

Notice Inviting Tender**for
“Supply of Minimal Invasive Spine Surgery Set”
For Department of Neurosurgery****At
All India Institute of Medical Sciences, Raipur****CRITICAL DATE SHEET**

Published Date	01.08.2018 at 05:00 PM
Bid Document Download / Sale Start Date	01.08.2018 at 05:00 PM
Pre bid meeting	10.08.2018 at 03:30 PM
Bid Submission Start Date	20.08.2018 at 10:00 AM
Bid Document Download / Sale End Date	03.09.2018 at 06:00 PM
Bid Submission End Date	03.09.2018 at 06:00 PM
Bid Opening Date	05.09.2018 at 03:30 PM

DISCLAIMER

This tender is not an offer by the All India Institute of Medical Sciences, Raipur, but an invitation to receive offer from bidders/firm/agency etc. No. contractual obligation whatsoever shall arise from this tender process unless and until as formal contract is signed and executed by duly authorised officers of AIIMS, Raipur with the selected bidder/firm/agency.



All India Institute of Medical Sciences, Raipur
G.E. Road, Tatibandh, Raipur – 492099, Chhattisgarh
Tele: 0771- 2971307, email: store@aiimsraipur.edu.in
Website: www.aiimsraipur.edu.in



अखिल भारतीय आयुर्विज्ञान संस्थान, रायपुर, छत्तीसगढ़
All India Institute of Medical Sciences, Raipur (Chhattisgarh)
Tatibandh, GE Road, Raipur-492 099 (CG)
Website : www.aiimsraipur.edu.in
Tele: 0771- 2971307, e-mail: store@aiimsraipur.edu.in

1. Online bids are invited on single stage two bid system for “**Supply of Minimal Invasive Spine Surgery Set**” for the Department of Neurosurgery”. Manual bids shall not be accepted.
2. Tender document may be downloaded from AIIMS web site www.aiimsraipur.edu.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET as under.
3. Bid shall be submitted online at CPPP website: <https://eprocure.gov.in/eprocure/app>.
4. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
5. Tenderer who has downloaded the tender from the **AIIMS web site www.aiimsraipur.edu.in** and Central Public Procurement Portal (CPPP) eProcurement website <https://eprocure.gov.in/eprocure/app> **shall not tamper/modify the tender form including downloaded price bid template in any manner.** In case if the same is found to be tempered/modified in any manner, tender shall be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with AIIMS Raipur.

The Technical bid should include the detailed specifications of main item/equipment and its accessories. All items should be numbered as indicated in the Annexure-I & II (Any deviation should be clearly mentioned and supporting document should be submitted).
6. **Manual bid shall not be accepted in any circumstance.**
7. The complete bidding process in online bidding, Bidder should be possession of valid digital Signature Certificate (DSC) for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above.
8. **Tenderers are advised to follow the instructions provided in the ‘Instructions to the Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>’.**
9. **Quotations should be valid for 180 days** from the tender due date i.e. tender opening date. The bidder should clearly indicate the period of delivery & other terms.
10. Relevant literature pertaining to the items quoted with full specifications should be uploaded, where ever applicable.
11. Tenderer must provide evidence of having supplied government hospital / reputed private hospital/organizations in India similar nature of items of at least ₹ **32,00,000.00** of Supply of Instruments for Emergency Cranial Surgery of Tender value in the last three years and the copy of the same should be uploaded.

12. The firm should be registered and should have the average annual turnover at least **₹ 64,00,000.00** of the bidder in the last three financial years. Copies of authenticated balance sheet for the past three financial years should be uploaded.
13. Approximate Tender value is **Rs. 63,17,746.00**
14. The tender document must be accompanied by copy of PAN, Certificate of firm/company registration, GST registration.
15. The GST registration details may please be furnished.
16. The quantity shown against each item is approximate and may vary as per demand of the Institute at the time of placement of order.
17. The bidder must be able to provide the product/items within specified time period as prescribed in the Purchase Order, failing which the EMD will be forfeited. Furthermore on completion of the stipulated time period, Purchase Order will be cancelled and award will be given to another qualified bidder with the negotiated terms & conditions as per Institutes norms.
18. In the event of any dispute or difference(s) between the vendee (AIIMS Raipur) and the vendor(s) arising out of non-supply of material or supplies not found according to the specifications or any other cause what so ever relating to the supply or purchase order before or after the supply has been executed, shall be referred to the Director/AIIMS/Raipur who may decide the matter himself or may appoint arbitrator(s) under the arbitration and conciliation Act 1996. The decision of the arbitrator shall be final and binding on both the parties.
19. The place of arbitration and the language to be used in arbitral proceedings shall be decided by the arbitrator.
20. All disputes shall be subject to Raipur Jurisdiction only.
21. **AIIMS Raipur reserves the rights to accept/reject any bid in full or in part or accept any bid other than the lowest bid without assigning any reason thereof. Any bid containing incorrect and incomplete information shall be liable for rejection.**
22. The Tender/Bid will be opened on Store office at AIIMS Raipur Premises.
 - i) Only those financial bids will be opened whose technical bids are found suitable by the expert committee appointed for the concerned instrument/equipment.
 - ii) No separate information shall be given to individual bidders. In incomparable situation, the committee may negotiate price with the technically and financially qualified bidder before awarding the bid.
23. Copies of original documents defining the constitution or legal status, place of registration and principal place of business of the company or firm or partnership, etc.
24. **Award of Contract**

The Purchaser will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has bided the lowest evaluated quotation price.

