

ಬೆಂಗಳೂರು ಸಂಯೋಜಿತ ರೈಲು ಮೂಲಸೌಲಭ್ಯ  
ಅಭಿವೃದ್ಧಿ ಉದ್ಯಮ ನಿಯಮಿತ (ಬಿ-ರೈಡ್)

BENGALURU INTEGRATED RAIL INFRASTRUCTURE DEVELOPMENT ENTERPRISE LIMITED (Bi-RIDE)

**Bi-RIDE**

Tender Number: BiRIDE/BSTP/C4LC/PACKAGE1/2026

DATE: 13.05.2026

## TENDER DOCUMENT

### C4/LC ELIMINATION/PACKAGE – 1

**Name of work:** “Construction of 2nos of Road over bridge (ROB) and 1nos Road Under bridge (RUB) along with construction of service road and drainages in Lieu of Level crossings (LC) along the Corridor-4 Heelalige to Rajanukunte.”

**BENGALURU INTEGRATED RAIL INFRASTRUCTURE DEVELOPMENT ENTERPRISE LIMITED  
(Bi-RIDE)**

(A SPV for Bengaluru Suburban Transport Project)

**Samparka Soudha,**  
1<sup>st</sup> Floor, Dr. Rajkumar Road,  
Opposite Orion Mall,  
Rajajinagar 1<sup>st</sup> Block, Bengaluru-560010  
Email: [gmprocurement@kride.in](mailto:gmprocurement@kride.in)

# TENDER DOCUMENT

(Through e-Tendering Mode)

## NAME OF WORK

C4/LC/Package -1

“**Name of Work:** Construction of 2nos of Road over bridge (ROB) and 1nos Road Under bridge (RUB) along with construction of service road and drainages in Lieu of Level crossings (LC) along the Corridor-4 Heelalige to Rajanukunte.”

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**SCHEDULE OF BIDDING PROCESS:**

SL. NO.	EVENT DESCRIPTION	DATE
1.	Tender No:	<b>BiRIDE/BSTP/C4LC/PACKAGE1/2026</b>
2.	Tender Document can be Downloaded	<a href="https://etenders.gov.in/eprocure/app">https://etenders.gov.in/eprocure/app</a>
3.	Period of Sale of Tender Document	13/05/2026 to 30/06/2026
4.	Last Date for Sale of Tender Document	01/07/2026
5.	Last Date for receiving Queries	23/05/2026 or as notified in CPP Portal. Submission in email to <a href="mailto:gmprocurement@kride.in">gmprocurement@kride.in</a> only.
6.	Cost of the Tender Documents	<p>Rs 25,000/- (inclusive of 18% GST) Non-Refundable (Payment of tender document cost/ tender fee is to be made only by RTGS, NEFT &amp; IMPS. No other mode of payment will be accepted.</p> <p>The details of bank account of employer as mentioned below  <b>BENGALURU INTEGRATED RAIL INFRASTRUCTURE DEVELOPMENT ENTERPRISE LIMITED (Bi-RIDE)</b>  Bank Name: Canara Bank  Branch: Prime Corporate Branch  Account No. 9921201002074  IFSC Code: CNRB0002636</p> <p>The Tenderers are required to upload scanned copies of transaction of payment of tender document cost/tender fee including e-receipt (clearly indicating UTR No. &amp; tender reference must be entered in the remarks at the time of online transaction of payment) failing which payment may not be considered at the time of online bid submission. (Copy of GST registration no. to be provided along with Tender document cost, if applicable)</p>
7.	Pre-Bid Meeting Venue	<b>25/05/2026 at 15:00 hrs.</b> or as notified in CPP Portal
8.	Authority Response to Queries latest by	As notified in CPP Portal
9.	Last Date and Time Submission of Bids Online	30/06/2026 or as notified in CPP Portal
10.	Date and Time of Opening of Cover One of Tender (Technical Bid)	01/07/2026 or as notified in CPP Portal
11.	Place of Opening of Cover One of Tenders (Technical Bid)	The opening of the Technical Bid shall take place at Bi-RIDE Corporate office, Bangalore.
12.	Place of Opening of Cover Two of Tenders (Financial Bid)	The opening of the Financial Bid shall take place at Bi-RIDE Corporate office, Bangalore.
13.	Date and time of Opening of Cover Two of Tenders (Financial Bid)	Will be intimated to the Qualified Tenderers through CPP Portal.

