



EXPRESSION OF INTEREST



Ref No. EIL/NRL/B302/EOI/COT/01
(E-tender no. 2020_EIL_540395)

Date: 31.01.2020

To
All Prospective Bidder(s)

SUBJECT: Expression of Interest for Works of Crude Oil Tankages and associated facilities on Build Own-Operate-Transfer (BOOT) basis of Numaligarh Refinery Limited, at Paradip (EIL JOB No. B302)

Dear Sir,

1. Brief Back-ground:

Numaligarh Refinery Limited, (NRL), a Central Government Public Sector Undertaking and a subsidiary of Bharat Petroleum Corporation Ltd. NRL operates a 3.0 MMTPA Refinery at Numaligarh in the District of Golaghat, Assam since the year 2000. NRL is now executing a major expansion project of capacity augmentation from present 3.0 MMTPA to 9.0 MMTPA. The required additional quantity of crude oil is planned to be imported through Paradip Port in Odisha. A cross country pipeline of around 1400Km shall be laid from Paradip Port to Numaligarh for transporting 9 MMTPA of imported crude. Additionally, one product pipeline will be laid for transporting 6 MMTPA products from NRL refinery to the Siliguri Marketing Terminal (SMT) of NRL to meet the demand in eastern and northern India.

ENGINEERS INDIA LIMITED (EIL) is their Engineering, Procurement and Construction Management (EPCM) Consultant for the subject Project.

2. Brief scope of work at Crude Oil Terminal (COT):

Installation of a Crude Oil Terminal at Paradip consisting of Receiving facility from Very Large Crude Carrier (VLCC) through existing IOCL Single Point Mooring (SPM), Crude Oil tanks (approx. 10 number of 56,000 Cu.M each pumpable capacity), Pump House and Pipe line dispatch terminal, Substation, Effluent Treatment plant, Control Room, Store yard, Fire water tank with Pump house, Fire station, Admin block, provision for 30 meter width green belt etc. as per applicable OISD standards, PESO guidelines & other relevant codal / mandatory statutory requirements. These facilities may suitably be constructed to handle crudes such as Arab Heavy, Arab Light and any other type of crudes depending upon availability and market scenario.

3. COT Facilities on BOOT basis:

Parts of facilities of Crude Oil Terminal are proposed to be developed on BOOT basis. The Tender for Built-Own-Operation-Transfer to End User (NRL) (BOOT basis) for Crude Oil Tankages and related facilities, at Paradip, is likely to be issued in coming couple of Months.

Under the BOOT Contract, the Contractor shall design, engineer, procure and mobilize the required Equipment and Manpower to Construct the COT along with associated facilities at site. BOOT Contractor shall Operate and maintain the facilities for a period of 15 (Fifteen) Years after installation, commissioning & issuance of Commercial Operation Date (COD) certificate. The Ownership of facilities and related equipment shall rest with the BOOT Contractor, until Transfer of Ownership of facilities and related equipment to End User (NRL), as per provisions of the Contract. The detailed scope of work of BOOT contractor with all inclusions and exclusions may be considered as per **Annexure II to**



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EOI.

4. **Statutory Obligations**

The BOOT Contractor has to ensure that all COT facilities to be constructed shall comply with the Rules and regulations applicable as per authorities of Govt. of India. The BOOT Contractor shall also assist NRL to obtain necessary clearance/approval/statutory requirement from the Indian Authorities as per Government regulation.

5. **Labour Laws**

The BOOT contractor shall obtain necessary license from the Licensing Authority under the Contract Labour (Regulation & Abolition) Act, 1970 and deemed to include the same. NRL will not be responsible for any facilities for BOOT contractor's employee.

6. **Invitation for Expression of Interest (EOI):**

EIL on behalf of End User (NRL) invites Expression of Interest for work of development and operation of Crude Oil Tankages and related facilities on Built-Own-Operation-Transfer to End User (NRL) (BOOT) basis.

7. **Time Schedule:**

- a) Commercial Operation Date (COD): 24 (Twenty Four) Months form the date of issue of Letter of Acceptance (LOA).

Date specified in the COD certificate, issued by Engineer-in-charge, shall be considered as COD.

["Engineer-in-Charge" means the Person designated by NRL/EIL to act as the Engineer-in-Charge for the purposes of this Work and notified in writing to the Contractor.]

