

**AIRPORTS AUTHORITY OF INDIA  
SRINAGAR AIRPORT,  
SRINAGAR**

**NOTICE INVITING e-TENDER (2 BOT - 2 Envelope open Tender)**

**TENDER ID: 2022\_AAI\_114142\_1**

Item Rate e-tenders are invited through the e-tendering CPP Portal by Asstt. Gen. Manager (Engg-Civil), Airports Authority of India, Srinagar Airport, Srinagar -190007, Ph.: 0194-2303000 Extn. 1014 on behalf of Chairman, A.A.I from the eligible contractors for the work for the work of **"Replacement of Carpet floor in Rotunda/Aerobridges and Reserved Lounge area at Srinagar International Airport, Srinagar"** of at an estimated cost of **Rs. 18,22,599/-** approx. (Excluding GST) with period of completion 02 (Two) Months.

The scope of work includes mainly works likes demolishing of existing pavement cement concrete, steel reinforcement, design mix M-30 grade Cement concrete (PQC) in taxi tracks, repairing of damaged portion of rigid pavement with Elastomeric concrete compound, cleaning of existing expansion joints, Dummy/construction joints and filling with polysulphide joint sealing compound including painting the sides of slab with approved primer and inserting the backer rod of appropriate dia of approved make etc.

The tendering process is online at CPP-portal URL address [https://etender.gov.in/eprocure/app\\_or/www.aai.aero](https://etender.gov.in/eprocure/app_or/www.aai.aero). Prospective Tenderers may download and go through the tender document.

Prospective Tenderers are advised to get themselves register at CPP-portal, obtain 'Login ID' and 'Password' and go through the instructions available in the Home Page after log in to the CPP-portal <https://etenders.gov.in/eprocure/app> or [www.aai.aero](http://www.aai.aero). They should also obtain Digital Signature Certificate (DSC) in parallel which is essentially required for submission of their application. The process normally takes 03 days' time. The tenderer may also take guidance from AAI Help Desk Support through path [aai.aero/tender/e-tender/helpdesk](http://aai.aero/tender/e-tender/helpdesk) support.

- (i) For any technical related queries please call the Helpdesk, The 24x 7 Help Desk details are below: -  
Tel: 0120-4200462, 0120-4001002, Mobile: 91 8826246593, E-mail: [support-eproc@nic.in](mailto:support-eproc@nic.in).

Tenderers are requested to kindly mention the URL of the Portal and Tender ID in the subject while emailing any issue along with the contact details. For any further technical assistance with regard to functioning of CPP portal the tenderer may contact to the following AAI help desk numbers on all working days only between

- (ii) 08.00 hrs to 20.00 hrs (Mon-Sat) -  
011-24632950, Ext-3512 (Six Lines), E-Mail: [eprochelp@aai.aero](mailto:eprochelp@aai.aero)
- (iii) 09.30 hrs to 18.00 hrs (Mon-Fri)-  
011-24632950, Extn: 3523, E-Mail:- [etendersupport@aai.aero](mailto:etendersupport@aai.aero), [sanjeevkumar@aai.aero](mailto:sanjeevkumar@aai.aero) and [snita@aai.aero](mailto:snita@aai.aero).
- (iv) 09.30 hrs to 18.00 hrs (Mon-Fri) - 011-24657900, E-Mail: - [gmitchq@aai.aero](mailto:gmitchq@aai.aero)

Tender processing fee of Rs. **Rs. 1120.00 (i/c GST)**, non-refundable in the form of online payment through State Bank of India gateway provided on CPP portal only)

Following 2 envelopes shall be submitted through online at CPP-portal by the tenderer as per the following schedule : -

**CRITICAL DATA SHEET**

Publishing Date	28.04.2022 at 1800 Hrs
Bid Document Download / Sale Start Date	29.04.2022 from 0930 Hrs.
Clarification Start Date	29.04.2022 from 0930 Hrs.
Clarification End Date	11.05.2022 up to 1800 Hrs.
Bid Submission Start Date	29.04.2022 from 0930 Hrs.
Bid Submission End Date	20.05.2022 up to 1800 Hrs .
Bid Opening Date (Envelope- I)	23.05.2022 at 1530 Hrs.
Bid Opening Date (Envelope- II)	31.05.2022 at 1530 Hrs
Tender Processing Fee (Non-refundable, in the form of online payment through State Bank of India gateway provided on CPP portal only).	Rs. 1120.00 (i/c GST), non-refundable
Earnest Money Deposit (EMD)	<b>Rs. 36,492/-</b> to be deposited online through payment gateway provided on CPP Portal.

**Envelope-I (Tender processing fee, EMD, Technical Bid and Pre-qualification):**

Bid containing following documents:

**A. Tender processing fee & EMD:**

- i) Scanned Copy of Electronic payment details against Tender Processing Fee.
- ii) Scanned copy of Electronic payment details against Earnest Money Deposit (EMD).

