



राष्ट्रीय सीमा शुल्क, अप्रत्यक्ष कर एवं नार्कोटिक्स अकादमी,  
भारत सरकार, वित्त मंत्रालय, राजस्व विभाग, नासिन परिसर,  
सैक्टर - 29, फरीदाबाद – 121008.

National Academy of Customs, Indirect Taxes and Narcotics  
Government of India, Ministry of Finance, Department of Revenue,  
NACIN Complex, Faridabad –121008.

F. No. IX-Admn/4/87/2018

22.03.2019

### **TENDER NOTICE FOR HIRING OF VEHICLES**

E-tenders (Online) are invited from reputed parties/agencies supplying vehicles with drivers on Monthly Hire-basis for official use of National Academy of Customs, Indirect Taxes & Narcotics (NACIN), Faridabad. Interested parties / agencies who have experience of supplying at **least 4 (four)** vehicles to a Government office and are also willing to comply with the terms and conditions annexed to this notice, may submit their bids online as given in the instructions for online bid submission (Annexure-D) on or before **22.04.2019 04:00 PM (16:00 Hrs).**

There should be attachments for Technical Bid (Annexure-A), Financial Bid in BOQ Format (Annexure-B) and Tender Acceptance Letter (Annexure-C). Technical Bids should contain documents evidencing: -

- (1) Year of manufacture of the vehicles,
- (2) Previous experience of the Government agencies served,
- (3) GST Registration No.

The Financial Bid/Bids will be taken up only if the technical specifications are found satisfactory; otherwise the Tender will be straight way rejected. Details of tender notice are also available on the CBIC/ NACIN website:-[www.cbic.gov.in](http://www.cbic.gov.in) and [www.nacen.gov.in](http://www.nacen.gov.in).

The details of the Vehicles to be hired are as under:

Sr. No.	Category	No. of Vehicles required	Usage
1.	Staff Vehicle (Honda City, Hyundai Verna, Maruti Suzuki Ciaz or its equivalent)	02 (Two)	To be used upto 30/31 days subject to maximum of 2500 kms in a month.
2.	Mid-sized vehicle (Innova, XUV-500, Scorpio, Tata Hexa or its equivalent)	01(Two)	To be used upto 25/26 days subject to maximum of 2000 kms in a month.
3.	Small-sized vehicle (Honda City, Hyundai Verna, Maruti Suzuki Ciaz or its equivalent)	03 (Three)	To be used upto 25/26 days subject to maximum of 2000 kms in a month.
<p>A. The number of 'staff car' vehicles mentioned is not fixed but as per present requirement.</p> <ul style="list-style-type: none"> <li>○ <b>If needed, the vendor should be able to provide one or more vehicles at the same rates and terms and conditions;</b></li> <li>○ <b>Also, this office may surrender one or all of the vehicles, if not needed by this office.</b></li> </ul> <p>B. The number of 'Mid-sized/ small sized' vehicles mentioned is not fixed but as per present requirement.</p> <ul style="list-style-type: none"> <li>○ <b>If needed, the vendor should be able to provide one or more vehicles at the same rates and terms and conditions;</b></li> <li>○ <b>This office may surrender one or all of the vehicles, if not needed by this office.</b></li> </ul> <p>C. Rates to be quoted for <b>Petrol/Diesel &amp; CNG</b> Vehicle separately</p> <p><b>* In any case, the payment would be made based on the actual usage of the vehicles, irrespective of numbers mentioned above.</b></p>			

