

**OFFICE OF THE PRINCIPAL COMMISSIONER OF CGST CUSTOMS & CENTRAL EXCISE,**

**35-C, GST BHAWAN ARERA HILLS, BHOPAL (MP)**

 **F.No. I(22)02/Admn./Hqrs./2019 Bhopal Dated 15TH Feb. 2018**

***NOTICE INVITING E-TENDER***

The Principal Commissioner of CGST Customs & Central Excise, Bhopal , on behalf of the President of India, invites E- Tender ( ie. 1. Technical Bids and 2 Financial Bids ) from reputed vendors/ firms, having rendered house keeping services to reputed organizations under Govt. of India, CPWD, PWD (Government of Madhyapradesh), PSU and others having good track record and work experience for of housekeeping services on contract basis for a period of one year with effect from 1.4.2018 to 31.03.2019 from the date of award of contract for housekeeping services such as cleaning, dusting, sweeping and miscellaneous work at New Building GST Bhawan ,35-C, Administrative Area Arera Hills Bhopal.

1. **Online bids are invited on single stage two bid system for “House Keeping Services”.**
2. **Document Download: Tender documents may be downloaded from CPPP site** [**https://eprocure.gov.in/eprocure/app**](https://eprocure.gov.in/eprocure/app) **as per the schedule as given in CRITICAL DATE**

**SHEET as un**der.

|  |  |
| --- | --- |
|  | **CRITICAL DATE SHEET** |
| **Published Date** |  | **19/02/2018 at 17.00 hrs** |
| **Bid Document Download Start Date** |  | **20/02/2018 at 9.30 hrs** |
| **Clarification Start Date** |  |  **20/02/2018 at 10.00 hrs** |
| **Clarification End Date** |  |  **23/02/2018 at 15.00 hrs** |
| **Pre bid meeting** |  | --- |
| **Bid Submission Start Date** |  |  **20/02/2018 at 18.00 hrs** |
| **Bid Document Download End Date** |  |  **13/03/2018 at 12.00 hrs** |
| **Bid Submission End Date** |  | **14/03/2017 at 17.00 hrs** |
| **Bid Opening Date** |  |  **15 /03/ 2017 at 12.00 hrs** |
|  |  |  |

1. **Bid Submission:**

**Bids shall be submitted online only at CPPP website:** [**https://eprocure.gov.in/eprocure/app.**](https://eprocure.gov.in/eprocure/app)

**Service Providers have to follow the terms and conditions provided in the Annexure-I and**

**“Instructions to Bidder for Online Bid Submission” provided in the Annexure “II” for online submission of bids –**

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

1. Tenderer who has downloaded the tender from the Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app>, <https://eprocure.gov.in/epublish/app>**shall** **not tamper/modify the** **tender form including downloaded price bid template in any manner**. In case if the same is found to be Tampered / modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned.

5. Intending service providers are **advised to visit again CPPP website** <https://eprocure.gov.in/eprocure/app> **regularly till closing date of submission** of tender for any corrigendum / addendum/ amendment.

6. Applicant /service provider must provide Earnest Money Deposit (EMD) in the form of **Bank Guarantee** **amounting to Rs 50000/- (Rupees Fifty thousand Only )** in favour of Pay & Accounts Officer of CGST Customs & Central Excise, Bhopal.

7. The **Hard Copy of original Documents** in respect of Earnest Money, must be delivered to the Additional Commissioner ,(P&V) of CGST Custom and Central Excise, Bhopal, Administrative Area 35-C Arrera Hills Bhopal b**efore bid opening date/time as mentioned in critical date** **sheet.** Tender shall likely to be liable for rejection for non-submission of original payment documents /instrument against the submitted bid.

8. Bids will be opened as per date/time as mentioned in the **Tender Critical Date Sheet.** After online opening of Technical-Bid the results of their qualification as well Price-Bid opening will be intimated later.

**Submission of Tender**

Th**e tender shall be submitted online in two part, 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 Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

 **ANNEXURE “A”**

**Technical Bid**

The following documents are to be furnished by the Service Provider along with **Technical Bid** as per the tender document:

1. Signed and scanned copy of proof for payment of Earnest Money Deposit i.e Bank Guarantee.
2. Signed and scanned copy Certificates of GST registration.
3. Signed and scanned copy Certificates of ESRI registration.
4. Signed and scanned copy of PAN No.
5. Signed and scanned copy of Income Tax Return for last 3 financial years.
6. List of Govt. Organization/ PSUs / Private Parties to whom service is being provided presently.
7. Undertaking that bidder is not black listed by any Organization/ Govt. Department by any reasons.
8. Signed and scanned copy of Annexure ‘A’ (Technical Bid) of Tender.

