

FAQs related to CPPP

1. What is CPPP?

CPPP is Central Public Procurement Portal of Government of India. It can be accessed at <https://eprocure.gov.in/cppp/>.

2. What is the objective of CPPP?

The primary objective of this portal is to provide a single point access to the information on procurements made across various Ministries / Departments and all the organizations under them. All user departments and agencies would be required to link up their individual portals with this centralized procurement portal. May please refer the Office Memorandum dated 30th November 2011 issued in this regard by Department of Expenditure.

(https://eprocure.gov.in/cppp/sites/default/files/instruction_contents/INST_DOC_NO_10/Pub_tender_Enq_CPPPortal.pdf)

3. What all would be available in CPPP?

CPPP will eventually contain all tender enquiries floated by any central government organization. It will have all circulars / GOs / OMs. It will have links to various sites related to eTendering. It will also have the Award of Contract for all tenders which have been awarded.

4. What is expected out of any Government department in this portal?

All users of Government Departments are expected to upload all tender enquiries, its corrigendums and award details after the bid award on to the site.

5. What is ePublishing?

The process of uploading the details of tender enquiry, its corrigendum and award details on to the CPP portal after logging in to the portal with login ID and password. Digital Signature is not mandated for ePublishing at this stage.

6. When is it mandatory to adopt ePublishing?

It will be mandatory for all Ministries / Departments of the Central Government, their Attached and Subordinate Offices, Central Public Sector Enterprises (CPSEs) and Autonomous / Statutory Bodies (hereinafter referred to as “procuring organizations”) to publish their tender enquiries, corrigenda thereon and details of bid awards on the CPP

Portal using e-Publishing module with effect from the following dates:

- Ministries / Departments and their Attached and Subordinate Offices – 1st January 2012
- CPSEs – 1st February 2012
- Autonomous statutory bodies – 1st April, 2012

7. What is Procurement?

Procurement is one of the most important activities in all Government Departments and lots of Government fund is spent towards procuring goods / works / services through various types of tenders across the country.

8. What is eProcurement?

e-Procurement is the process by which the physical tendering activity is carried out using internet and associated technologies.

9. What is Digital Signature Certificate (DSC)?

Digital Signature Certificates (DSC) are the digital equivalent (that is electronic format) of physical or paper certificates. Examples of physical certificates are drivers' licenses, passports or membership cards. Certificates serve as a proof of identity of an individual for a certain purpose; for example, a driver's license identifies someone who can legally drive in a particular country. Likewise, a digital certificate can be presented electronically to prove the identity of individual, to access information or services on the Internet or to sign certain documents digitally.

10. Why is DSC required?

Like physical documents are signed manually, electronic documents, for example e-forms are required to be signed digitally using a Digital Signature Certificate. Transactions that are carried out electronically using internet, if signed using a Digital Signature certificate becomes legally valid.

11. What are all the requirements to use CPP portal?

For a user who has to upload tender enquiries to the portal, the basic requirements would be to get a Login ID created by filling up the user creation form.

12. Who will create users?

Nodal officers of each department will create users for that department who would have the roles of tender creator and/or Tender Publisher, as per the need.

13. What is the basic infrastructure requirement to use CPP portal?

The complete backend hardware and software support at the Server end for implementation of the system will be made available by NIC. The user department has to make provisions for the front end infrastructure such as desktop system, printer & scanner, NICNET/ internet connection. A desktop system that is used for regular office activities can be used for this purpose.

14. How and where do I get Help to use CPP portal?

First level help can be obtained by calling the Help line number available on the site say <https://eprocure.gov.in/cppp/> . Mails can be sent to [cppp-nic\[at\]nic\[dot\]in](mailto:cppp-nic[at]nic[dot]in). A demo site at <http://demoeproc.nic.in> is available for practicing and training.

15. How will I get my user account created?

User accounts will be created by the respective Nodal Officers of the Department. The list of nodal officers with their contact details is available in the CPPP Portal.

16. What if my tenders are already published in tenders.gov.in?

All tenders published in the portal tenders.gov.in will appear in this CPP portal automatically. However, users are requested to get accounts created and start publishing using the ePublishing module to publish the tenders directly on CPP Portal. This will also enable them to switch over to eProcurement using digital certificates at a later date.

17. What if tenders of my department are published in our own web site?

Provisions will be made to port the relevant information called the meta-data of all the tenders published in various other Government sites. Initially, the users will have to inform to NIC their website address where the tenders are published at present. Details of uploading such data are also available in the portal.

18. What are the steps needed to adopt eProcurement?

A detailed user manual for proceeding towards eProcurement is available in the site.

19. When will one have to move to eProcurement from ePublishing?

It is expected that user departments will move to eTendering from 1st April 2012 in a phased manner. Detailed instructions for this will be made available in the site as soon as such information is received from Department of Expenditure.

20. What kind of training support can be expected?

Regular training programme is organized at NIC during the Initial periods and these details were widely published in the portal. Some of the State units of NIC have also made arrangements for conducting training programme. The details of training programme can be seen in the portal. Users can register for these training programmes.

21. Who is a Nodal Officer?

Nodal officer is the key official who drives the implementation of the project in their Ministry / Department / Organization. He also creates users for his organization.

22. What is meant by role?

Role is the activity assigned to a person to be performed in his official capacity. The assigned role can be for Tender Creator, Tender Publisher, Tender Opener, Tender Evaluator, Auditor, etc. At ePublishing stage, only Tender Creator and Tender Publisher roles are required.

