



अखिल भारतीय आयुर्विज्ञान संस्थान, रायपुर (छ.ग.) के  
 “रक्तस्राव चिकित्सा और रक्त बैंक विभाग” के द्वारा प्लाज्मा सरप्लस की बिक्री  
 हेतु वार्षिक दर अनुबंध निविदा आमंत्रण सूचना।

**Notice Inviting Quotation for  
 Annual Rate Contract for Sale of Surplus Plasma by  
 Transfusion Medicine & Blood Bank Department"**

**CRITICAL DATE SHEET**

Published Date	04-10-2024 at 06:00 pm
Bid Document Download Start Date	04-10-2024 at 06:00 pm
Pre bid meeting	11-10-2024 at 03:30 pm
Bid Submission Start Date	05-10-2024 at 10:00 AM
Bid Document Download End Date	23-10-2024 at 03:00 pm
Bid Submission End Date	23-10-2024 at 03:00 pm
Bid Opening Date	24-10-2024 at 03:30 pm

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**Tatibandh, G.E. Road, Raipur -492099 (CG),  
 Tele: 0771- 2577279, 07712971307  
 Website: [www.aiimsraipur.edu.in](http://www.aiimsraipur.edu.in)/[www.eprocure.gov.in](http://www.eprocure.gov.in)  
 Email: [store@aiimsraipur.edu.in](mailto:store@aiimsraipur.edu.in)**

1. Online bids are invited on behalf of the Director, AIIMS, Raipur two bid systems (Technical & Financial) for “**Annual Rate for Sale of Surplus Plasma by Transfusion Medicine & Blood Bank Department at AIIMS Raipur**”. Manual bids shall not be accepted.
2. Tender document may be downloaded from AIIMS web site [www.aiimsraipur.edu.in](http://www.aiimsraipur.edu.in) (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET.
3. Bid shall be submitted online at CPPP website: <https://eprocure.gov.in/eprocure/app>.
4. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
5. Tenderer who has downloaded the tender from the **AIIMS web site [www.aiimsraipur.edu.in](http://www.aiimsraipur.edu.in)** and Central Public Procurement Portal (CPPP) eProcurement website <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 shall be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with AIIMS Raipur.  

The Technical bid should include the detailed specifications of main item/equipment and its accessories. All items should be numbered as indicated in the Annexure-I (Any deviation should be clearly mentioned and supporting document should be submitted).
6. **Manual bid shall not be accepted in any circumstance.**
7. The complete bidding process in online bidding, Bidder should be possession of valid digital Signature Certificate (DSC) for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above.
8. **Tenderers are advised to follow the instructions provided in the ‘Instructions to the Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>.**
9. **Quotations should be valid for 180 days** from the tender due date i.e. tender opening date.
10. Relevant literature pertaining to the items quoted with full specifications should be uploaded, where ever applicable.
11. The tender document must be accompanied by copy of PAN, Certificate of firm/company registration, GST registration.
12. The quantity shown against each item is approximate and may vary as per demand of the Institute at the time of placement of order.
13. The bidder must be able to provide the product/items within specified time period as prescribed in the Purchase Order, failing which the EMD will be forfeited. Furthermore on completion of the stipulated time period, Purchase Order will be cancelled and award will be given to another qualified bidder with the negotiated terms & conditions as per Institutes norms.
14. AIIMS Raipur is exempted from payment of Excise Duty and is eligible for concessional rate of Custom Duty. Necessary certificate will be issued on demand. AIIMS Raipur will not make necessary arrangements for the clearance of imported goods at the Airport. Hence, the price should not include these charges.
15. In the event of any dispute or difference(s) between the vendee (AIIMS Raipur) and the vendor(s) arising out of non-supply of material or supplies not found according to the specifications or any other cause what so ever relating to the supply or purchase order before or after the supply has

been executed, shall be referred to the Director/AIIMS/Raipur who may decide the matter himself or may appoint arbitrator(s) under the arbitration and conciliation Act 1996. The decision of the arbitrator shall be final and binding on both the parties.

16. The place of arbitration and the language to be used in arbitral proceedings shall be decided by the arbitrator.
17. All disputes shall be subject to Raipur Jurisdiction only.
18. **AIIMS Raipur reserves the rights to accept/reject any bid in full or in part or accept any bid other than the lowest bid without assigning any reason thereof. Any bid containing incorrect and incomplete information shall be liable for rejection.**
19. The Tender/Bid will be opened online at website <https://eprocure.gov.in/eprocure/app> on Store office at AIIMS Raipur Premises at the time of bid opening.
  - i) Only those financial bids will be opened whose technical bids are found suitable by the expert committee appointed for the concerned instrument/equipment.
  - ii) No separate information shall be given to individual bidders. In incomparable situation, the committee may negotiate price with the technically and financially qualified bidder before awarding the bid.
20. Copies of original documents defining the constitution or legal status, place of registration and principal place of business of the company or firm or partnership, etc.
21. **Award of Contract**

The Purchaser will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has bided the highest evaluated quotation price.

