



**DELHI METRO RAIL CORPORATION LIMITED**

**Electronic Document Management System (EDMS)**

**CONTRACT NO: CS-27**

**TENDER DOCUMENTS**

**VOLUME 1**

**NOTICE INVITING TENDER  
INSTRUCTION TO TENDERERS  
FORM OF TENDER**

**DELHI METRO RAIL CORPORATION LTD.  
5<sup>th</sup> Floor, A-Wing, Metro Bhawan, Fire Brigade Lane,  
Barakhamba Road, New Delhi –110 001**

**NOTICE INVITING TENDER (NIT)****1.1 GENERAL****1.1.1 Name of Work:**

Delhi Metro Rail Corporation (DMRC) Ltd. invites Open Tenders from eligible applicants, who fulfil qualification criteria as stipulated in Clause 1.1.3 of NIT, for the work, "**CS-27:- Electronic Document Management System (EDMS)**". The brief scope of the work and site information is provided in ITT clause A1 (Volume-1) & Employer Requirements (Volume-3)

**1.1.2 Key details :**

|                                    |   |
|------------------------------------|---|
| Approximate cost of work           | <b>INR 11.50 Crores</b>   |
| Tender Security                    | <p><b>Amount of Tender Security:- 11.50 Lakhs</b><br/> <b>Validity of Tender Security:- 06.03.2019 in case of BG/FDR/TDR.</b></p> <p>Tender Security (in original) as per clause C18 of ITT shall be accepted <b>only up to 09.07.2018 (latest by 15:00 hrs)</b> in the office of CGM/Contracts at the address mentioned hereinafter.</p> <p>In case of RTGS/NEFT/IMPS transactions, bidders shall upload the scanned copies of transaction of payment of tender security / EMD including e-receipt (clearly indicating <b>UTR No.</b> and <b>tender reference i.e. CS-27</b> 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 C18.1.3 of ITT may be referred.</p> |
| Completion period of the Work      | <b>60 (sixty) months</b>  |
| Tender documents on sale           | <p>From <b>07.06.2018 to 09.07.2018 (up to 15:00hrs)</b> on e-tendering portal <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a>. Tender document can only be obtained online after registration of tenderer on the website <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a>. For further information in this regard bidders are advised to contact on 011-49424307, 011-49424365 or 011-23417910.</p>   |
| Cost of Tender documents           | <p><b>INR 23,600/- (inclusive of 18% GST) Non-Refundable.</b><br/> (Payment of tender document cost/ tender fee is to be made only by RTGS, NEFT &amp; IMPS. No other mode of payment will be accepted. The details of bank account of DMRC are mentioned below. The bidders are required to upload scanned copies of transaction of payment of tender document cost/tender fee including e-receipt (clearly indicating <b>UTR no.</b> and <b>tender reference i.e. CS-27</b> must be entered in the remarks at the time of online transaction of payment, failing which payment may not be considered) at the time of online bid submission.</p> <p><b>(Copy of GST registration no. to be provided along with Tender document cost/ tender fee.</b></p>   |
| Last date of seeking clarification | <b>15.06.2018</b>   |
| Pre-bid meeting                    | <b>18.06.2018 @ 11:00 hrs</b>   |
| Last date of issuing addendum      | <b>26.06.2018</b>   |

|   |   |
|---|---|
| Date & time of Submission of Tender online  | Tender submission start date: <b>02.07.2018 (0900 hrs)</b><br>Tender submission end date: <b>09.07.2018 (1500 hrs)</b>  |
| Date & time of opening of Tender  | <b>10.07.2018 at 1500 hrs</b>   |
| Authority for purchase of tender documents, seeking clarifications and submission of completed tender documents<br>• Place of pre-bid meeting | <b>Chief General Manager/Contracts,</b><br>Delhi Metro Rail Corporation,<br>7 <sup>th</sup> floor, A-Wing, Metro Bhawan,<br>Fire Brigade Lane, Barakhamba<br>Road, New Delhi –110 001 |

