



## Software Technology Parks of India

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Phone: 011-23438188

### **Request for Proposal for Appointment of Investment Advisor**

Software Technology Parks of India invites proposal from the Individuals/Professionals/ Firms/Companies for appointment as Investment Advisor for STPI Employee Contributory Provident Fund Trust. The details of RFP are as under:

1.	RFP No. & Date	STPI/HQ/CPFT/SB/18-19 .....
2.	Scope of work/job	<i>Appointment as Investment Advisor for STPI Employee Contributory Provident Fund Trust.</i> <b>Detailed scope is mentioned in Part-II of the RFP document.</b>
3.	Mode of RFP	e-Tender (online)on URL <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> In Two-Bid System as follows: a) Technical Bid b) Financial Bid
4.	Issue of RFP document	The bidder can download RFP document from <a href="http://www.stpi.in">www.stpi.in</a> & <a href="https://eprocure.gov.in">https://eprocure.gov.in</a> .
5.	Tender Fees	Rs.500/- through RTGS/NEFT.
6.	EMD	Rs. 20,000/- through RTGS/NEFT.
7.	RTGS/NEFT Details	Account No. : 1098101101244 IFS Code : CNRB0001098 Bank Name : Canara Bank Bank Address : Parliament Street, Delhi
8.	Pre Bid Meeting	<b>22.01.2019 at 12.00 Hrs</b>
9.	Last date & Time for submission of proposal	<b>24.01.2019 at 14.00 Hrs</b>
10.	Date & Time for opening of proposal	<b>25.01.2019 at 15.00 Hrs</b>
11.	Validity of proposal	<b>90 Days from the last date of submission of proposal.</b>

Interested Individuals/Professionals/ Firms/Companies may submit their online proposal on URL <http://eprocure.gov.in>. latest by 24.01.2019 at 14.00 Hrs.

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## **PART-I**

### **Brief introduction of STPI**

Software Technology Parks of India (STPI) was established and registered as an autonomous society under the Societies Registration Act, 1860 on June 5, 1991 under the Ministry of Electronics & Information Technology, Govt. of India. The objective of the society is to implement STP/EHTP Scheme, set up and manage infrastructure facilities and provide other services like technology assessment and professional training etc. Presently 57 centres of STPI are operational across the country. The headquarters of the STPI is situated at Electronics Niketan, 6, CGO Complex, Lodhi Road, New Delhi-110003. Detailed profile of STPI may please be browsed from URL [www.stpi.in](http://www.stpi.in)

STPI had created a Provident Trust i.e. “STPI Employees Contributory Provident Trust” for its employees in the year 1993. The said trust is exempted from the Income Tax Department.

The STPI ECPF Trust has to invest its annual accretions as per the guidelines provided by Ministry of Labour vide Gazette Notification no. 33004/99 dated 23.04.2015 or guidelines/notifications issued by Ministry of Labour time to time. To comply with the provisions of guidelines/notifications of Ministry of Labour, STPI invite sealed proposals from the Individuals/Professionals/ Firms/Companies for **Appointment as Investment Advisor. Detailed scope of work is given in the Part – II of RFP document.**

**The instructions of RFP regarding submission of proposals are given in Part-III of the RFP document.**

**The Eligibility criteria of Individuals/Professionals/Firm/ Companies are mentioned in Part-IV of the RFP document.**

**Instructions for Online Bid Submission are annexed as Appendix in the RFP document.**

## **PART-II**

### **Scope of Work**

- 1)** The bidder has to submit its advice in writing on any matter related to STPI ECPF Trust as and when desired.
- 2)** The bidder shall formulate an Investment Policy consisting the components of defining, implementing & monitoring the risk matrix.
- 3)** The bidder shall ensure investment in compliance with regulatory framework of EPFO & approved investment policy.
- 4)** The bidder shall monitor the portfolio of STPI ECPF Trust on regular basis and adhere that the investments will be in compliance with applicable guidelines of EPFO/Ministry of Labour.
- 5)** The bidder shall assist the STPI ECPF Trust during audit with all investment details.
- 6)** The bidder shall highlight the changes in the regulatory framework time to time and accordingly will align the portfolio of STPI ECPF Trust.
- 7)** The bidder shall submit a monthly/quarterly report to the Trustees towards breach in investment, mis match in investment pattern & assets liability mismatch.
- 8)** The bidder shall assist in investment process for smooth & timely execution of transactions.
- 9)** The bidder shall do the portfolio performance monitoring and shall suggest the re-structuring/re-balancing of the investment portfolio.