- i) Notwithstanding the above, the Purchaser reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.
- ii) The bidder whose bid is accepted will be notified of the award of contract by the Purchaser prior to expiration of the bid validity period. The terms of the accepted bid shall be incorporated in the purchase order.
25. Normal comprehensive warranty/guarantee and AMC (if applicable) shall be applicable to the supplied goods.
26. Rates should be quoted inclusive of packing, forwarding, postage and transportation charges etc.
27. The competent authority reserves all rights to reject the goods if the same are not found in accordance with the required description / specifications/quality.
28. **A brochure displaying clearly the product is to be attached with the tender if required.**
29. **The amount mentioned for tender cost on the portal are totally tentative and it should not be submitted as per provision of GFR-2017**
30. **Earnest Money:** Earnest money of ₹ 2,00,000.00/- by means of a Bank Demand Draft/ FD, a scanned copy to be enclosed. It is also clarified that the bids submitted without earnest money will be summarily rejected. The DD/FD may be prepared in the name of "All India Institute of Medical Sciences, Raipur (AIIMS RAIPUR)". The EMD cost must reach at officer of the Stores Officer Gate no. 5, Medical College Building, 2nd Floor, AIIMS, Raipur before opening of tender.
- i) No request for transfer of any previous deposit of earnest money or security deposit or payment of any pending bill held by the AIIMS Raipur in respect of any previous supply will be entertained. Tenderer shall not be permitted to withdraw his bid or modify the terms and conditions thereof. In case the tenderer fail to observe and comply with stipulations made herein or backs out after quoting the rates, the aforesaid amount of earnest money will be forfeited.
- ii) Tenders without Earnest Money will be summarily rejected.
- iii) No claim shall lie against the AIIMS Raipur in respect of erosion in the value or interest on the amount of EMD.
- iv) If MSME firm is registered for above tendered item, then the firm will be exempted for submission of EMD amount. Firm must upload scanned copy of following documents in support of exemption.
(1) National Small Industries Corporation (NSIC).
(2) Directorate of handicraft & Handlooms
- v) The earnest money will be returned/refund to the unsuccessful tenderers after the tender is decided.
- vi) EMD should remain valid for a period of 45 days beyond the final bid validity period. When the tenderer agrees to extend the validity of bid, he shall also extend the validity of EMD suitably.
30. In case the supplier requires any elucidation regarding the tender documents, they are requested to contact to the Store Officer, AIIMS Raipur through e-mail: store@aiimsraipur.edu.in on or before end date of clarification as per critical date sheet.

- 31.** The EMD of the successful bidder will be returned to them without any interest after the submission of Security deposit/PSD.
- 32.** Other terms and condition applicable as per manual for procurement of goods 2017, GFR-2017 etc.

**Stores Officer,
AIIMS, Raipur**

Other Terms & Conditions:**1. Pre-Qualification Criteria:**

- a. Bidder should be the manufacturer/authorized dealer/Distributor/Trader/Supplier. Letter of Authorization from Manufacturer for the same and specific to the tender should be uploaded in the prescribed place.
- b. An undertaking from the original Manufacturer is required stating that they would facilitate the bidder on regular basis with technology/product updates and extend support for the warranty as well. The scanned copy of same to be uploaded.

2. Performance Guarantee Bond:

The successful bidder shall have to submit a performance guarantee (PG) within 30 days from the date of issue of Letter of Award (LOA). Extension of time for submission of PG beyond 30 days band up to 60 days from the date of issue of LOA may be given by the competent authority to sign the contract agreement however a penal interest of 15% per annum shall be charged for the delay beyond 30 days. i.e. 31st day after the date of issue of LOA. In case of the contract fails to submit the requisite PG even after 60 days from the date of issue of LOA the contract shall be terminated duly forfeiting the EMD and other dues if any payable against the contract. The failed contractor shall be debarred from participating in re-tender (if any) for that item. Performance Guarantee Bond is mandatory.

- a. Successful supplier/firm should submit performance guarantee as prescribed in favour of "AIIMS, Raipur" and to be received in the Store Office, 2nd Floor, Medical College Building, Tatibandh, Raipur (C.G) Pin-492099 before the date of commencement of supply or 30 days from the date of acceptance of the purchase order, whichever is earlier. The performance guarantee bond to be furnished in the form of Bank Guarantee as per given Proforma of the tender documents, for an amount covering 10% of the contract value.
- b. The Performance Guarantee should be established in favour of "AIIMS Raipur" through any Schedule Bank with a clause to enforce the same on their local branch at Raipur.
- c. Validity of the performance guarantee bond shall be for a period of 60 days beyond of entire warranty period from the date of issue of installation & commissioning.
- d. After completing of warranty period a fresh BG/DD/FDR of 10% of AMC cost will be submitted by the supplier for performance security against AMC validity of this new BG/DD/FDR will be 60 days beyond AMC period. After submission of new security deposits, old security deposit will be released.

3. Delivery & Installation: The successful bidder should strictly adhere to the following delivery schedule supply, installation & commissioning should be effected within 45 days from the date of purchase order and this clause should be strictly adhere to failing which administrative action as deemed fit under rules will be taken against the defaulter. Otherwise Liquidation Damages will be imposed as per clause no. 4. Purchase Order will be placed as per requirement of institute.

4. Penalty: If the suppliers fails to deliver and place any or all the Equipment or perform the service by the specified date as mention in purchase order, penalty at the rate of 0.5% per week of delayed value of goods subject to the maximum of

10% of delayed goods value will be deducted, afterwards another penalty may be imposed.

