheelers (Scooters/Bikes) should have proper earmarked blocks to ensure orderly parking.
- 2.8 One or more ECS space, preferably near the entry gate of the parking lot, to be earmarked for differently-able passenger.
- 2.9 For parking of Cycles, proper cycle stand shall be provided as per DMRC's approved specifications / design.
- 2.10 Since the parking is created for the Metro rail commuters, Goods vehicles shall not be allowed in the parking lot(s) during the revenue hours (6.00-23.00 hours), unless the space is empty after accommodating Metro commuters.

## 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 agencies who fulfill qualification criteria as stipulated in clause 1.2 of NIT for operating parking rights of parking lots at Uttam Nagar West metro station.
- 1.1.2 The key details are as follows:

a.	<b>Name of Work</b>	<b>Contract: License for Parking Rights at Uttam Nagar West metro station for five years</b>
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b.	<b>Approximate Cost</b>	Rs.2.84 crore <b>Rs. 56,70,720 (Annual Estimated cost)</b>
c.	<b>Tender Security Amount* (Earnest Money Deposit)</b>	Rs. 2.84 lakhs D.D. / Banker's cheque/ Pay Order, in original, shall be accepted only up to <b>15:00 hours</b> on <b>20.03.2017</b> in the office of CE/Tender (O&M) at herein after address.
d.	<b>Cost of Tender Document* (Non-Refundable)</b>	Rs. <b>21000/-</b> (inclusive of 5% DVAT) Non-Refundable (Demand Draft /Banker's cheque) in favour of "Delhi Metro Rail Corporation Ltd" payable at New Delhi.) Cost of tender documents i.e., D.D. / Banker's cheque/ Pay Order, in original, shall be accepted only up to <b>15:00 hours</b> on <b>05.04.2017</b> in the office of CE/Tender (O&M) at herein after address.
e.	<b>Tender Document available for sale on website</b>	From <b>06.03.2017 to 05.04.2017 (up to 15:00 hrs)</b> on e-tendering website <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> Tender document can only be obtained after registration of tenderer on the website <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> .
f.	<b>Pre-bid Meeting</b>	<b>21.03.2017 at 11:00 Hrs</b> at Metro Bhawan
g.	<b>Last date of Seeking Clarification</b>	<b>21.03.2017 (Upto 17:00 Hrs)</b> (Queries from bidders after due date shall not be acknowledged)
h.	<b>Last date of issuing amendment, if any</b>	<b>24.03.2017</b>
i.(I)	<b>Tender submission Start Date and Time</b>	<b>06.03.2017 (From 9:00 Hrs)</b>

i. (ii)	<b>Tender submission end Date and Time</b>	<b>05.04.2017 (Up to 15:00 Hrs)</b>
j.	<b>Date &amp; Time of opening of Tender (Technical Bid)</b>	<b>06.04.2017 at 15:00 Hrs.</b>
k.	<b>Date &amp; Time of opening Of Financial Bid</b>	Will be informed later on after the evaluation of Technical Bids (Only to the bidders who successfully qualify the Technical Evaluation)
l.	<b>Validity of Tender</b>	180 days from the last date of submission of tender.
m.	<b>Stipulated date of Commencement of work</b>	Within fifteen days from the date of issue of "Letter of Acceptance" or actual date of handover whichever is earlier.
n.	<b>Time Period</b>	Five years.
o.	<b>Authority and place for submission of tender cost &amp; Tender Security (EMD), required documents (if any) and seeking clarifications on tender documents</b>	<b>CE/Tender (O&amp;M),</b> Delhi Metro Rail Corporation Ltd., 7nd Floor, A-Wing, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi –110001

## 1.2 QUALIFICATION CRITERIA

### 1.2.1 Eligible Applicant

- i. The tenders for this contract will be considered only from those tenderers {proprietorship firms, partnership firms, companies, corporations, consortia or joint ventures (JV hereinafter)} who meet requisite eligibility criteria prescribed in the sub-clauses of Clause 1.2.2 of NIT. In the case of a JV or Consortium, all members of the Group shall be jointly and severally liable for the performance of whole contract.

- ii A tenderer shall submit only one bid in the same tendering process, either individually as a tenderer or as a partner of a J.V. 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 sub-contractor while submitting a bid individually or as a partner of a JV 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 A firm, who has purchased the tender document in their name, can submit the tender either as individual firm or as a member of joint venture/ Consortium. However, the lead partner in case of JV shall be one who has experience of similar work as per clause 1.2.2(a) of NIT.
- iv. 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 implementation of the project;
  - b. A tenderer is any associates/affiliates (inclusive of parent firms) mentioned in sub-paragraph (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 an implementation of the project, if the personnel would be involved in any capacity on the same project.
- v. Any Central/ State government department/ public sector undertaking/ other government entity or local body must not have banned business with the tenderer (any member in case of JV) as on the date of tender submission. Also no Contract of the tenderer should have been rescinded/ terminated by DMRC/Central or State Govt. Department/ Public Sector Undertaking/ Other Govt. entity or local body after award during last 5 years due to non-performance of the tenderer or any of JV/Consortium members. The tenderer should submit undertaking to this effect in respective Forms [on stamp paper of 100 Rs in appendix 6 of FOT](#).
- vi. **LEAD PARTNER/NON SUBSTANTIAL PARTNERS/ CHANGE IN JV/CONSORTIUM**
  - a. For evaluation purposes of the consortium, each members contribution towards the turnover shall be considered in the same ratio of there equally participation in the consortium.
  - b. Lead member of JV/Consortium must have a minimum of 51% participation in the JV/Consortium which shall be maintained during the full tenure of consortium.
  - c. Partners having less than 26% participation will be termed as non-substantial partner and will not be considered for evaluation which means that their financial soundness and work experience shall not be considered for evaluation of JV/Consortium.  
Minimum participation of any member in JV consortium shall be not be less than 15%.
  - d.. In case of JV/Consortium, change in constitution or percentage participation in JV shall not be permitted at any stage after their submission of application otherwise or shall be treated as a breach of contract and licensee
  - e.. The tenderer, in case of JV/Consortium, shall clearly and unambiguously define the role and responsibilities for each substantial/non-substantial partner in the JV agreement/ MOU, providing clearly that any abrogation /subsequent re-assignment of any responsibility by any substantive/non-substantive partner of JV/Consortium in favour of other JV/Consortium partner or any change in constitution of partners of JV/Consortium (without written approval of Employer) from the one given in JV agreement/MOU at tender stage, will be treated, as 'breach of contract condition'.