23. Where do I find training materials / user manuals?

All User Manuals and training materials is available in the Home Page of CPP portal under the Sub Heading “**Help**”

24. Who is a Tender Creator?

Tender Creator is an official who has been assigned the role for Tender Creation in the CPP Portal. The user with this role can create tenders.

25. Who is a Tender Publisher?

Tender Publisher is an official who will verify the correctness of the tender being published and has been assigned the role for Tender Publishing in the CPP Portal.

26. During login only 5 attempts are allowed if the password goes wrong. What do we do?

System blocks the user after 5 attempts of wrong password entry as it is a security requirement to avoid malicious user entering the system. User has the option to revoke it using “[Generate / Forgot Password?](#)”. In case that also does not work the nodal officer can reset the password to the users.

27. What is Bid validity period?

The Tender Document will state how long the bids should remain valid. This implies that the Tender Inviting Authority will complete the bid opening, tender evaluation and contract award during this period.

28. What if I need to upload a ZIP file as part of Tender Document?

The system allows upload of .rar / jpeg files as Additional Documents for a given Tender. However, the main tender document has to be a PDF file.

29. How do I contact my Nodal Officer to request for user creation?

The names and contact details of all Nodal Officers are provided in the home page of CPP portal. A search option based on the Organisation name is also provided in Nodal officers list.

(<https://eprocure.gov.in/cppp/topnodals>)

30. How do I locate my tenders in CPP main page?

Click on “Search” option available on the CPPP main page.

(<https://eprocure.gov.in/cppp/tendersearch>)

The search can be performed on Organisation Name, Location/City or Product category.

31. What are Bid Awards in CPP portal?

Bid Awards shows the list of all the Bids / Contracts /Tenders Awarded and updated in the System. It shows important information like Number of Bids received; Names of qualified bidders after technical evaluation; Name of the selected bidder(s) ; Contract Date ; Contract Value etc. This brings in complete transparency to the process.

(<https://eprocure.gov.in/cppp/resultoftenders>)

32. How do Bid Award details gets reflected in the CPP portal?

All users of CPP portal are requested to login and update Award of Contract details so that it gets reflected in the home page under Bid Awards. As of now the Bid Awards details from tenders.gov.in are also populated in CPP portal automatically.

33. How to connect the tender specific information of a given department from its web site to the CPP portal?

The same can be invoked by any organisation as follows:

<http://eprocure.gov.in/cppp/searchbyorg/<Name of Organisation> <Name of Organisation>> as appearing in the list box provided in CPPP site under search option

For Example: <https://eprocure.gov.in/cppp/searchbyorg/Food%20Corporation%20of%20India>

This will display all active tenders relating to this organization. For viewing details of tenders, one can click on Tender Title.

34. I am a Bidder/Contractor. What all can I expect from CPP portal?

ePublishing module is a functionality which allows the Tender Inviting Authority to perform functions like creating and publishing of tender enquiries, its corrigendum and upload Award of Contract (AOC) once the bid has been finalised. This does not have any functionality of on line receipt of bids or evaluation. So as of now Bidder can see all the tenders in one portal, view the Bid Award details under <https://eprocure.gov.in/epublish/app>

eProcurement is the complete process of eTendering from publishing of tenders online, inviting online bids , evaluation and award of contract using the system. You may keep a watch of the tenders floated under <https://eprocure.gov.in/eprocure/app>. These will invite for online Bids. Bidder Enrolment can be done using "[Online Bidder Enrolment](#)"

35. When I face some problem in using CPP portal what should I do?

As a first step kindly refer the User Manual. For any technical related queries please call the Helpdesk. The 24 x 7 Help Desk Number **0120-4200462, 0120-4001002**. A mail can be sent to [support-eproc\[at\]nic\[dot\]in](mailto:support-eproc[at]nic[dot]in) and [cppp-nic\[at\]nic\[dot\]in](mailto:cppp-nic[at]nic[dot]in) for all technical issues. A mail can be sent to [cppp-doe\[at\]nic\[dot\]in](mailto:cppp-doe[at]nic[dot]in) for any policy / domain issues.

If some problem is faced during publishing of Tender / Corrigendum / AOC, users may kindly send a mail to [support-eproc\[at\]nic\[dot\]in](mailto:support-eproc[at]nic[dot]in) along with the screen shot of the page.

36. What is Web Learning?

Web learning is a training session over internet. One can join the session from one's own desktop and need not travel to any location.

37. How can I join a Web learning session?

To facilitate seamless integration and adoption of the CPP Portal, NIC is conducting web learning sessions on e-Publishing. Detailed schedule of sessions are available on the CPP portal. The Pre-requisites to attend the training session and the complete process to install the required s/w is also given below:

https://eprocure.gov.in/cppp/sites/default/files/training_contents/Web_learning_schedule_during_this_month.pdf

38. What is to be done if the eProcurement module of CPP portal is to be used?

eProcurement is the complete process of eTendering from publishing of tenders online, inviting online bids, evaluation and award of contract using the system. If any Organisation or Department or PSU is already using any eTendering solution, it is not mandatory to switch over. However, DoE is planning detailed instructions on adoption of the same from 1st April 2012. The details will be made available on the portal.

If some department wants to directly use the eProcurement module they may write to DG(NIC) with a copy to [cppp-nic\[at\]nic\[dot\]in](mailto:cppp-nic[at]nic[dot]in)

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