- 5. Right of Acceptance:** AIIMS, Raipur reserves the right to accept or reject any or all tenders/quotations without assigning any reason there of and also does not bind itself to accept the lowest quotation or any tender. AIIMS, Raipur also reserves the rights to accept all the equipment/instruments in the given tender or only part of it in any given schedule without assigning any reason.
- 6. Validity of the bids:** The bids shall be valid for a period of 180 days from the date of opening of the tender. This has to be so specified by the tenderer in the commercial bid which may be extended, if required.
- 7. Risk Purchase & Recovery of sums due:**
 - Failure or delay in supply of any or all items as per Requisition / Purchase Order, Specification or Brand prescribed in the tender, shall be treated as 'noncompliance' or 'breach of contract' and the order in part of full be arranged from alternative source(s) at the discretion of the hospital authority and the difference in price has to be recovered from the tenderer as mentioned elsewhere.
 - The amount will be recovered from any of his subsequent / pending bills or security Deposit.
 - In case the sum of the above is insufficient to cover the full amount recoverable, the contractor shall pay to the purchaser, on demand the remaining balance due.
- 8. Communication of Acceptance:** AIIMS, Raipur reserves all right to reject any tender including of those tenderers who fails to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific tender. The decision of this Institute in this regard will be final and binding.
- 9. Training and Demonstration (If required):** Suppliers needs to provide adequate training and demonstration at AIIMS Raipur to the nominated person of AIIMS Raipur at their cost. AIIMS Raipur will not bear any training or living expenditure in this regard. The Supplier should arrange for regular weekly visit to the AIIMS, Raipur campus by its technical team and assist in maintenance of the item/equipment within warranty period. Assistance limited to locking companies with manufacturer will not be considered sufficient.
- 10. Guarantee/Warranty, Service, Maintenance:** The tenderers must quote for **05 Years** warranty for **Minimal Invasive Spine Surgery Set** from the date of completion of the satisfactory installation as certified by the stipulated committee. The warranty charges shall not be quoted separately otherwise the bid shall be summarily rejected. The bidders should submit their quote for subsequent **5 years** on site AMC for **Minimal Invasive Spine Surgery Set** (include free labour, repair other service) but it should not be more than 4% of the quoted unit price. Failure to comply this condition will entail the rejection of the Bids. The price comparison shall be made taking into account on basic price and post warranty AMC. The Rate Contracting Authority reserves the right to award AMC (with spare parts) shall be quoted for equipment. So the price of AMC should be quoted according to the cost of equipment's. The amount of AMC would be released to the supplier on successful completion of the maintenance of that particular year duly certified by the user department.

11. Insolvency etc.: In the event of the firm being adjudged insolvent or having a receiver appointed for it by a court or any other under the Insolvency Act made against them or in the case of a company the passing any resolution or making of any order for winding up, whether voluntary or otherwise, or in the event of the firm failing to comply with any of the conditions herein specified AIIMS, Raipur shall have the power to terminate the contract without any prior notice.

12. Force Majeure: If, at any time during the subsistence of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war or hostility, act of public enemy, civil commotion, sabotage, fire, floods, exception, epidemics, quarantine restriction, strikers lockout or act of God (hereinafter referred to as events) provided notice of happening of any such eventuality is given by party to other within 21 days from the date of occurrence thereof, neither party shall be entitled to terminate this contract nor shall either party have any claim for damages against other in respect of such non-performance or delay in performance and deliveries have been so resumed or not shall be final and conclusive.

Further, that if the performance in whole or in part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, AIIMS, Raipur party may, at least option to terminate the contract.

13. Breach of Terms and Conditions: In case of breach of any terms and conditions as mentioned above, the Competent Authority, will have the right to cancel the contract without assigning any reasons thereof and nothing will be payable by AIIMS, Raipur. In that event the security deposit shall also stand forfeited.

14. Subletting of contract: The firm shall not assign or sublet the contract or any part of it to any other person or party without having first obtained permission in writing of AIIMS, Raipur, which will be at liberty to refuse if thinks fit. The tender is not transferable.

15. Right to call upon information regarding status of contract: The AIIMS, Raipur will have the right to call upon information regarding status of contract at any point of time.

16. Terms of payment:

17.1 Payment Terms:

Payment shall be made subject to recoveries, if any, by way of liquidated damages or any other charges as per terms & conditions of contract in the following manner.

A) Payment for Domestic Goods of foreign Origin Located within India:

Payment shall be made in Indian Rupees as specified in the contract in the following manner:

- a) **On delivery:** 70% payment of the contract price shall be paid on receipt of goods in good condition/fitting (installation) at the consignee premises and upon the submission of the following documents:
 - i) Four copies of supplier's invoice showing contract number, goods description, quantity, unit price and total amount with revenue stamp;
 - ii) Two copies of packing list identifying contents of each package;
 - iii) Certificate of origin and certificate of guarantee and warrantee.

- iv) Consignee receipt certificate in original issued by the authorised representative of the consignee
- b) **On Acceptance:** Balance 30% payment shall be released on submission of 'Final Acceptance Certificate' of goods to be issued by the consignees subject to recoveries, if any, either on account of non-rectification of defects/deficiencies not attended by the Supplier or otherwise.