  - i) Notwithstanding the above, the Purchaser reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.
  - ii) The bidder whose bid is accepted will be notified of the award of contract by the Purchaser prior to expiration of the bid validity period. The terms of the accepted bid shall be incorporated in the purchase order.
22. Rates should be quoted inclusive of packing, forwarding, unloading postage and transportation charges etc.
23. The competent authority reserves all rights to reject the goods if the same are not found in accordance with the required description / specifications/quality.
24. **Earnest Money:** Earnest money of **₹9,000.00** by means of a Bank Demand Draft/ FD/BG a scanned copy to be enclosed. It is also clarified that the bids submitted without earnest money will be summarily rejected. The DD/FD/BG may be prepared in the name of "All India Institute of Medical Sciences, Raipur (AIIMS RAIPUR)". The EMD cost must reach at officer of the Stores Officer Gate no. 5, Medical College Building, Ground Floor, AIIMS, Raipur before opening of tender.
  - i) No request for transfer of any previous deposit of earnest money or security deposit or payment of any pending bill held by the AIIMS Raipur in respect of any previous supply will be entertained. Tenderer shall not be permitted to withdraw his bid or modify the terms and conditions thereof. In case the tenderer fail to observe and comply with stipulations made herein or backs out after quoting the rates, the aforesaid amount of earnest money will be forfeited.
  - ii) Tenders without Earnest Money will be summarily rejected.
  - iii) No claim shall lie against the AIIMS Raipur in respect of erosion in the value or interest on the amount of EMD.

- iv) If MSME firm is registered for above tendered item, then the firm will be exempted for submission of EMD amount. Firm must upload scanned copy of following documents in support of exemption.  
(1) National Small Industries Corporation (NSIC). (2) Directorate of handicraft & Handlooms.
- v) The earnest money will be returned/refund to the unsuccessful tenderers after the tender is decided.
- vi) EMD should remain valid for a period of 45 days beyond the final bid validity period. When the tenderer agrees to extend the validity of bid, he shall also extend the validity of EMD suitably.
- 25.** In case the supplier requires any elucidation regarding the tender documents, they are requested to contact to the Store Officer, AIIMS Raipur through e-mail: store@aiimsraipur.edu.in on or before end date of clarification as per critical date sheet.
- 26.** The EMD of the successful bidder will be returned to them without any interest after the submission of Security deposit/PSD.
- 27.** Terms and condition applicable as per manual for procurement of goods 2017, GFR-2017 etc.
- 28.** The technically qualified Bidder who submits the highest financial bid amount shall be declared as Successful bidder (**H1**) and communication to that effect shall be made subject to approval and as decided by the Competent Authority.
- However, minimum rate per liter of Plasma will be Rs.1,600 per liter of plasma as per D.O.No.S-12016/01/2012-NACO (NBTC) dated 28th October 2015.**
- 29. Delivery Period** – 15 days from award of work.
- 30. Liquidated Damage:** - If the firm fails to lift the material within stipulated delivery period then a penalty at the rate of 0.5 % per week of the total order value shall be levied subject to maximum of 10% of the total order value.
- 31. Payment Terms:** Full payment of the order has to be made before lifting of plasma from Transfusion Medicine & Blood Bank Department at AIIMS, Raipur.
- 32. Disputes:** - In the event of any dispute or disagreement arising between the Supplier and any other department of AIIMS, Raipur with regards to the interpretation of “Terms & Conditions” of this inquiry, the same shall be referred to the Director, AIIMS, Raipur whose decision will be final and binding upon the Supplier.
- 33.** The period of rate contract is for 1 year which will extended for another years with mutual concerns.

**Stores Officer,  
AIIMS, Raipur**

**Other Terms & Conditions:****1. Pre-Qualification Criteria:**

- a. Bidder should be the manufacturer/authorized dealer/Distributor/Trader/ Supplier. Letter of Authorization from Manufacturer for the same and specific to the tender should be uploaded in the prescribed place.
- b. An undertaking from the original Manufacturer is required stating that they would facilitate the bidder on regular basis with technology/product updates and extend support for the warranty as well. The scanned copy of same to be uploaded. (If applicable)

