

भारत सरकार / GOVERNMENT OF INDIA

कार्यालय प्रमुख आयकर निदेशक (अन्वे),  
पहली मंजिल, एस.सी.ओ. 1 से 6,  
प्रतिमुख भारतीय विद्या मंदिर,  
किचलू नगर मार्केट , लुधियाना  
दूरभाष: 0161-2311102, 2303337  
फैक्स: 0161-2306507, 2306402



Office of the  
Pr. Director of Income Tax (Inv.),  
1<sup>st</sup> Floor, SCO 1-6, Opp. Bhartiya  
Vidya Mandir School, Kitchlu  
Nagar Market, Ludhiana.  
Tel. No. 0161-2311102, 2303337  
Fax No. 0161-2306507. 2306402

फ:सप्र..आ/लुधि/(अन्वे).नि.आ.(मु).अधि./Agreement/1/2020-21/ 3085 दिनांक: 01.03.2021  
03.03

**NOTICE INVITING E-TENDER**

**TENDER FOR PROCUREMENT HIRING OF SERVICES OF PEON/CASUAL  
WORKERS THROUGH CONTRACTORS**

The office of Pr. Director of Income Tax (Inv.), 1<sup>st</sup> Floor, SCO 1-6, Opp. Bhartiya Vidya Mandir School, Kitchlu Nagar Market, Ludhiana invites online bids/quotation in two bid system (Technical & Financial) from reputed, experienced and financially sound Manpower Companies/Firms/Agencies engaged in the business of providing Peon/Casual Workers(Unskilled workers) Services to provide service for the below mentioned Income-tax offices for a period of minimum two years as detailed below:-

Office and Building Name	No. of Peon/Casual Workers (Unskilled worker)
O/o Pr. Director of Income Tax (Inv.), 1 <sup>st</sup> Floor, SCO 1-6, Opp. Bhartiya Vidya Mandir School, Kitchlu Nagar Market, Ludhiana	13

The tender documents alongwith instructions and terms & conditions can be downloaded from the web site [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in) or [www.incometaxchandigarh.org](http://www.incometaxchandigarh.org). till 15.03.2021 by 6 P.M. The prospective tenderers are advised to check the eligibility criteria thoroughly before applying for the Tender. Bids will be received through e-tendering only.

The tenderer should register and apply through online mode only on e-tendering portal [www.tenderwizard.com/INCOMETAX](http://www.tenderwizard.com/INCOMETAX). No other mode of application for tender will be entertained. The online bids can be submitted through the e-tendering portal [www.tenderwizard.com/INCOMETAX](http://www.tenderwizard.com/INCOMETAX) upto 06:00 PM on 15.03.2021.

Date & Time of online opening of quotations is 16.03.2021 at 11:00 PM.

Opening of Tender Bids will be done online @ e-tendering portal [www.tenderwizard.com/INCOMETAX](http://www.tenderwizard.com/INCOMETAX) only.

The decision upon the bids received shall be taken upon by the competent authority and the same shall be communicated to the bidders through the online e-Tendering portal only. This office reserves the right to

amend/withdraw any of the terms and conditions in the Tender Document or to reject any or all tenders without giving any notice or assigning any reason. The decision of the Pr. Director of Income Tax (Inv.), Ludhiana in this regard shall be final and binding on all.



**(Pritpal Singh)**

**Asstt. Director of Income Tax (Inv.) (Hq.)  
O/o Pr. Director of Income Tax, Ludhiana.**

## **1. GENERAL TERMS AND CONDITIONS FOR PEON/ CASUAL WORKER**

- A. The Following qualification should be fulfilled by the Peon/Casual Worker:
- a. The Peon/Casual Worker have to be physically fit to carry out the work.
  - b. The Peon/Casual workers have to be neatly dressed.
- B. The nature of duties of unskilled workers are given below:-
- a. Attending the bell of the officers.
  - b. Ensuring that sitting arrangement in the officers' room is hygienic and clean before the commencement of office hours.
  - c. Ensuring the visitor's lounge/place is kept clean and in order before the commencement of office hours.
  - d. Bringing and serving Water, beverages and lunch to the officers and also visitors if so desired by the officers.
  - e. Carrying files and dak etc. to the officer/ official concerned in the office as well as in the officers/officials residence.
  - f. Going on tour with the officers.
  - g. Distribution of dak in different offices etc.

