

No.1-4(23)/2005-G-II
Union Public Service Commission
Shahjahan Road, Dholpur House
New Delhi-110069

AMC of Tadiran Telephone Exchange

Online bids are invited from AMC service providers involved in this field under two bid system for Comprehensive Annual Maintenance Contract of Tadiran Telephone Exchange “Model- Coral-III EPABX” with accessories(Voice mail software, Call Billing Software, FCBCs, etc.) installed in UPSC. **Manual bids shall not be accepted.**

Tender documents may be downloaded from UPSC web site www.upsc.gov.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET as under:-

CRITICAL DATE SHEET

Date of Publishing on CPP Portal	19.08.2019
Document Download Start Date	20.08.2019
Document Download End Date	09.09.2019
Bid Submission Start Date	20.08.2019
Bid Submission End Date	09.09.2019
Clarification Start Date	20.08.2019
Clarification End Date	23.08.2019
Date & Time for Opening of Technical Bids	11.09.2019 (1500 hrs)
Earnest Money Deposit (EMD)	Rs 11,000/- (Rupees eleven thousand only)
Venue, Date and Time For Opening Of Financial Bid	Will be intimated to Technically Qualified Tenderers

Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>.

Bidders are advised to follow the instructions provided in the ‘Instructions to the Contractors/Tenderers for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app>’.

Bid documents may be scanned with **100 dpi** with black and white option which helps in reducing size of the scanned document.

Important: For any information/clarification, bidders may contact Shri Satish Kumar, Assistant Superintendent (telephones) , UPSC on all government working days between 1000 hrs to 1700 hrs during the clarification window provided in the Critical Date Sheet at Tel. No. 011- 23098591.

GENERAL TERMS AND CONDITIONS

1. PROCEDURE OF SUBMISSION OF BID:

Bid should be submitted through **Central Public Procurement Portal (e-procurement)** only. The tender shall be submitted online in two parts, viz., **Technical Bid** and **Price Bid**.

All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. The offers submitted by Fax/e-mail or any other mode shall not be considered. No correspondence will be entertained in this regard. The hard copy of original instruments of Earnest Money Deposit (EMD) of **Rs. 11000/- (Rupees eleven thousand only)** in the form of a Demand Draft/Pay Order/FDR payable to the Secretary, UPSC must be dropped into the **Tender Box** at **Reception, Gate 'C' of UPSC, Dholpur House, Shahjahan Road, New Delhi-110069** on or **before the last date/time** of submission of online bids as mentioned in **Critical Date Sheet**.

(i) TECHNICAL BID

The bidder should submit the following documents as mentioned in the **Check List** at **Annexure-III** duly signed by the authorized signatory along with the **Technical Bid** viz. :-

- a.) Signed & Scanned copy of PAN card;
- b.) Signed & Scanned copy of GST Registration Certificate;
- c.) Signed & Scanned copies of IT Returns of the firm for each of the preceding three years including the year **2017-18**;
- d.) Signed & Scanned copies of Audited Balance Sheets of the firm for each of the preceding three years including the year **2017-18** i.e. supporting documents in respect of Annual Turnover of Rs. 20 Lac or above during each of the preceding three years;
- e.) Signed & scanned copies list of clients and related work orders from Government. Organization/Reputed Educational Institutions/Publics Service Commissions/Public Sector Undertakings/or reputed Private firms;
- f.) Signed & Scanned copy of Earnest Money Deposit (EMD) of Rs.11,000/-
- g.) Duly signed scanned copies of Annexure I (Scope of Work) Annexure-IV (certification by Firm) and Annexure – III(Check List)

(ii) PRICE BID

- a.) The bidder will strictly submit the rates in the proforma prescribed for Schedule of Price Bid (**Annexure-II**) only.
- b.) Rates should be quoted exclusive of taxes. Taxes, if any, should be mentioned separately in the Price Schedule.
- c.) The quoted prices should be valid for six months from the date of opening of the tender.
- d.) The rates shall remain firm during the validity of the contract.
- e.) Incomplete or inconclusive price bids will be summarily rejected.

