



आरोग्यम् सुख सम्पदा

अखिलभारतीय आयुर्विज्ञानसंस्थान, रायपुर (छत्तीसगढ़)
All India Institute of Medical Sciences, Raipur (Chhattisgarh)

खंडन

यह निविदा अखिल भारतीय आयुर्विज्ञान संस्थान, रायपुर (छ.ग.) के लिये बोलीदाताओं/फर्म/एजेंसीइत्यादीसेप्रस्ताव नहीं बल्कि प्रस्ताव प्राप्त करने का निमंत्रण है संविदात्मक दायित्व तब तक नहीं होगा जब तक औपचारिक अनुबंध पर हस्ताक्षर नहीं किया जाता और चयनित बोलीदाताओं/फर्म/एजेंसीइत्यादी के साथ एम्स रायपुर के विधिवत अधिकृत अधिकारियों के द्वारा निष्पादित किया गया हो।

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 a formal contract is signed and executed by duly authorized officers of AIIMS, Raipur with the selected bidder/firm/agency.

Tatibandh, G.E. Road, Raipur -492099 (CG),

Tele: 0771- 2577327,

Website: www.aiimsraipur.edu.in/www.eprocure.gov.in

Email: storesofficer.hp@aiimsraipur.edu.in



**Notice Inviting Tender "Rate Contract for Supply of
"DNA Extraction and RNA Extraction Kit and Other Consumables" for
Biochemistry Department
at
All India Institute of Medical Sciences, Raipur**

CRITICAL DATE SHEET

Published Date	02/06/2026 at 18:00 HOURS
Bid Document Download / Sale Start Date	02/06/2026 at 18:00 HOURS
Clarification Start Date	02/06/2026 at 18:00 HOURS
Clarification End Date	04/06/2026 at 15:00 HOURS
Pre bid meeting	04/06/2026 at 15:30 HOURS
Bid Submission Start Date	08/06/2026 at 10:00 HOURS
Bid Submission End Date	24/06/2026 at 15:00 HOURS
Bid Opening Date	25/06/2026 at 15:30 HOURS

**Tatibandh, G.E. Road, Raipur -492099 (CG),
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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- 2577327, e-mail: storesofficer.hp@aiimsraipur.edu.in

Subject: Rate Contract for supply of “DNA Extraction and RNA Extraction Kit and Other Consumables” for Biochemistry Department at AIIMS Raipur.

All India Institute of Medical Sciences, Raipur invites Online Tender in Two bids (Technical and Financial) for supply of “DNA Extraction and RNA Extraction Kit and Other Consumables” for Biochemistry Department at AIIMS Raipur.

Manual bids shall not be accepted.

1. 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.
2. Bid shall be submitted online at CPPP website: <https://eprocure.gov.in/eprocure/app>.
3. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
4. Tenderer who has downloaded the tender from the **AIIMS web site www.aiimsraipur.edu.in** and Central Public Procurement Portal (CPPP) e-procurement 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 (Any deviation should be clearly mentioned and supporting document should be submitted).
5. **Manual bid shall not be accepted in any circumstance.**
6. 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.
7. **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>’.**
8. **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.

9. Relevant literature pertaining to the items quoted with full specifications should be uploaded, where ever applicable.
10. **Bidder must provide evidence of having supplied same item in government hospital/organization or reputed private hospital/ organizations in India at least ₹ 18 Lakh** the last three years and the copy of the same should be uploaded.
11. **Manufacture/OEM** should be registered and should have average annual turnover at least **₹ 1.40 Cr.** in the last three financial years.
12. The quantity shown against each item is approximate and may vary as per demand of the Institute at the time of placement of order.
13. 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.
14. The place of arbitration and the language to be used in arbitral proceedings shall be decided by the arbitrator.
15. All disputes shall be subject to Raipur Jurisdiction only.
16. **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.**
17. 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.
18. 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.
19. **Award of Contract**

The Purchaser will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has bid 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.