- b) BOOT Contractor shall Operate and maintain the facilities for a period of 15 (Fifteen) Years after Contractual COD or actual COD, whichever is later.

8. **Enclosures:**

Following documents are enclosed:

- a) Overall Plot Plan of COT Area : Annexure – I
- b) Tentative Scope matrix towards distribution of work between BOOT Contractor and Consultant (EIL) : Annexure – II
- c) Instructions to Bidders for submission of EOI on e-procurement portal : Annexure - III

9. **Details Required from BOOT Contractors:**

In response to this letter we seek your prima-facie inclination to work in Paradip for the subject work with additional information as follows:

- a) Please indicate your interest to work on BOOT basis : FORM-A
- b) Details of "Similar Contracts On BOOT Basis In India" : FORM-B1



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[also submit copy of WO and Completion Certificate]

- c) Details of “Similar Contracts On BOOT Basis In Country Other Than In India” : FORM-B2

[also submit copy of WO and Completion Certificate]

- d) Complete Proven Track Record (PTR) in the field of Crude Oil Storage Facilities during Last 10 Years on BOO/BOOT/BOOM/basis or EPC/LSTK with Operation & Maintenance (O&M) basis : FORM-B3

- e) Financial Details : FORM-F1

[also submit a copy of latest financial statement (Balance Sheet, Profit & Loss Account and Auditor's report)]

- f) Mention the details of proposed financial model of Capital investment to implement the COT on BOOT basis i.e., Execution is through Special Purpose vehicle/Special Purpose Company/Joint Venture OR by any other such mode, as well as payback model.

- g) General and Commercial Terms & Conditions looked for to execute the COT on BOOT model.

Should you have any further queries, please feel free to contact us at e-mail id vijay.garg@eil.co.in ; s.mitra@eil.co.in . Our contact details are 0091 011 2676 3499/3504.

An exclusive meeting shall be scheduled shortly at EIL, New Delhi, for which a separate intimation shall be given to the interested Party(ies).

In case not interested to participate in the subject works, Contractor shall furnish the sl no. “A” of Form-B, at above referred e-mail ID.

Interested Agency (Contractor) shall upload the Expression of Interest by duly filled in FORM-B along with its attachments at e-procurement portal <http://eprocure.gov.in/eprocure/app> , latest by 12.02.2020 upto 12:00HRS (IST). Response submitted shall be opened on 13.02.2020 at 14:00 HRS (IST).

In addition to uploading on e-procurement portal, hard copy may also be submitted through courier at following address.

Ms. Sunita Mitra – GM (SCM)
ENGINEERS INDIA LIMITED
EI-BHAWAN, 1st FLOOR,
1, BHIKAIJI CAMA PLACE,
R.K. PURAM,
NEW DELHI - 110 066

Envelope shall clearly specify “**Expression of Interest for Works of Crude Oil Tankages on Build-Own-Operate-Transfer (BOOT) basis of Numaligarh Refinery Limited, at Paradip (EIL JOB No. B302)**”:

We look forward to receive the relevant information as sought within the cut-off date and time.



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(Please note that this is not any Enquiry)

Thanking you,

Very truly yours,

(Sunita Mitra)
General Manager (SCM)
For & on behalf of
M/s ENGINEERS INDIA LTD



EXPRESSION OF INTEREST



Form - A

To

ENGINEERS INDIA LIMITED
EI-BHAWAN, 1st FLOOR,
1, BHIKAIJI CAMA PLACE,
R.K. PURAM,
NEW DELHI - 110 066.

ATTN : Ms. Sunita Mitra, GM (SCM) / Mr. Vijay Garg, Sr.Manager (SCM)

NAME OF WORK : Expression of Interest for Works of Crude Oil Tankages on Build-Own-Operate-Transfer (BOOT) basis of Numaligarh Refinery Limited, at Paradip (EIL JOB No. B302)

Dear Madam,

We hereby acknowledge receipt of EOI for the subject work.