2. EARNEST MONEY DEPOSIT:

An Earnest Money Deposit (EMD) of **Rs.11000/-** (Rupees eleven thousand only) is essentially required to be submitted along with the tender. EMD shall be deposited in the form of a Demand Draft/ Pay Order/ FDR from any Nationalized or Commercial Bank payable to the Secretary, UPSC at Delhi/New Delhi failing which the bid will be summarily rejected. The Kendriya Bhandar, NCCF, the firm registered at NSIC and any organization exempted from submission of EMD under rules are exempted from submission of EMD on submitting the documentary proof. For other bidders, submission of EMD in prescribed form as mentioned above is mandatory.

- a.) The EMD shall be valid for minimum period of 45 (forty five) days beyond validity of the bid.
- b.) The EMD shall be scanned and uploaded to the e-tendering website within the period of tender submission and original should be deposited in UPSC.
- c.) The EMD of the unsuccessful bidders would be returned to them after finalization of the tender. No interest on EMD would be paid by UPSC, under any circumstances.

3. PERFORMANCE SECURITY:

(i) Within 10 (Ten) days from the date of issue of Letter of Intent or within such extended time as may be granted by UPSC in writing, the firm shall submit to UPSC an irrevocable Performance Security in the form of Demand Draft/Pay Order/Bank Guarantee/FDR from any Nationalized or Commercial Bank @ 5% of the estimated contract value for three years drawn in favour of Secretary, UPSC, payable at Delhi for the due and proper execution of the Contract.

- (ii) The Performance Security shall be initially valid up to 90 days beyond the stipulated date of completion of contract. In case the time for completion of works gets extended, the firm shall get the validity of Performance Security extended to cover such extended time for completion of work. The Commission would retain the Performance Security till satisfactory completion of all contractual obligations.
- (iii) UPSC reserves the right of forfeiture of the Performance Security in the event of the contractor's failure to fulfill any of the contractual obligations or in the event of termination of contract as per terms and conditions of the contract. It should be clearly understood that in the event of the work not being completed as per the time schedule laid down by the UPSC, the Performance Security is liable to be forfeited. This will be in addition to the liquidated damages/penalty, if any, which may be imposed as specified in the terms and conditions hereto. The EMD would be refunded to the successful bidder on receipt of the Performance Security. No interest on Performance Security would be payable by UPSC under any circumstances.
- (iv) In case the contractor fails to submit the Performance Security of the requisite amount within the stipulated period or extended period, letter of intent will automatically stand withdrawn and EMD of the contractor shall be forfeited.

4. **ELIGIBILITY CRITERIA:**

Eligibility conditions given below specify minimum eligibility criteria in various areas to ensure that bidder has necessary experience, expertise, financial and human resources to successfully, implement and provide the desired quality of service. Bidders not meeting these qualification criteria should not participate in the process of bidding, as bids of those not meeting these conditions will be summarily rejected. Bidder should ensure point by point compliance and attach relevant documents against each of the clauses below:

- (i) The bidder must have the experience of providing maintenance of Tadiran telephone exchange services to the reputed Govt./Public Sector or Private Companies for at least **three years**.
- (ii) A list of clients should be enclosed with the technical bid, alongwith copies of the relevant job orders to support that they have relevant expertise in the maintenance of Tadiran telephone exchanges.
- (iii) The firm must have an annual turnover of Rs.20 lakh during each of the last three financial years including **2017-2018**. In this regard, the bidder must furnish copies of Audited Balance Sheets of the firm.