B) Payment for Imported Goods:

Payment for foreign currency portion shall be made in the currency as specified in the contract in the following manner:

a) **On Shipment:**

Seventy (70) % of the FOR destination price of the goods shipped shall be paid through irrevocable, non-transferable Letter of Credit (LC) opened in favour of the supplier in a bank in his country in case of Foreign Tenderer and upon submission of documents specified here under:

- i) Four copies of supplier's invoice showing contract number, goods description, quantity, unit price and total amount with revenue stamp;
- ii) Original and four copies of the negotiable clean, on-board Bill of Lading/Airway bill, marked freight pre-paid and four copies of non-negotiable Bill of Lading/Airway bill;
- iii) Four Copies of packing list identifying contents of each package;
- iv) Insurance Certificate and documents also to be submitted for payment of LC confirming that dispatch documents has already been sent to all concerned as per the contract within 24hours;
- v) Manufacturer's/Supplier's warranty certificate;
- vi) Certificate of origin

b) **On Acceptance:**

Balance payment of 30% of net FOR price of goods would be made against 'Final Acceptance Certificate' to be issued by the consignees through irrevocable, non-transferable Letter of Credit (LC) opened in favour of the Foreign Principal in a bank in his country, subject to recoveries, if any.

c) **Payment of Indian Agency Commission:**

Indian Agency commission will be paid to the manufacturer's agent in the local currency for an amount in Indian rupees indicated in the relevant Price Schedule (as per prevailing rate of exchange ruling on the date of Contract) and shall not be subject to further escalation/exchange variation. Payment shall be paid in Indian Rupees to the Indian Agent on proof of 100% payment to the Foreign Principal.

d) **Payment for Annual Maintenance Contract Charges:**

The consignee will enter into AMC with the supplier at the rates as stipulated in the contract. The payment of AMC will be made on yearly basis after satisfactory completion of said period duly certified by the consignee on receipt of bank guarantee.

16.2 No claim will be entertained regarding interest on any payment.

16.3 Where there is a statutory requirement for tax deduction at source, such deduction towards income tax and other tax as applicable will be made from the bills payable to the Supplier at rates as notified from time to time.

17. Compulsory Enlistment of Indian Agents: As per the Compulsory Enlistment Scheme of the Department of Expenditure, Ministry of Finance, it is compulsory

for Indian agents who desire to quote directly on behalf of their foreign manufacturers/principals, to get themselves enlisted with the Department of Expenditure, through the Central Purchase Organization (e.g. DGS&D). The compulsory enlistment of Indian Agents under the scheme of Ministry of Finance is simpler and differs from the registration of Indian Agents with the Central Purchase Organization (e.g. DGS&D) described in the earlier paragraphs. The registration of the foreign manufacturer is not a must for enlisting the Indian Agent under this scheme. No Inspection Report in respect of the foreign manufacturer/principal is necessary. The enlistment under the scheme is not equivalent to the Registration with DGS&D. Such firms do not enjoy the same status as that of DGS&D registered suppliers. A note to this effect is given in the Enlistment Letter to the firm.

- No payment shall be made for rejected stores. Rejected equipment's must be removed by the supplier within two weeks of the date of issue of ejection advice at their own cost & replace immediately. In case these are not removed these will be auctioned at the risk, cost and responsibility of the suppliers.

19. Goods and Service Tax:

1. GST rates applicable on your quoted item may please be confirmed.
2. Please confirm if there is any (Upward/Reduction) in your Basic Price structure. And you are also requested to pass the Input Credit as per the following Anti Profiteering Clause of GST. **“Upon Implementation of GST, any reduction in the rate of tax on supply of goods or service or the benefit of input tax credit shall be passed on to AIIMS Raipur by way of commensurate reduction in the prices”.**
3. In the event of increase in price, detailed justification and supporting evidence may be submitted for our consideration.

20. Custom Duty on Imported Goods In respect of imported goods, the tenderers shall also specify separately the total amount of custom duty included in the quoted price. The tenderers should also indicate correctly the rate of custom duty applicable for the goods in question Tender No. : AIIMS/R/CS/Neuro/18/75/OT Page 12 of 26 and the corresponding Indian Customs Tariff Number. Where customs duty is payable, the contract should clearly stipulate the quantum of duty payable etc. in unambiguous terms. AIIMS, Raipur is exempted from payment of excise duty and is eligible for concessional rate of custom duty. Necessary certificate will be issued as demand. AIIMS, Raipur will not make necessary arrangements for clearance of imported goods at the airport

21. Custom Duty Reimbursement: The supplier will pay the customs duty wherever applicable, which will be reimbursed by purchaser as per documentary evidence. The custom duty exemption certificate will be provided to the supplier as and when required

22. Fall Clause:

1. Prices charged for supplies under Rate Contract by the supplier should in no event exceed the lowest prices at which he bids to sell or sells the stores of identical description to any other State Government/DGS&D/Public Undertaking during the period of the contract.
2. If at any time during the period of contract, the prices of tendered items is reduced or brought down by any law or Act of the Central of State government, the supplier shall be bound to inform Purchasing Authority immediately about such reduction in the contracted prices, in case the supplier fails to notify or fails to agree for such reduction of rates, the

Purchasing authority will revise the rates on lower side. If there is a price increase for any product after quoting the rates, the bidder will have to supply the item as per quoted rates. This office will not accept any higher rates after wards.

3. If at any time during the period of contract, the supplier quotes the sale price of such goods to any other State Govt./DGS&D and Public Undertakings at a price lower than the price chargeable under the rate contract he shall forthwith notify such reduction to Purchasing Authority and the prices payable under the rate contract for the equipment's supplied from the date of coming into force of such price stands correspondingly reduced as per above stipulation.

