

F.No.2.2(6)/2018-G.II
UNION PUBLIC SERVICE COMMISSION
(SANGH LOK SEVA AYOG)
DHOLPUR HOUSE, SHAHJAHAN ROAD
NEW DELHI-110069

NOTICE INVITING TENDERS

Online bids are invited under two bid system for supply, installation, testing, commissioning and training of **Intelligent Character Recognition (ICR) Software with one year software support** and subsequently **Software Maintenance for 4 (four) years** from Original Software Developers (OSD)/authorized dealers /suppliers/resellers/distributors/channel partners of the OSD who have experience in supply, installation, testing, commissioning and training of ICR software. The specifications of the said software are given in Annexure-I of this document. **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	24.08.2018
Document Download Start Date	25.08.2018 (1200 hours)
Document Download End Date	12.09.2018 (1000 hours)
Bid Submission Start Date	25.08.2018 (1230 hours)
Bid Submission End Date	12.09.2018 (1200 hours)
Clarification Start Date	25.08.2018 (1230 hours)
Clarification End Date	28.08.2018 (1200 hours)
Date & Time for Opening of Technical Bids	13.09.2018 (1200 hours)
Earnest Money Deposit (EMD)	Rs.81,000/- (Rupees Eighty One Thousand only)
Venue, Date and Time For Opening Of Financial Bid	Will be intimated to Technically Qualified Tenderer

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/Tenderer 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.

GENERAL TERMS AND CONDITIONS

1. Procedure of Submission of Bids

Bids 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. 81,000/-** 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 mentioned in the **Check List** as at **Annexure – III** duly signed by the authorized signatory along with the **Technical Bid** viz. :-

- (a) Scanned copy of Certificate of Incorporation/Registration of the firm;
- (b) Scanned copy of PAN card of the firm;
- (c) Scanned copy of GST Registration Certificate;
- (d) Scanned copies of IT Returns of the firm for each of the preceding three years including the year 2016-17;
- (e) Scanned copies of Audited Balance Sheets of the firm for each of the preceding three years including the year 2016-17 i.e. supporting documents regarding annual turn-over of Rs.40 Lakh;
- (f) Scanned copy of Earnest Money Deposit (EMD) of Rs. 81,000/- or scanned copy of certificate from Kendriya Bhandar, NCCF, NSIC & MSME if claiming for EMD exemption;
- (g) Scanned copy of agreement / authorization letter from the Original Software Developer (OSD) in respect of Authorized Dealer/Reseller/Supplier/Distributor/Channel Partner of the OSD;
- (h) Scanned copies of at least two previous Supply Orders along with Satisfactory Performance Certificates in respect of the above Supply Orders issued by Ministries/Depts. of GoI/State Govt./Public Sector Organizations/reputed Private Organizations;
- (i) Scanned copy of requisite certificate as in Annexure-IV duly signed by authorised person.

(ii) **PRICE BID**

- a.) The bidder will strictly submit the rates in the proforma prescribed for Schedule of Price Bid (Annexure-II) in **PDF format** only.
- b.) Rates must be inclusive of freight & forwarding charges.
- c.) Taxes, if any, should be mentioned separately in the Price Schedule.
- d.) The quoted prices should be valid for six months from the date of opening of the tender.

2. **Earnest Money Deposit:**

An Earnest Money Deposit (EMD) of **Rs. 81,000/- (Rupees Eighty One 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 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 with 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 the finalization of the tender. No interest on EMD would be paid by UPSC, under any circumstances.

3. **Performance Guarantee:**

The successful bidder will be required to furnish Performance Security of 5% of the value of the contract in the form of Demand Draft/Pay Order in favour of Secretary, UPSC at Delhi within 10 days of receipt of the supply order. The Performance Security shall be in the form of Demand Draft/Pay Order/Bank Guarantee/FDR from any Nationalized Bank or all Commercial Scheduled Banks drawn in favour of Secretary, UPSC payable at Delhi. The Performance Security shall remain valid till ninety days of the completion of all contractual obligations. It should be clearly understood that in the event of the software not being as per the technical specifications mentioned at Annexure-I, the Performance Security is liable to be forfeited. The EMD would be refunded to the successful bidder on receipt of Performance Security. No interest on Performance Security would be payable by UPSC under any circumstances.