20. Rates should be quoted inclusive of packing, forwarding, postage and transportation charges etc.
21. Conditional bid will be treated as unresponsive and it may be rejected.
22. The competent authority reserves all rights to reject the goods if the same are not found in accordance with the required description / specifications/quality.
23. **Earnest Money:**
- a) Earnest money by means of a Bank Demand Draft/ FDR of ₹ **1,00,000.00/- (Rupees One Lakh Only)** a scanned copy to be enclosed. It is also clarified that the bids submitted without earnest money will be summarily rejected. The DD/FDR should be prepared in the name of "All India Institute of Medical Sciences, Raipur (AIIMS RAIPUR)". The used instrument must reach to the Hospital Store, Gate no. 1, Hospital Administration Block 1st floor, AIIMS, Raipur before opening of tender.
 - b) 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.
 - c) The earnest money will be returned to the tenderers whose tenders are not accepted except that of L-1 bidder.
 - d) Tenders without Earnest Money will be summarily rejected.
 - e) No claim shall lie against the AIIMS Raipur in respect of erosion in the value or interest on the amount of EMD.
 - f) All NSIC/MSE registered bidders/vendors are exempted from submission of EMD fee. Valid NSIC/MSE certificate must be submitted online to avail the exemption from furnishing the EMD.
 - g) The earnest money will be returned to the unsuccessful tenderers after the tender is awarded.
 - h) 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.
24. The EMD of the successful bidder will be returned to them without any interest after the submission of Security deposit/PSD.
25. In case the supplier requires any elucidation regarding the tender documents, they are requested to contact to the Store Officer (H), AIIMS Raipur through **e-mail: storesofficer.hp@aiimsraipur.edu.in** on or before end date of clarification as per critical date sheet.
26. Price Preference Policy and Exemption for submission of various eligibility Criteria documents to the BIDDER Registered under Make in India Initiative:- The Bidder Companies, those have registered under Make in India initiative and producing their products under "Make in India Policy of Government of India " shall be given Price Preference as per Govt. of India applicable Rules and Guidelines on submission of relevant certificate (i.e. Make In India Certification)

for availing the Price Preference and Exemption for submission of exempted documents against this bid along with their Pre-Qualification Bid Documents. If the no bidder will upload/submit the requested “Make in India” Certificate along with their Bid, it will be treated as open tender bid and no preference shall be given to such BIDDER on producing “Make in India” Certification in later bid stage.

- It is expected that, all the participating BIDDER companies have understanding and prior knowledge about the “Make in India” Initiative and Price Preference Policy of Govt. of India. However, it is once again emphasized that before participating this e-tender please carefully read the “Make in India” Initiative and directives of Govt. of India, since in case if any “Make in India” Registered Company will participate against this e-tender, the Price preference as per the same will be given to such participating Bidder company for ensuring necessary compliances of “Make in India” Policy of the Govt. of India.
- Affidavit of self-certification regarding local content (to be provided on ₹ 100 stamp paper).
- **Representations during Pre-Bid Meeting.**
- The OEM/Vendor can raise objections on technical specification and bid conditions at Pre-bid stage. These will be considered only if submitted in time as per tender document and through electronic means only (as specified in tender document). Representations will be within 48 hours of Pre-bid meeting. Exact date of pre-bid meet and exact cut off time for representations clearly mentioned in the Tender Document
- **Representations against Technical Evaluation.**
TEC minutes should be uploaded on CPPP/GeM as per extant provisions for bidders to represent (through electronic mode only) with in stipulated time period. Exact time and last date (05 days from the date of uploading of TEC minutes) be mentioned in tender document for bidders to represent.

27. The selected tendering Firm/Agency/Company shall also provide the name and mobile number of a key person, who can be contacted at any time, even beyond the office hours on holidays. The person should be capable of taking orders and making arrangement for supply of the desired items even on short notice to AIIMS, Raipur.

