



Government of India
Ministry of External Affairs
Administration Division, PA-I Section,
South Block, New Delhi-110011, INDIA

E-NOTICE INVITING TENDER FOR “History of Services – 2018 Edition”

Tender No: Q/PA-1/551/17/2017		DATED: 28.09.2018
<u>Important Dates</u>		
Published Date	28.09.2018	
Bid Document Download Start Date	01.10.2018	
Clarification Start Date	03.10.2018	
Clarification End Date	05.10.2018	
Bid Submission Start Date (online)	08.10.2018	
Bid Submission End Date (online)	22.10.2018	
Date of Technical Bid Opening (online)	24.10.2018	
Date of Financial Bid Opening (online)	26.10.2018	

The bid shall be submitted online only at Central Public Procurement Portal
Website: <http://eprocure.gov.in/eprocure/app> Manual bids shall not be
accepted.

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E-NOTICE INVITING TENDER (NIT)

1. Introduction:

The Ministry of External Affairs publishes a document titled' **History of Services - 2018 Part A: Officers of the Indian Foreign Service, Part B: Indian Foreign Service [B], Part C: Stenographers', Interpreters' and Legal & Treaties Cadre**, at a regular interval. The new (2018) edition of the book is proposed to be published very soon. The proposal is to invite e-tender for formatting, page layout, indexing and printing of the new History of Services of Officers of the Indian Foreign Service, Indian Foreign Service [B], Stenographers', Interpreters' and Legal & Treaties Cadre, in three parts (hard bound approx.800; 220 & 220 pages respectively) from reputed printers in Delhi .

2. Brief description of the Selection Process:

The Ministry of External Affairs will adopt a two stage selection process (collectively the "Selection Process") in evaluating the E-Proposals comprising in two Covers (Technical and Financial bids) online through Central Public Procurement Portal Website: <http://eprocure.gov.in/eprocure/app>. In the first stage, a technical evaluation will be carried out. Bidders are required to fulfill all the columns in Technical Bid format (from S No. 1 to 7). Those online bidders who scores 80% and above marks in Technical Bid & Questionnaire (Annexure A), (Sr. No 1 to 11) shall qualify the technical bid. In the second stage, financial evaluation will be carried out and the e-tender will be awarded to the Lowest Bidder.

3. Technical Specifications:

(a)	Name of Work	Printing of History of Services-2018 (Three parts)
(b)	Size	5.5' x 8.5' inches
(c)	Paper (inside)	100 GSM Art Paper with 4 colors printing
(d)	Cover	135 GSM card, Art paper with lamination; hard bound, 2 colors- for base and text
(d)	No. of pages (approximate, may vary + - 10%)	First Part: 800 Second Part: 220 Third Part: 220
(e)	Quantity (3 separate books)	First Part: 900 copies Second Part: 250 copies Third Part: 210 copies
(f)	Proof reading	It will be the sole responsibility of the agency/firm/printer.

(g)	Liaison	It will be the responsibility of the Agency/Firm/Printer to collect & deliver the proofs of each & every related job.
Remarks	A sample of earlier edition of the documentary may be seen in the PA-I section, Ministry of External Affairs, Room No 39-B, South Block, New Delhi-110011. The interested companies may contact the under signed regarding any queries they might have regarding formatting /printing of the book.	

4. Eligibility Criteria for Bidder

(a) The bidder should have experience of working with Ministries/Departments/ Security Sensitive Organizations under Government of India for at least 5 years in designing and printing of books.

(b) The bidder should have experience in providing services in security sensitive organizations of Govt. of India.

(c) The bidder should provide user satisfaction certificates from at least three organizations.

(d) Bidder shall be required to submit copies of Income Tax Returns of the previous year along with Turnover certificate (minimum turnover Rs. 20 lakhs and above) for last three years by a practicing Chartered Accountant.

(e) PAN/TAN numbers allotted to the company/firm by Income Tax Department and GST number allotted by service Tax department to the company/firm should be clearly mentioned in the tender and copies should also be enclosed.

(f) The Bidder will submit an affidavit/certificate to the effect that the information submitted by him is correct and he will abide by the decision of competent authority of Ministry of External Affairs regarding commissioning of book. In the event of the information submitted by bidder being found to be false or fabricated in any manner whatsoever, the bidder may be suspended and/or debarred from bidding for all future projects/proposals of Ministry of External Affairs.

(g) The bidder is to confirm in writing the acceptance of all the terms and conditions for consideration of his application for commissioning of History of Services Book in the declaration as shown in Annexure D.

(h) The bidder should have a background in providing service in time.

(i) The bidder should have not been de-registered/blacklisted, previously by any government organization.

