

KALINDI COLLEGE

UNIVERSITY OF DELHI

DELHI – 110008

www.kalindi.du.ac.in



TENDER DOCUMENT FOR MANPOWER SERVICES AT KALINDI COLLEGE

e-TENDER DOCUMENT

**KALINDI COLLEGE
UNIVERSITY OF DELHI
DELHI – 110008**

www.kalindi.du.ac.in

Email: kalindisampark@kalindi.du.ac.in

E-PROCUREMENT TENDER NOTICE

Kalindi College, University of Delhi invites online bids as per Two Bids System (Technical and Financial) from reputed & eligible agencies through e-procurement for MANPOWER SERVICES

Date Sheet

The key details are as follows:

a	Name of work	Manpower Services
b	Approximate cost of work	Rs. 80.00 Lakh per annum.
c	Tender security amount(EMD)	Rs. 1,60,000/- in favour of “The Principal, Kalindi College, University of Delhi”, Payable at Delhi valid for a period of threemonths. Demand draft of EMD favoring Principal, Kalindi College , payable at Delhi, should reach the college before the end date and time of bid submission. Failing which offer will be liable for rejection. Bidders, however have to attach scanned copy of EMD documents alongwith their e-tender.
d	Cost of tender documents	Rs. 500/-
e	Tender submission start date and time	03.11.2022 at 1:00 p.m
f	Tender submission closure date and time	18.11.2022 at 5:00 p.m
g	Date & time of opening of Tender(Technical bid)	21.11.2022 at 9:30 a.m
h	Date & time of opening of financial bid	Will be informed later on after the evaluation of Technical bids (only to the bidders who will qualify the technical evaluation)
i	Validity of Tender	60 days from the date of opening of tender

Notes:

1. All details regarding the subject tender are available on websites www.du.ac.in, www.kalindi.du.ac.in and <https://eprocure.gov.in/eprocure/app>. Any change/ modification in the Tender Enquiry/ Tender Document will be intimated through above websites only. Bidders are therefore, requested to visit the websites regularly to keep themselves updated.
2. Bids shall be submitted online only at CPPP website: <http://eprocure.gov.in/eprocure/app>.
3. For submission of E-Bids, bidders are required to get themselves registered with <http://eprocure.gov.in/eprocure/app>.
4. Demand draft of EMD favoring **Principal, Kalindi College**, payable at Delhi, should reach the college before the end date and time of bid submission. Failing which offer will be liable for rejection. Bidders, however have to attach scanned copy of EMD documents along with their e-tender.

Clarifications/ queries, if any, can be addressed to the Principal Kalindi College on email: kalindisampark@kalindi.du.ac.in

Principal

KALINDI COLLEGE
UNIVERSITY OF DELHI,
East Patel Nagar, New Delhi – 110008

NOTICE INVITING TENDER

Kalindi College invites online bids from manpower services providers based in Delhi for “Tender for Providing Manpower Services”. It is necessary to comply the following terms and conditions:

1. Online bids are invited on Central Public Procurement Portal on two stage two bid system for “**Tender for Providing Manpower Services**”. **Manual bids shall not be accepted.**
2. **DOCUMENT DOWNLOAD:** Tender documents may be downloaded from Kalindi College website <https://www.kalindi.du.ac.in> or from CPP Portal Website <https://eprocure.gov.in/eprocure/app> .
3. **EARNEST MONEY DEPOSIT:** 2% of the estimated value of Tender shall be deposited towards Earnest Money Deposit (EMD) through Demand Draft in favour of Principal, Kalindi College, payable at Delhi. Bidders are required to submit the details of EMD payment at the time of Bid preparation. Tender document not accompanied with the EMD is liable to be rejected. No exemption of any kind will be given in this regard. The EMD shall be submitted in the College on or before the last date of submission of bids on CPP Portal.
4. **INTEREST FREE EMD:** The EMD amount will be refunded to the unsuccessful bidders after entering into a contract with the successful bidder. No interest will be paid on EMD to the bidders. The EMD will also be returned to the successful bidder after finalizing the contract with him, depositing the Performance Security and placing the work order with him. In case of MSE (Micro & Small Enterprise) bidder, Valid MSE Certificate/Udyam Registration Certificate, broadly covering the tendered equipment/services, for claiming exemption of EMD shall be required to be submitted as per MSME definition of MSME Act 2020.
5. **PERFORMANCE SECURITY DEPOSIT:** 3% of the estimated value of Tender shall be deposited towards Performance Security by the successful bidder by way of Demand Draft / Bank Guarantee / Fixed Deposit of any nationalized / scheduled bank in favour of Principal, Kalindi College, payable at Delhi. The Performance Security shall be deposited prior to finalizing the contract agreement.
6. **VALIDITY OF PERFORMANCE SECURITY DEPOSIT:** The validity of the Performance Security will be for two months beyond the contract period which will be returned after the contract is over. No interest shall be payable on the Performance Security. However, in the case of any dues / damages / penalty / non-compliance of norms stipulated for such service, reported during the tenure of contract period, the same shall be adjusted against the Performance Security.