**Note: -** Tender fee/EMD in the form of cash/Demand Draft or any other form shall not be accepted.

**Tenderer whose Tender Fee is not received through the payment gateway by stipulated date and time mentioned in the CRITICAL DATA SHEET then their tender will be summarily rejected.**

**B. Technical Bid containing the following:**

- i) Scanned copy of Unconditional Acceptance of AAI's Tender Condition. (As per Annexure-I vide PR page-1 of Tender Document)
- ii) Scanned copy of Permanent Account Number (PAN) and GST Registration Number.
- iii) Scanned copy of duly signed Affidavit for payment of Minimum Wages on non-

judicial stamp paper of Rs. 100/- (As per Annexure-II vide PR page-2 of Tender Document)

- iv) Scanned copy of 'Undertaking' regarding Blacklisting/ Debarment on Company's Letter Head (As per Annexure-IV vide PR page-4 of Tender Document)
- v) Scanned copy of valid EPF & ESIC registration
- vi) Tenderer should deploy sufficient plant and machinery as per the requirement of work in consultation with the Engineer-in-Charge (EIC) to achieve the milestones/targets and overall completion within the time period. Tenderer shall submit scanned copy of 'Undertaking' on Company's Letter Head.(As per Annexure-VI vide PR page-6 of Tender Document)
- vii) Companies other than propriety firm shall submit, scanned copy of Authorization Letter/Power of Attorney along with copy of Certificate of Incorporation of the Company under Companies Act showing CIN/LLPIN/Name of Directors of the Company & Copy of Board Resolution regarding Authority to assign Power of Attorney.  
Proprietary firm shall submit scanned copy of Authorization Letter/Power of Attorney only if the tender is processed by a person other than proprietor. (As per Annexure-VII vide PR page-7 of Tender Document)
- viii) PQ Performa duly filled.
- ix) Digitally signed tender document.

**C. Qualifying requirements of contractors / tenderers containing the following:-**

- i) Should have satisfactorily completed (#Phase/Part completion of the scope of work in a contract shall not be considered, however, pre-determined phasing of the work will be accepted) three works, each of **Rs 7.29 Lakhs** (Excluding VAT/GST) or two works, each of **Rs. 9.11 Lakhs** (Excluding VAT/GST) or one work of **Rs. 14.58 Lakhs** (Excluding VAT/GST) in single contract of similar nature of work during last seven years ending on last date of submission of bid.

The value of executed works shall be brought to current costing level by enhancing the actual value of work at simple rate of 7% per annum, calculated from the date of completion to the last date of submission of bid.

Client certificate for experience should show the nature of work done, the value of work, date of start, date of completion as per agreement, actual date of completion and satisfactory completion of work. **Tenderer's showing work experience certificate from non-government/non-PSU organizations should submit copy of tax deduction at sources (TDS) certificate(s) along with a certificate issued by registered Chartered Accountant, clearly specifying the name of work, total payment received against the work and TDS amount for the work.**

**NOTE: -The experience certificates of work completed pre GST era, completion amount will be divided by 1.12 (to exclude pre GST tax of VAT @ 12%) to make it at par with experience certificates of post GST era but excluding GST.**

- ii) Should have annualized average financial turnover of **Rs. 5.47 Lakhs** against works executed during last three years ending 31st March of the previous financial year. As a proof, copy of Abridged Balance Sheet along with Profit and Loss Account Statement of the tenderer should be

submitted along with the application. Tenderer's showing continuous losses during the last three years in the balance sheet shall be summarily rejected.

- iii) The tenderer should have a minimum net worth of **Rs. 2.73 lakhs** issued by certified Chartered Accountants. (As per Annexure-V vide PR page- 5 of Tender Document)

Scanned copy of all Documents of Envelope-I mentioned above shall be submitted on CPP portal.

**Envelope-II: - The Financial e-Bid through CPP portal.**

All rates shall be quoted 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 tenderers. Tenderers are required to download the BOQ file, open it and complete the blue colored (unprotected) cells with their respective financial quotes and other details (such as name of the tenderer). No other cells should be changed, Once the details have been completed, the tenderer should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the tenderer, the bid will be rejected.

**3. Bid Submission:**

The tenderer shall submit their application only at CPP Portal: <http://etenders.gov.in/eprocure/app> Tenderer/Contractor are advised to follow the instructions provided in the tender document for online submission of bids. Tenderers are required to upload the digitally signed file of scanned documents as per Para 2. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. Uploading of application in location other than specified above shall not be considered. Hard copy of application shall not be entertained.