### **PART-III**

#### **Instruction to Bidders**

1. **Appointment of Investment Advisor for STPI ECPF Trust will initially be for the period of one year, which may be extendable for further one year based on performance. The successful Bidder need to provide its services as per scope of work defined in Part-II of the RFP document.**
2. The bidder shall submit its advisory to the Trustees of STPI ECPF Trust.
3. RFP documents may be downloaded from web site [www.stpi.in](http://www.stpi.in) or <https://.eprocure.gov.in>. Bidder has to pay the cost of RFP i.e. Rs.500/- & Earnest Money Deposit (EMD) of Rs.20,000/- through RTGS/NEFT as per following details.  
  
*Account No. : 1098101101244*  
*IFS Code : CNRB0001098*  
*Bank Name : Canara Bank*  
*Bank Address : Parliament Street Branch, Delhi*
4. The EMD of successful bidder will be returned on submission of Performance Security. The EMD of unsuccessful bidder will be returned within 30 days from the date of award of work, without any interest thereon.
5. Successful bidder has to submit 5% of contract value as Performance Security through NEFT/RTGS or in the form of Bank Guarantee in favour of STPI within 30 days of acceptance of appointment. The bank guarantee should be valid for the period of 18 months. Performance Guarantee will be released to successful bidder without interest within 30 days after completion of the contract period.

6. The bid has to be submitted online on URL <https://eprocure.gov.in> along with the standard formats prescribed in the Tender documents displayed on said URL. The following documents to be uploaded with the Technical bid:
  - a) Scanned copy of proof of online payment of tender fees & EMD along with UTR number.
  - b) Scanned copy of PAN number.
  - c) Scanned copy of GST number.
  - d) Scanned copy of documents as desired in Form-A (Professional Bid Form) of the RFP document.
7. Consolidated price shall be quoted in Form “B”, considering the scope of work. No additional fees will be admissible and considered by STPI for payments, other than quoted at S.No. 3 of Form B.
8. All prices should be quoted in Indian Rupees (INR).
9. No claim of TA/DA, conveyance, boarding & lodging, reimbursements etc. will be considered by STPI before, during or after the contract period.
10. STPI will pay the consolidated fees as per Form “B” of the RFP document to selected individual/professional/ firm/company as per the terms of Payment mentioned in the Part-III of RFP.
11. The validity of the proposal will be 90 days from the last date of submission of proposal as specified in the RFP document.
12. Bidder may attend the Pre-Bid meeting as per schedule. Bidder has to submit its queries, if any, through mail at least 24 hours before of the schedule of pre bid meeting. The mail may be sent to [pn.saxena@stpi.in](mailto:pn.saxena@stpi.in).

13. **Rejection of the proposal**

- (a) The bidder is expected to examine all instructions, formats, terms & conditions and schedule of work in the bid document. Failure to furnish all information required as per RFP document or submission of proposal which is not substantially responsive to the RFP document in every aspect may result in rejection of proposal. In respect of interpretation/clarification and any matter relating to this RFP document, the decision of STPI will be final.
- (b) Proposals not submitted in the prescribed format, will be summarily rejected.
- (c) Proposal received without RFP cost of Rs.500/- will be summarily rejected.
- (d) Proposals submitted without EMD of Rs.20,000/-, will be summarily rejected.
- (e) Proposals not meeting the criteria mentioned in Eligibility of Bidders i.e. Part-IV of the RFP document will be summarily rejected.
- (f) The professionals will have to submit the entire requisite document as specified in the Form A, failing which, the proposal is liable to be rejected.
- (g) The proposals received after specified date & time will not be considered.