7. BID SUBMISSION:

- Bids shall be submitted online only at CPP Portal website: <https://eprocure.gov.in/eprocure/app>. Bidders are advised to follow the instructions on the CPP Portal 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.
8. Not more than one tender shall be submitted by one contactor or contractors having business relationship. Under no circumstances father and his son(s) or other close relations who have business relationship with one another (i.e when one or more partner(s)/director(s) are common) will be allowed to tender for the same contract as separate competitors. Breach of this condition will render the tenders of both parties liable to rejection.
9. Tenderer who has downloaded the tender from Kalindi College website <https://www.kalindi.du.ac.in> or <https://eprocure.gov.in/eprocure/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 tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with Kalindi College.
10. Intending bidders are advised to visit the Kalindi College, website <https://www.kalindi.du.ac.in> OR CPPP Portal <https://eprocure.gov.in/eprocure/app> regularly till the last date of submission of tender for any corrigendum / addendum / amendment.
11. The Hard Copy of original instruments in respect of cost of tender fee, earnest money, original copy of ITRs, C.A. Certificate and Audit Reports (last three Preceding years) must be delivered to the Principal, Kalindi College, East Patel Nagar, New Delhi – 110008 on or before the last date. Tenderer shall likely to be rejected for non-submission of original payment instrument like Demand Draft etc. against the submitted bid. The Demand Draft attached/submitted for tender fee shall be non-refundable.
12. The bidders should have the average minimum turnover of ₹ 10.00 crore during the last three financial years (i.e 2019-20, 2020-21 and 2021-22). Certificate to this effect from Chartered Accountant shall be submitted as per **Annexure –IV**.
- PF Certificate
 - ESIC Certificate
 - Labour License
13. The Bidders should have experience in the similar field for providing manpower services in the Government Departments / Reputed /Educational Institutions (Govt./Private). Certificate to this effect shall be submitted as proof in **Annexure –V** alongwith supporting documents from the concerned organisations.
14. The Bidder should submit Audit Report, Income Tax Return (ITR) for the last three financial years (i.e 2019-20, 2020-21 and 2021-22) and GST Return for the financial year 2021-2022.
15. The bidder should submit the documentary proof of registration for EPF, ESI and Electronic Challan cum Return (ECR) during the period September 2021 to August 2022.

16. The Bidder should submit capital certificate not less than ₹10 lakhs and Bank solvency certificate not less than ₹100 lakhs not issued before 31st March, 2022.
17. ISO Certificate 10001:2018, 18788:2015, 14001:2015, 45001:2018 and 9001:2015 must be submitted. (HARD COPY TO BE SUBMITTED BEFORE THE LAST DATE)
18. An undertaking on Judicial Stamp Paper of Rs. 100/- stating the bidder/contractor has not been black listed from any authorities and should be notarized.
19. Bids will be opened as per date/time mentioned in the Tender Date Sheet. After online opening of Technical-Bid. The results of their qualification as well as Price-Bid opening will be intimated later.
20. The Agency shall be responsible for timely compliance of the obligations under various laws and Acts, namely EPF Act, ESIC Act, Bonus Act, Gratuity Act and Workman Compensation Act etc. or under any other statutory requirements as applicable in the National Capital Territory, Delhi and amended from time to time in respect of the manpower deployed and also to present the documents as and when required or asked for by the College .
21. **PANEL VALIDITY:** - The College may prepare panel for lowest three bids for providing manpower services. In the case of unsatisfactory service, the contract for manpower Services will be awarded to the next bidder. The panel will be valid for two years for award of contract. In the case of tie between two or more bidders, then the bidder shall be decided having at least three years' experience in the University of Delhi/constituent colleges of /Delhi University for providing manpower services or as per the decision of the competent authority.
22. **PERIOD:** - The Manpower Service Contract shall be awarded for a period of one year and the agreement to this effect will be signed between both the parties on a non-judicial stamp paper of Rs.100/-. However, the contract may be extended for a further period with mutual consent as per terms and conditions as well as satisfactory work report.
23. **PENALTY:** - In case of non-compliance of any terms and conditions mentioned in tender documents, penalty may be imposed of monthly bill. The decision of the Principal shall be final and binding.

S.No	Violation	Amount of Penalty
1.	Payment of wages from 11 th to 15 th day of month	2% per day of the payable one month's payments for delayed days.
2.	Payment of wages after 15 th day of month	2.5% per day of the payable one month's payments for delayed days.
3.	Delay in payment of Bonus by to due date	1% of the per day of bonus amount.
4.	Non-Compliance of any valid written directions of UGC	Will be decided on case to case basis.
5.	Late deposit of PF or / and ESI with the concerned authorities	1% per day of the payment of PF or/and ESI dues.