## Data Sheet

Item	Description
Name of the Hirer	NACIN, Faridabad
Tender Inviting Authority	Deputy Director, NACIN, Faridabad
Tender Name	Hiring of Vehicles
Tender No. and Date	<b>F. No. IX-Admn/4/87/2018, March, 2019</b>
Method of Selection	Open Tender
Availability of Tender Documents	To be downloaded from Central Public Procurement Portal at <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a>
Date and time of Tender notice issuance	<b>22.03.2019 16.00</b>
Last date and time for Bid/Proposal submission (On or before)	<b>22.04.2019 16.00</b>
Bid Opening Time, Date & Venue	At NACIN, Sector-29, Faridabad, (Haryana) 121008
Language of Bid Submission	ENGLISH
Currency	Indian Rupees (INR)
Name and Address for Communication and seeking clarification	Sh. Anoop Verma, Dy. Director, NACIN, Sector-29, Faridabad-(Haryana) 121008. Mobile: 9532115104.
Period of Hiring	May, 2019 to April, 2020

### **E-tender for hiring of Motor Vehicle for NACIN, Faridabad Document Download:**

Tender documents may be downloaded from Central Public Procurement Portal at <https://eprocure.gov.in/eprocure/app>. Aspiring Bidders who have not enrolled/registered in e-procurement should enroll / register before participating through the website. The portal enrolment is free of cost. Bidders are advised to go through instructions provided at **Annexure D** regarding Instructions for Online Bid Submission.

## **CRITICAL DATE SHEET**

Publish Date	22.03.2019 16.00
Bid Document Download / Sale Start	22.03.2019 16.00
Bid Submission Start Date	22.03.2019 16.00
Bid Document download/ Sale End Date	22.04.2019 16.00
Bid Submission End Date	22.04.2019 16.00
Bid Opening Date	23.04.2019 16.00

### **3.Bid.Submission:**

**Bids shall be submitted online only on CPPP website: <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.

- Tenderers can access Tender documents on the website, fill them with all relevant information and submit the completed Tender document into electronic Tender on website <https://eprocure.gov.in/eprocure/app>
- Tenders and supporting documents shall be uploaded through e-procurement portal. **Hard copy of the Tender documents shall not be accepted.**

### **OTHER TERMS AND CONDITIONS OF THE TENDER NOTICE:**

1) The service provider should be a proprietorship/ partnership/ registered firm/ company and the vehicle(s) should be registered in Delhi/NCR.

2) The contract for providing vehicles will be given to the lowest bidder who fulfils all the terms and conditions given in the tender document. To safeguard against failure by the successful service provider in providing requisite number of vehicles, this office may empanel other service providers who are prepared to provide services as per the same terms and conditions as that of L-I (Firm who has quoted lowest rates) tenderer.

3) **This office reserves the right to revise the requirements of vehicles being hired. The Tenderer shall be required to provide as many vehicles as may be required by this Office.**

4) The number of 'staff car' & 'Mid-sized/ small sized' vehicles mentioned is not fixed. It is as per present requirement:

a) **If needed, the vendor should be able to provide more vehicles at the same rates and terms and conditions.**

b) **Also, this office may surrender one or all of the vehicles, if not needed by this office.**

5) Rates to be quoted for Petrol/Diesel & CNG Vehicle separately as based on the fuel type separates rates are applicable.

6) **In any case, the payment would be made based on the actual usage of the vehicles, irrespective of numbers mentioned above.**

7) The vehicle deployed should be of latest model (**not older than two years**) and shall have clean seat covers/ towels and should be in good running condition. Vehicles should be comprehensively insured and should carry necessary permits/ clearance from the Transport Authority or any other concerned authority. The vehicles should also carry necessary pollution certificates issued by the competent authority.

8) The vehicles shall be for exclusive use of this Office and should not be used by the Service Provider for any other purpose.

9) The vehicles shall be made available on all days including Saturday, Sunday & Holidays, if required.

10) The calculation of mileage shall be **from the reporting point to the relieving point** and will not be calculated on garage to garage basis. For this purpose, the service provider shall ensure that the odometer of the supplied vehicle is properly sealed. In case of any doubt the authorized officer of this Office may get odometer of the vehicle checked from any authorized workshop at the cost of Service Provider.