14. STPI reserves the right to reject any or all of the proposals or accept them in part or to reject lowest proposal without assigning any reason thereof.

15. Proposals once submitted shall not be allowed to withdraw. Any default after acceptance of proposal by the successful bidder shall be

deemed to be non-compliance to the terms of contract and would be liable to cancellation of contract and EMD/PG shall be forfeited.

16. Criteria for award of contract –

- (i) The proposals will be evaluated on basis of details submitted in Form “A” & “B” of the RFP document.
- (ii) Form “B” will be evaluated only of those bidders, who will meet the requirements mentioned in Part-IV and form “A” of the RFP document.
- (iii) The bidder shall have to score at least 105 marks in Technical Score (St) as per “Evaluation and Selection Matrix” for being eligible for opening of commercial bid. The lowest evaluated financial bid shall be awarded the maximum financial score (Sf) of 150. The formula for determining the financial scores (Sf) of all other Proposals is calculated as following:

- $Sf = 150 \times Fm / F$ , in which “Sf” is the financial score, “Fm” is the lowest price, and “F” the price of the bid under consideration.
- The weights given to the Technical (T) and Financial (P) Bids are: T = 70%, and P = 30%
- Bid will be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) as following:

$$S = St \times T\% + Sf \times P\%.$$

Note: The score given by the Evaluation Committee will stand final and no representation in this regard will be entertained and Department decision will be final and binding on all the bidders.

(iv) Technical Evaluation criteria is as follows:

S.No.	Evaluation Parameter	Max. Marks	Distribution of Marks
<b>(A) Regulatory/Compliance Evaluation (Total: 40)</b>			
1	The bidder must have valid Investment Advisory License from SEBI	10	0 For None 5 For other Licenses 10 For <b>License under (Investment Advisers) Regulations, 2013</b>
2	The bidder has not been blacklisted / penalized by	10	0 For blacklisted/penalized 10 For No blacklisted/penalized



	any PSU/state level undertaking & central level undertaking or Regulator.		
3	The bidder has independent legal/compliance/Back office team for the investment advisory.	10	5 For No 10 For Yes
4	The entity of the bidder is a separate legal entity for Investment Advisory or not.	10	5 For No 10 For Yes
<b>(B) Company Profile Evaluation (Total: 40)</b>			
5	The structure of bidder.	10	1 for Proprietary/Partnership Firm 5 for Pvt. Ltd. 10 for Public Ltd.
6	Independent Directors in the Board	10	1 For 1 Independent Director 5 For 2 to 5 Independent Directors 10 For more than 5 Independent Directors
7	Net worth of bidder including Group Companies as on 31 <sup>st</sup> March 2018	10	1 For 5 Cr to 100 Cr 5 For more than 100 Cr & Up to 1000 Cr 10 For More than 1000 Cr
8	Profit after Taxes including Group Companies as on 31 <sup>st</sup> March	10	1 For More than 1 Cr & Up to 20 Cr 5 For More than 20 Cr & Up to 200 Cr 10 For More than 200 Cr
<b>(C) Company Experience Evaluation (Total: 45)</b>			
9	Number of Retirement Trusts for whom Investment Advisory Services are being provided as on 31 <sup>st</sup> August 2018.	15	1 For Up to 5 Clients 7 For More than 5 & Up to 20 Clients 15 For More than 20 Clients
10	Number of Retirement Trusts of Central PSUs/State PSUs for which Investment Advisory services are being provided as on 31 <sup>st</sup> August 2018.	10	2 Marks for each such client up to maximum 10 Marks
11	Average Asset under Investment Advisory	10	1 For Up to 5000 Cr. 5 For More than 5000 Cr & Up to