28. Other terms and condition applicable as per manual for procurement of goods 2024, GFR-2017 etc.

**Stores Officer
Hospital Store
AIIMS, Raipur (C.G.)**

Other Terms & Conditions

1. **Performance Security Deposit:**

- a. The successful bidder shall have to submit a Performance Security Deposit (PSD) within 21 days from the date of issue of Letter of Award (LOA). Extension of time for submission of PSD beyond 21 days and up to 45 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 21 days. i.e. 22nd day after the date of issue of LOA. In case the contractor fails to submit the requisite PSD even after 45 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. The Performance security shall be denominated in Indian Rupees.
- b. Performance Security should be 3 % to 5 % of the value (calculated as per approximate one year consumption) of the approved item and should be valid for a period of 60 days beyond rate contract period. It may be further extendable for one or more year if rate contract extended.
- c. The Performance Security Deposit should be established in favor of "AIIMS Raipur" through any Schedule Bank with a clause to enforce the same on their local branch at Raipur.
- d. Successful supplier/firm should submit Performance Security Deposit in favor of "AIIMS, Raipur" to be received in the Hospital Store, Hospital Administration Block 1st floor Gate no. 1, AIIMS, Raipur. The Performance Security Deposit shall be furnished in the form of FDR/DD/Bank Guarantee

- 2) **Delivery:** The successful bidder should strictly adhere to the following delivery schedule should be effected within 30 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 Purchase order will be placed as required by consignee.

Supplied material should have ordinarily minimum shelf life of 80% at the time of supply. Batch number and expiry date must be mentioned on face of the bill. Store supplied through courier, post etc may be received under the sole responsibility of supplier regarding quantity, specification and breakage.

Purchase Order will be placed as per requirement of institute.

- 3) **Penalty:** If the suppliers fails to **Supply** place any or all the material or perform the service by the specified date as **mentioned** in purchase order, penalty at the rate of **0.5% per week or part thereof delayed** value of goods subject to the maximum of **10% of delayed goods value will be imposed.**

In case the tenderer fails to supply the ordered quantity within the stipulated time limit, the supplied material is found to be of suboptimal quality or the flow of supply is not regular, the purchaser in benefit of patient service, reserves the right, to reallocate the supply to next participant or may purchase the goods from open market and recover the difference in cost of purchase from the successful tenderer.

Non-execution of supply order- For non-supply of item 10% GD of Billing Amount will be charged as penalty. Repeated failure (Three times) to supply in part or in full may amount to termination of rate contract for the product (s) and forfeiture of Performance Security. Reasons of failure to supply the material will be communicated by the firm to the Hospital Stores timely.

4) Sample and Demonstration:

- a) AIIMS Raipur reserves the right to ask the tenderers for arranging demonstration of their samples for feel & finish for which rates have been quoted, to the concerned committee, if required.
- b) The tenderers have to provide samples of the quoted items(non-returnable)at the hospital site, when asked. Acceptance of the tender will normally be on the basis of minimum quoted rate and quality of the items quoted (as per sample).The tenderers have to abide by the decisions/ directions of competent Authority in this regard. On award of contract the approved Tenderer(s) have to supply the goods per the brand and quality of sample provided at the time of Tender inspection and approved by the competent Authority. Any deviation in this regard will be treated as non-compliance and may lead to breach of contract. Each sample should have a card affixed to the sample which should bear the following information
 - Your name and address
 - Tender Number
 - Item No. against which sample submitted
 - Any other relevant description deemed fit

5) Quality clause

- a) The items to be supplied should be of standard quality and strictly as per supply order.
- b) If any item or a particular batch of any item found substandard during the course of use even after clearance of bill, the supplier have to replace with a fresh stock/batch at their risk and cost. In case of failure or delay in replacement, the said item may be purchased elsewhere and the amount involved will be recovered from the approved supplier as mentioned elsewhere.
- c) In case any particular item/Batch is found Expired/substandard /spurious the supplier will be liable to be Black listed for a period of 5 years for future participation in any Institution Tender. Besides this any other legal action deemed fit, will be taken.

- 6) 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.