11) **LPG Cylinders should not be used for running the vehicle in any case.**

12) The service provider shall provide name & address/es of the drivers. The drivers deputed for service to this Office should not have any Police records/ Criminal cases (previous or pending) against them. The service provider should make adequate enquiries about the antecedents of the drivers before deputing them for service to this Office.

13) The driver(s) shall observe all the etiquette and protocol while performing duty. They should wear a proper uniform & must carry a mobile phone in working conditions, for which, no separate payment shall be made by this office.

14) The driver(s) deputed on duty should carry valid driving license. They should also not have been involved in more than two punch or challan/s for negligent driving. The Service Provider should also ensure that they have arrangement for establishing contact and round the clock service. For this purpose, they should have adequate numbers of telephones/mobiles.

15) This Office shall not be responsible for any challan, loss, damage or any accident of the vehicle or to any other vehicles or for the injury to the driver or to any other third party. The loss or damage or legal expenses on this account shall be borne by the Service Provider.

16) The drivers should be well conversant with the roads and routes of Delhi/ NCR. The operation and functions of the drivers shall be governed as per the Motor Vehicles Act and Rules.

17) The drivers should always remain with the vehicle during the entire period of duty. In case of any need, they should seek permission from the concerned officers.

18) The drivers should have a minimum experience of three years of driving, which should be verifiable from the date of issuance of his driving license.

19) In case of any breakdown of vehicle on duty, the service provider shall make arrangement for providing another vehicle. In such a case, mileage from garage to the point of breakdown would not be paid.

20) During the period of operation, the driver should not ordinarily be changed unless desired/allowed by this office.

21) A daily record indicating time and mileage for each vehicle shall be maintained in a log - book which should be submitted to the concerned officer of this Office for scrutiny & payment of the bills.

**22) The billing will be for a maximum of 2000 kms for Mid-Size/Small-size Vehicle and 2500 kms for Staff Vehciles per month as the case may be. The balance kms will be carried forward to the succeeding month(s). This Office will however reimburse toll tax and parking charges against production of documentary evidence.**

23) All expenses relating to salary and allowances of the driver shall be borne by the Service Provider. Like-wise all expenditure related to the vehicle including insurance, maintenance & fuel etc. will also be borne by the Service Provider.

24) The Service Provider shall undertake to indemnify the department against all damages/charges arising on account of or connected with the negligence of the Service Provider or his staff or any person under his control whether in respect of accident/injury to the person or damages to the property of any member of the public or any person or in executing the work or otherwise and against all claims and demand thereof.

25) If any vehicle does not report for duty on any day(s) or the driver reports late or there is violation of any other provision of the tender, then an amount calculated on pro-rata basis per day shall be deducted from the monthly bill of that vehicle. The Service Provider shall also be liable for a penalty of Rs. 500/- per day per Small Size Vehicle and Rs. 1000/- per day per Mid-Size or staff Vehicle for each such incident.

26) If the vehicles are not provided from the desired location, a penalty up to Rs.500/- per day per Small Size Vehicle and up to Rs.1000/- per day per Mid-Size or staff Vehicle can be imposed besides termination of contract.

27) The service provider shall provide the vehicle of the make/model as per the terms of the contract/tender during the entire period of contract. In emergency and rare circumstances, this condition can be waived off by this Office temporarily.

28) The service provider will comply with labour laws in force and all liabilities in this connection will be his responsibility.

29) The contract will be initially for a period of twelve months which may be further extended on satisfactory services on the same terms and conditions.

30) In case quality of service by the Service Provider is found wanting, this Office may terminate the contract after giving 15 days notice. In case of such termination, services of other empanelled Service Providers will be utilized.

31) This Office will have the discretion to extend the period of contract or terminate the contract prematurely in case of unsatisfactory service.