 **Annexure “B”**

**PRICE BID**

1. Signed and scanned copy of Annexure ‘B’ (Financial Bid) of Tender.
2. Schedule of price bid in the form of BOQ\_ for House keeping services

 **Schedule of price bid in the form of BoQ for House Keeping Services .xls**

The above mentioned Financial Proposal/Commercial bid format is provided as BoQ\_ for House Keeping Services .xls along with this tender document at https://[eprocure.gov.in](http://www.eprocure.gov.in/)/eprocure/app . Bidders are advised to download this BoQ for  **House Keeping Services** as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid. **Bidder shall not tamper/modify downloaded** **price bid template in any manner**. In case if the same is found to betampered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned.

1. The rates shall be quoted in Indian Rupee only.
2. The rates will be inclusive of all taxes and any revision in the statutory taxes, fees, etc will be the responsibility of the Bidder.
3. In case of any discrepancy/difference in the amounts indicated in figures and words the amount in words will prevail and will be considered.
4. The quoted rates shall remain firm throughout the tenure of the contract and no revision is permissible for any reason.

 Authorized Signatory (Signature of the Authorized Person)

 CHECK LIST OF DOCUMENTS TO BE SUBMITTED.

**BID CHECKLIST**

Bidder is required to fill-up this checklist and enclose along with the envelope containing the Earnest Money.

|  |  |  |  |
| --- | --- | --- | --- |
| **Sl.** | **Item Description** | **Yes/No** | **Bid Reference** |
|  |  |  |  |
| **1.** | Earnest Money Enclosed |  |  |
|  |  |  |  |
| **2.** | Tender Acceptance Letter |  |  |
|  |  |  |  |
| **3.** | Letter of authorization to submit bid. |  |  |
| **4.** | An undertaking that the agency has not been black listed. |  |  |
| **5.** | **Scanned copy of ESI and EPF certificate** |  |  |
| **6.** | **Undertaking that no police case registered** |  |  |

**Eligibility Criteria:-**

1. The bidder should be registered with ESI and EPF and have a valid certificate of ESI and EPF department.
2. They should have a valid PAN Number.
3. The service provider should have work experience of minimum three years for housekeeping services preferably with Government Department. The necessary experience certificate is to be attached with the tender documents.
4. It is obligatory for the contractor that workers are paid at least minimum wages according to minimum wages fixed by the Govt. of MP from time to time.
5. They should have no police case against them in any of the police station of India. Self undertaking be attached with the tender documents.
6. The bidders need to quote for their rate only on per square feet per month basis.( total area will be 54688 sq. feet. & (details at Annexure-II)

 **ANNEXURE -I**

 **TERMS AND CONDITIONS:**

1. Rates/Quotations duly filled in, will be received up to the date and time mentioned in the **CRITICAL DATE SHEET** .
2. The Principal Commissioner of CGST Customs& Central Excise Bhopal (hereinafter referred to as the Commissionerate) reserves the right to postpone and/or extend the date of receipt/opening of Rates/Quotation or to withdraw the same, without assigning any reason thereof.
3. The Contractors are required to submit the complete Rates/Quotations only after satisfying each and every condition laid down in the Annexure enclosed.

 4. All the rates must be written both in figures and in words. Corrections, if any, are to be made by crossing out, initialing, dating and rewriting. In case of discrepancy between the words and figures the rates indicated in figures shall prevail. Rates/Quotations should be submitted and signed by the firm with its current business address.