- 7) **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.
- 8) **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 performance 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.
- 9) **Clarification of Bids:** During evaluation of bids, the Purchaser may, at its discretion, ask the bidder for a clarification of its bid. The request for clarification and the response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.
- 10) **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.
- 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) **Discrepancies in Prices:**
- a) If, in the price structure quoted by a tenderer, there is discrepancy between the unit price and the total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price corrected accordingly, unless the purchaser feels that the tenderer has made a mistake in placing the decimal point in the unit price, in which case the total price as quoted shall prevail over the unit price and the unit price corrected accordingly.
 - b) If there is an error in a total price, which has been worked out through addition and/or subtraction of subtotals, the subtotals shall prevail and the total corrected;
 - c) If, as per the judgment of the purchaser, there is any such arithmetical discrepancy in a tender, the same will be suitably conveyed to the tenderer by registered / speed post. If the tenderer does not agree to the observation of the purchaser, the tender is liable to be ignored.

- 13) 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 by reason of such event 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.

- 14) Breach of Contract:** 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.
- 15) 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.
- 16) 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.

- 17) Terms of payment:**

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.

100% payment of the contract price shall be paid on receipt of goods in good condition at the consignee premises and upon the submission of the following documents:

- i) Four copies of suppliers invoice showing contract number, goods description, quantity, unit price and total amount with revenue stamp.
- ii) Two copies of delivering challan.
- iii) Valid E-way bill.

Payment option is applicable against 100% supplies.

- a. The supplier shall not claim any interest on payment under the contract.
- b. Bills not received in accordance with the instructions as required on challan / bill will not be entertained / processed for payment by the Institute.
- c. The part supplies are accepted for the sake of convenience of Hospital Stores only.

- d. 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 rates as notified from time to time.
- e. No payment shall be made for rejected stores. Rejected equipment's must be removed by the supplier within one weeks of the date of issue of rejection advice at their own cost & replace immediately .In case these are not removed these will be auctioned at the risk and responsibility of the suppliers without notice.

18) Information required on challan& bills:

- a) **Challan:** Supply order will be released and you may execute the supplies directly or through billing agency. Challan must be endorsed by the security personal at AIIMS RAIPUR main gate. The endorsement must clearly mention time and date of entry of the material. The Challan must always bear the following information:
 - i) Name of the item as, it is mentioned in Rate contract/ supply order.
 - ii) Name of the item as, it is mentioned in the product literature of the company (i.e. Brand if any)
 - iii) Size of the item
 - iv) Supply order no. and Date
 - v) Date of manufacturing
 - vi) Date of expiry
 - vii) Batch number
 - viii) Quantity of each item (in unit)
 - ix) Maximum Retail Price (MRP)
- b) **Pre-receipted Bill (Tax Invoice),** must always bear the following information:
 - i) Name of the item as, it is mentioned in Rate contract/ supply order.
 - ii) Name of the item as, it is mentioned in the product literature of the company (i.e. Brand Name if any)
 - iii) Size of the item
 - iv) Supply order no. and Date
 - v) Date of manufacturing
 - vi) Date of expiry
 - vii) Batch number
 - viii) Quantity of each item (in unit)
 - ix) Value of each item
 - x) Total value of the bill
 - xi) The amount of GST paid by the supplier.
 - xii) Maximum Retail Price (MRP)

19) Packing Instruction:

These are advisory in nature and to enable safe delivery of goods to Pharmacy Store.

- a. No corrugate package should weigh more than 15 kgs (ie, product + inner carton + corrugated box).
- b. All Corrugated boxes should be of `A' grade paper i.e., Virgin.
- c. All items should be packed only in first hand boxes only.
- d. The corrugated boxes should be of narrow flute.
- e. Every box should be preferably single joint and not more than two joints.