14.	Address For Communication	<b>General Manager / Procurement &amp; Contracts</b> Bi-RIDE (Bengaluru Integrated Rail Infrastructure Development Enterprise Limited) (A SPV for Bengaluru Suburban Transport Project) #8, 1 <sup>st</sup> Floor, Samparka Soudha, Dr. Rajkumar Road, Opposite Orion Mall Rajajinagar 1 <sup>st</sup> Block, Bengaluru E Mail: <a href="mailto:gmprocurement@kride.in">gmprocurement@kride.in</a>
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Bi-RIDE

**SECTION - 1**

**INVITATION FOR TENDERS**

**(IFT)**

**Bi- RIDE [BENGALURU INTEGRATED RAIL INFRASTRUCTURE  
DEVELOPMENT ENTERPRISE LIMITED]**

**INVITATION FOR BIDS  
(Through e-tendering mode)**

Tender Notice No. **BiRIDE/BSTP/C4LC/PACKAGE1/2026****Date:13/05/2026**

BENGALURU INTEGRATED RAIL INFRASTRUCTURE DEVELOPMENT ENTERPRISE LIMITED (Bi-RIDE), a SPV having its registered office at #8, 1st Floor, Samparka Soudha, Dr. Rajkumar Road, Opposite Orion Mall, Rajajinagar 1st Block, Bengaluru-560010, India invites Bids from eligible Bids, for works as tabulated the under Single stage: Packet system (Technical Bid and Financial Bid in separate packets).

NAME OF WORK	Estimated amount inclusive of all taxes excl GST	TENDER SECURITY / EMD	PERIOD OF COMPLETION
C4/LC Elimination/Package-1  "Construction of 2nos of Road over bridge (ROB) and 1nos Road Under bridge (RUB) along with construction of service road and drainages in Lieu of Level crossings (LC) along the Corridor-4 Heelalige to Rajanukunte."	<b>₹ 59,61,15,897</b>	<b>₹ 60 lakhs.</b>  Refer ITT clause 13.7	18 months

**NOTES:**

The Selected Bidder (Contractor) shall be responsible for Construction of all the works mentioned above and in accordance with the provisions of agreement to be entered into between the Selected Bidder and the Authority (Bi-RIDE).

- The detailed terms and conditions of the Project, including the scope of the works, services and obligations are mentioned in Employer's Requirement, Conditions of Contract (GCC & PCC) and all other related documents in the Bid Document.
- The tenderers are advised to examine the Project in greater detail, and to carry out, at their cost, all such studies and analysis as may be required for submitting their respective Bids for award of the contract.
- The tenderers shall submit the tender through e - procurement portal. The tenderers shall submit scanned copies of their registration certificate, work done certificates and any other documents online. More information can be had from the website <https://etenders.gov.in/e procure/app>.
- On the schedule date of opening of Tenders, initially, only the Technical Bids will be opened through CPP Procurement Portal. The Technical Bids will be evaluated by Bi-RIDE in accordance with the stipulated Qualification and Evaluation criteria. No amendments or changes to the Bids would be permitted after the opening of Bids.
- Financial Bids of tenderers, qualified in the Technical Evaluation, will be opened on the date and at the time advised by BI-RIDE through e-tendering portal. The Financial Bids are evaluated, and the Contract is awarded to the tenderer, whose tender has been determined to be the lowest evaluated substantially responsive tender.
- The tenderers are advised to note the eligibility and minimum qualifying criteria specified in the Section 2: Instruction to Tenderers.
- Tenders must be accompanied by a Tender Security / EMD as per ITT 13.7 in the form mentioned in Section 3: Qualification Information / Bidding Forms - in any one of the forms as specified. The Tender Security / EMD shall have to be valid for 45 days beyond the validity of the tender, specified in the tender documents. Any tenders received without Bid security will be summarily rejected.
- Incomplete tenders will be considered non-responsive and such tenders will not be considered for further evaluation.