A. We are not interested to participate in the subject Project due to following reasons:

Else,

B. We intend to participate for the subject works and furnish following details with respect to our quoting office:

1.	Complete Name (of Participating entity to whom name enquiry document shall be issued)	:	
2.	Postal address	:	
3.	Contact Person with Designation	:	Name: _____ Ph: _____ Mobile: _____ E-Mail: _____
4.	Contact details of person at Delhi/NCR, if any	:	

(SIGNATURE OF CONTRACTOR)



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Form – B1

SIMILAR CONTRACTS ON BOOT BASIS IN INDIA

Sl.No.	Job Description	Client details	Year of start and completion, if completed	Details of Purchase Order and Contact details (Ph & Email)	Value of works (Development & Operation separately)	Remarks
1.						
2.						
3.						

NOTES

1. Contractor shall furnish the details of best job (3 no.) in terms of value and quantum, executed in the recent past along with the work order and final completion certificate, for the completed job.
2. Contractor shall furnish copy work order (relevant pages only and not the complete bulky document) and completion certificate.

(SIGNATURE OF CONTRACTOR)



EXPRESSION OF INTEREST



Form – B2

SIMILAR CONTRACTS ON BOOT BASIS IN COUNTRY OTHER THAN IN INDIA

Sl.No.	Job Description	Client details	Year of start and completion, if completed	Details of Purchase Order and Contact details (Ph & Email)	Value of works (Development & Operation separately)	Remarks
1.						
2.						
3.						

NOTES

- Contractor shall furnish the details of best job (3 no.) in terms of value and quantum, executed in the recent past along with the work order and final completion certificate, for the completed job.
- Contractor shall furnish copy work order (relevant pages only and not the complete bulky document) and completion certificate.

(SIGNATURE OF CONTRACTOR)



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Form – B3

COMPLETE PTR IN THE FILED OF CRUDE OIL STORAGE FACILITIES DURING LAST 10 YEARS

[ON BOO/BOOT/BOOM/BASIS OR EPC/LSTK WITH OPERATION & MAINTENANCE (O&M) BASIS]

Sl.No.	Work description	Client details	Project details	Country	Year of Start / Completion	Completed value

NOTES

- a. Contractor shall furnish the list of their International experience. Use additional sheet, if required. No documents shall be furnished.

(SIGNATURE OF CONTRACTOR)



EXPRESSION OF INTEREST



Form – F1

FINANCIAL DETAILS

a. **Contractor is a parent company** (i.e., having its subsidiaries): **<Contractor to select either of the following options and strike off the other>**.

- i. Financial details are of parent company without the financial data of subsidiaries
 - ii. Financial details are of parent company including the financial data of subsidiaries.
- It is further certified that separate annual report of bidder, without the financial data of subsidiaries, is not prepared and audited.

OR

b. **Contractor is a subsidiary company**: **<Contractor to select either of the following options and strike off the other>**.

- i. Financial details are of subsidiary company
 - ii. Financial details are of parent company including the financial data of subsidiaries.
- It is further certified that separate annual report of bidder (i.e. subsidiary), is not separately prepared and audited.

OR

c. **Contractor does not have any subsidiary or parent company**: Financial details of the Contractor itself.

S no.	Description	Year	Value in Currency ()	In case of currency in Financial statement is other than INR/USD, value to be converted in USD (*)
1.	Turnover	Latest financial year ()		
		Preceding 1 st year ()		
		Preceding 2 nd year ()		
2.	Net Worth	Latest financial year ()		
3.	Working Capital	Latest financial year ()		

(*) **Bidder's Currency to US\$ conversion factor:** _____ **<indicate the currency conversion factor as on Date of Audited Financial Statement>**.

Notes:

1. **Contractor shall provide financial data based on their standalone financial statements. In case standalone financial data is not prepared and audited, only in that case Contractor shall furnish the consolidated financial data.**
2. **Net worth calculation:** Net worth means paid up share capital, Share Application Money pending allotment* and reserves# less accumulated losses and deferred expenditure to the extent not written off. Net worth has been calculated using the following formula, as per provisions of the enquiry document:

Reserves to be considered for the purpose of net worth shall be all reserves created out of the profits and securities premium account but shall not include reserves created out of revaluation of assets, write back of depreciation and amalgamation.