24. **CANCELLATION OF CONTRACT:** During the period of contract, if the conduct / services / work of the contractor are not found appropriate or the statutory compliances are not fulfilled, the contract shall be cancelled by giving the notice of one month.
25. **DUTIES & RESPONSIBILITIES:** The contractor will be responsible for all the duties assigned by the administration of college under supervision of the Principal.
26. **NUMBER OF PERSONNEL / STAFF (UNSKILLED, SEMI SKILLED, SKILLED):-** The Principal of the college may increase or decrease the number of unskilled or skilled Semi-skilled persons as per requirement of college on the same terms & conditions.
27. As per notification no. 29(1)/2014-PPD dated 28/01/2014 issued by ministry of Finance, if a firm quotes NIL service charges, the bid shall be treated as unresponsive and will not be considered.
28. The persons to be deployed by the Agency should not have any Police Records/Criminal cases against them. The agency should make adequate enquiries about the character and antecedents of the persons whom they are recommending. The character and antecedents of all workers to be deployed at Kalindi College by the service provider will be got verified from local police by the service provider at its own cost and will submit the report thereof to Kalindi College.

Prof. Anula Maurya
Principal

SUBMISSION OF TENDER

The tender shall be submitted online in two parts, viz., technical bid and Financial 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/Post shall not be considered. No correspondence will be entertained in this regard.

TECHNICAL BID

The following documents are to be furnished / uploaded by the bidder along with Technical Bid:

- 1) Signed and Scanned Copy of deposit of Tender Fee and EMD.
 - 2) Signed and Scanned copy of valid GST certificate, PAN No., EPF & ESI Registration No. & Amount transfer Certificate, Labour Licence certificate under the Contract Labour (Registration & Abolition) Act, 1970.
 - 3) Signed and Scanned Copy of Incorporation certificate shall be submitted. (like partnership deed in case of partnership firm, Memorandum and Article of Association in case of limited company, ownership certificate in case of sole proprietary firm and Power of Attorney in favour of authorized signatory in case the firm is not a proprietary firm.
 - 4) Registration certificate / Trade license certificate / Enlistment certificate / Incorporation certificate in any Govt. Deptt. / Statutory body/ PSU).
 - 5) Signed and scanned copy of supporting documents at Point No., 12, 13 and 14 as mentioned in Notice Inviting Tender (NIT).
 - 6) Signed and Scanned copy of Tender Acceptance Letter. (**Annexure -I**) and Technical Data Sheet (**Annexure –II**)
 - 7) Signed and scanned copy of the Bidder should submit capital certificate not less than ₹10 lakhs and Bank solvency certificate not less than ₹100 lakhs onwards.
 - 8) Signed and scanned copy of documentary proof of Registration of EPF, ESI and Electronic Challan cum Return (ECR) not less than 500 employees during the period September 2021 to August 2022.
- All points of Bid Submission should be considered.

In case of non-submission of any of the above mentioned documents, the bidder will be liable for rejection at any stage of evaluation process.

FINANCIAL BID

- (a) Financial bid undertaking (**Annexure VI**)
- (b) Financial Bids to be uploaded on the CPP Portal <https://eprocure.gov.in/eprocure/app>

Prof. Anula Maurya
Principal

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

Date:

The Principal,
Kalindi College
University of
Delhi East Patel
Nagar, New
Delhi – 110008

Sub: Acceptance in respect of Terms & Conditions of Tender Document of “Tender for Providing Manpower Services”

Ref: NIT NO- Dated

Dear Madam,

- 1) I/We have downloaded the tender document(s) for the above mentioned ‘Tender/Work’ from the web site <https://www.kalindi.du.ac.in> or <https://eprocure.gov.in/eprocure/app> as per your advertisement, given in the above mentioned website.
- 2) I/We hereby certify that I/We have read all the terms and conditions of tender document (including all documents like annexure(s), schedule(s) etc.), which form part of the contract agreement and I/We shall abide hereby all terms and conditions / clauses contained therein.
- 3) The Corrigendum(s) issued from time to time by your institution has also been taken into consideration, while submitting this acceptance letter.
- 4) I/We hereby unconditionally accept all the terms and Conditions of above mentioned tender document / corrigendum / addendum etc as applicable in its totality / entirely.
- 5) I/We do hereby declare that our firm has not been blacklisted / debarred by any Govt. Department / Public Sector Undertaking. Further, I/We do hereby declare that there is no criminal legal suit pending or contemplated against us.
- 6) In case fail to upload any documents in technical bid or any provisions of this tender are found violated, then your Institution shall without prejudice to any other right or remedy be at liberty to reject my bid including the forfeiture of earnest money deposit.
- 7) I/We confirm that our bid shall be valid up to 365 days as mentioned in this tender document from the date of opening of cover-1, Techno-commercial Bid.
- 8) I/We hereby certify that all documents have been uploaded as mentioned in NIT.
- 9) I/We hereby certify that I/We am/are able to start contract within month from date of award of contract.