9. Tender Documents can be downloaded free of cost from Central Public Procurement Portal i.e., <https://etenders.gov.in/eprocure/app> from 13/05/2026 onwards and the tenders must be submitted online via Central Public Procurement Portal only.
10. Drawings referred in the tender document, if any, but not uploaded with the tender document, can be viewed in this office on any working day. The tenderer can also have a copy of the same on payment of non-refundable cost of ₹5,000/- (Rupees Five Thousand only) by an e-Payment mode (credit card/debit card/net banking/UPI) in favour of Bengaluru Integrated Rail Infrastructure Development Enterprise Limited (Bi-RIDE), Bengaluru.
11. It will be the responsibility of the tenderers, who are submitting their tender based on the tender documents downloaded by them on a particular date, to check for any Addendum/Corrigendum issued in this regard after the date of their downloading, from the relevant website from time to time and to ensure submission of their bids along with all Addenda/Corrigenda. Bids submitted without all Addenda/Corrigenda will be treated as incomplete.
12. **Validity of the tender:** The tenders shall remain valid for a period of **180 days** after the submission deadline prescribed by the Employer. A tender valid for a shorter period will be summarily rejected as non-responsive.
13. In case of need, Bi-RIDE may request the tenderers to extend the period of validity of their tenders. The request will be made in writing. If a Bid security is requested in accordance with ITT 13.7, it shall also be extended up to the date mentioned in the letter of request for extension. The tenderers may refuse the request without forfeiting their Tender Security. Tenderers extending the validity of their tenders shall not be either required or permitted to modify their tender.
14. **Pre-Bid meeting:** A Pre- Bid meeting will be held on as notified in CPP portal in the office of Bi-RIDE, Bengaluru to understand / discuss the issues / queries with regard to the Bid Document, if any, as stated in Clause 8.3 of ITT of the Tender document. The queries may be answered subsequently, based on their merits. However, the **queries** shall be sent to Bi-RIDE by bidders on or before as notified in CPP portal **through e-mail ([gmprocurement@kride.in](mailto:gmprocurement@kride.in)) only.**

The tenderers are advised to submit a copy of the queries in soft copy (word/excel) also in the following format only.

S. No	Reference section	Reference clause	Queries

The tenderer or his authorized representative is invited to attend a pre-bid meeting which will take place at the office of Bi-RIDE Bengaluru and or @ VC as per the date and time specified in the CPP portal. If the tenderer is willing to attend Pre-Bid meeting online then the tenderer is requested to communicate via email- [gmprocurement@kride.in](mailto:gmprocurement@kride.in) at least 02 days prior to date of pre bid meeting so that link can be communicated to the tenderers.

**Prospective bidders shall keep checking the websites for any change in the above dates and times.**

**15. REGISTRATION IN E-TENDERING PORTAL:**

- a. The tenderers are required to enroll on the e-tendering Portal (<https://etenders.gov.in/eprocure/app>) by clicking on the link "Tenderers Registration" on the e-tender Portal by paying requisite registration fee, as applicable.
- b. As part of the enrolment process, the tenderers will be required to choose a unique user name and assign a password for their accounts.
- c. The tenderers are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the tenderer.
- d. Upon enrolment, the tenderers will be required to register their valid Digital Signature Certificate (Only Class III Certificates with signing & encryption key) issued by any Certifying Authority recognized by CCA, India with their profile.
- e. Only one valid DSC should be registered by a tenderer. Please note that the tenderers are responsible to ensure that they do not lend their DSCs to others, which may lead to misuse.
- f. The tenderers shall then login to the site through the secured log-in process by entering their user ID/password and the password of the DSC / e-Token.
- g. Once the tenderers have searched and selected the proposals, they are interested in, they can pay nonrefundable processing fee as mentioned in the Central Public Procurement Portal.
- h. The scanned copies of all original documents shall be uploaded on e-tendering Portal (<https://etenders.gov.in/eprocure/app>).
- i. For any query regarding e-procurement on the Central Public Procurement Portal, the tenderers can contact helpdesk number emailing to [support-eproc@nic.in](mailto:support-eproc@nic.in)

Contact Number: (0120-4200 462, 0120-4001 002/5, 0120-6277787)

International Tenderers are requested to prefix +91 as country code.

16. Instructions to online bid submission refer **Annexure-A** below:
17. Tenders by a joint venture of contractors are permitted subject to conditions indicated in tender document.