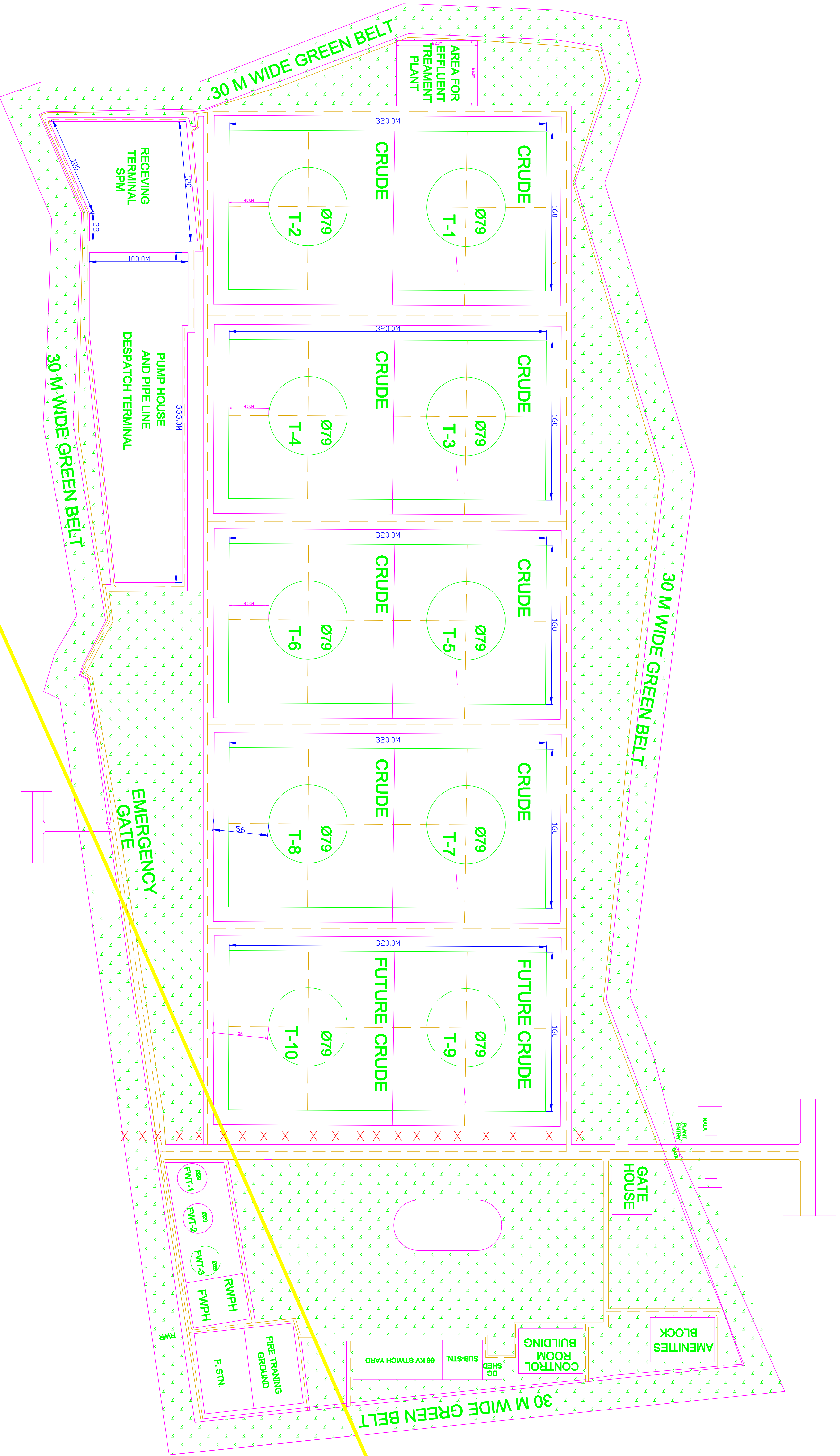
* Share Application Money pending allotment will be considered only in respect of share to be allotted.

Description	Values <in Currency>
Paid up Share capital (A)	:
Add: Share Application Money pending allotment (B)	:
Add: Reserves (As defined above) (C)	:
Less: Accumulated Losses (D)	:
Less: Deferred Revenue Expenditure to the extent not written off (E)	:
Net Worth (A+B+C-D-E)	:

3. **Working Capital calculation:** Working Capital shall be **Current Assets minus Current Liabilities**.
4. **Turnover (for the Financial statement pertaining to post GST regime):** Turnover shall be taken as Revenue from operation (excluding GST) as stated in Financial Statement of the Bidder, excluding other Income.