Any deviation in the material and the specifications from the accepted terms may liable to be rejected and the suppliers need to supply all the goods in the specified form to the satisfaction/ specifications specified in the Purchase order and demonstrate at the their own cost

23. Arbitration:

If any difference arises concerning this agreement, its interpretation on payment to the made there under, the same shall be settled out by mutual consultation and negotiation. If attempts for conciliation do not yield any result within a period of 30 days, either of the parties may make a request to the Director, AIIMS Raipur to settle the dispute by Sole Arbitrator. Sole arbitrator will be appointed by the Director, AIIMS Raipur. In case of such arbitrator refusing, unwilling or becoming incapable to act or his mandate having been terminated under law, another arbitrator shall be appointed in the same manner from among the panel of three persons to be submitted by the claimant. The provision of Arbitration and Conciliation Act, 1996 and the rule framed there under and in force shall be applicable to such proceedings.

24. Legal Jurisdiction:

The agreement shall be deemed to have been concluded in Raipur, Chhattisgarh and all obligations hereunder shall be deemed to be located at Raipur, Chhattisgarh and Court within Raipur, Chhattisgarh will have Jurisdiction to the exclusion of other courts.

25. Rate wise comparison of the quotes will be made and L1* for each item will be determined accordingly. In this context, final decision of the committee will be binding to all and no claim in this regard can be entertained. The quantity indicated is tentative and may vary, and any decision in this regard by Director AIIMS Raipur shall be final.

L-1 = Total Price of set (Both Unit) + AMC of set (Both Unit) (L1 will be decided on Total Price of Set FoR AIIMS Raipur + AMC of 5 years)

**Stores Officer,
AIIMS Raipur**

Technical Bid

The following documents are required to upload by the Bidder along with Technical Bid as per the tender document:

- a) Scanned Copy of EMD Cost must be uploaded.
- b) Please mention that the bidder is Manufacture /Distributor /Dealer / Trader/Supplier relevant document should be uploaded.
- c) In case of distributor/dealer/trader/supplier must be upload tender specific authorization certificate from OEM/ manufacturer (Form C) should be uploaded.
- d) An undertaking from the original Manufacturer is required stating that they would facilitate the bidder on regular basis with technology/product updates and extend support for the warranty as well. The scanned copy of same to be uploaded.
- e) Copy of PAN Card should be uploaded.
- f) Firm/Company registration certificate should be uploaded.
- g) Should be submit ISO/European CE certificate/US FDA certificate as mentioned in specification at Annexure-I & II.
- h) The GST registration details may please be furnished.**
- i) In the event of increase in price detailed justification and supporting evidence may be submitted for our consideration.**
- j) Income Tax Return of last three years should be uploaded.
- k) Tenderer must provide evidence of experience/supplied materials as mentioned in tender document should be uploaded
- l) Annual turnover & balance sheet of last three year duly certified by CA as mentioned in tender document should be uploaded.
- m) "Declaration by the Bidder "(Form B) should be uploaded as mentioned in tender document should be uploaded.
- n) Relevant brochure/catalogue pertaining to the items quoted with full specifications etc.
- o) Tenderer must provide a certificate on letter head that proprietor/firm has never been black listed by any organization should be uploaded.
- p) Form A with duly filled by bidder should be uploaded.
- q) Technical Specifications Compliance Report.
- r) Have you previously supplied these items to any government/ reputed private organization? If yes, attach the relevant poof. Please provide a certificate on letter head that you have not quoted the price higher than previously supplied to any government Institute/Organisation/reputed Private Organisation or DGS&D rate in recent past. If you don't fulfil this criteria, your tender will be out rightly rejected.

PRICE BID

- (a) Price bid in the form of BOQ_XXXX .xls
- (b) Annual Maintenance contract – AMC.pdf
- (c) Custom Duty Tariff – CDT.pdf

Note:- Bidder are supposed to quote for all items of above said set.

PARTICULARS FOR PERFORMANCE GUARANTEE BOND

(To be typed on Non-judicial stamp paper of the value of Indian Rupees of Two Hundred)
(TO BE ESTABLISHED THROUGH ANY OF THE SCHEDULED BANK (WHETHER SITUATED AT RAIPUR OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT RAIPUR. BONDS ISSUED BY CO- OPERATIVE BANKS ARE NOT ACCEPTED)

To,
The Director
All India Institute of Medical Sciences (AIIMS),
Tatibandh, GE Road, Raipur-492 099 (CG)

LETTER OF GUARANTEE

WHERE AS All India Institute of Medical Sciences (AIIMS) Raipur (Buyer) have invited Tenders vide Tender No.....Dt.....for purchase of.....AND WHERE AS the said tender document requires the supplier/firm(seller)whose tender is accepted for the supply of instrument/machinery, etc. in response there to shall establish an irrevocable Performance Guarantee Bond in favour of "AIIMS Raipur" in the form of Bank Guarantee for Rs.....[10% (ten percent)of the purchase value] which will be valid for entire warranty period from the date of installation & commissioning, the said Performance Guarantee Bond is to be submitted within 30(Thirty) days from the date of Acceptance of the Purchase Order.

NOW THIS BANKHERE BY GUARANTEES that in the event of the said supplier/firm (seller) failing to abide by any of the conditions referred to intender document/purchase order/performance of the instrument/machinery, etc. This Bank shall pay to All India Institute of Medical Sciences (AIIMS) Raipur on demand and without protest or demur (Rupees.....).

This Bank further agrees that the decision of All India Institute of Medical Sciences (AIIMS) Raipur(Buyer) as to whether the said supplier/firm (Seller) has committed a breach of any of the conditions referred in tender document/ purchase order shall be final and binding.