5. Earnest Money Deposit (EMD):

The Bidder shall furnish an Earnest Money Deposit (EMD) amounting to Rs 30,000/- together with Technical Bid Cover. The EMD shall be in Indian Rupees and shall be in the form of Demand Draft from any of the Nationalized Bank/ Scheduled Bank in favour of "Pay and Accounts Officer, Ministry of External Affairs, New Delhi payable at New Delhi". The original hard copy of EMD of Rs 30,000/- in the form of Demand Draft is also required to be submitted in a sealed envelope superscribed "Tender for History of Services", on or before the closing date and time of e-submission of online bids **to Administrative Officer (PA-I) Section, Room No 39-B, South Block, Ministry of External Affairs, New Delhi**. Failing which the bids will not be considered. The earnest money of unsuccessful Bidder shall be refunded after final award of Contract. EMD of the successful Bidder will be released after the Bidder signs the final agreement and furnishes the Performance Guarantee. The EMD shall not carry any interest. The EMD will be forfeited on account of one or more of the following reasons:

- a) Bidder withdraws the Proposal during the validity period specified in e-Tender document.
- b) Bidder does not respond to request for clarification of its Proposal/substandard works.
- c) Bidder fails to provide required information during the evaluation process or is found to be non-responsible.
- d) In case of a successful Bidder, if fails to sign the Agreement in time as per schedule; or furnish the Performance Guarantee.

6. Performance Guarantee:

Performance Guarantee shall be submitted by bidder through a nationalized bank before the commencement /print out order is given at the time of signing the final agreement with the successful bidder and it shall remain valid up to 30 days after the completion of the tenure of contract period. The value of the Performance Guarantee will be an amount equal to 10% of the actual contract value.

- (a) This Performance Guarantee shall be encashed by the Ministry of External Affairs in case the contractor fails to adhere to the terms and conditions.
- (b) No interest shall be paid on the Performance Guarantee.

7. Disqualification:

Even though the Bidders meet the above criteria, they are subject to be disqualified if any Bidder has:

- a) A criminal history or has been convicted by any court of law for any of the offences under any Indian laws.

- b) If any criminal proceeding(s) is/are pending in any court of law in India against any of the Bidder and if any such proceeding culminates into conviction.
- c) Made misleading or false representation in the forms, statements and attachments submitted.
- d) The bidder who does not submit hard copy of EMD will be disqualified from the tendering process.

8. Late Bids

Late bids (i.e. bids received after the specified date and time for receipt of bids) should not be considered.

9. Notification of Award of Contract

Ministry of External Affairs will notify the successful bidder by fax/e-mail and confirm by letter that the particular bid has been accepted ("Notification of Award of Contract"). This notification of award shall name the sum which Ministry of External Affairs will pay to the bidder in consideration of the performance of the scope of work by the bidder as prescribed by the contract. The successful bidder on receipt of "Notification of Award" shall convey his/her acceptance by return e-mail or fax and to be confirmed through speed post within seven (7) working days through a letter. The acceptance is to be accompanied by a signed contract in favour of Under Secretary (FSP & Cadre), Ministry of External Affairs'. The Notification of Award of Contract and the letter of acceptance shall constitute the formation of the contract.

10. Penalty

(a) In case bidder withdraws or changes his quotation, EMD will be forfeited. Refusal or inability or delay by the successful bidder to supply all deliverable as per scope of work at the contracted rate or any false statement in the bid may result in termination of the contract and forfeiting of EMD/Performance Guarantee as well as disqualification of the bidder from participating in future tenders.

(b) For any kind of delay in adhering to the time schedule or substandard work, bidder shall be liable to pay 5 % of total amount of the bill for every ten days, of delay and multiples thereof.

11. Submission of online bids:-

a) The bid shall be submitted online only at Central Public Procurement Portal
Website: <http://eprocure.gov.in/eprocure/app>

Manual bids will not be accepted under any circumstances.

b) The online bids (complete in all respect) must be uploaded online in Two Covers (Technical and Financial bids) as explained below in Annexure A (Details of covers of Technical Bid), Annexure B (Financial bid format), Annexure C (Terms and Conditions)

and Annexure D (Declaration Certificate). All annexure are to be duly certified as accepted.