4. **ELIGIBILITY CRITERIA**

Eligibility Criteria given below specify minimum eligibility criteria in various areas to ensure that Bidder has necessary experience, expertise, financial and human resources to successfully supply, install, test and commission the desired software. **Bidders/OSD's not meeting these qualification criterions should not participate in the process of bidding, as bids of those not meeting these conditions will be summarily rejected.** Bidder should fill in point by point compliance and attach relevant documents in serial against each of the clauses below:

- (i) The bidder should be an established Information Technology Private/Public company registered under Companies Act, 1956 or a registered firm. The company should have been existence for more than 5 (five) years as on the date of opening of bid. In this regard, the bidder must submit copy of Registration Certificate/ Certificate of Incorporation of the company.
- (ii) The bidder should have the experience of successfully supplying and installing **Intelligent Character Recognition (ICR) software** to Ministries/Departments/Public Sector Organisations/reputed Private Organisations for the last 5 years. In this regard, the bidder shall submit:
 - a.) Copies of at least two previous Purchase Orders/Work Orders during the last 5 years or any other associated documents in support of its experience;
 - b.) Completion/Performance Certificates from the purchaser in support of successful supply and execution of Purchase Orders/Work Orders submitted in clause 3(a) above.
- (iii) The firm must have an annual turnover of Rs.40 Lakh in each of the preceding 3 years including 2016-17. In this regard, the bidder must furnish copies of audited Balance Sheets of the firm for the preceding three years including the year 2016-17.
- (iv) The bidder must possess authorization from the OEM/OSD for supply, installation, testing, commissioning of the software. The bidder must furnish a copy of the same in its technical bid.

OTHER TERMS & CONDITIONS

5. The firm must have registered with the service tax/sales tax authorities and a copy of registration certificate/relevant documents must be attached.
6. 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.
7. An affidavit containing acceptance of all terms and conditions of the tender must be attached (Annexure-IV).
8. **Income Tax:** Recoverable at source from the bills, as applicable. Bidder shall furnish permanent I.T. A/C No. (PAN) and also copies of IT Returns of the firm for the preceding three years including the year 2016-17.
9. Bidder is also required to furnish a certificate as at Annexure-IV that they have not been penalized or convicted for concealment of income/wealth during the immediately preceding three years.
10. **Evaluation of Bids:**
 - a.) The evaluation of L-1 will be done as a package on the basis of the Sum Total of **Price of ICR Software** with one year software support (exclusive of GST) and the **Price of Software Support** calculated on the **Net Present Value (NPV) of the Software Support charges for 4 years** (exclusive of GST).
 - b.) In case L-1 is more than one, the selection of successful bidder will be decided on the basis of the combined turnover of the firm during the preceding three years including 2016-17.
11. **Delivery Period:** Delivery is required to be completed within 15 days from the date of acceptance of the supply order. The successful bidder will have to complete installation and integration of the software within 15 days from the date of successful delivery of the software.
12. **Payment Terms:**
 - a.) 100% payment towards supply of ICR Software will be released after the successful delivery & satisfactory installation of the software. Certificate in respect of successful installation by the User Branch of UPSC shall be submitted along with the bill.
 - b.) Payment towards Software Support Charges will be done on quarterly basis after certification of satisfactory maintenance from the User Branch.