- f. Every box should be stitched using pairs of metal pins with an interval of two inches between each pair. The boxes should be stitched and not joined using calico at the corners.
- g. The flaps should uniformly meet but should not overlap each other. The flap when turned by 45 -60° should not crack.
- h. Every box should be sealed with gum tape running along the top and lower opening.
- i. Every box should be strapped with two parallel nylon carry straps (they should intersect).
- j. The product label on the carton should be large at least 15cms x 10cms dimension. It should carry the correct technical name, strength or the product, date of manufacturing, date of expiry, quantity packed and net weight of the box.
- k. No box should contain mixed products or mixed batches of the same product.
- l. Statutory packing instruction shall have to be followed where ever applicable.
- m. Primary packing such as strips, labels, inner carton, outer carton etc. should bear the following words

“AIIMS Raipur Supply-Not for Sale”

“एम्स रायपुर आपूर्ति निःशुल्क वितरण हेतु”

20) Good & Service Tax:

1. GST rates applicable on the quoted item may please be mentioned in the bid document.
2. It may be confirm if there is any (Upward/Reduction) in the Basic Price structure. Bidders are required 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. **HSN Code** for each item should be clearly mentioned on BoQ/Financial Bid.

21) 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.

22) 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.

23) Option Clause/ Tolerance Clause:

At the time of awarding the contract, the purchaser reserves the right to increase or decrease by up to 50%, the quantity of goods (rounded off to next whole number) without any change in the unit price and other terms & conditions quoted by the bidder.

24) Contract Period:

The Rate Contract shall be valid for a period of **two year** from the date of commencement of Contract and same can be extended by the Director, AIIMS Raipur on mutual agreement on same terms and conditions for **one & more year**. The Executive Director AIIMS Raipur reserves the right to terminate contract at any stage if supplies and performance found unsatisfactory on observation of user Department. The Annual Rate Contract (RC) awarded under present Tender Enquiry will be in the nature of a Standing Offer. The Supply Order may be placed from time to time against the RC. The Institute does not give any guarantee of minimum purchase under the present RC.

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

26) Defective or Damaged item Replacement clause: After supply, during usage of the item at any time before expiry, if it is found to be defective or damaged (not due to environmental conditions), the supplier has to replace it with fresh item at their risk and cost within 21 days.

**Stores Officer
Hospital Store
AIIMS, Raipur (C.G.)**

Technical Bid

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

- a) Technical Compliance Sheet to be submitted.
- b) Details of EMD Submitted/Exemption must be uploaded.
- c) Please state whether the bidder is Manufacture/OEM/Distributor/Dealer/Supplier/Trader, relevant document should be uploaded.
- d) In case of Distributor/Dealer/Supplier/Trader, The bidder must upload tender specific authorization certificate from OEM/manufacturer.
- e) Manufacturer/OEM has valid manufacturing/Import license(s) as applicable and must upload the same.
- f) The Tenderer must quote items of Standard Quality conforming to National/International certification standards. An unconditional undertaking (valid copy to be uploaded) to supply Surgical Consumables and disposables of standard quality as prescribed under the provisions of Drug and Cosmetic Act, 1940 (as amended)/or any other provision issued by appropriate authorities should be submitted.
- g) Bidder Annual turnover & balance sheet of last three year duly certified by CA as mentioned in tender up to ₹ 18 Lakh, document should be uploaded.
- h) OEM Annual turnover & balance sheet of last three year duly certified by CA as mentioned in tender up to ₹ 1.40 Cr. document should be uploaded.
- i) Copy of PAN Card should be uploaded.
- j) Firm/Company registration certificate should be uploaded.
- k) The GST registration details to be furnished.
- l) Signed and scanned copy of User List (List of Govt./Semi-Govt.) where quoted model of the items has been supplied or installed as per the Annexure II upto ₹ **18 lakh**.
- m) "Declaration by the Bidder" (Notarized & Rs 100.00 Non-judicial Stamp paper)
- n) Technical compliance report must be submitted by the bidder for items as per Annexure I.
- o) a certificate on letter head that you have not quoted the price higher than previously supplied to any government Institute/ Organization/ reputed Private Organization or DGS&D rate in recent past.
- p) Drug license of the firm.
- q) Local content calculation.
- r) Self-Certification of local content percentage.