1. The rates shall be valid for a period of at least three calendar months from the date of opening.
2. The Contractors should satisfy themselves before submission of the Rates/Quotations to the Principal Commissioner that they meet the qualifying criteria and capability as laid down in the Annexure.
3. The Contractors must comply with the Rates/Quotations, specification and all terms and conditions of contract. No deviation in the Terms & Conditions of the Contract shall be entertained unless specifically mentioned by the contractor in the Rates/Quotations and accepted by the Principal Commissioner.
4. Notwithstanding anything contained herein, the Principal Commissioner reserves the right to terminate the contract by giving 15 days notice in writing without assigning any reason and without incurring any financial liability whatsoever to the Contractor.
5. Insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948, shall be taken by the contractor. The contractor shall arrange necessary insurance cover for any persons deployed by him even for short duration. The Principal Commissioner shall not entertain any claim arising out or mishap, if any, that may take place. In the event of any liability/claim falling on this Commissionerate, the same shall be reimbursed/indemnified by the Contractor.
6. Contractor shall in no case lease/transfer/sublet/appoint care taker for services. '
7. No other person except Contractor's authorized representative shall be allowed to enter the Commissionerate.
8. Within the premises of the Commissionerate, the Contractor's personnel shall not do any private work other than their normal duties.
9. Contractor shall be directly responsible for any/ all disputes arising between him and his workers and keep the Commissioner ate indemnified against all actions, losses, damages, expenses and whatsoever arising thereof.
10. Contractor shall be solely responsible for payment of wages/ salaries other benefits and /(allowances to his personnel that might become applicable under any Act or Order of the Govt. The Principal Commissioner shall have no liability whatsoever in this regard and the Contractor shall indemnify this Commissionerate against any/ all claims which may arise under the provisions of various Acts, Govt. Orders etc.
11. Contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.
12. All consumables and material used by the contractor shall be provided by this Commissioner ate.
13. It is made clear that the engagement of the service provider does not in any way confer any right to the service provider or the persons that may be deployed by him in this office for claiming any regular or part time employment in this office or any other Govt. Office.
14. A performance guarantee in form of bank guarantee or FDR will be obtained from the successful bidder, which shall be for an amount of 5% of the Value of Contract.
15. The billing will be done on monthly basis and bills to be submitted in triplicate by the 5th of the succeeding month.
16. The Contractor should furnish the full details regarding residential address, age, qualification, parentage etc along with photographs and telephone number of all housekeeping staff for records.
17. The duty hours of housekeeping staff would be decided by the office of the Principal Commissioner of CGST Customs & Central Excise, Bhopal.
18. The contractor will ensure that no person deployed by it indulges in smoking, drinking alcohol, consumption of any intoxicants, chewing pan tobacco etc or unnecessarily loitering in the premises without work.
19. The contactor should be Bhopal based.

 If any of the terms and conditions 1 to 24 above is not found fulfilled during the currency of contract, the Central Excise reserves the right to terminate the contract without assigning any reasons thereof. However, this contract can be terminated with a notice period of one month by the either side.

 Sd/

 Additional Commissioner (P&V)

CGST Customs & Central Excise, Bhopal

 **CHECK LIST FOR THE TENDERER**

1. Have you read the tender document in full and understand it?
2. Whether you have signed on all the pages of the tender?
3. Whether you have written the rates in figures and words in pen?
4. Whether the tender document is being submitted as offer?
5. Whether the EMD is enclosed as per the requirement?

 (Signature of the tenderer with seal)

 **ANNEXURE- II**

 **Scope of House keeping Services as mentioned detailed as under.**

1. Scope of Work : Daily Services

The premises of the office of the Principal Commissioner of CGST Customs & Central Excise, 35-C GST Bhawan, Bew Building Arera Hills Bhopal, Commissioner (Appeals) and Assistant Commissioner CGST Customs & Central Excise, Div-I /II/III/IV along-with Range-Sehore, Itarsi, and BHEL.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| S.No. | Name of the Building/Location | Covered Area in (Sq. Feet) | Open Area in (Sq. feet) | Total Area (Sq. feet) | Work Area |
| 1. | Office of the Principal Commissioner of CGST Customs & Central Excise ., GST Bhawan, 35-C Bhopal (22570 sq. fit & NRI , Guest House (1694 sq.fit.) and Commissioner (Appeals ) 48 Arera Hills Bhopal 1499 sq. feet  | **16448** | **9315.92** | **25763.92** | providing housekeeping services such as cleaning, dusting, sweeping and cleaning of latrine-bathroom of office premises & misc. work.” |
| 2. | Office of the Assistant Commissioner Central Excise Div-I/II/III/IV paryawas Bhawan , Bhopal (23491 sq. fit along-with Range-I (BHEL), Sehore & Itarsi. (2000+1653+1780 sq. fit.) | **28924** | **-** | **28924** | **---do-----** |
|  | **Grand Total** | **45372** | **9315.92** | **54687.92** |  |

1. The prime object of housekeeping services is to maintain the entire premises in a neat and clean condition. The premise is to be maintained from hygienic point of view. The cleaning material shall be supplied by the department.
2. The broad details of work covered under the scope is enumerated as follow: (except Sunday & National holiday)
3. proper and effective cleaning and sweeping and wet mopping of the entire office premises daily including removal of cob-webs from ceiling and walls.
4. Personal attendance at senior officer’s cabin.
5. Furniture like Tables, Chairs, visitor’s chairs, sofa, Almirah etc. and all the electronic gadgets like Computers, telephones, fax machines, photo copier machine etc. have to be dust free and dust removal has to be done daily as well as doors, windows, glass etc. in the entire office should be cleaned daily.
6. Proper and effective cleaning and washing of toilets, urinal, washbasins, sinks, sanitary fitting and fixtures using disinfecting material like Vim, Phenyl, Acid. Cleaning of all sanitary fittings tiles and mirrors in the toilets walls.
7. Dusting and proper cleaning with wet cloth of all items of furniture and their proper positioning in office premises daily.
8. Miscellaneous service such as serving of drinking water/refreshment in the office by deploying dedicated personnel.
9. Running of Xerox machine, fax machine and making of course material etc. by deploying dedicated personnel.
10. Collection of all sweeping, garage and wastes and transport/dispose of the same to the nearest pit.
11. Maintenance and up keep of the entire office premises.
12. Shifting of furniture, files, & other office equipment whenever required.
13. Dusting doors, windows, fans, notice boars, floor vases and art objects provided in all the places in the space ahead of the time of opening of the office.
14. Quantity of area indicated in Annexure is subject to increase /decrease at the discretion of this office without assigning any reason.
15. Any other work related to above scope of work as may be ordered by senior officers.