13. The agreement for Software Support shall be entered on a year-to-year basis as per the need and requirement of the Commission and subject to satisfactory performance of the bidder. In case the license of the Subscription Pack Volume of 10 (ten) Lakh pages is exhausted before the five year period, there shall be no need for software support. Consequently, the agreement for the software support shall cease as and when the limit of the subscription pack volume is exhausted and no further payment for the software support will be made. In such cases, the payment due towards the software support will be done on pro-rata basis.
14. **Warranty Clause:** The bidder shall warrant that the goods supplied shall be new and free from all defects. The bidder shall remedy such defects at his own cost when called upon to do so by the purchaser. Replacement under warranty clause shall be made by the supplier free of all charges at site including freight, insurance and other incidental charges.
15. **Software Update/Upgrade:** During the currency of the contract, the bidder shall provide the requisite maintenance/support along with the updates and upgrades released by the OSD from time to time. This will also include fixing of bugs, if any, encountered in the software. Upgrades/Updates may be done online also.
16. **Risk Purchase Clause:** If the firm after submission of bid and due acceptance of the same i.e. after the placement of order fails to abide by the terms and conditions of the tender document, UPSC will have the right to forfeit the EMD, invoke the performance security deposited by the firm and procure the item from other firm at the risk and consequence of the firm. The cost difference between the alternative arrangement and firm's bid value will be recovered from the firm along with other incidental charges including custom duties, taxes, freight and insurance etc. In case UPSC is forced to procure the material through alternative source and if the cost is lower, no benefit on this account would be passed on to the firm.
17. **Liquidated Damages/Penalties:** Delivery must be completed within 15 days from the date of receipt of supply order, failing which, Liquidated Damages @ 0.5% of the price of delayed goods for delay of each day subject to maximum 10% of value of supply order may be imposed and deducted from the concerned bill. In case of delay beyond 10 days, the UPSC may cancel the supply order and forfeit such amount or full amount of the EMD/Performance Security of the firm as deemed fit besides procuring the material from any other source at the risk and cost of the bidder. Decision of Secretary, UPSC shall be final and binding.

18. **Arbitration:** Any dispute or difference whatsoever arising between UPSC and the firm out of or relating to the conclusion, meaning and operation or effect of the 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 and the firm. The venue of Arbitration shall be at Delhi.
19. **Jurisdiction:** Subject to the arbitration herein above 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.
20. **Force Majeure:** The firm shall not be responsible for any failure to perform due to causes beyond its reasonable control including, but not limited to acts of God, war, riots, embargoes, strikes, lockouts, act of any Government authority, delay in obtaining licences or rejection of applications under the statutes, power failure, accidents or disruption or operations arising from causes not attributable to any mala fide acts of firm, fire or floods.
21. UPSC reserves the right to accept or reject all or any of the bids without assigning any reasons. The decision of the Secretary, UPSC would be final and binding in this regard.
22. Hypothetical and conditional bids will not be entertained.
23. The bids shall be valid for 180 days from the date of opening of technical bids.
24. The tender notice is also available on UPSC's website: www.upsc.gov.in

(R.K. Dixit)
Under Secretary (G-II)

ANNEXURE-I

A. SCHEDULE OF REQUIREMENTS (SoR)

S. No.	Item	Quantity
1.	ICR Software having one year software support with:- a) Perpetual license without any limit on Subscription Pack volume OR b) Non-perpetual license for Subscription Pack volume of 10 Lakh pages or above valid till the exhaustion of the subscription volume or the expiry of 5 years, whichever is earlier	1 nos.
2.	Software Support (effective from the date of expiry of one year software support)	4 years

B. TECHNICAL SPECIFICATIONS

1. The firm must provide the latest version of the ICR Software.
2. The software must be capable of **ICR** (Intelligent Character Recognition i.e. hand printed characters), **OCR** (Optical Character Recognition i.e. machine printed characters) as well as **OMR** (Optical Mark Recognition). It should also be able to read **Barcodes**.
3. The software should support input of all standard images/graphics formats (tiff, png, jpeg etc.).
4. The software should support images/files of A3, A4, Legal, Letter size.
5. The software should have an Auto-Correction feature.
6. Data validation such as comparison against databases, built-in Validation Rules, Data Normalization and User-defined checks must be available in the software.
7. The software should have document image enhancement feature.
8. The software should have Document Classification feature.
9. Recognition mechanism of the software should have auto-learning feature.

10. The software should support Multi-level user groups and have Data Protection feature.

11. The software license should have the following features:

- a) Perpetual license without any limit on Subscription Pack volume.

OR

Non-perpetual license for Subscription Pack volume of 10 Lakh pages and above till the exhaustion of the subscription volume or the expiry of 5 years, whichever is earlier.

- b) The license must permit 3 (three) or more verification stations.

12. There shall be no restrictions in the utilization of pages out of the subscription pack volume in a year. Utilization of the subscription pack volume shall be as per the requirement of the Commission which may vary from year to year till subscription pack volume is exhausted.

13. The software should be compatible with computer having the following specifications:

- a) 4 GB RAM;
- b) 500 GB HDD;
- c) Processor Intel Core i3 and above;
- d) Windows OS (Windows 7 or later versions);

Machine with above or similar hardware configuration will be provided by UPSC for successful installation and integration of the software.