### 1.2.2 Minimum Eligibility Criteria

**(a) Work Experience :** The tenderers will be qualified only if they have successfully completed similar parking work(s) during last 5 years ending last day of the month previous to the month of tender submission should be as given below:

- (i)** At least one "similar work"\*\*\*each of annual value of Rs. 0.45 crore  
OR
- (ii)** Two "similar works" \*\*each of annual value of Rs.0.28 crore  
OR
- (iii)** Three "similar works"\*\*\*each of annual value of Rs.0.23 crore



\*\* "Similar work" for this contract shall be operating the parking lots with Government Departments/ Public Sector/ 5 & 4 Star Hotel/ Hospital/ Municipal Corporation/ Airport/ Sea Port/ Railways/ Bus Terminals/ etc.

The tenderer shall upload details of work executed by them in the prescribed format as per Appendix-15 of Form of Tender for the works to be considered for qualification of work experience criteria. Documentary proof such as completion certificates from the client clearly indicating the nature/scope of work, actual completion cost and actual date of completion for such work should be uploaded.

Value of successfully completed portion of any ongoing work up to the last day of the previous month of tender submission will also be considered for qualification of work experience criteria.

- In case of joint venture / Consortium, full value of the work, if done by the same joint venture shall be considered. However, if the qualifying work(s) were done by them in JV/Consortium having different constituents, then the value of work as per their percentage participation in such JV/Consortium shall be considered.

**(b) Financial Standing:** The tenderers will be qualified only if they have minimum financial capabilities as below :-

**T1- Annual Turnover:** The average annual turnover of the tenderer during last **three audited** financial years ( **2013-14, 2014-15 and 2015-16**) should not be less than Rs.0.95 Crore  
Financial data for the last **three** audited financial years has also to be uploaded by the tenderer (each member in case of JV) in Appendix-16 Form of Tender along with audited balance sheets. The financial data in the prescribed format shall be certified by chartered accountant with his stamp, signature and membership number. Also, if the tenderer provides no or NIL financial data for any of the above financial year, then his application shall not be considered and summarily rejected. The averages annual turnover of JV will be based on percentage participation of each member.

**Example:** Let member-1 has percentage participation = M and Member-2 has percentage participation = N, Let the averages annual turnover of member-1 is A and that of member-2 is B, then average annual turnover of JV will be =  $\frac{AM+BN}{100}$

- c. **Insolvency:** 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-6** of Form of Tender

**1.3 Tender documents consists of the following:**

- a. Notice Inviting Tender
- b. Instructions to Tenderers
- c. Form of Tender (Including Appendices)
- d. Employers Requirement
- e. Bill of Quantities/Pricing Documents

1.3.1 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. 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.

1.3.2 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.

1.3.3 Tender submissions shall be done online on <https://eprocure.gov.in/eprocure/app> after uploading the mandatory scanned documents towards cost of tender documents (in the form of Demand Draft or Pay Order or Banker's Cheque in favour of DMRC Ltd., payable in Delhi/New Delhi from a Scheduled commercial bank based in India) and towards Tender Security/EMD (in the form of Bank Demand Draft or Pay Order or Banker's Cheque in favour of DMRC Ltd. from a Scheduled commercial bank based in India and payable /Delhi/New Delhi) and other documents as stated in the tender document. Instructions for on-line bid submission are furnished hereinafter.

- 1.3.4 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 shall be accepted.  
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.
- 1.3.5 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 1.1.2 (c) of NIT.
- 1.3.6 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.
- 1.3.7 Tenderers are advised to keep in touch with e-tendering portal <https://eprocure.gov.in/eprocure/app> for updates.
- 1.3.8 Letter of acceptance to the successful bidder shall be uploaded on procurement portal which can be downloaded by the successful bidder shall submit unconditional acceptance within 7 days after uploading of **LOA**.
- 1.3.9 For any complaint, tenderer may contact CVO (email- [cvodmrc@gmail.com](mailto:cvodmrc@gmail.com) Ph.011-23418406

**CE/Tender (O&M)**  
**Delhi Metro Rail Corporation Limited.**

### **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>.

#### **2.1 REGISTRATION**

- 2.1.1 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.
- 2.1.2 As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 2.1.3 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.
- 2.1.4 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.
- 2.1.5 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.
- 2.1.6 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.

#### **2.2 SEARCHING FOR TENDER DOCUMENTS**

- 1) There here 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.

### **2.3 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 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.

### **2.4 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 using a system generated symmetric key. Further this key is subjected to asymmetric encryption using

buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- 8 The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9 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.
- 10 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.

## **2.5 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: [cphp-nic@nic.in](mailto:cphp-nic@nic.in)