### **Scope of work**

- The Peon/Casual worker would be at the disposal of the officer/office he/she is posted under and would have to carry out miscellaneous functions as per directions.

### **Other Conditions**

- This office reserves the right to terminate the contract with a notice of 30 days in case the work is found unsatisfactory.
- The antecedents of the workers should have been properly verified by the contractor and he should be in possession of all the necessary documents.
- Attendance & continuation of workers/staffs engaged by the contractor would be monitored by the Respective Assessing Officers who will also ensure the dress code, I-cards and police verification etc. and will make surprise visits to verify compliance.

### **Conditions to be satisfied by the contractor**

- The contractor should be registered for compliance of ESI & EPF and Service Tax Rules/GST and proof needs to be submitted.

- It would be the responsibility of the contractor to make alternate arrangements if for some reason workers/staff is not available.
- The bills have to be submitted along with the acknowledgment/proof of payment.
- The workers/staff shall not claim any absorption in the department, in future. They shall be the employees of the contractor and shall never be considered as employees of the department i.e. there will be no Master & servant relationship between the employees of the contractor and the Department.
- The workers have to be paid for only the number of days they have worked.
- Any damages to assets of the Department by the workers need to be reimbursed by the contractor.
- In case there are complaints against any worker, he/she should be replaced immediately.
- This office could ask “the contractor to increase or reduce workers depending on the requirement on same terms and conditions”.
- Prevailing rates i.e. Rs. 428/- per day will be provided to the deployed Peon/Casual Workers.

#### **General Conditions to be satisfied by the contractor**

- The Contractor should be resident of Ludhiana as on date of tender.
- The service provider should have at least 5 years similar experience in any government office and the experience certificate should be attached with technical bid.
- The service provider should have turnover of at least 1 Crore per annum for last three financial years.
- The contractor should be registered for compliance of ESI, EPF and Service Tax Rules and Proof needs to be submitted.
- The bidder should have sound financial capacity and minimum capital of Rs. 10 Lacs as on date of tender in bank account. A proof in the form of bank statement showing such balance must be attached alongwith technical bid.
- Any financial bid containing zero percent commission rate will be rejected to avoid any fictitious bidder.
- It would be the responsibility of the contractor to make alternate arrangements if for some reason workers/staff is not available. **In case the manpower is not available, no payment will be made for the day for that person, rather a penalty equivalent to cost per day of manpower will be levied and deducted from the monthly bill**
- The bills have to be submitted along with the acknowledgement/proof of payment. The contractor should also maintain all relevant registers, records and accounts & produce the same to this office as and when required.
- The workers have to be paid for only the number of days they have worked.

- In case there are complaints against Peon/Casual Workers he/she should be reprimanded/ replaced immediately.
- This office could ask the contractor to increase or reduce workers depending on the need on same terms and conditions.
- In case of non-compliance of the above terms and conditions of contract “a penalty may be levied on the basis of certificate signed by the Controlling Authority”. The penalty for some of the defaults is as under:-

Sr. No.	Nature of Default	Penalty of Rs.
1	Late Reporting	Rs. 100/- per day per worker
2	Non Reporting	Rs. 1,000/- per day per worker
3	Refusal of duties	Rs. 1,000/- per instance
4	Non-observance of dress-code, if any	Rs. 100/- per instance
5	Change of personnel without prior permission	Rs. 1,000/- per instance

## **II. MODE OF SUBMISSION OF TENDER**

1. The bidders are required to submit two bids, i.e. Technical bid and financial bids, in the prescribed formats. In the technical bid, the bidder will provide details about his experience in the field, the other organizations for which he is providing such services, details regarding compliance of statutory laws etc. In the Financial bid, the bidder will submit the quotation for his charges. The service providers will be short listed on the basis of their technical competency after opening of technical bids. Financial bids of only those bidders, who are short listed on the basis of Technical bid will be opened and the bid with lowest quotations among the opened bids will normally be approved.
2. The department has right to relax Technical Qualification in case of sufficient number of quotations would have not received.
3. This office reserves the rights to postpone/and or extent the date of receipt/opening of dates/Quotations or to withdraw the same, without assigning any reason thereof.
4. The service provider are required to submit the complete rates/ Quotations only after satisfying each and every conditions laid down in the terms and conditions.
5. All the rates must be written both in figures and words.
6. Rates/quotations should be submitted and signed under the seal by the firm with its current business address.