ANNEXURE-II

PRICE SCHEDULE

S. No.	Item (along with break-up of cost)		Cost (in Rs.) (exclusive of GST)	GST Applicable (in %)
1.	ICR Software with one year software support	a) Price of Standard ICR Software		
		b) Installation & Commissioning Cost		
		c) Cost of training of the software		
		d) Software maintenance and updation cost for the first year (from the date of installation)		
	Sub Total (i)			
2.	Software Support (effective from the date of expiry of one year software support)	1 st Year (Y ₁)		
		2 nd Year (Y ₂)		
		3 rd Year (Y ₃)		
		4 th Year (Y ₄)		
	Sub Total (ii)			
TOTAL (i) + (ii)				

IMPORTANT NOTE:

1. Bidders have to mandatorily quote rates for all items at S. No. 1 & 2 above.
2. Applicable GST for each item should be mentioned separately in the Price Schedule.
3. Evaluation of L-1 will be done as a **package** on the basis of the Sum Total of **Price of ICR Software** with one year software support (exclusive of GST) and the **Price of Software Support** calculated on the Net Present Value (NPV) of the Software Support charges for 4 years, (exclusive of GST) (See Illustration below).

Calculation of NPV:

Taking rate of discounting for year-wise quote as 10% annually, NPV will be calculated as shown below:

$$NPV = \{Y_1 + \frac{Y_2}{1 + 0.1} + \frac{Y_3}{(1 + 0.1)^2} + \frac{Y_4}{(1 + 0.1)^3}\}$$

Where,

NPV means Net Present Value;

Y_1 , Y_2 , Y_3 & Y_4 imply Software Support Charges for 1st Year, 2nd Year, 3rd Year & 4th Year respectively (exclusive of GST).

For example, if rate quoted for first year (Y_1), second year (Y_2), third year (Y_3) and fourth year (Y_4) is 1000, 1100, 1200 & 1300 respectively, then NPV will be as under:

$$\begin{aligned} NPV &= 1000 + (1100/1.1) + (1200/1.21) + (1300/1.331) \\ &= 1000 + 1000 + 991.74 + 976.71 \\ &= 3968.45 \end{aligned}$$

Thus, the NPV is Rs. 3968.45/-. The selection of L-1 vendor will be on the basis of NPV. However, the payment to L-1 vendor for Software Support will be made on the basis of year-wise rate quoted by the vendor.

ANNEXURE-III

CHECKLIST

S. No.	Particulars	Page No.
1.	Scanned copy of Certificate of Incorporation/Registration of the firm	
2.	Scanned copy of PAN card of the firm	
3.	Scanned copy of GST Registration Certificate	
4.	Scanned copies of IT Returns of the firm for the preceding three years including the year 2016-17	
5.	Scanned copies of audited Balance Sheets of the firm for the preceding three years including the year 2016-17	
6.	Scanned copy of Earnest Money Deposit (EMD) of Rs. 81,000/- or scanned copy of certificate from Kendriya Bhandar, NCCF, NSIC & MSME if claiming for EMD exemption	
7.	Scanned copy of agreement / authorization letter from the Original Software Developer (OSD)/OEM in respect of Authorized Dealer/Reseller/Supplier/Distributor/Channel Partner	
8.	Scanned copies of at least two previous Supply Orders along with Satisfactory Performance Certificates in respect of the above Supply Orders issued by Ministries/Depts. of GoI/State Govt./Public Sector Organizations/reputed Private Organizations	
9.	Scanned copy of requisite certificate as in Annexure-IV duly signed by authorised person	

IMPORTANT: 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.

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



ANNEXURE-IV

Tender for Procurement of ICR Software

We _____
_____ (Name and Address of the firm) have in response to
your NIT dated _____ submitted a technical and financial bids in respect
of the Tender for Procurement of ICR Software. As required under the NIT, we hereby
certify as under:-

1. That all the terms and conditions of the tender are acceptable to us.
2. That the ICR Software quoted by us in response to this tender is strictly as per the specifications prescribed in Annexure-I of the tender document.
3. That I/We have not been penalized or convicted for concealment of income/wealth during the immediately preceding three years.

(Authorized Signatory)
Name and Address of the Firm/Bidder



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 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 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) 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 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.
- 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 (ie 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.
- 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.