	services from Retirement Benefit Trusts (PF/Pension/Gratuity Trusts) as on 31 <sup>ST</sup> August 2018.		20000 Cr. 10 For More than 20000 Cr.
12	Experience in no. of years in providing such services to Retirement Funds.	10	1 For Up to 1 Yr 5 For More than 1 Yr & Up to 5 Yrs 10 For More than 5 Yrs
<b>(D) Servicing/Research Capabilities Evaluation (Total: 25)</b>			
13	Avg. years of relevant post-qualification experience of Investment Advisory Team as on 31 <sup>st</sup> August 2018	10	1 For Up to 3 Yrs 5 For More than 3 Yrs & Up to 7 Yrs 10 For More than 7 Yrs
14	Number of Members in Investment Advisory Team.	5	1 For Up to 5 members 2 For More than 5 & Up to 10 members 5 For More than 10 members
15	Number of Members in Fundamental Research Team.	5	1 For Up to 5 members 2 For More than 5 & Up to 10 members 5 For More than 10 members
16	Number of Members in Technical Research Team.	5	1 For Up to 3 members 2 For More than 3 & Up to 5 members 5 For More than 5 members
	Total	150	

17. **Payment Terms:** 25% of total payment will be released to successful bidder on completion of each quarter and on submission of Invoice. Payments are subject to deduction of TDS etc. as per rules. STPI will not be liable to pay interest on account of delay in payment etc. In case of change in rate of GST subsequent to award of contract, the rate as applicable at the time of payment will be considered. In case of termination of contract, the successful bidder will not be entitled for any payment. However, in case of arising any difference(s)/dispute(s), STPI may hold the payment till settlement of difference(s)/dispute(s).

18. **Liquidated Damages:** The bidder shall be charged with Liquidated damages @ 1% per week or part thereof for first four weeks of delay, thereafter @ 2% per week up to maximum of 10% of the total contract value. Subsequently, STPI retains right to terminate the contract without assigning any reason and no payment shall be released and Bid security & Performance Guarantee may also be forfeited.
19. **Termination by default:** STPI may, without prejudice to any other remedy for breach of contract, terminate the contract in whole or part thereof with or without assigning any reason(s) thereof.
20. **Disputes :**  
All disputes or differences whatsoever arising between the parties out of or relating to this RFP document shall be settled through arbitration proceedings as per Indian Arbitration Act. In such case, DG, STPI will be the Competent Authority for appointment of the Sole Arbitrator.
21. **Force Majeure**  
If, at any time, during the continuance of the work contract, the performance in whole or in any part by either party of obligation under the work contract shall be prevented or delayed by reasons of any war, hostile acts of the enemy, civil commotion, subrogate, fire, floods, earthquakes, explosions, epidemics, strikes and quarantine restrictions by acts of God, (herein after referred to as eventualities) then provided notice of the happening of any such eventualities is given by either party to the other within two days from the date of occurrence thereon, neither party shall, by reason of such eventualities be entitled to terminate this work contract nor shall either party have any claim of damages against the other in respect of such non-performance or delay in performance.

Performance of the work contract shall, however be resumed as soon as practicable after such eventuality has come to an end.

## **PART-IV**

### **Eligibility of Bidders**

1. Individual/Professionals/Firm/Company having their office at Delhi & NCR region may send their proposals for appointment as Investment Advisor for STPI ECPF Trust.
2. The bidder has to comply with the parameters defined in point 16(iv) of Part-III of RFP i.e. Instructions to bidder.
3. The bidder has to submit all the documents as desired in Form-A as part of technical bid.