However, Turnover for the Financial statement pertaining to pre-GST regime shall be calculated as Revenue from operation Including Excise Duty but Excluding Other Income.
5. Net worth, Working Capital and Turnover have been calculated using the above mentioned formulae and after giving effect to the impact of Audit Qualifications given in the Audit Report.

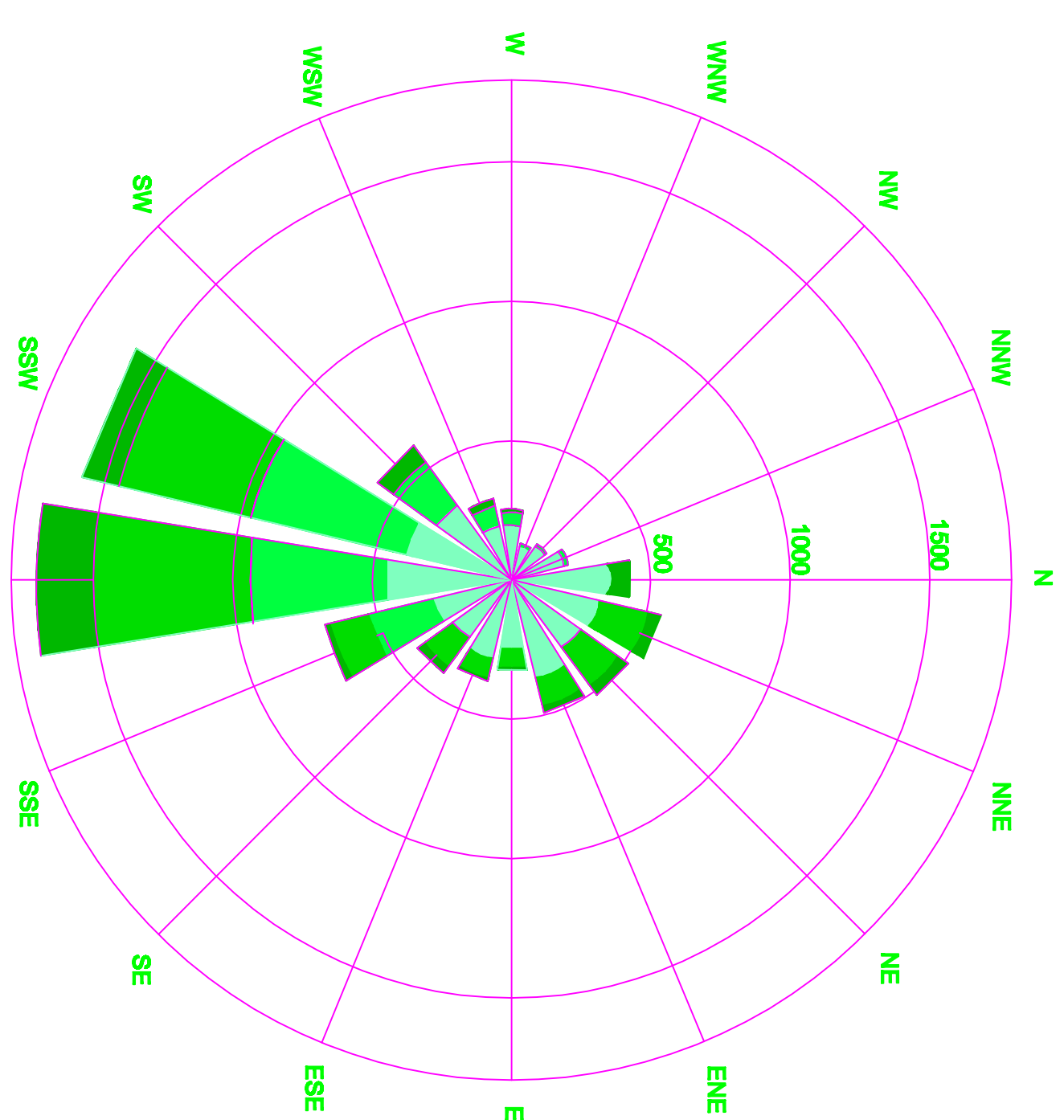
(SIGNATURE OF CONTRACTOR)