**32) Bidders have to submit a Bid Security (Earnest Money) of Rs. 40,000/- (Rupees Forty Thousand only) in the form of Fixed**



**Deposit Receipt (FDR) or Bank Guarantee from a Commercial Bank in favor of PAO, CBEC, New Delhi along with their bids. The Bid Security should remain valid for a period of at least forty five (45) days beyond the date of bid validity.**

**33) On acceptance of the bid, the Service Provider has to submit Performance Security of an amount equivalent to 5% of the value of the entire period of the contract of 12 months in the form of Fixed Deposit Receipt (FDR) or Bank Guarantee from a Commercial Bank in favor of PAO, CBEC, New Delhi at the time of awarding the contract. The Performance Security should remain valid for a period of at least sixty days beyond the date of completion of the contract.**

34) During the period of this agreement, any matter which has not been specifically covered by this agreement shall be decided by the competent authority of this Office whose decision shall be final.

35) No conditional bids shall be entertained by this Office and all conditional bids will be rejected summarily.

36) In case of any dispute of any kind and in any respect whatsoever, the decision of this Office shall be final and binding.

37) This Office reserves the right to require fulfillment of other conditions, not expressly mentioned, which are consistent with the use of vehicles on hire by this office.

38) Contract can be terminated by either party prematurely by giving advance notice of one month.

39) Proof of payment of appropriate GST will be required to be submitted to this Office.

**Encls:**

Annexure-A: Technical Bid

Annexure-A-1: Check-list for Technical Bid Documents

Annexure-B: Financial Bid

Annexure-C: Tender Acceptance Letter

Annexure-D: Instructions on-line bidding

**(Anoop Kumar Verma)**  
**Deputy Director (Admn.)**

**Copy to :-**

(1) Notice Board

(2) The Web Manager, NACIN Complex, Sector 29, Faridabad – 121008 for wide publicity through departmental website.

(3) The Web Master, CBIC (earlier CBEC), New Delhi with a request to upload the same on the official website.

**(Anoop Kumar Verma)**  
**Deputy Director (Admn.)**

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**Submission of Tender:-**

**The tender shall be submitted online in two parts, viz., Technical Bid and Financial/Price Bid.**

The offers submitted by Telegram/Fax/email shall not be considered. No such correspondence will be entertained in this matter.

**Annexure 'A'**

**TECHNICAL BID**

**Qualifying criteria for Quotation**

- A. Name, Address and Telephone no. of Service provider.
- B. Name of the Proprietor/Partner/Director.
- C. In case of partnership firm whether Registered under the relevant Act.
- D. Whether regular drivers are employed, if so, details thereof.
- E. **Qualifying criteria for Quotation**
  - 1. We own the vehicles Yes/No
  - 2. We have valid GST Registration Yes/No
  - 3. Copy of GST Registration attached Yes/No
  - 4. We have valid PAN Yes/No
  - 5. Copy of PAN attached Yes/No
  - 6. Date of purchase of vehicles with their Registration No. \_\_\_\_\_
  - 7. Copy of Registration Certificate of the vehicles attached Yes/No
  - 8. Copy of Insurance Certificate of the vehicles attached Yes/No
  - 9. Copy of Pollution Certificate of the vehicles attached Yes/No
  - 10. Experience in providing vehicles to PSU/Govt. Deptts. Yes/No

11. If “Yes”, then, copies of the contract papers / letters are to be attached

**[ For “Yes” attach all relevant documents (mandatory)]**

I have read the terms & conditions of the Tender Notice and it is to certify that the information furnished above is true & correct.