We,.....(name of the Bank& branch) here by further agree that the Guarantee herein contained shall not be affected by any change in the constitution of the supplier/firm(Seller)and/or All India Institute of Medical Sciences (AIIMS) Raipur(Buyer).

Not with standing anything contained herein:

- a.Our liability under this Bank Guarantee shall not exceed`..... (Indian Rupees.....only).
- b.This Bank Guarantee shall be valid upto..... (date) and
- c.We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if AIIMS Raipur serve upon us a written claim or demand on or before..... (Date)

This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our branch office atsituated at..... (Address of local branch).

Yours truly,

Signature and seal of the Guarantor
Name of the Bank:.....
Complete Postal Address:

Form-A**PARTICULARS FOR REFUND OF EMD TO SUCCESSFUL/UNSUCCESSFUL BIDDER
RTGS/National Electronic Fund Transfer (NEFT)Mandate Form**

1	Name of the Bidder	
2	Permanent Account No(PAN)	
3	Particulars of Bank Account	
	a) Name of the Bank	
	b) Name of the Branch	
	c) Branch Code	
	d) Address	
	e) City Name	
	f) Telephone No	
	g) NEFT/IFSC Code	
	h) RTGS Code	
	i) 9 Digit MICR Code appearing on the cheque book	
	j) Type of Account	
k) Account No.		
4	Email id of the Bidder	
5	Complete Postal Address of the bidder	

FORM-B

Declaration by the Bidder:

1. I/We have downloaded the tender from the internet site and I/We have not tampered /modified the tender documents in any manner. In case the same is found tampered/ modified, I/We understand that my/our offer shall be summarily rejected and I/We are liable to be banned from doing business with AIIMS Raipur and/or prosecuted as per laws.
2. I/We have read and fully understood all the terms and conditions contained in Tender document regarding terms & conditions of the contract& rules and I/we agree to abide them.
3. The bidder should not have been blacklisted before at any government organisation
4. No other charges would be payable by Client and there would be no increase in rates during the Contract period.

Place:.....

(Signature of Bidder with seal)

Date:.....

Name :

Seal :

Address :

Form-C

MANUFACTURER's / PRINCIPAL's AUTHORIZATION FORM

To
The Stores Officer,
All India Institute of Medical Sciences Raipur

Dear Sir,

TENDER: _____.

we, _____ who are established and reputable manufacturers of _____, having factories at _____ and _____, hereby authorize Messrs. (Authorised Dealer/Sole Distributor/Supplier) _____ (name and address of agents) to bid, negotiate and conclude the contract with you against Tender No. _____ for the above goods manufactured by us. No company or firm or individual other than Messrs. _____ are authorized to bid, negotiate and conclude the contract in regard to this business against this specific tender.

We hereby extend our full guarantee and warranty as per the conditions of tender for the goods bided for supply against this tender by the above firm.

The authorization is valid up to _____

Yours faithfully,

(Name)

For and on behalf of M/s. _____

(Name of manufacturers)/Principal

Annexure-I (Unit 1)

General specifications and terms for Retractor System

- All units/ items including accessories should have quality certificate such as BIS/ISO/USFDA/European CE certified.
- 5 year warranty and 5 years AMC should be included with provision of supply of spare parts items for next 5 years.
- Principal Company should have registered Office and Service Network in India, preferably Central India for better service support.
- User manuals should be in English. Provision of trained manpower support for at least for initial 3 months after installation or up to a period when the staff/technicians at AIIMS Raipur are trained in handling, storage and proper sterilization methods of supplied equipment has to be ensured by the bidder.
- Compliance statement should be submitted in a tabulated and point wise manner.
- Should have supplied quoted instruments to AIIMS, PGI, and NIMHANS; and should submit satisfactory performance certificate from the institute.
- All firms are required to submit their catalogue along with tender clearly marking the quoted items and number with highlighter. If necessary demonstration will be taken to ensure product quality.
- All items under particular serial number will be purchased together from single manufacturer.
- Product quality certificate required.

Technical Specification of Retractor System

- System should be designed for minimal invasive spine surgery for the posterior thoracolumbar spine.
- System should contain two frames – one for medial/lateral & one for cranial/caudal. The same should be marked on the frames to avoid any confusion. And should have 2 possible connections to flex arm.
- System should be designed in such a way that it should fixed to the OR table.
- System should have flex arm to connect it to the OR table which give its more stability.
- System should have cranial/caudal blades from 40 – 100mm in 10mm increments and width of blades should be 20mm. Also blades should have Right and left inscriptions to avoid and confusion and waste of time.
- Cranial/caudal blades should form a tube of 19mm in diameter.
- System should have distraction capability of up to 50mm and 40mm if it connected to other Hudson connector in cranial/caudal direction.
- System should achieve higher distraction depending on the length of cranial/caudal blade for e.g. 50 mm of blades can achieve maximum expansion of 115mm and 80mm of blade can achieve 145 mm of expansion.
- System should have medial/lateral blades from 40 – 110mm in 10mm increments and width of blades should be 40mm (for wide) & 25mm (for narrow). Also blades should have size and width inscriptions to avoid and confusion and waste of time.
- The medial/lateral blades should have teeth to avoid tissue slipping.