**FORM A**

**Professional Bid Form**

<b><u>S. No</u></b>	<b><u>Particulars</u></b>	<b><u>Response</u></b>
1	Name of Bidder	
2	Postal Address with Telephone/Mobile No., Fax No. & E-mail	
3	Name of SEBI License under which Bidder would provide Advisory Services. <b>Scanned Copy of the same must be enclosed.</b>	
4	The bidder has been blacklisted / penalized by any PSU/state level undertaking & central level undertaking or Regulator. <b>Scanned copy of Declaration available in the RFP must be signed by the bidder.</b>	Yes/No
5	The bidder has independent legal/compliance/Back office team for the investment advisory.	Yes/No
6	The entity of the bidder is a separate legal entity for Investment Advisory.	Yes/No
7	The structure of bidder.	Proprietary/Partnership Firm Private Ltd. Public Ltd.
8	No. of Independent Directors in the Board	
9	Net worth of the bidder including Group Companies as on 31 <sup>st</sup> March 2018. <b>Scanned copy of CA certificate must be enclosed.</b>	

10	Profit after Taxes including Group Companies as on 31 <sup>st</sup> March 2018. <b>Scanned copy of CA certificate/audited profit &amp; loss account must be enclosed.</b>	
11	Number of Retirement Trusts for whom Investment Advisory Services are being provided as on 31 <sup>st</sup> August 2018. <b>Scanned copy of CA certificate must be enclosed.</b>	
12	Number of Retirement Trusts of Central PSUs/State PSUs for which Investment Advisory services are being provided as on 31 <sup>st</sup> August 2018. <b>Scanned copy of CA certificate must be enclosed.</b>	
13	Average Asset under Investment Advisory services from Retirement Benefit Trusts (PF/Pension/Gratuity Trusts) as on 31 <sup>st</sup> August 2018. <b>Scanned copy of CA certificate must be enclosed.</b>	
14	Experience in no. of years in providing such services to Retirement Funds. <b>Scanned Copy of work order/purchase order/ contract must be provided.</b>	
15	Avg. years of relevant post-qualification experience of Investment Advisory Team as on 31 <sup>st</sup> August 2018.	
16	Number of Members in Investment Advisory Team.	
17	Number of Members in Fundamental Research Team.	
18	Number of Members in Technical Research Team.	

19	PAN No. of Bidder. <b>Scanned Copy of the same must be enclosed.</b>	
20	GST No. of bidder. <b>Scanned Copy of the same must be enclosed.</b>	

Any other information :

I.....(designation).....of (Name of the bidder).....hereby declare to accept the Terms & Conditions of the RFP Document for appointment as Consultant for segregation of books of accounts.

Authorized Signatory

**OFFICE SEAL**

**Date:** \_\_\_\_\_

**Place:** \_\_\_\_\_



**FORM B**

**Financial Bid Form**

- 1. Service charges :
  
- 2. Taxes, if any :
  
- 3. Total :

**Authorized Signatory**

**OFFICE SEAL**

**Date:** \_\_\_\_\_

**Place:** \_\_\_\_\_

## **DECLARATION**

We declare and confirm that (i) we have not been blacklisted or deregistered by any central/ state government department or public sector undertaking and none of our works had ever been terminated by client after award of contract, during last three years; and (ii) no agent, middleman or any intermediary has been, or will be engaged to provide any services, or any other item of work related to the award and performance of this Contract. We acknowledge the right of the STPI, if STPI finds to the contrary, to declare our Tender to be non-compliant and if the Contract has been awarded, to declare the Contract to be null and void.

We also declare that the data provided by STPI for segregation will be used only for this purpose only and it will not be shared /accessed to any person/institution/firm/company/corporation/body etc. without the written consent of the STPI. We acknowledge the right of the STPI, if STPI finds to the contrary, STPI is entitled to claim appropriate compensation from us and the decision of STPI in this regard shall be final.

\_\_\_\_\_  
Authorized Signatory with Seal

## **Appendix - 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 / 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 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.

## **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. In case of any recurring issues encountered in the site, the bidder should inform STPI by written request /email, latest by 2 PM on the last day of bid submission.
- 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/online” to pay the tender fee / BSD as applicable and enter details of the instrument.
- 4) Bidder should prepare the BSD (Bid security Deposit) 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. The contact number for the helpdesk is 1800 3070 2232. Bidder can also get help at +91-7878007972 & +91-7878007973.