**5. TERMS OF PAYMENT**

(i) The tenders will quote their rate only on per square feet per month basis and not based on the number of persons to be deployed or per person basis. The deduction towards PF and ESI etc. should be inclusive in the rates quoted as per square feet per month and same would not be payble over and above the rates thus quoted.

(ii) The cost of cleaning material should not be included in the rate quoted. The same will be provided by the office.

 (iii)The contractor will submit the monthly bill for reimbursement in duplicate which shall be got duly certified by the officer-in-charge. The contractor shall make regular and full payment of labour wages which should not be less than that fixed under minimum wages.

In case the Additional Commissioner (P&V) receive any complaint regarding non- payment of wages to personnel the amount payable to these personnel will be recovered from vendor’s & paid to such staff.

 **ANNEXURE –B**

The qualification requirements for award of contract for housekeeping

|  |  |  |
| --- | --- | --- |
| 1 | Name of the organization / Firm  |  |
| 2 | Name(s) of the Proprietors/ Directors along with detail address with Mobile No. address  |  |
| 3 | Registered Address  |  |
| 4 | Telephone No. Fax No.  |  |
| 5 | Whether firm is registered & license holder under Contract Labor (Regulation & Abolition) Act  |  |
| 6 | Registration No. of the Firm (Copy to be enclosed)  |  |
| 7 | Permanent Account No. of the firm (PAN)  |  |
| 8 | Copy of Income Tax clearance Certificate (ITCC) to be enclosed.  |  |
| 9 | Provident fund number allotted by Regional Provident Fund Office.  |  |
| 10 | ESI Registration No.  |  |
| 11 | GST Registration No. |  |
| 12 | Total staff /workers of the firm  |  |
| 13 | The contractor should be Bhopal based |  |
| 14 | Name(s) of Public Sector / Govt. Organization to whom similar services have been provided by the firm during last five years. (Please attach the job order/ service certificate from Govt. Office/ Public Sector)  |  |

**Declaration**

I/We hereby certify that the information furnished above is full and correct and best my /our knowledge. I/We understand that in case any deviation is found above statement at any stage, the company/firm will be blacklisted and will not handing with the department in future.

 (Signature of Authorized signatory with seal)

 **(Financial Bid) BOQ**

PROFORMA FOR QUOTING RATES FOR TOTAL COVERED AREA 54688 Sq. fit.

|  |  |  |  |
| --- | --- | --- | --- |
| Rate for housekeeping service per Sq. ft. (excluding GST) indicate. | Total Area (In Sq. fit) | Total rate per Sq. feet per month | Total amount per month |
|  | 54688 |  |  |

Signature with date………………………….

Name of firm…………………………………

Seal……………………………………………

Note: No extra payment will be made other than the above mentioned amount.

 **ANNEXURE “A‟**

**TECHNICAL BID**

1. Name, Address and Telephone number of Service Provider :
2. Name, address, Mobile No. of the Proprietor/Partner/Directors of the firm:

(In case of Partnership Firm, copy of partnership deed attached

|  |  |
| --- | --- |
| 3 |  GST Registration No. …………………………………….. Attach copy of |
| 4 |  PAN No. Attach copy of |
| 5. |  Turnover of the bidder in the financial year 2017-18  |
| 6. |  Whether the bidder fulfils the general term and conditions |
| 7 |  The contractor should be on Bhopal based. |
| 8 |  Detail of EMD. |
| 9 |  The service provider must submit an under taking that neither he nor his firm has been blacklisted by any organization for any reason as on date of submission of the bid |
| 10 |  Whether the bidder fulfills the general conditions. |
| 11 |  Provident fund number allotted by Regional Provident Fund Office. |
| 12 | ESI Registration No. |

I/We hereby declare that the above mentioned particulars are true and correct.

 I have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.

 Signature of Tenderer:

Name :

 Seal/ Stamp: Capacity in which signed

 **ANNEXURE-II**

**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**.**](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)](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 / 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.

1. 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.

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

1. 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.
2. 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.