PRICE BID

- s) Price bid in the form of BOQ_XXXX.xls.
t) Miscellaneous Sheet.

Annexure -1**Technical Specification**

S. no.	Complete Description of items	Specification	Required Quantity	Pack size
1	DNA Extraction Kit from whole blood, 50rxn	<p><u>DNA extraction kit from whole blood, 50rxn</u></p> <p>a) The kit should be optimized to isolate DNA from variety of specimen such as fresh/frozen whole blood.</p> <p>b) The extraction should be column based (silica membrane based extraction kit).</p> <p>c) The Kit Should Contains-All necessary requirements like chemical reagents, tubes, columns, enzymes and any other essential reagents and consumables required for the whole extraction process.</p> <p>d) As per kit brochure if the process demands any specialized instrument the same will not be acceptable and that bid will be rejected.</p> <p>e) The kit should be able to process sample sizes of up to 200ul.</p> <p>f) The kit should be designed to yield high amount & good quality of DNA, at least 10 µg from each of 200µL blood.</p> <p>g) The kit should yield DNA sized from 200bp to 50kb.</p> <p>h) The purified DNA should be suitable for various applications like long-range PRC, RFLP, gene expression studies and SNP analysis.</p> <p>i) No phenol-chloroform method should be used for extraction.</p> <p>j) The brochure must be submitted for technical evaluation.</p> <p>k) The expiry of the kit should be at least one year from the date of delivery.</p> <p>l) Prepared pack sizes: 50 / 250 rxn per pack.</p> <p>m) The vendor must provide one kit of 10 reactions demonstrate extraction reactions directly from blood.</p> <p>n) L1 Price calculation will be done for 25 reactions</p>	400 rxn	50 rxn
2	Human qPCR Primer Pair, 50rxn	<p><u>Human qPCR Primer Pair</u></p> <p>a) Each kit should be customized to carry at least 50 reactions each for KRAS along with GAPDH (glyceraldehyde-3-phosphate dehydrogenase) or beta actin (ACTB).</p> <p>b) To be used for gold-standard TaqMan chemistry for processing KRAS mutation along with house keeping gene.</p> <p>c) Must be supplied in lyophilized form.</p> <p>d) The total amount must be mentioned in the vial.</p> <p>e) Instruction for reconstitution should be mentioned in the vial.</p>	400 rxn	50 rxn

		<p>f) Except for distilled water, if any other diluent required for reconstitution, it should be provided with kit.</p> <p>g) The vendor must provide the detailed data sheet of the product for technical evaluation.</p> <p>h) The vendor must provide a kit to process at least 20 samples for technical evaluation.</p> <p>i) The primer mix must have a stability for a year from the date of delivery.</p> <p>j) The assay should be compatible to be processed in all type of real-time PCR systems available, CFX-96 system from Bio-rad which is available at present in the department.</p>		
3	HLA B27 RT-PCR based kit, 50rxn,	<p><u>HLA B27 Real time PCR kit</u></p> <p>a) Each kit should be customized to carry at least 50 reactions along with DNA extraction kit</p> <p>b) Should be proven—gold-standard TaqMan chemistry and robust assay designs should deliver accurate, reproducible, and reliable results.</p> <p>c) Should be easy—convenient single-tube format and simple workflow provide an easy path to trusted results; It should show optimal performance at customers lab. Should be tested so that all custom human assays are subjected to a functional test on DNA samples.</p> <p>d) The assay should enable genotyping of individuals for 3eHLA B27 and consists of two sequence-specific primers and two TaqMan minor groove binder (MGB) probes with non-fluorescent quenchers (NFQ). One probe should be labeled with VIC dye to detect the Allele 1 sequence (wild type); the second probe should be labeled with FAM dye to detect the Allele 2 sequence (mutant type).</p> <p>e) Other dyes can be used for multiplexing assay design.</p> <p>f) The assay should be designed for HLA B27 mentioned in the above schedule.</p> <p>g) The vendor should provide demonstration kit for standardization & validation on at least 10 DNA samples during technical evaluation. If IVD approved kits available, the vendor must submit the CDSCO certificate for the same.</p> <p>h) The vendor should also provide positive control & negative controls to process at least 10 reactions in each kit of 50 reactions.</p> <p>i) The vendor should also provide the primers for housekeeping gene β-actin.</p> <p>j) The custom designed assay should be compatible to be processed in all type of real-time PCR systems available, CFX-96 system from Bio-rad which is available at present in the department.</p>	150 rnx	50rxn