18. The application made by the firm / company / Joint Venture shall be signed by a person holding the Power of Attorney, in which case the tenderer shall furnish a copy of Power of Attorney.
19. Bids submitted through any other mode will not be entertained.
20. Deleted.
21. All necessary certificates/documents in support fulfilling qualifying criteria stipulated shall be scanned separately and attached to bid document. The original documents if required by the Employer shall be produced whenever asked by Employer on Technical Bid/ Financial Bid.
22. Deleted.
23. Site visit and verification of information:  
The tenderers are, in their own interest, encouraged to submit their respective Bids after visiting the Project site and ascertaining for themselves the site conditions, traffic, location, surroundings, climate, availability of power, water & other utilities for construction, access to site, handling and storage of materials, weather data, all applicable laws and regulations, and any other matter considered relevant by them. The tenderers are advised to visit the site and familiarize themselves with the Project within the stipulated time of submission of the bids. No extension of the deadline either for submission of pre-bid queries or for submission of bids is likely to be considered on this pretext.  
It will be deemed that by submitting a bid, the tenderers have:
  - (a) made a complete and careful examination of the Bidding Documents, Schedules annexed to the bid document.
  - (b) received all relevant information requested from Bi-RIDE.
  - (c) accepted the risk of inadequacy, error or mistake in the information provided in the Bidding Documents or furnished by or on behalf of the Authority relating to any of the matters referred to in Clause 25 above. Technical details and drawings provided in the Bid Document are tentative and for indicative purpose. No claim will be admissible at any stage on this account.
  - (d) satisfied themselves about all matters, things, and information, including matters referred to in Clause 25 herein above, necessary and required for submitting an informed Bid in the interest of complete execution of the Project in accordance with the Bidding Documents and performance of all obligations there under.
  - (e) acknowledged and agreed that inadequacy, lack of completeness or incorrectness of information provided in the Bidding Documents or ignorance of any of the matters referred to in Clause 25 herein above shall not be a basis for any claim for compensation, damages, extension of time for performance of their obligations, loss of profits etc. from the Authority, or a ground for termination of the Agreement by the Contractor.
  - (f) acknowledged that there is no Conflict of Interest, and
  - (g) agreed to be bound by the undertakings provided by them under and in terms hereof.
24. Bi-RIDE will not be liable for any omission, mistake, or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to the Tender document, including any error or mistake therein or in any information or data given in this bid document.
25. The qualification criteria as indicated in bid document shall be met by the tenderers intending to submit bids.
26. The tenderers shall not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the Govt. of Karnataka, Govt of India, and any PSUs thereof.
27. **Conditional Tenders will not be accepted and will be summarily rejected.**
28. Bi-RIDE will not be responsible for any delay by the bidder in accessing Central Public Procurement Portal.
29. **The rates quoted by the tenderer shall be inclusive of all taxes, levies, duties, royalties etc. excluding GST.**
30. Building and other construction workers welfare: The tenderer shall subscribe 1% of gross amount of each bill payable to him in respect of contract to the building and other construction workers' welfare cess as per GO No: LD 300 LET 2006, Bengaluru, dated: 18-01-2007. The amount of subscription will be recovered out of payable amount to him in each bill. This component is deemed to have been included in the quoted rate.
31. **Last Date of Receipt and opening of Bids:** The tenders, complete in all respects, shall be submitted through Central Public Procurement Portal <https://etenders.gov.in/eprocure/app>) not later than **30/06/2026** or **as notified in CPP Portal** and will be opened on **01/07/2026** or **as notified in CPP portal**. If the office of Bi-RIDE happens to be closed on the date of opening of tender, the tenders will be opened on the next working day at the same time and venue.
32. Bi-RIDE will not be responsible for any delays in the receipt of tenders by Bi-RIDE. Late Tenders (received after stipulated date and time of submission of Tenders) will not be accepted under any circumstances. Bi-RIDE reserves the right to accept/reject any or all the proposals without assigning any reason thereof.
33. Bi-RIDE reserves the right to either postpone or to cancel the entire process of the tender.



34. Any suit or application, arising out of any dispute or differences on account of this tender shall be filed in a competent court at Bengaluru, Karnataka only and no other court or any other district of the country or any other country shall have any jurisdiction in the matter.
35. Deleted
36. **Communication:** Interested eligible bidders may obtain further information (with regard to the bid document) required, if any, shall email to [gmpurchase@kride.in](mailto:gmpurchase@kride.in) only. Pre-bid queries will not be entertained after the deadline for their submission.
37. Queries regarding e tendering portal, tender submission and related minor issues shall not be addressed to the address below and shall be got clarified from helpdesk mentioned above.