5. OTHER TERMS & CONDITIONS

- a) The maintenance service to be provided in respect of the above mentioned Tadiran telephone exchange equipments shall commence on “as is where is basis”. The maintenance services are to be provided on the site.
- b) The bidder should furnish an undertaking in writing to the effect that the repair / replacement of the parts of Telephone Exchange etc. shall be of original equipment manufacturers / suppliers, ie Tadiran.
- c) The bidder should be registered with the tax authorities and a copy of registration certificate/relevant documents such as GST registration certificate must be attached.
- d) The bidder should not be currently blacklisted or have been blacklisted with any Government of India agency/PSU, any State Government department. The bidder shall furnish a written declaration in this regard on the letter head of the firm.
- e) The bidder is also required to furnish an affidavit as at **Annexure-III** certifying that:-
- (i) That I/we fully understand the Scope of Work specified in the NIT and their bid is strictly in accordance with the Scope of Work. That the firm have the necessary technical experience of providing maintenance of Tadiran telephone exchange services to the reputed Govt./Public Sector or Private Companies for at least three years. A list of clients, alongwith copy of the relevant job orders supporting relevant expertise in the maintenance of Tadiran telephone exchanges is enclosed.
- (ii) That all the terms and conditions of the tender are acceptable to us;
- (iii) That we fully understand the scope of work specified in NIT and our bid is strictly in accordance with the Scope of work.
- (iv) That repair/ replacement of parts of telephone exchange etc. shall be of original manufacturers/ supplier i.e. M/s Tadiran
- (v) That I/We have not been penalized or convicted for concealment of income/wealth during the immediately preceding three years;
- (vi) That my firm has never been blacklisted/debarred or terminated by any Govt. office or agency at any time in the past;
- f) Bids will be valid for a minimum period of 180 days from the date of opening of technical bids.
- g) No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the bidder or prescribed herein. Withdrawal of a bid during the interval may result in forfeiture of EMD of such bidder.
- h) Hypothetical and conditional bids will be summarily rejected.

- i) UPSC reserves the right to accept or reject any or all of the bids without assigning any reasons. The decision of the Secretary, UPSC, in this regard, would be final and binding.
- j) The contract shall be valid for 3 (three) years from the date of award of contract. However, Secretary UPSC, at his discretion may extend the contract for a further period of up to one year on the 3rd Year rates, terms and conditions.
- k) UPSC reserves the right to terminate the contract at any time if it is satisfied that the bidder has failed to fulfil its obligations as per the terms and conditions of the contract. The decision of UPSC in this regard would be final and binding.
- l) UPSC will have the discretion to terminate the AMC for any reasons by giving one month notice to the successful bidder.
- m) Response time for maintenance call should not exceed two hours. The system down time should not exceed 24 hours from the time at which the complaint was made. If the down time is more than 24 hours, the bidder will provide a stand by system. In case the system is not repaired or an alternative system not supplied within the period of 24 hours from the time of failure reported then the UPSC may choose to get the same repaired by or replaced from any other agency and the cost and expenditure incurred thereon shall be recovered from the bidder.
- n) **Income Tax:** Recoverable at source from the bills, as applicable. Bidder shall furnish their permanent I.T. A/C No. (PAN) and copies of IT Returns of the firm for the preceding three years including the year 2017-18.

6. EVALUATION OF BIDS:

- (a) The financial bids of only those bidders would be opened whose technical bids have been approved by the Competent Authority of UPSC after detailed examination of technical bid.
- (b) The rates shall be quoted for each item separately as per the Price Schedule given at **Annexure-II**. Rates should be quoted exclusive of taxes. Taxes will be paid as applicable.
- (c) The financial bids would be evaluated on the basis of the total cost (exclusive of taxes) of AMC for a period of three years. The total cost will be arrived at by summation of the annual cost of the contract for all three years.
- (d) L-1 bidder will be decided on the basis of NPV (Net Present Value) at the discounting rate of 10% annually. The details of calculation for deciding L-1 firm are given in the Price Schedule (Annexure-II). The selection of L-1 vendor will be on the basis of NPV. However, payment will be made on the basis of year-wise rate quoted by the vendor plus taxes as applicable.