I/We certify that all the information furnished by our firm is true and correct to the best of our knowledge. In the event that the information is found to be incorrect / untrue or found violated, then your institution shall have the right to reject the bid or terminate the contract without prejudice to any other rights or remedy including the forfeiture of the full earnest money deposit absolutely.

Seal and Signature of Authorized Signatory:

Name of Authorized Signatory:

Company Name:

Address:

TECHNICAL DATA SHEET

S. No	Particular	Requirement	Current rate and percentage	Remarks
1.	Nurse (skilled category)	01	As per Government rates	
2.	Supervisor (skilled category)	01		
3.	Skilled category (Office Staff)	02		
4.	Skilled Category (Library Staff)	03		
5.	Electrician (skilled category)	01		
6.	Gate Keeper (unskilled category)	05		
7.	Safai Karamchari (unskilled category)	08		
8.	Mali (Semi-skilled category)	02		
9.	Attendant (MTS) (Semi-skilled category)	10		
10.	Plumber (skilled category)	01		
11.	Gym-Instructor (Skilled Category)	01		
12.	EPF			
13.	ESI			
14.	Service Charges			To be quoted by bidders on CPP portal
15.	GST	As per applicable rates		Rate shall be changed from time to time as per the Govt. notifications

Minimum wage is only for 26 days. However, salary shall be paid on the actual number of duties. Guard is considered as Chowkidar / Watchman under unskilled category.

1. Service charges include Bonus, Uniforms, Security Equipment, materials and other charges (if any).
2. As per notification No. 29(1)/2014-PPD dated 28/01/2014 issued by Ministry of Finance, if a firm quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.

In case of incomplete bids, non-submission of required documents and non-compliance of statutory norms, the Technical Bids will be rejected and their financial bids will not be opened/considered.

Schedule of price bid

The financial bid is provided along with the tender document at <https://eprocure.gov.in/eprocure/app>. Bidders are advised to quote their offer/rates in the allowed column and fill the same in the financial bid at <https://eprocure.gov.in/eprocure/app>. The Bidder shall not tamper/modify the downloaded Price Bid Template in any manner. In case if the same is found tempered/modified in any manner, tender will be rejected and EMD would be forfeited and tenderer will be liable to be banned from doing business with Kalindi College. Following are instructions for the bidders for filling up the BOQ.

1. The rates shall be quoted as per the Government rates only.
2. The service charges will be inclusive of all statutory obligations, uniforms, Security Equipment's and any other charges (if any).
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 payment will be made to the contractor at any nationalized / scheduled bank account by way of ECS/RTGS after statutory deductions.
5. The quote shall remain firm throughout the tenure of the contract and no revision is permissible for any reason.

Seal and Signature of the Authorized Signatory

Company Name:

Address :

On the Letter of Head of Chartered Accountant

It is to certify that the M/s has earned the income from the Manpower Service for the period 2019-20, 2020-21 and 2021-22. The following figures are extracted from Audited report of respective years which is related to providing Security Services.

Sl. No	Finance year	Amount (in lakhs)
1	2019-20	
2	2020-21	
3	2021-22	

Seal and Signature of Chartered Accountant with UDIN Name

Address

ON COMPANY LETTER HEAD

I/We hereby certify that M/s has experience in the Government Departments / Reputed Private Institutions / Company during the respective period and the details of which are hereunder with supporting documents: -

S.no	Govt. / Private	Name of organization	Total No. of Persons deputed	Period		Total experience	Certificate issued from the organization
				From	To		

Note: The Experience Certificate/ Work order issued by the Government / Private sector will be considered. The work order without the experience certificate / Work order will not be considered.

Seal and Signature of Authorized SignatureName

Address

Annexure VI

FINANCIAL BID UNDERTAKING

(To be given on Company Letter Head)

The Principal,
Kalindi College
University of Delhi, East
Patel Nagar,
New Delhi – 110008

Dear Madam,

1. I hereby submit the Price Bid for the **Tender for Providing Manpower Services** and related activities as envisaged in the Bid documents term and conditions.
2. I have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.
3. I offer to work at the rates as indicated in the price Bid, (Annexure III) inclusive of all applicable charges by whatever name called.

Yours Faithfully,

Signature of Authorized Representative and seal

Instructions for Online Bid Submission

(Department User may attach this Document as an Annexure in their Tender Document which provides complete Instructions for on line Bid submission for Bidders)

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

Note: *My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.*

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 opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.