- System should have distraction capability of up to 45mm and 35mm if it connected to other Hudson connector in medial/lateral direction.
- System should have 30 degree angulation of the blades (for both cranial/caudal & medial/lateral) for each side.
- System should achieve higher distraction depending on the length of medial/lateral blade for e.g. 40 mm of blades can achieve maximum expansion of 90mm and 90mm of blade can achieve 140 mm of expansion.
- All the blades in the system should be radiolucent, black & have non-glare coating.
- System should have a retractor handle to toe the blades to achieve the distraction and expansion.
- System should have a light clip and the fibre optic cable for connecting it to light source.
- System should have insulated holding base.
- System should have as minimum instruments as possible.
- It should be easy to assemble so surgeon can save time during operation.
- Should provide warranty of 5 years and AMC of 5 years.
- System should have all of the following and all the accessories required for ergonomic functioning of system and not limited to the below mentioned items:

Sr No.	Items Description	Quantity
1	Retractor frame, medial/lateral	1
2	Retractor Handle	1
3	(Second) Retractor Handle	1
4	Retractor frame, cranial/caudal	1
5	Cranial/caudal blade, left hand, 40 mm	1
6	Cranial/caudal blade, left hand, 50 mm	1
7	Cranial/caudal blade, left hand, 60 mm	1
8	Cranial/caudal blade, left hand, 70 mm	1
9	Cranial/caudal blade, right hand, 40 mm	1
10	Cranial/caudal blade, right hand, 50 mm	1
11	Cranial/caudal blade, right hand, 60 mm	1
12	Cranial/caudal blade, right hand, 70 mm	1
13	Medial/lateral blade, narrow, 40 mm	1
14	Medial/lateral blade, narrow, 50 mm	1
15	Medial/lateral blade, narrow, 60 mm	1
16	Medial/lateral blade, narrow, 70 mm	1
17	Medial/lateral blade, wide, 40 mm	1
18	Medial/lateral blade, wide, 50 mm	1
19	Medial/lateral blade, wide, 60 mm	1
20	Medial/lateral blade, wide, 70 mm	1
21	Dilator 1: Dilator Ø 1.8/10.0 mm, cannulated, for Guide Wire Ø 1.6 mm	1
22	Dilator 2: Dilator Ø 10.0/13.0 mm, for dilator 1	1
23	Dilator 3: Dilator Ø 13.0/16.0 mm, for dilator 2	1
24	Dilator 4: Dilator Ø 16.0/19.0 mm, for dilator 3	1
25	Dilator 5: Dilator Ø 19.0/22.0 mm, for dilator 4	1
26	Dilator 6: Dilator Ø 22/25 mm, for dilator 5	1
27	Dilator 7: Dilator Ø 25/28 mm, for dilator 6	1
28	Kirschner Wire Ø 1.6 mm without trocar tip, length 480 mm,	1

	Stainless Steel	
29	Kirschner Wire Ø 1.6 mm with blunt tip, length 285 mm, Stainless Steel	1
30	Universal Arm	1
31	Table Clamp for Universal Arm	1
32	Tray	1

Annexure-II

General specifications and terms for Cervical Retractor and Distractor System

- All units/ items including accessories should have quality certificate such as BIS/ISO/USFDA/European CE certified.
- 5 year warranty and 5 years AMC should be included with provision of supply of spare parts items for next 5 years.
- Principal Company should have registered Office and Service Network in India, preferably Central India for better service support.
- User manuals should be in English. Provision of trained manpower support for at least for initial 3 months after installation or up to a period when the staff/technicians at AIIMS Raipur are trained in handling, storage and proper sterilization methods of supplied equipment has to be ensured by the bidder.
- Compliance statement should be submitted in a tabulated and point wise manner.
- Should have supplied quoted instruments to AIIMS, PGI, and NIMHANS; and should submit satisfactory performance certificate from the institute.
- All firms are required to submit their catalogue along with tender clearly marking the quoted items and number with highlighter. If necessary demonstration will be taken to ensure product quality.
- All items under particular serial number will be purchased together from single manufacturer.
- Product quality certificate required.

Technical Specification for Cervical Retractor and Distractor System

1. Tubular access system for minimally invasive cervical and thoraco-lumbar spine procedures
 - The system should have left and right cervical CASPAR distractor with adjustable angles.
 - The system must have transverse and longitudinal cervical retractor.
 - The screws for CASPAR distractor should be of 2.7 mm dia and length should be 14 and 16 mm.
 - Cervical retractor and distractor should come with medial, lateral and lateral blunt blade with the following specifications.
Medial Blade, Lateral Blade and Lateral Blunt Blade: (width X length)
23 X 40 mm, 23 X 45 mm, 23 X 50, 23 X 55mm, 23 X 60 mm, 23 X 65 mm, 23 X 75 mm
 - The system must have tweezers for changing the blades with the length of 115 mm.
2. Ports with inner diameters of 12 mm, 15 mm, 18 mm, 21 mm and 24 mm and lengths ranging from 30 mm to 110 mm in 10 mm increments. The tip configuration for these ports should be straight and anatomic (beveled) in every size

3. The lighting should be integrated (or, built-in) at the distal tip of the ports to provide 360-degree illumination without shadows. Maximizes working space by eliminating external light source.
4. The ports should be re-usable and compatible with steam sterilization
5. The system should also include a range of Microdissectomy instruments, not limited to Kerrison Rongeurs, curettes, pituitaries, and nerve root retractors.
6. The instruments should be bayoneted and anti-reflective.
7. Warranty of 5 years and 5 years AMC.