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,<br>Connaught Place, New Delhi -<br>110001 | DMRC Ltd. Tender<br>Cell A/C,<br>000705045337 | Current      | ICIC0000007 |

**(Note: The bidder should note that they can participate only as a individual. They cannot participate in Joint Venture/Consortium.)**

### 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. 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) A non-Indian firm can participate in tender only as an individual entity.  
(b) A tenderer shall submit only one bid in the same tendering process, individually. 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 individually
- 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 organisations 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. **DELETED.**
- v. v(a) DMRC / Any Other Metro Organisation (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 (including any member in case of JV/consortium) as on the date of tender submission. The tenderer should submit undertaking to this effect in **Appendix-19** of Form of Tender.

v(b) Also no contract of the tenderer of the value more than 10% of NIT cost of work, executed either individually or in a JV/Consortium, should have been rescinded/terminated by DMRC/any other Metro Organisation (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 or any of JV/Consortium members. The tenderer should submit undertaking to this effect in **Appendix-19** of Form of Tender.

v(c) The overall performance of the tenderer (all members in case of JV/consortium separately) shall be examined for all the ongoing **IT** works awarded by DMRC/ any other Metro Organisation (100% owned by Govt.) of value more than 40% of NIT cost of work and also for all the completed **IT** works awarded by DMRC/ any other Metro Organisation (100% owned by Govt.) within last one year (from the last day of the previous month of tender submission), of value more than 40% of NIT cost of work, executed either individually or in a JV/Consortium. The tenderer shall provide list of all such works in the prescribed Performa given in **Appendix-19A** of the Form of Tenderer. 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 (for ongoing works) falling 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 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 on-going works.

v(d) Tenderer for the works awarded by DMRC / any other Metro organisation (100% owned by Govt.) must have been neither penalised 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 **IT** works 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.

v(e) 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-19 A 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 of Clause 1.1.3.1 of NIT.

v(f) 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.

vi. 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 **Appendix- 21** of Form of Tender. Not Applicable.

vii **DELETED**

#### 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 **30.06.2018** as given below:

- (i) One similar completed works\* costing not less than **Rs 9.20 Crore** outside country of origin\*\*

OR

- (ii) Two similar completed works\*, each costing not less than **Rs 5.75 Crore** out of which one work outside country of origin\*\*

OR

- (iii) Three similar completed works\*, each costing not less than **Rs 4.6 Crore** out of which one work outside country of origin\*\*.

\* **Similar completed works includes configuration, testing, software development/license delivery and implementation of software**

\*\* **Outside country of origin condition is not applicable for Indian companies who are using their own credentials.**

**Notes:**

- The tenderer shall submit details of works executed by them in the Performa 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.
- Value of successfully completed portion of any ongoing work up to **30.06.2018** will also be considered for qualification of work experience criteria.
- For completed works, value of work done shall be updated to **30.06.2018** 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.
- 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.
- If the above work(s) comprise other works, 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.

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

- (i) **T1 –Liquidity:** It is necessary that the firm can withstand cash flow that the contract will require until payments received from the Employer. Liquidity therefore becomes an important consideration.

This shall be seen from the balance sheets of last audited year and/or from the banking reference. Net current assets and/or documents including banking reference (as per Performa given in **Annexure-8** of ITT), should show that the applicant has access to or has available liquid assets, lines of credit and other financial means to meet cash flow of **INR 0.33 crore** for this contract, net of applicant's commitments for other Contracts.  
Banking

reference should contain in clear terms the amount that bank will be in a position to lend for this work to the applicant/member of the Joint Venture/Consortium. In case the Net Current Assets (as seen from the Balance Sheets) are negative, only the Banking references will be considered. Otherwise the aggregate of the Net Current Assets and submitted Banking references will be considered for working out the Liquidity.