7. RISK PURCHASE CLAUSE:

If the bidder after submission of bids and due acceptance of the same i.e. after the placement of letter of intent, fails to abide by the terms and conditions of bid documents, or fails to provide the services as per timeline given or at any time repudiates the contract, the UPSC will have the right to forfeit the EMD, invoke the performance security, if deposited by the firm, and get the work done from other agencies at the risk and consequence of the firm. The cost difference between the alternative arrangement and firm's tender value will be recovered from the firm along with other incidental charges including taxes, freight etc. In case UPSC is forced to procure Services through alternative sources and if procurement price is lower, no benefit on this account would be passed on to firm.

8. PENALTIES

If the system down time exceeds the permissible limits as specified in the para 9 of 'Scope of Work' (Annexure-I), UPSC reserves the right to impose a penalty on the quarterly bill of the firm for its failure to provide satisfactory maintenance service in attending the complaints @1% for each day or part thereof of delay subject to maximum 10% of the total contract value of that particular quarter, in addition to taking recourse to the action as specified in Clause 5 (m).

9. FORCE MAJEURE:

Any delay in or failure to perform of either party, shall not constitute default so as to give rise to any claim for damages, to the extent such delay or failure to perform is caused by an act of God, or by fire, explosion, flood or other natural catastrophe, governmental legislation, orders or regulation etc. The time for performance of the obligation by the parties shall be deemed to be extended for a period equal to the duration of the force majeure event. Both parties shall make their best efforts to minimize the delay caused by the force majeure event.

10. ARBITRATION:

Any dispute or difference whatsoever arising between UPSC & the firm out of or relating to the conclusion, meaning and operation or effect of this contract or the breach thereof shall be settled by the Arbitrator to be appointed by UPSC in accordance with the provisions of Arbitration and Conciliation Act, 1996 and the award in pursuance thereof shall be binding on UPSC & the firm. The venue of Arbitration shall be at Delhi.

11. JURISDICTION:

Subject to the arbitration hereinabove provided, any suit or proceedings to enforce the right of either of the parties hereto the contract shall be instituted in and tried only by the courts in Delhi and by no other court, and both the parties hereto hereby expressly agree to submit to the jurisdiction of such court.

12. PAYMENT:

The payment towards the comprehensive annual maintenance contract will be made on quarterly basis on satisfactory post service basis.

13. The tender notice is also available on UPSC's website: www.upsc.gov.in.

(R.K. Dixit)
Under Secretary (General)
Telephone No. 011-23388418

Scope of Work

1 AMC shall consist of preventive maintenance , cleaning and servicing of telephone exchange and other associated equipments installed with telephone exchange on quarterly basis.

2 AMC shall consist of corrective maintenance of telephone exchange which includes replacement of faulty parts with genuine parts and other associated equipments free of cost except the batteries.

3 During the AMC the firm will look after the software and hardware of the system and no extra charges will be paid by UPSC to the firm for additional programming.

4 The defective parts replaced by the firm shall be taken away by the firm at their own cost.

5 The firm shall give maintenance /service at UPSC premises after lodging the complaints.

6 Regular supervision and maintenance will be conducted normally in working hours. These working hours can be changed or extended according the requirement of UPSC on exceptional cases like system fully down or in emergencies cases.

7 The maintenance /service to be provided in respect of above mentioned equipments shall commence on “as is where is condition basis”.

8 Response time for maintenance call should not exceed two hours.

9 The system down time should not exceed 24 hours from the time at which complaint was made . In case the system is not repaired with in 24 hours from the time failure reported then UPSC may choose to get the same repaired by or replaced from any other agency and cost and expenditure incurred thereon shall be recovered from the firm in addition to levying of penalty mentioned at clause 08.