Annexure A

Cover 1 - (Technical Bid)		
(following documents to be uploaded online in .pdf format)		
Sl. No.	Document	Type
1.	EMD of Rs. 30,000/- (Rs. Thirty thousand only) (scanned copy) and Bank Details (certified copies)	.pdf
2.	Name of the Company/Firm/Agency with Year of Establishment along with Detailed office address with Telephone and fax no. and registration Details	.pdf
3.	05 years experience of working with Ministries/ Department/security sensitive organizations under Government of India in designing and printing of books	.pdf
4.	Income Tax Returns for the last 3 years (minimum turnover Rs. 20 lakhs and above) and PAN/ TAN/ Service Tax registration certificates (Attested copies)	.pdf
5.	Details of staff strength and Numbers of Proof readers with Qualifications on job and their experience	.pdf
6.	Undertaking that the Bidder has not been blacklisted by any Departments/Ministries/ Organizations of the Govt. of India/State Govt.	.pdf
7.	Details of Award/Certificates of merit etc. received from any organization, Along with user satisfaction certificates from at least three organizations	.pdf
8.	User Satisfaction Certificates from at least 03 organizations	.pdf
9.	Confirmation in writing the acceptance of all the terms and conditions for consideration of his application for commissioning of History of Services Book in the declaration as shown in Annexure D.	.pdf

Questionnaire

10.	Experience in publishing Book and Innovative ideas regarding latest printing innovations (E.g. Pop-ups and also regarding content/Generation.), also attach the latest print of the innovative pictures with text. Give details in 200 - 300 words.	.pdf
11.	Qualification and experience of Photo editor	.pdf

Annexure – B

Financial Bid Format (to be submitted in BOQ.XLS format online)

Please quote rate (all Inclusive) in the following format

Name of the Bidder/ Bidding Firm / Company :								
PRICE SCHEDULE (DOMESTIC TENDERS - RATES ARE TO GIVEN IN RUPEES (INR) ONLY) (This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed the Bidder Name and Values only)								
NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER	NUMBER #	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	Units	Basic Rate in Figures (To be entered by the Bidder)	GST	TOTAL AMOUNT without GST Rs. P	TOTAL AMOUNT with GST Rs. P	TOTAL AMOUNT In Words
1	2	4	5	7	51	13	14	15
1	History of Services-2018							
1.01	Part A	900	Nos			0.00	0.00	INR Zero Only
1.02	Part B	250	Nos			0.00	0.00	INR Zero Only
1.03	Part C	210	Nos			0.00	0.00	INR Zero Only
Total in Figures						0.00	0.00	INR Zero Only
Quoted Rate in Words						INR Zero Only		

Note : Bidders are requested to read the eligibility criteria and terms & conditions under **Annexure C** specified in the tender document while submitting online bids.

Annexure C

Terms & conditions

1. Each page of documents must be signed including Annexure.
2. Fulfill all the columns in Technical Bid format (from SL. No. 1 to 11).
3. Copyright of the book will be held by Ministry of External Affairs. The History of Services of Officers of the Indian Foreign Service and Indian Foreign Service (B), Stenographers', Interpreters' and Legal & Treaties Cadre 2018 edition is the sole property of Ministry of External Affairs and can neither published, printed, circulated nor stored in any form for further circulation without prior consent of Administration Division , Ministry of External Affairs, New Delhi.
4. The company/firm may be required to provide additional copies on the same terms and conditions and at fixed rate, if required in the future.
5. Validity of Bid: 60 days, Ministry of External Affairs reserves the right to reject a proposal valid for a shorter period as non responsive.
6. Right to Accept or Reject any Proposal: Ministry of External Affairs reserves the right to annul the E-Tendering process, or to accept or reject any or all the Proposals in whole or part at any time without assigning any reasons and without incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder (s) of the grounds for such decision.
7. Bid Currency: Prices shall be expressed in Indian Rupees only.
8. For verification of information submitted by the Bidders, the Committee may visit Bidder's offices at its own cost.
9. The Bidders shall provide all the necessary documents, samples and reference information as desired by the Committee.
10. The Bidders shall also assist the Committee in getting relevant information from the Bidders references, if desired.
11. The cost indicated in the Financial Bid shall be treated as final and reflecting all inclusive.
12. The representatives of the bidders willing to attend tender opening process will have to submit a letter of authorization to this effect.
13. The tender is non transferable. The incomplete and conditional tenders will be summarily rejected.
14. No bidder will be allowed to withdraw after e-submission of bids/opening of the tender; otherwise the EMD submitted by the firm will be forfeited.
15. The contract shall be awarded on the basis of the lowest quote for the item.