4. Not more than one tender shall be submitted by one tenderer or tenderers having business relationship. Under no circumstance will 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) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
5. Tenderer who has downloaded the tender from Central Public Procurement Portal (CPPP) website <http://etenders.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 tampered/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 AAI.

**6. Bids Opening Process is as below: -**

**Envelope-I (Tender processing fee, EMD, Technical bid and Pre-qualification):**

Envelope-I containing documents as per Para 2 (A), (B) and (C) (uploaded by the tenderers) shall be opened on date & time mentioned in CRITICAL DATA SHEET.

If the bidder has any query related to the Bid Document of the work, they should use 'Seek Clarification' on CPP portal to seek clarifications. No other means of communication in this regards shall be entertained.

If any clarification is needed from the tenderer about the deficiency in his uploaded documents in Envelope - I, he will be asked to provide it through CPP portal or email if required. The tenderer shall upload the requisite clarification/documents within time specified by AAI, failing which it shall be presumed that bidder does not have anything to submit and bid shall be evaluated accordingly.

The intimation regarding acceptance/rejection of their bids will be intimated to the tenderers through CPP portal.

**Envelope-II (Financial Bid):**

Envelope-II containing financial bid of the tenderers found to be meeting the technical criteria and qualifying requirements shall be opened on date & time mentioned in CRITICAL DATA SHEET. (In case the date and time for opening of Envelope-II (Financial bid) is required to be changed, the same shall be intimated through CPP Portal).

7. AAI reserves the right to accept or reject any or all applications without assigning any reasons. AAI also reserves the right to call off tender process at any stage without assigning any reason.
8. AAI reserves the right to disallow the working agencies whose performance at ongoing project (s) is below par and usually poor and has been issued letter of restrain/Temporary or Permanent debarment/black listing by any department of AAI or Central /State Govt. Depts./PSUs/World Bank/ADB etc. AAI reserves the right to verify the credential submitted by the tenderer at any stage (before or after the award the work). If at any stage, any information /documents submitted by the applicant is found to be incorrect/false or have some discrepancy which disqualifies the tenderer then AAI shall take the following action:
  - a) The tenderer shall be liable for debarment from tendering in AAI, including termination of the contract apart from any other appropriate contractual/legal action.
9. Consortium/JV companies shall not be permitted.
10. Purchase preference to Central Public Sector Undertaking shall be applicable as per the directive of Govt. of India prevalent on the date of acceptance.
11. Being work contract Concessions to Indian Micro & small Enterprises (MSEs) units is not applicable.

Asstt. Gen. Manager (Engg.-Civil)  
For & on behalf of Chairman  
Airports Authority of India  
Srinagar Intl. Airport.

## CHECK LIST/PQ PERFORMA

**Name of work: Replacement of Carpet floor in Rotunda/Aerobridges and Reserved Lounge area at Srinagar International Airport, Srinagar.**

1	2	3	4
Sl No.	Qualifying criterion/parameter/ supportive document	Supporting Document must have the following salient information which AAI would like to note	Reference to the documents submitted in support of Column 3
<b>1.</b>	<b>General</b>		
1.1	Name and address of the firm / contractor		copy enclosed : YES/NO
	Telephone, Fax, Email		
1.2	Authorized Signatory ( name & Designation)		
<b>2.</b>	<b>Envelope- I (Tender processing fee, EMD) shall contain scanned copy of</b>		
		Ref. to Performa with tender documents	
2.1	Details of tender fee	Scanned Copy of online receipt generated against Tender processing fee.	Copy enclosed: YES/NO
2.2	Details of EMD	Scanned copy of online receipt generated against EMD	Copy enclosed: YES/NO
<b>3.</b>	<b>Technical Bid shall contain scanned copy of</b>		
3.1	Unconditional acceptance letter	Annexure-I/Pg-PR-1	Copy Enclosed. Yes / No.
3.2	Permanent Account No.(PAN)	Scanned copy of Permanent Account Number (PAN)	Copy enclosed: YES/NO
3.3	GST Registration No.(GST)	Scanned copy of GST Registration Number.	Copy enclosed: YES/NO
3.4	Undertaking regarding Blacklisting/Debarment	Enclose scanned copy in support. as per Annexure-IV/Pg-PR-4	Copy Enclosed. Yes / No.
3.5	Undertaking regarding having sufficient plant and machinery	Enclose scanned copy in support. as per Annexure-VI/Pg-PR-6	Copy Enclosed. Yes / No.