PRICE SCHEDULE

Name of Services	Annual Cost (in Rs.)			Taxes (in %)
	1 st year	2 nd year	3 rd year	
A	B	C	D	E
Comprehensive AMC of Tadiran Telephone Exchange with Accessories				
	Y ₁ =	Y ₂ =	Y ₃ =	

IMPORTANT NOTES:-

- 1) The first year will start from the date of award of the contract.
- 2) Rates shall be quoted strictly as per above format. The submission of rates in any form other than prescribed above will not be considered.
- 3) NPV (Net Present Value) will be calculated at the discounting rate of 10% annually. The details of calculation for deciding L-1 firm are given below:-

$$NPV = \{Y_1 + Y_2/(1 + 0.1) + Y_3/(1 + 0.1)^2\}$$

[NPV = Net Present Value; Y₁ = Rate quoted for 1st year; Y₂ = Rate quoted for 2nd year & Y₃ = Rate quoted for 3rd year]

Examples of NPV:

- (i) If Y₁ = 150, Y₂ = 200 and Y₃ = 240, then NPV will be calculated as under:-

$$\begin{aligned} NPV &= 150 + (200/1.1) + (240/1.21) \\ &= 150 + 181.82 + 198.35 \\ &= 530.17 \end{aligned}$$

Thus, the NPV is Rs. 530.17

- 4) The selection of L-1 vendor will be on the basis of NPV. However, payment will be made on the basis of year-wise rate quoted by the vendor plus taxes as applicable.
- 5) Taxes will not be taken into account while deciding L-1. However, they will be paid as per actual/subject to production of supporting documents.

Notice Inviting Tender for Comprehensive AMC of Tadiran Telephone Exchange installed in UPSC

We.....
(Name &Address of the Firm) have in response to your NIT dt..... submitted a Technical &Financial bid for Comprehensive AMC of Tadiran telephone Exchange installed in UPSC. as required under NIT , we hereby certify as under:-

1. That the firm have the necessary technical experience of providing maintenance of Tadiran telephone exchange services to the reputed Govt./Public Sector or Private Companies for at least three years. A list of clients, alongwith copy of the relevant job orders supporting relevant expertise in the maintenance of Tadiran telephone exchanges is enclosed.
2. That we fully understand the scope of work specified in NIT and our bid is strictly in accordance with the Scope of work.
3. That repair/ replacement of parts of telephone exchange etc. shall be of original manufacturers/ supplier i.e. M/s Tadiran.
4. That all terms and conditions of the tender are acceptable to us.
5. That the firm has not been penalized or convicted for concealment of income/wealth during the immediately preceding three years.
6. That my firm has never been blacklisted/debarred or terminated by any Govt.office or agency at any time in the past;

Authorized Signatory

Name & Address of the firm/ Bidder

CHECKLIST

a)	Signed & Scanned copy of PAN card;	Yes/No
b)	Signed & Scanned copy of GST Registration Certificate;	Yes/No
c)	Signed & Scanned copies of IT Returns of the firm for each of the preceding three years including the year 2017-18;	Yes/No
d)	Signed & Scanned copies of Audited Balance Sheets of the firm for each of the preceding three years including the year 2017-18 i.e. supporting documents in respect of Annual Turnover of Rs. 20.00 Lakh or above during each of the preceding three years;	Yes/No
e)	Signed & scanned copies list of clients and work orders from Government. Organizations/Reputed Educational Institutions/Publics Service Commissions/Public Sector Undertakings/or reputed Private firms;	Yes/No
f)	Signed & Scanned copy of Earnest Money Deposit (EMD) of Rs.11000/-	Yes/No
g)	Signed & scanned copy of requisite certificate under Annexure-III duly signed by authorized person.	Yes/No

(Authorized Signatory)
Name and Address of the firm
Tel No./Mobil No./Fax No.

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 on-line 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> .

1. REGISTRATION

- (1) Bidders are required to enrol 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 Enrolment**” 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 / TCS / 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 may log in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

2. 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. 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.

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 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.

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 pdf 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 pdf 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 pdf 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.

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.
- (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. The contact number for the helpdesk is 1800 3070 2232. Bidder can also get help at +91-7878007972 & +91-7878007973.