LIST OF STORAGE TANKS

SR.NO	AREA NAME	AREA SIZE	SR. NO	TANK FARM NO.	TANK NO.	PRODUCT	CAP (M3)	TYPE	NO. OF TANKS	DIA (M)	HIGHT (M)	FLASH POINT
1	FIRE STN.	50.0M X 80.0M	1	TF-1	T-1 / T-2	CRUDE	80000 (STORAGE VOLUME)	FLOATING ROOF	2	79.0	13.5	<23°C
2	FIRE TRAINING GROUND &	50.0M X 80.0M	2	TF-2	T-3 / T-4	CRUDE	80000 (STORAGE VOLUME)	FLOATING ROOF	2	79.0	13.5	<23°C
3	88 KV SWITCH & SUB-STATION	130.0M X 40.0M	3	TF-3	T-5 / T-6	CRUDE	80000 (STORAGE VOLUME)	FLOATING ROOF	2	79.0	13.5	<23°C
4	DG SHED	20.0M X 20.0M	4	TF-4	T-7 / T-8	CRUDE	80000 (STORAGE VOLUME)	FLOATING ROOF	2	79.0	13.5	<23°C
5	CONTROL ROOM BUILDING	45.0M X 65.0M	5	TF-5	T-9 / T-10 (FUTURE)	CRUDE	7600 (STORAGE VOLUME)	FLOATING ROOF	2	29.0	13.5	NA
6	AMENITIES BLOCK	45.0M X 65.0M	6	FWT	T-1 / T-2	FIRE WATER	7600 (STORAGE VOLUME)	FIXED ROOF	2	29.0	11.0	NA
7	GATE HOUSE	55.0M X 40.0M	7	FWT	T-3 (FUTURE)	FIRE WATER	7600 (STORAGE VOLUME)	FIXED ROOF	1	29.0	11.0	NA

- NOTES:
- ALL DIMENSIONS ARE IN METRES.
 - EMERGENCY EXIT GATE IS TO BE PROVIDED ON THE EASTERN SIDE WHICH WILL BE NORMALLY CLOSED.



NRL NUMALIGARH REFINERY LIMITED
CRUDE OIL TERMINAL PARADIP

OVERALL PLOTPLAN

SCALE	JOB NO.	DEPT.	SECTN.	UNIT	DWG. NO.	REV.
	NRL - COT	PL	PJ	10	001	-

Annexure – II to EOI

SCOPE MATRIX FOR EXECUTION OF COT ON BOOT BASIS

SN	Activity Details	EPCM	BOOT Contractor
1	Cross country Pipeline from IOCL Tapping to NRL COT receiving station including booster requirement if any.	√	
2	All Piping from NRL Scraper receipt station inside COT to Tank Farm inlet manifold.	√	
3	Over all Plot Plan / Basic Layout and conceptual basis of COT. (Note 1)	√	
4	PLOT plan / Lay out for Tank farm area including associated facilities under BOOT Scope		√
5	Complete FEED suitable for BOOT package.	√	
6	Bid Package for BOOT including Operating philosophy.	√	
7	Evaluation of BOOT Bids and award recommendation.	√	
8	All works for design, detailed engineering, material procurement and supply, fabrication, installation, Construction supervision, QA/QC including inspection, testing and commissioning for each unit/facility of respective parts.	√	√
9	Hook up and interface	√	
10	Review of design and detailed Engineering performed by BOOT Contractor on sample basis including all major items.	√	
11	Review of Geotechnical / Topographical data provided by NRL for respective parts.	√	√
12	Site development including filling/grading etc. of entire COT area	√	
13	Piling Works for Tank Farm and other areas of COT wherever required. (Note 2)	√	√
14	COT boundary wall and fencing, gates etc.	√	
15	Construction of crude oil Tankages in tank farm area including dyke and required associated facilities.		√
16	Crude Blender including tankages	√	
17	Tank farm Management system with auto tank gauging facility for Control room.		√
18	All Tank interconnecting piping including Piping up to Tank farm outlet manifold for hook up by EPCM.		√
19	Surge Relief Tank	√	
20	Control room		√