3.6	Affidavit for payment of Minimum Wages on non- judicial stamp paper	Enclose scanned copy in support as per Annexure-II vide PR page-2	Copy Enclosed. Yes / No.
3.7	EPF & ESIC registration	Enclose scanned copy in support	Copy Enclosed. Yes / No.
3.8	<b>Experience details</b>		
	Should have satisfactorily completed the works during last seven years ending on last date of submission of bid	Certificate of completion of the Three/Two/ One work(s) as applicable	.
	<b>i) Three separate</b> works each costing not less than <b>Rs. 7.29 Lakhs</b>	<b>Work No. 1</b> -Name of work : -Work Order/Agreement No. & Dt.: -Contract Cost : -Stipulated Date of completion as per contract agreement : -Actual Date of Completion : -Actual Completion Cost : -EOT granted (if any) up to ..... with/ without levy of compensation. -Completion certificate Issuing authority name and Designation	Copy of certificates enclosed : YES/NO  Details of EOT case as per column-3
		<b>Work No. 2</b> -Name of work : -Work Order/Agreement No. & Dt.: -Contract Cost : -Stipulated Date of completion as per contract agreement : -Actual Date of Completion : -Actual Completion Cost : -EOT granted (if any) up to ..... with/ without levy of compensation. -Completion certificate Issuing authority name and Designation	Copy of certificates enclosed : YES/NO  Details of EOT case as per column-3

		<b>Work No. 3</b> -Name of work : -Work Order/Agreement No. & Dt.: -Contract Cost : -Stipulated Date of completion as per contract agreement : -Actual Date of Completion : -Actual Completion Cost : -EOT granted (if any) up to ..... with/ without levy of compensation. -Completion certificate Issuing authority name and Designation	Copy of certificates enclosed : YES/NO  Details of EOT case as per column-3
	<b>ii) Two separate</b> works each costing not less than <b>Rs. 9.11 Lakhs</b>	<b>Work No. 1</b> -Name of work : -Work Order/Agreement No. & Dt.: -Contract Cost : -Stipulated Date of completion as per contract agreement : -Actual Date of Completion : -Actual Completion Cost : -EOT granted (if any) up to ..... with/ without levy of compensation. -Completion certificate Issuing authority name and Designation	Copy of certificates enclosed : YES/NO  Details of EOT case as per column-3
		<b>Work No. 2</b> -Name of work : -Work Order/Agreement No. & Dt.: -Contract Cost : -Stipulated Date of completion as per contract agreement : -Actual Date of Completion : -Actual Completion Cost : -EOT granted (if any) up to ..... with/ without levy of compensation. -Completion certificate Issuing authority name and Designation	Copy of certificates enclosed : YES/NO  Details of EOT case as per column-3



	<b>ii) One</b> works each costing not less than <b>Rs. 14.58 Lakhs</b>	<b>Work No. 1</b> -Name of work : -Work Order/Agreement No. & Dt.: -Contract Cost : -Stipulated Date of completion as per contract agreement : -Actual Date of Completion : -Actual Completion Cost : -EOT granted (if any) up to ..... with/ without levy of compensation. -Completion certificate Issuing authority name and Designation		Copy of certificates enclosed : YES/NO  Details of EOT case as per column-3
(b)	Whether experience from Govt. organizations or private clients?	Govt. Organization / Private Clients. (Tick whichever is applicable. In support of experience, TDS certificate from clients to be enclosed)		TDS certificate enclosed : YES/NO
3.9	TURNOVER : Annualized average financial turnover of not less than <b>Rs. 5.47 Lakhs</b> against works executed during last three financial years. As a proof, copy of Abridged Balance Sheet of the firm with profit and loss account shall be submitted along with the application.	Year	Turnover(In lakhs)	Proof of turn over enclosed (Abridged balance sheet & profit & loss A/C) Copy enclosed:  YES/NO
		2019-20		
		2020-21		
		2021-22		
		Average:		
3.10	Net Worth of not less than <b>Rs. 2.73 Lakhs</b> issued by certified Chartered Accountants	Enclose scanned copy in support. as per Annexure-V/Pg-PR-5		Copy Enclosed. Yes / NO
3.11	Copy of Authorization Letter/Power of Attorney as per NIT	Enclose scanned copy in support. as per Annexure-VII/Pg-PR-7		If the tender process by person other than proprietor. Copy Enclosed. Yes / NO
3.12	Digitally signed Tender Document	Scanned copy of Tender Documents		Copy Enclosed. Yes / NO

4.	<b>Details of any other information:</b>
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Place:

Date:

Signature

Authorized Signatory of the contractor/ Firm

**DECLARATION**

I (\_\_\_\_\_) hereby declare that the documents submitted / enclosed are true and correct. In case any document at any stage found fake / incorrect, my EMD may be forfeited & action as deemed fit by AAI can be taken against me.

Place:

Date:

Signature

Authorized Signatory of the contractor/ Firm

**AIRPORTS AUTHORITY OF INDIA**

**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: <http://etenders.gov.in/eprocure/app> .

**REGISTRATION**

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <http://etenders.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 / eMudra 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.

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.

- 2) 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 and keep it as a repository.

**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 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 (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.
- 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.  
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