16. If two or more bidders have offered the same rate, the Ministry reserves the right to classify all such bidders as lowest and divide the purchase order suitably between them, if required to do so.
 17. Companies/Firms which have submitted their technical and financial bids but are not duly represented at the time of the opening of the two bids shall forfeit their right to make any claim or challenge the tendering process at any stage thereafter.
 18. During the period, no request for increase in quoted rates shall be accepted under any circumstances.
 19. Ministry reserves the right to black list a bidder for a suitable period in case the firm fails to honour its bid without sufficient grounds.
 20. If a firm after award of the contract violates any of the terms and conditions, it shall be blacklisted and its EMD/performance guarantee shall be forfeited.
 21. The supply of History of Services shall be made on FOD Basis (Free on Delivery) to Room No. 39-B, South Block, MEA, New Delhi.
 22. All disputes, differences and questions arising out of or in any way touching or concerning this agreement or subject matter thereof or the representatives' rights, duties or liability of the parties shall be referred to the sole arbitration of the Foreign Secretary, MEA, or any person nominated by him.
 23. The arbitration shall be in accordance with the Arbitration and Conciliation Act, 1996. The arbitrator shall be entitled to extend the time of arbitration proceedings with the consent of the parties.
 24. The decision of the sole arbitrator shall be final and binding on the parties.
 25. This shall be construed and governed by the Laws of the India and the parties hereby submit to the exclusive jurisdiction of the Delhi Courts of Law.
 26. The Jurisdiction in case of any dispute shall be of the courts in Delhi only.
 27. Duly Filled and signed the Declaration Certificate Attached in Annexure D.
- 12.** All documents as per e-tender requirement shall be uploaded online through Central Public Procurement Portal Website: <http://eprocure.gov.in/eprocure/app> and further no documents will be accepted offline.

13. Financial Bid:-

The bidder must submit their financial bid in the prescribed format (BOQ.XXXX File) - specified at Annexure B of this tender document and no other format is acceptable. Bidders are required to download the BOQ File, open it and complete the unprotected cells with their respective financial quotes [the rate per unit for each item

in both figures and words (with GST)] 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 file name. If the BOQ file is found to be modified by the bidder, the bid will be rejected. The bidders are strictly advised to refrain from quoting unrealistic prices, at which they may not make supplies later.

14. Both technical and financial bid are to be submitted concurrently duly digitally signed on the Central Public Procurement Portal.

15. The bidders shall have a valid digital signature certificate for participation in the online tender. The cost of digital signatures, if any, will be borne by respective tenderer.

16. Prospective bidders are accordingly advised to go through instructions provided at Central Public Procurement Portal.

17. OPENING OF E-TENDER:

Technical Proposals shall be opened as per Schedule mentioned in table (Important dates) at Ministry of External Affairs' Office in the presence of Bidders or their authorized representatives who choose to attend the opening of Bids. Authorized representative with authority letter on the letter head of tendering company/firm/agency etc duly signed by the tenderer will only be allowed to attend the meeting of the Tender Committee to be held on **24.10.2018 at 1100 hrs in Meeting Room 2, Room No. 0149, A Wing, Jawahar Lal Nehru Bhawan, Ministry of External Affairs, New Delhi for opening of technical bids.**

18. Amendment of Bidding Document:

- (a) At any time prior to the deadline for e-submission of bids, the Ministry may, for any reason, whether on its own initiative or in response to the clarification request by a prospective bidder, modify the bid document.
- (b) Any amendment in the bidding document, at any time prior to the deadline for e-submission of bids, shall be uploaded as 'corrigendum' on <http://eprocure.gov.in/eprocure/app> and www.mea.gov.in. Such amendments modification shall be binding on all the prospective bidders.
- (c) Ministry, at discretion, may extend the deadline for the e-submission of bids if the bid document undergoes changes during the bidding period, in order to give prospective bidder time to take into the consideration the amendments while preparing their bids.
- (d) The Ministry reserves the right to amend or withdraw any of the terms and conditions contained in the tender document or to reject any of the terms and conditions contained in the tender document or to reject any or all the tenders in whole or in part without giving any notice or assigning any reason.

- (e) Further Addendum/Corrigendum if any will be uploaded onto website of MEA only besides the CPP portal. The decision of Ministry, in this regard, shall be final and binding on all.

19. Corrupt or Fraudulent Practices:

- (a) It is expected that the bidders who wish to bid for this tender have highest standards of ethics.
- (b) Ministry shall reject bid if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices while competing for this contract.
- (c) Ministry may declare a bidder ineligible, either indefinitely or for a stated duration, if it at any time determines that the bidder has engaged in corrupt and fraudulent practices during the execution of contract.

20. Force Majeure:-

- (d) Ministry may consider relaxing the penalty and delivery requirement, as specified in this Tender document, if any, to the extent the delay in performance or failure to perform its obligations under the contract is the result of a Force Majeure.
- (e) Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as natural disasters, act of states, the direct and indirect consequences of wars (declared or undeclared) , hostilities, national emergencies, civil commotion and strikes at successful bidders premises, etc.

21. Ministry of External Affairs also reserves the right to call for additional information from the Bidders.

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Annexure D
Declaration Certificate

This is to certify that I/We before signing this E-Tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Signature:

Name:

Instruction to bidders

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 enrollment process, the bidders will be required to choose a unique user name 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 enrollment, 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. 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.