**General Manager / Procurement & Contracts**

**Bi-RIDE [BENGALURU INTEGRATED RAIL INFRASTRUCTURE DEVELOPMENT ENTERPRISE LIMITED],**

(A SPV for Bengaluru Suburban Transport Project)

#8, 1st Floor, Samparka Soudha,

Dr. Rajkumar Road, Opposite Orion Mall

Rajajinagar 1st Block, Bengaluru-560010

E-mail: [gmpurchase@kride.in](mailto:gmpurchase@kride.in)

Bi-RIDE

**Annexure A****Instructions for Online Bid Submission**

The tenderers 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 tenderers 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://etenders.gov.in/eprocure/app>.

**REGISTRATION**

- 1) Tenderers are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://etenders.gov.in/eprocure/app>) by clicking on the link "Online tenderer Enrolment" on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the Tenderers will be required to choose a unique username and assign a password for their accounts.
- 3) Tenderers 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 Tenderers will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage with their profile. Digital Signature Certificate (DSC) must be obtained from any Certifying Authority empaneled with the Controller of Certifying Authority of India (e.g. Sify / nCode / eMudhra etc.), details of which are available on e-procurement portal under the link "Information about DSC". Issuance of Digital Signature Certificate may take at least seven to ten business days, which may extend up to twenty-one business days in case of foreign applicants. Procedure for obtaining Digital Signature Certificate (DSC) by foreign applicants is available on e-procurement portal under the link "Downloads". Tenderers are advised to plan their time accordingly and the Employer shall bear no responsibility for accepting tenders which are delayed due to non-issuance or delay in issuance of such Digital Signature Certificates.
- 5) Only one valid DSC should be registered by a Tenderer. Please note that the Tenderers are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Tenderer 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.
- 7) The Tenderers may report to the Employer by emailing to [gmprocurement@kride.in](mailto:gmprocurement@kride.in), if they have problem with in obtaining Digital Signature Certificate or in case of any restrictions related to debarment on the portal
- 8) Instructions for entering complaint/suggestion: The grievances or suggestions can be entered from the Home Page of the Central Public Procurement Portal (<https://eprocure.gov.in/cppp>).
- 9) For further information and any assistance in this regard Tenderers are advised to contact e- procurement helpdesk by either:
  - a. emailing to [support-eproc@nic.in](mailto:support-eproc@nic.in)
  - b. phoning (0120-4200 462, 0120-4001 002/5, 0120-6277787

International Tenderers are requested to prefix +91 as country code

**SEARCHING FOR TENDER DOCUMENTS**

- 1) There are various search options built in the CPP Portal, to facilitate Tenderers 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 Tenderers 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 Tenderers 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 Tenderers through SMS / e- mail in case there is any corrigendum issued to the tender document.

- 3) The Tenderer 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) Tenderer 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) Tenderer, 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.
- 4) Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. Tenderer has to ensure that size of each file should not exceed 40 MB before uploading.
- 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 Tenderers. Tenderers 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**

Tenderer 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. Tenderer will be responsible for any delay due to other issues.

The Tenderer has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

Tenderer has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.

Tenderer should upload the scanned copy of Tender Security as per the instructions specified in the tender document. Otherwise the uploaded bid will be rejected.

Tenderers 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 tenderers. Tenderers are required to download the BOQ file, open it and complete the 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.

The server time (which is displayed on the tenderers' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the tenderers, opening of bids etc. The tenderers should follow this time during bid submission.

All the documents being submitted by the tenderers 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.

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

Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

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.

The Tenderer whosoever is submitting the tender by his digital signature certificate shall invariably upload the scan copy of the authority letter with the tender submission.

### **ASSISTANCE TO TENDERERS**

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.

For any Technical queries related to Operation of the Central Public Procurement Portal Contact at:

Tel: The 24 x 7 Help Desk Number 0120-4200 462, 0120-4001 002/5, 0120-6277 787.

E-Mail: support-eproc@nic.in

International tenderers are requested to prefix +91 as country code.