21	Admin Building, gate house etc.		√
22	Effluent treatment Plant		√
SN	Activity Details	EPCM	BOOT Contractor
23	Slop Handling facilities		√
24	Booster Station	√	
25	Store Yard/Warehouse		√
26	Maintenance Work Shop		√
27	Main line Pump station	√	
28	Pipeline Dispatch station	√	
29	Substation including switch yard		√
30	Power and utilities downstream of switch yard (Note-2)	√	√
31	All required instrumentation (Note-2)	√	√
32	All Lighting, Cables, Flood masts and all electrical system for entire COT (Note-2)	√	√
33	All Fire Fighting and fire protection system for entire COT including Fire water tanks, deluge valves, sprinkling system, HVLR, Foam pourer system etc.		√
34	RWPH / FWPH (Raw water and Fire Water Pump House)		√
35	All Civil works such as roads, pavements, culverts, drains (OWS/CRWS), Watch tower (Note-2).	√	√
36	All Piping from Tank farm out let manifold to Pipeline dispatch station	√	
37	Overall Project Monitoring	√	
38	Development of Green Belt	√	
39	Construction Power and Construction water by respective agencies	√	√

Note-1 : Overall conceptual plot plan by EPCM. To be reconfirmed by BOOT contractor during detail engineering.

Note-2: All works shall be performed by respective agencies (EPCM/BOOT) in the areas defined and in accordance with their Scope of work as per the Scope Matrix.

Instructions to Bidders for submission of EOI on e-procurement portal

1.0 INSTRUCTIONS TO BIDDERS FOR E-TENDERING

The bidders are required to submit soft copies of their bids electronically on the CPP Portal (URL: <http://eprocure.gov.in>) only, 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.

Various links such as “Help for Contractor”, “Information about DSC”, “FAQ”, “Resources Required”, “Bidders Manual Kit” etc. are available on home page of <http://eprocure.gov.in/eprocure/app> facilitating vendors to participate in the bidding process. Bidder are advised to download & utilize the available information/documents under these links for activities like Registration in CPPP, obtaining User ID & Password, uploading & submission of e-bids etc. Bidders are advised in their own interest to carefully go through Instructions for E-tendering and other related document available against various help links so as to ensure that bids are uploaded in E-tendering website well before the closing date and time of bid submission.

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

2.0 REGISTRATION

- 2.1 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 “Click **here to Enroll**” on the CPP Portal is free of charge.
- 2.2 As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 2.3 Bidders are advised to register their valid email address and mobile numbers as part of the registration process and submit in EIL tender portal for updation of records (<http://tenders.eil.co.in>) . These details would be used for any communication from the CPP Portal.
- 2.4 Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (DSC) (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.
- 2.5 Foreign Bidders have to refer “DSC details for foreign Bidders” for Digital signature Certificates requirements which comes under Download Tab at <https://eprocure.gov.in/eprocure/app> and the remaining part is same as above and below.
- 2.6 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.
- 2.7 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.

3.0 SEARCHING FOR TENDER DOCUMENTS

- 3.1 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.
- 3.2 Once the bidders have selected the tenders they are interested in, the same 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.

- 3.3 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.

4.0 PREPARATION OF BIDS

- 4.1 Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 4.2 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.
- 4.3 To avoid Network congestion, Bidder is recommended to upload file size of up to Maximum 35 MB per part. However, in case file size exceeds 35 MB, bidder may compress the files by scanning with 75 dpi setting as per s.no 4 below and can use additional 25 MB space ("My Documents") provided to the bidder as per s.no 5 below.
- 4.4 Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option. However, Price Schedule / SOR shall be strictly in RAR format without altering any contents of the formats uploaded by EIL in their Bidding Document.
- 4.5 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" 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.

5.0 SUBMISSION OF BIDS

- 5.1 Bidder should log into the site well in advance for bid submission so that he/she 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.
- 5.2 The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 5.3 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.
- 5.4 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.
- 5.5 The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 5.6 Upon the successful and timely submission of bids, 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.
- 5.7 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.

6.0 RETENDER

- 6.1 Please note that if Tender has been retendered, than it is mandatory for the bidder to submit their offer again on CPP Portal.

7.0 WITHDRAWAL OF BID

- 7.1 It may please be noted that bidders now have an additional feature of withdrawing their bids before due date and time. After submitting the bid on the CPP Portal, if the bidder wishes to withdraw his bid, he can do so. However, if the bidder withdraws his bid, he will be exempted from further participation in the tender and won't be able to submit his bid again for that particular tender.

8.0 ASSISTANCE TO BIDDERS

- 8.1 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.
- 8.2 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 233 7315.