Sr No	Item	Quantity
1.	Rigid Arm and rigid arm case	1each
2.	Clamp	1
3.	Incision Template	1
4.	1st Dilator	1
5.	2nd Dilator	1
6.	3rd Dilator, 12 mm	1
7.	4th Dilator, 15 mm	1
8.	5th Dilator, 18 mm	1
9.	6th Dilator, 21 mm	1
10.	7th Dilator, 24 mm	1
11.	18x40 Straight Port	1
12.	18x60 Straight Port	1
13.	24x40 Straight Port	1
14.	24x50 Straight Port	1
15.	24x60 Straight Port	1
16.	24x70 Straight Port	1
17.	21x40 Straight Port	1
18.	21x60 Straight Port	1
19.	21x50 Anatomic Port	1
20.	24x40 Anatomic Port	1
21.	Introducer	1
22.	1 mm Kerrison Rongeur, 40°	1
23.	2 mm Kerrison Rongeur, 40°	1
24.	3 mm Kerrison Rongeur, 40°	1
25.	1 mm Kerrison Rongeur, 90°	1
26.	2 mm Kerrison Rongeur, 90°	1
27.	3 mm Kerrison Rongeur, 90°	1
28.	3 mm Straight Curette	1
29.	3 mm Up-angled Curette	1
30.	3 mm Down-angled Curette	1
31.	2 mm Straight Micro pituitary	1
32.	2 mm Up-angled Micro pituitary, 45°	1
33.	Bayoneted Scalpel Holder	1
34.	Micro scissors	1
35.	18 mm Half Tray	1
36.	24 mm Half Tray	1
37.	2-Level Port Case	1

38	Microdiscectomy Inst. Case #1	1
39	Case #1, Tray #1 and	1
40	Case #1,Tray#2	1
41	Rigid arm case	1
42	Manuel wanding handle	1

Sr No.	Description	Quantity
1	Retractor frame, medial/lateral	1
2	Retractor Handle	1
3	(Second) Retractor Handle	1
4	Retractor frame, cranial/caudal	1
5	Cranial/caudal blade, left hand, 40 mm	1
6	Cranial/caudal blade, left hand, 50 mm	1
7	Cranial/caudal blade, left hand, 60 mm	1
8	Cranial/caudal blade, left hand, 70 mm	1
9	Cranial/caudal blade, right hand, 40 mm	1
10	Cranial/caudal blade, right hand, 50 mm	1
11	Cranial/caudal blade, right hand, 60 mm	1
12	Cranial/caudal blade, right hand, 70 mm	1
13	Medial/lateral blade, narrow, 40 mm	1
14	Medial/lateral blade, narrow, 50 mm	1
15	Medial/lateral blade, narrow, 60 mm	1
16	Medial/lateral blade, narrow, 70 mm	1
17	Medial/lateral blade, wide, 40 mm	1
18	Medial/lateral blade, wide, 50 mm	1
19	Medial/lateral blade, wide, 60 mm	1
20	Medial/lateral blade, wide, 70 mm	1
21	Dilator Ø 1.8/10.0 mm, cannulated, for Guide Wire Ø 1.6 mm	1
22	Dilator Ø 10.0/13.0 mm,	1
23	Dilator Ø 13.0/16.0 mm	1
24	Dilator Ø 16.0/19.0 mm,	1
25	Dilator Ø 19.0/22.0 mm,	1
26	Dilator Ø 22/25 mm	1
27	Dilator Ø 25/28 mm	1
28	Kirschner Wire Ø 1.6 mm without trocar tip, length 480 mm, Stainless Steel	1
29	Kirschner Wire Ø 1.6 mm with blunt tip, length 285 mm, Stainless Steel	1
30	Universal Arm	1
31	Table Clamp for Universal Arm	1
32	Tray	1

Sr No	Item	Quantity
1.	Rigid Arm	1
2.	Clamp	1
3.	Incision Template	1
4.	1st Dilator	1
5.	2nd Dilator	1
6.	3rd Dilator, 12 mm	1
7.	4th Dilator, 15 mm	1
8.	5th Dilator, 18 mm	1
9.	6th Dilator, 21 mm	1
10.	7th Dilator, 24 mm	1
11.	18x40 Straight Port	1
12.	18x60 Straight Port	1
13.	24x40 Straight Port	1
14.	24x50 Straight Port	1
15.	24x60 Straight Port	1
16.	24x70 Straight Port	1
17.	21x40 Straith Port	1
18.	21x60 Straight Port	1
19.	21x50 Anatomic Port	1
20.	24x40 Anatomic Port	1
21.	Introducer	1
22.	1 mm Kerrison Rongeur, 40°	1
23.	2 mm Kerrison Rongeur, 40°	1
24.	3 mm Kerrison Rongeur, 40°	1
25.	1 mm Kerrison Rongeur, 90°	1
26.	2 mm Kerrison Rongeur, 90°	1
27.	3 mm Kerrison Rongeur, 90°	1
28.	3 mm Straight Curette	1
29.	3 mm Up-angled Curette	1
30.	3 mm Down-angled Curette	1
31.	2 mm Straight Micropituitary	1
32.	2 mm Up-angled Micropituitary, 45°	1
33.	Bayonnetted Scalpel Holder	1
34.	Microscissors	1
35.	18 mm and 24 mm Half Tray	1 each
36.	2-Level Port Case	1
37.	Microdiscectomy Inst. Case #1	1
38.	Case #1, Tray #1 and Case #1,Tray#2	1 each
39.	Rigid Arm Case	1

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

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

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrolment" on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.

- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the
- 3) 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) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 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” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. 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 “offline” 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) The documents being submitted by the bidders would be encrypted using PKI encryption all 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.
- 8) Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 10) Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 11) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 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 number 0120-4200462, 0120-4001002.