7. The contractor/ service provider shall sign and stamp each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms conditions contained herein and submit the same along with Technical Bid.
8. The contractor/Service provider must comply with the rates/quotations, specification and all terms and conditions of contract. No deviation in the terms and conditions of the contract shall be entertained unless specifically mentioned by the service provider in the rates/quotations and accepted by the department.
9. Bids received later than the stipulated date and time will not be considered under any circumstances. This office reserves the rights to reject any tender, even the lowest one without assigning any reasons thereof.
10. The interested Company/Firm/Agency may submit **tender fee in the form of Demand draft of Rs.1000/- (One Thousand Only) and Earnest Money Deposit of Rs. 10000 in the favour of the ZAO, Ludhiana. The Demand draft should be submitted to the ADIT (Inv)(Hq.), O/o Pr. Director of Income Tax (Inv.) 1st Floor, SCO 1-6, Opp. Bhartiya Vidya Mandir School, Kitchlu Nagar Market, Ludhiana before 6:00 p.m of 15.03.2021.** Qualifying bids without tender fee and EMD will be rejected, EMD will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD shall be forfeited in case the successful bidders who withdraw or the details furnished in Technical and Financial Bid are found to be incorrect and false during the tender selection process. No interest shall be paid on the EMD.
11. For any clarification in the matter and/or prior appointment may be made with **ADIT (Inv)(Hq.), O/o Pr. Director of Income Tax (Inv.) 1st Floor, SCO 1-6, Opp. Bhartiya Vidya Mandir School, Kitchlu Nagar Market, Ludhiana** In case any successful bidder is found paying lesser than minimum wages, defaulters of EPF/ESI/IT/Labour Laws, his contract will be terminated the bidder will be blacklisted.

### **III. TECHNICAL CONDITIONS**

1. The contractor/bidder should be registered with the appropriate registration authority with regard to providing manpower to the Government offices i.e. State/Union Territory's Labour Department (Enclose copy of registration certificate of Labour License).
2. The contractor / bidder should have at least five years experience in providing similar services to Government Department. (Enclose documentary evidence)
3. The contractor/bidder should have valid service tax registration/ GST and PAN/TAN which is to be quoted in the sealed quotation and it should never be defaulter to make the above payment.
4. The contractor/bidder should be registered with ESIC & EPF authorities and the attested copies of proof thereof should be provided along with the technical bid.
5. The Annual Turnover of the service provider /Contractor should not be less than Rs. One crore for each of last three Financial Years 2017-18,

- 2018-19 and 2019-20 and a certified copy of balance sheet and profit and loss account must be enclosed as proof..
6. The Service provider/Contractor must submit copy of income Tax Returns for A.Y. A.Y. 2018-19, 2019-20 and 2020-21.

#### **IV. FINANCIAL CONDITIONS**

1. The contractor will have to specify the amount to be charged by it towards Service charges/commission for providing the Peon/Casual Workers. It may be noted that in order to eliminate frivolous bids and disguised charges/deduction from wages of personnel, service providers bidding at 0% commission shall be disqualified.
2. In case multiple bidders quoting same rates the competent authority will decide the allocation based upon their capital position and past contract experience with own and other government departments.

#### **IMPORTANT NOTE**

Bidder should ensure that the following documents are part of the **QUALIFYING-cum-TECHNICAL BID:**

1. Technical Bid duly filled
2. Copy of PANCARD
3. Copy of Service Tax/GST Registration Certificate
4. Copy of Registration Certificate with EPF
5. Copy of Registration Certificate with ESI
6. Any other proof required in the tender document.
7. Tender Document (all pages signed with seal)

#### **FINANCIAL BID:**

- (a) Duly filled in Financial Bid and its enclosure.

**RATES AND PRICES:** The bidder shall quote their PERCENTAGE COMMISSION rates for personnel to be employed per month (**in both words and figures**).