The banking reference should be from a Scheduled Bank in India or (in case of foreign parties) from an international bank of repute acceptable to DMRC and it should not be more than 3 months old as on date of submission of bids.

**In Case of JV/Consortium – N.A.**

*Example:* Let member-1 has percentage participation = M and member-2 has percentage participation = N.

If minimum liquidity required is 'W' then liquidity of member-1  $\geq \frac{W M}{100}$

and liquidity of member-2  $\geq \frac{W N}{100}$ .

- (ii) **T2 - Profitability:** Profit before Tax should be **Positive in at least 2 (two) years**, out of the last five audited financial years.

In Case of JV/Consortium: The profitability of only lead member shall be evaluated.

- (iii) **T3 - Net Worth:** Net Worth of tenderer during last audited financial year should be  $\geq$  **INR 0.46 crores.**

- (iv) **T4 - Annual Turnover:** The average annual turnover from construction of last five financial years should be  $\geq$  **INR 1.84 Crores.**

**Notes:**

- Financial data for latest 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 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.
- 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.

**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 **30.06.2018** 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 30.06.2018**) for on-going construction works during period of **60 months w.e.f. 01.07.2018**.

**Notes:**

- Financial data for latest 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 **60 months** w.e.f. **01.07.2018** 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 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.

**Additional Requirements:**

- Bidder must executed Minimum 3 implementation for rail/Infrastructure project worth 10000 crore or above. In case value from project is not in INR, convert the value of project in INR by taking conversion value as on 15.06.2018.
- Company should be ISO 27001/27002 or equivalent certified.
- Bidders must have completed 5 projects in last 5 years with Completion certificate from Users. In case certificate are not in English, certified English version need to be submitted.

**1.1.4 TENDER DOCUMENTS**

**The Tender documents consist of:**

Volume 1

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

Volume 2

Special Conditions of Contract (including Schedules)  
General Conditions of Contract

Volume 3

Employer's Requirements with Appendices

Volume 4

Bill of Quantities

**1.1.5 Not Used**

The tenderers may obtain further information/ clarification, if any, in respect of these tender documents from the office of Chief General Manager Contracts, 5th Floor A Wing, Metro Bhawan, Fire brigade lane, Delhi-110001.

**1.1.6** 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.



- 1.1.7** 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.
- 1.1.8** 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 <https://eprocure.gov.in/eprocure/app> using Class-III digital signature. The tenderer shall upload the tender on e-tendering portal <https://eprocure.gov.in/eprocure/app> using Class-III digital signature of the authorized signatory.
- 1.1.9** Refer clause **C18 of ITT**.
- 1.1.10** 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 submitted online on e-tendering portal <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.
- 1.1.11** Tenders shall be valid for a period of **180 days** (both days inclusive i.e. the date of submission of tender and the last date of period of validity of the tender) from the date of submission of Tenders and shall be accompanied with a tender security of the requisite amount as per clause C18 of ITT.
- 1.1.12** 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.
- 1.1.13** Tenderers are advised to keep in touch with e-tendering portal <https://eprocure.gov.in/eprocure/app> for updates.

**CGM Contracts  
Delhi Metro Rail Corporation Ltd.**



### **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.

#### **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 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. 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.

## **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) **Tender fee / Tender document cost:** Bidder has to select the instrument type & enter the details of transaction of payment of tender fee / tender document cost done by RTGS / NEFT / IMPS as applicable and upload copy of transaction receipt as documentary proof for payment for further details tenderer may refer clause C18.1.1 of ITT.
- 4) **Tender Security / Earnest Money Deposit (EMD):** Bidder should submit the EMD/Tender Security as per the instructions specified in Clause C18 of ITT in the tender document.
- 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 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.
- 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.

## **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.
- 2) 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.

- 3) 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\[at\]nic\[dot\]in](mailto:cphp-nic[at]nic[dot]in)