**2. Performance Security Deposit:**

- a. The successful bidder shall have to submit a performance security deposit (PSD)(If applicable) within 30 days from the date of issue of Letter of Award (LOA). Extension of time for submission of PG beyond 30 days band up to 60 days from the date of issue of LOA may be given by the competent authority to sign the contract agreement however a penal interest of 15% per annum shall be charged for the delay beyond 30 days. i.e. 31<sup>st</sup> day after the date of issue of LOA. In case of the contract fails to submit the requisite PG even after 60 days from the date of issue of LOA the contract shall be terminated duly forfeiting the EMD and other dues if any payable against the contract . The failed contractor shall be debarred from participating in re-tender (if any) for that item. Performance Security Deposit is mandatory.
- b. Successful supplier/firm should submit performance security deposit (If Applicable) as prescribed in favor of "AIIMS, Raipur" and to be received in the Store Office, Ground Floor , Medical College Building, Tatibandh, Raipur (C.G) Pin-492099 before the date of commencement of supply or 30 days from the date of acceptance of the purchase order, whichever is earlier. The performance security deposit to be furnished in the form of Bank Guarantee as per given Proforma of the tender documents, for an amount covering 10% of the contract value.
- c. The performance security deposit should be established in favor of "AIIMS Raipur" through any Schedule Bank with a clause to enforce the same on their local branch at Raipur.
- d. Validity of the performance security deposit shall be for a period of 60 days beyond of entire warranty period from the date of issue of installation & commissioning.
- e. After completion of warranty(if applicable) period a fresh BG/DD/FDR of 10% of CMC cost will be submitted by the supplier for performance security deposit against CMC validity of this new BG/DD/FDR will be 60 days beyond CMC period. After submission of new security deposit, old security deposit will be released.
- f. AIIMS, Raipur has no obligation to provide plasma periodically to the firm. But they should collect it whenever AIIMS, Raipur informs them.
- g. The fractionator will remain accountable to update AIIMS, Raipur about the nature and quantity of all the products manufactured from the plasma received from the institute.
- h. The cost of secondary packing material and logistics should be borne by the company.
- i. The fractionator must ensure that none of the products recovered from this plasma will be exported before fulfilling domestic demand.
- j. A buy back policy for plasma derived products from the fractionator will be finalized at the discretion of the Institute.
- k. The selected firm shall enter into an agreement with AIIMS, Raipur Stamp Paper worth Rupees One hundred only.

**Technical Bid**

The following documents are required to **upload by the Bidder along with Technical Bid** as per the tender document.

- a) Scanned Copy of EMD cost must be uploaded.
- b) Firm/Company registration certificate should be uploaded
- c) The GST registration details may please be furnished.**
- d) In case of distributor/dealer/trader/supplier must be upload tender specific authorization certificate from OEM/ manufacturer (Form C) should be uploaded.
- e) Copy of PAN Card should be uploaded.
- f) The plasma fractionator must be licensed by the Government of India for plasma fractionation for manufacturing clinically usable products in CG-MP facility.
- g) The firm should have a valid license for manufacturing blood products. The firm should furnish attested photocopy of License for manufacturing blood products approved by the Licensing authority.
- h) They should produce a NOC from Drug Controller General, India for collecting excess plasma from licensed blood bank.
- i) AIIMS, Raipur will not take any responsibility for litigation or legal obligation in case of any transfusion transmitted infection status of plasma prepared by AIIMS, Raipur and the company should attach an Indemnity Certificate in this regard.
- j) Indemnity letter.
- k) Tenderer must provide a certificate on letter head that proprietor/firm has never been black listed by any organization should be uploaded.
- l) An undertaking of manufacturer as per serial no. 1b of tender document page no. 06 in case of Distributor /Dealer / Trader/Supplier should be uploaded.
- m) Form A with duly filled by bidder should be uploaded.

**PRICE BID**

- (a) Price bid in the form of BOQ\_XXXX .xls

**PARTICULARS FOR PERFORMANCE SECURITY DEPOSIT**

**(To be typed on Non-judicial stamp paper of the value of Indian Rupees of Two Hundred)**  
(TO BE ESTABLISHED THROUGH ANY OF THE SCHEDULED BANK (WHETHER SITUATED AT RAIPUR OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT RAIPUR. SECURITY DEPOSIT ISSUED BY CO- OPERATIVE BANKS ARE NOT ACCEPTED)

To,  
The Director  
All India Institute of Medical Sciences (AIIMS),  
Tatibandh, GE Road, Raipur-492 099 (CG)

**LETTER OF GUARANTEE**

WHERE AS All India Institute of Medical Sciences (AIIMS) Raipur (Buyer) have invited Tenders vide Tender No.....Dt.....for purchase of..... AND WHERE AS the said tender document requires the supplier/firm(seller)whose tender is accepted for the supply of instrument/machinery, etc. in response there to shall establish an irrevocable Performance Security Deposit in favour of "AIIMS Raipur" in the form of Bank Guarantee for Rs.....[10% (ten percent)of the purchase value] which will be valid for entire warranty period from the date of installation & commissioning, the said Performance Security Deposit is to be submitted within 30(Thirty) days from the date of Acceptance of the Purchase Order.