#### **SUBMISSION OF TENDERS -MODE**

- (a) The tender should be submitted ONLINE through the website [www.tenderwizard.com/INCOMETAX](http://www.tenderwizard.com/INCOMETAX) only. Both the bids i.e. Technical and

Financial should be in English only and prices should be written/quoted in both figures and words. In case there is difference in rates quoted by a tenderer in figures as well as in words, the quoted rates in words shall be considered only for evaluation and other purposes.

(b) The tenderer should ensure that all the scanned copies required to be uploaded online should be of original/true copies of documents which are duly attested/sealed and signed.

(c) The prospective tenderer should ensure that the documents uploaded on the e-portal are clearly typed and scanned and should be clearly legible.

(d) Tender(s) received beyond the last date of submission shall be summarily rejected and no claim of tenderer shall be entertained in respect of receipt of tenders at a later stage. No tender will be entertained by E-mail or FAX.


(e) The Income Tax department reserves the right to cancel/postpone the tender/contract procedure without assigning any reasons there for.

#### **OPENING OF BIDS:**

The process of opening the bids shall be done on e-Tendering portal only. The prospective tenderers are not required to be present in this office during the analysis of the bids. Any bids which are not as per the instructions/terms and conditions will be liable to be rejected. Communication in this regard will be made to the bidders through e-portal only.

The Financial bids of only those bidders shall be analyzed who are found to be successful in their Technical bids.

The decision towards finalization of the bids received shall be taken upon by the Competent Authority and the same shall be communicated to the bidders through online e-Tendering portal only.

  
(प्रीतपाल सिंह)

(Pritpal Singh)

सहायक आयकर निदेशक (अन्वे.)(मु.)

Asstt. Director of Income Tax (Inv.) (Hq.)

लुधियाना/Ludhiana



**Technical Bid**

**QUALIFYING-cum-TECHNICAL BID DOCUMENT**

<b><u>Sl. No.</u></b>	<b>Particulars</b>	
<b><u>1</u></b>	Name of the Party	
<b><u>2</u></b>	Complete Address (With Tel No., Fax No.)	
<b><u>3</u></b>	Name and Addresss of the Proprietor/Partners/Directors (with mobile/Contact no.)	
<b><u>4</u></b>	Contact Persons (with mobile no.)	
<b><u>5</u></b>	Whether the applicant is resident of Ludhiana as on date of tender ? State Yes or No ? [Proof required to be attached, if Yes]	
<b><u>6</u></b>	No. of years of experience in providing Peon/Casual Workers services (enclose proof such as performance Reports/ Experience Certificate from clients)	
<b><u>7</u></b>	Whether the applicant has prior experience of providing Peon/Casual Workers services to government office? If yes, enclose proof.	
<b><u>8</u></b>	Details of Turnover for last three financial years (Enclose copy of balance sheet and profit and loss account): FY 2019-20 FY 2018-19 FY 2017-18	
<b><u>9</u></b>	Permanent Account Number (PAN) (enclose copies of TDS/ITR)	
<b><u>10</u></b>	Details of ESI & EPF registration along with evidence	
<b><u>11</u></b>	Details of Service Tax/GST Registration along with evidence.	
<b><u>12.</u></b>	Whether the bidder has capital of Rs. 10 Lacs as on date. If Yes, attached bank A/c Statement as proof.	
<b><u>13</u></b>	Details of Tender fee : DD/Banker Cheque No. :                      Date : Bank Name :	

<b>14</b>	Details of EMD : DD/Banker Cheque No. : <span style="float: right;">Date :</span> Bank Name :
<b><u>DECLARATION</u></b>	
<p>I hereby certify that the information furnished above is true and correct to the best of my knowledge/our knowledge and I have read and understood the terms and conditions contained in the Tender Document. I understand that in case any deviation is found in the above statement at any stage, I/we will be blacklisted and will not have any dealing with the Department in future.</p>	
(Signature of Authorized signatory with date and seal)	