Signature

Name of Authorized Signatory

**ANNEXURE 'A-1'**  
**CHECK LIST FOR TECHNICAL BID DOCUMENTS –**

1. Bio-data of the bidders.
2. Photocopy of GST Registration Certificate.
3. Photocopy of Permanent Account Number Card or covering letter of PAN.
4. Photocopy of last 2 years Income Tax Returns and / or copy of Balance Sheet.
5. Photocopy of Registration with EPFO/ESIC, if applicable.
6. Photocopy of Partnership Deed, in case of the application being made by a Partnership Firm.
7. Photocopy of the Certificate of Incorporation from the Registrar of Companies,
8. Memorandum and Articles of Association of the Companies, in case of the application being made by a Private Limited Company.
9. Photocopy of valid Trade License.
10. Details of registered office (Address) with Telephone No./Fax/Mobile No.
11. Details of Address for communication along with phone No./Fax/Mobile No.
12. Certificate to the effect that the Service Provider would absolve NACEN, Faridabad or any of its officers, of any liability which may accrue / may arise during the contract period.
13. Experience Certificate for providing of vehicles to Central or State Govt. Offices/P.S.U./Listed Companies.
14. A list containing details of the cars at their disposal and the places where these are deputed for the last one year.
15. Photocopy of Registration Certificate/Smart Card of the Vehicles bided.

**[All pages of the tender document must be signed by the bidders, in token of his / their understanding / acceptance.]**

**ANNEXURE-B  
FINANCIAL BID**

**Price bid (BOQ)**

Sr. No.	Category	No. of Vehicles required	Usage	Rates to be quoted for Petrol/Diesel vehicle & for CNG Vehicle separately (Rates in Rs per vehicle per month)	
				Petrol/Diesel	CNG
1.	Staff Vehicle (Honda City, Hyundai Verna, Maruti Suzuki Ciaz or its equivalent)	02 (Two)	To be used up to 30/31 days subject to maximum of <b>2500 kms</b> in a month.		
2.	Mid-sized vehicle (Innova, XUV-500, Scorpio, Tata Hexa or its equivalent)	01 (Two)	To be used upto 25/26 days subject to maximum of <b>2000 kms</b> in a month.		
3.	Small-sized vehicle (Honda City, Hyundai Verna, Maruti Suzuki Ciaz or its equivalent)	03 (Three)	To be used upto 25/26 days subject to maximum of <b>2000 kms</b> in a month.		

**PRICE BID UNDERTAKING**

From: (Full name and address of the Bidder) \_\_\_\_\_  
\_\_\_\_\_

To,

Dear Sir/Madam,

1. I/We \_\_\_\_\_(name)\_\_\_\_\_submit the Price Bid for\_\_\_\_\_ (Tender name/no.) \_\_\_\_\_ and related activities envisaged in the Bid document.
2. I/We have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.
- 3 I/We offer to work at the rates as indicated in the price Bid.
- 4 I/We undertake that I /We have carefully studied all terms and conditions of the tender and shall abide by them. Further, it is certified that I/We have never been blacklisted by any Govt./PSU Department.

Signature

Name of Authorized Signatory

**Annexure-C**  
**TENDER ACCEPTANCE LETTER**  
**(To be given on Company/Firm Letter Head)**

**Date:**

**To,**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Sub: Acceptance of Terms & Conditions of Tender.**

**Tender Reference No:** \_\_\_\_\_

**Name of Tender / Work: -**

Dear Sir,

**1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:**

\_\_\_\_\_

\_\_\_\_\_

**as per your advertisement, given in the above mentioned website(s).**

**2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / We shall abide hereby by the terms / conditions / clauses contained therein.**

**3. The corrigendum(s) issued from time to time by your department/**



**organization too have also been taken into consideration, while submitting this acceptance letter.**

**4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.**

**5. In case any provisions of this tender are found violated, then your department/ organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full earnest money deposit absolutely.**

Signature

Name of Authorized Signatory

**Annexure-D**  
**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 DSCs 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 /email 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 available in the scanned copy should be 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 sky blue colored (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 reference as the deadline 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 128bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

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

9. Upon the successful and timely submission of bids (i.e, after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message& a bid summary will

be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

10. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

### **ASSISTANCE TO BIDDERS**

1) Any queries relating to the tender documents 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.