NOW THIS BANKHERE BY GUARANTEES that in the event of the said supplier/firm (seller) failing to abide by any of the conditions referred to intender document/purchase order/performance of the instrument/machinery, etc. This Bank shall pay to All India Institute of Medical Sciences (AIIMS) Raipur on demand and without protest or demur ..... (Rupees ..... ).

This Bank further agrees that the decision of All India Institute of Medical Sciences (AIIMS) Raipur(Buyer) as to whether the said supplier/firm (Seller) has committed a breach of any of the conditions referred in tender document/ purchase order shall be final and binding.

We, .....(name of the Bank& branch) here by further agree that the Guarantee herein contained shall not be affected by any change in the constitution of the supplier/firm(Seller)and/or All India Institute of Medical Sciences (AIIMS) Raipur(Buyer).

Not with standing anything contained herein:

- a. Our liability under this Bank Guarantee shall not exceed`.....(Indian Rupees.....only).
- b. This Bank Guarantee shall be valid upto.....(date)
- c. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if AIIMS Raipur serve upon us a written claim or demand on or before..... (Date) and claim period should be six month beyond from the date of validity i.e. (b) above.

This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our branch office at .....situated at..... (Address of local branch).

Yours truly,

Signature and seal of the Guarantor  
Name of the Bank:.....

Complete Postal Address: .....

**Form-A****PARTICULARS FOR REFUND OF EMD TO SUCCESSFUL/UNSUCCESSFUL BIDDER  
RTGS / National Electronic Fund Transfer (NEFT) Mandate Form**

1.	Name of the Bidder	
2.	Permanent Account No (PAN)	
3.	Particulars of Bank Account	
	a) Name of the Bank	
	b) Name of the Branch	
	c) Branch Code	
	d) Address	
	e) City Name	
	f) Telephone No	
	g) NEFT/IFSC Code	
	h) RTGS Code	
	i) 9 Digit MICR Code appearing on the cheque book	
	j) Type of Account	
	k) Account No.	
4	Email id of the Bidder	
5.	Complete Postal Address of the bidder	



**Form – B****Declaration by the Bidder:**

1. I/We have downloaded the tender from the internet site and I/We have not tampered /modified the tender documents in any manner. In case the same is found tampered/ modified, I/We understand that my/our offer shall be summarily rejected and I/We are liable to be banned from doing business with AIIMS Raipur and/or prosecuted as per laws.
2. I/We have read and fully understood all the terms and conditions contained in Tender document regarding terms & conditions of the contract& rules and I/we agree to abide them.
3. The bidder should not have been blacklisted before at any government organisation/institute etc.
4. The bidder should not be prosecuted by any court of law defaulter for any Bank/Financial organization etc.
5. No other charges would be payable by Client and there would be no increase in rates during the Contract period.

Place:- .....

(Signature of Bidder with seal)

Date:- .....

Name :

Seal :

Address :

**Form - C**

**MANUFACTURER'S / PRINCIPAL'S AUTHORIZATION FORM**

To  
Store Officer,  
All India Institute of Medical Sciences  
Raipur

Dear Sir,  
TENDER: \_\_\_\_\_.

we, \_\_\_\_\_ who are  
established and reputable manufacturers of \_\_\_\_\_, having  
factories at \_\_\_\_\_ and \_\_\_\_\_, hereby  
authorize Messrs. \_\_\_\_\_ (name and address of agents) to bid, negotiate and  
conclude the contract with you against  
Tender No. \_\_\_\_\_ for the above goods manufactured by  
us. No company or firm or individual other than Messrs.  
\_\_\_\_\_ are authorized to bid, negotiate and  
conclude the contract in regard to this business against this specific  
tender.

We hereby extend our full guarantee and warranty as per the conditions  
of tender for the goods offered for supply against this tender by the above  
firm.

The authorization is valid up to \_\_\_\_\_

Yours faithfully,

(Name)  
For and on behalf of Messrs. \_\_\_\_\_  
(Name of manufacturers)/Principal.

**ANNEXURE-I**

<b>S. No.</b>	<b>Particulars</b>	<b>Tentative Quantity</b>
1.	FRESH FROZEN PLASMA	

### **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 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.
- 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
- 3) 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.

- 4) 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.
- 5) 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) The documents being submitted by the bidders would be encrypted using PKI encryption all 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.
- 8) 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.
- 9) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- 10) 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.
- 11) 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 number 0120-4200462, 0120-4001002.

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