**Financial Bid**

**FINANCIAL BID DOCUMENT**

<u>Sl. No.</u>	<u>Particulars to be furnished</u>	
<u>1</u>	Name of the Party	
<u>2</u>	Address (with Tel No., Fax No.)	
<u>3</u>	Name of the office/Location for Which quoted	
<u>4</u>	Total Percentage of total cost of manpower as Commission  (exclusive of Service tax/GST) per month	
<b><u>DECLARATION</u></b>		
<p>I hereby certify that the information furnished above is true and correct to the best of my knowledge/our knowledge and I have read and understood the terms and conditions contained in the Tender Document. I understand that in case any deviation is found in the above statement at any stage, I/we will be blacklisted and will not have any dealing with the Department in future.</p>		
(Signature of Authorized signatory with date and seal)		

**Notes:**

- The rates quoted by the tendering Agency should be inclusive of all statutory/ taxation liabilities in force at the time of entering into the contract.
- The payment shall be made on conclusion of the calendar month only on the basis of duties performed by each person during the month.
- The Service Contractor shall not quote services charges at zero margins and shall not pay wages below the minimum prescribed rates.
- The service charges should not be less than 1% in case of individuals and 2% for Firms/Companies/others (i.e. rate of TDS as per Income Tax Act, 1961). In case of zero/lesser services charges the offer will not be considered and the offered bid will be directly rejected as the time of price evaluation. GST/Service Tax may be charged as applicable.

## **DECLARATION ABOUT FRAUD AND CORRUPT PRACTICES**

We certify that in last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.

### **We declare that:**

- (a) We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in Section B of Fraud and Corrupt Practices of the Terms and Conditions of the document, in respect of any tender or request for proposal issued by or any agreement entered into with the Authority or any other public sector enterprise or any Government, Central or State; AND
- (b) We hereby certify we have taken steps to ensure that in conformity with the provisions of Section B of Fraud and Corrupt Practices of the Terms and Conditions of the document, no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

We certify that in regard to matters other than security and integrity of the country, we or any of our Associates have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority, which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.

We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law. We further certify that no investigation by a regulatory authority is pending either against us or against our CEO or any of our directors/managers/employees.

Signature: Name & Designation with office

Seal



## **INSTRUCTIONS FOR ONLINE BID SUBMISSION**

(by Tenderwizard Portal)

The bidders are required to submit soft copies of their bids electronically on the Tenderwizard Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the Tenderwizard Portal, prepare their bids in accordance with the requirements and submitting their bids online on the Tenderwizard Portal. More information useful for submitting online bids on the CPP Portal may be obtained at [www.tenderwizard.com/INCOMETAX](http://www.tenderwizard.com/INCOMETAX).

### **REGISTRATION:**

- 1) Bidders are required to enroll on the e-Procurement module of the Public Procurement Portal (URL: <https://www.tenderwizard.com/INCOMETAX>) with clicking on the link "Online bidder Registration" on the Tenderwizard Portal by paying the Registration fee of Rs. 2360/- year charge.
- 2) As part of the enrolment process, the bidders will be required to choose an 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 with the bidder.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only 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.
- 7) The scanned copies of all original documents should be uploaded on portal.

### **SEARCHING FOR TENDER DOCUMENTS:**

- 1) There are various search options built in the tenderwizard Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender No, Department Name, Place, Date, Estimate Cost, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Department Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the tenderwizard Portal.
- 2) Once the bidders have selected the tenders they are interested in, you can pay the the form fee by DD only and processing fee (NOT REFUNDABLE) by net-banking / Debit / Credit card then you may download the required

documents / tender schedules, Bid documents etc. Once you pay both fee tenders will be moved to the respective 'INProgress' Tab. This would enable the tenderwizard Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

### **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/JPEG formats. Bid Original documents may be scanned with 100 dpi with Coloured 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 "Documents Library" available to them to upload such documents. These documents may be directly submitted from the "Documents Library" 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. Bidder will be responsible for any delay due to other issues.

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

3) Bidder has to select the payment option as "DD" to pay the tender fee / EMD as applicable and enter details of the instrument.

4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders

are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

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

7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

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

9) Upon the successful and timely submission of bids click "Submit tender" (i.e. after Clicking "Upload Bid and Submit tender" in the portal), the portal will give a successful Tender submission acknowledgement. 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 tender summary has to be printed and kept as an acknowledgement of the submission of the tender. 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.

2) Any queries relating to the process of online bid submission or queries relating to tenderwizard Portal in general may be directed to the 24x7 tenderwizard Portal Helpdesk. The contact number for the helpdesk is "011-49424365, 805462881. 9257209340".