4	MTHFR Real Time-PCR kit, 50test	<p><u>MTHFR Real Time PCR Kit</u></p> <p>a) The RT-PCR kit should be designed to detect C677T and A1298 polymorphism in the gene for methylene tetrahydrofolatereductase (MTHFR) by the real-time polymerase chain reaction (RT-PCR).</p> <p>b) The method should consist of amplification and detection of the target sequence using allele specific fluorophore labelled probes.</p> <p>c) The kit should be designed to target the sequence in the single nucleotide cytosine/thymine polymorphism in site 677 (C677T).</p> <p>d) FAM fluorescent channel and mutant allele (T677T) in the HEX fluorescent channel.</p> <p>e) In case of heterozygous genotype (C677T) a signal is detected in both channels.</p> <p>f) Detection kit should contain ready to use master mix and based on “hot start” technology, minimizing non-specific reactions and assuring maximum sensitivity.</p> <p>g) Kit must be supplied as a ready to use with both alleles positive controls separately.</p> <p>h) The kit should be CE-IVD approved for in-vitro diagnostics.</p> <p>i) The kit should be standardized on board CFX 96 system and application support to perform the run should be provided.</p> <p>j) Spin column based human DNA purification kit must be provided with real-time PCR kit.</p> <p>k) DNA extraction kit must be compatible with frozen/fresh EDTA human blood.</p> <p>l) The successful bidder will have to provide at least 10-20 test sample pack and perform the standardization and validation using the same.</p>	300 rnx	100rxn
5	DNA extraction kit, 50rxn, for serum tissues & body fluids.	<p><u>DNA extraction kit for serum tissues & body fluids.</u></p> <p>a) The kit should be optimized to isolate DNA from variety of specimen such as fresh/frozen or serum tissue and body fluids.</p> <p>b) The extraction should be column based (silica membrane based extraction kit).</p> <p>c) The Kit Should Contains-All necessary requirements like chemical reagents, tubes, columns, enzymes and any other essential reagents and consumables required for the whole extraction process.</p> <p>d) As per kit brochure if the process demands any specialized instrument the same will not be acceptable and that bid will be rejected.</p> <p>e) The kit should be able to process sample sizes of up to 200ul.</p> <p>f) The kit should be designed to yield high amount & good quality of DNA, at least 10 µg from each of 200µL blood.</p> <p>g) The kit should yield DNA sized from 200bp to 50kb.</p> <p>h) The purified DNA should be suitable for various applications</p>	400 rnx	50rxn

		<p>like long-range PRC, RFLP, gene expression studies and SNP analysis.</p> <p>i) No phenol-chloroform method should be used for extraction.</p> <p>j) The brochure must be submitted for technical evaluation.</p> <p>k) The expiry of the kit should be at least one year from the date of delivery.</p> <p>l) Prepared pack sizes: 50 / 250 rxn per pack.</p> <p>m) The vendor must provide one kit of 20 reactions demonstrate extraction reactions directly from blood.</p> <p>L1 Price calculation will be done for 25 reactions.</p>		
6	Filter Tips 1000ul, 1024pcs	<p><u>Filter Tips 200ul, 1024pcs</u></p> <p>a) Made of virgin polypropylene with a hydrophobic PE filter</p> <p>b) Prevent aerosol contamination and protect pipettes.</p> <p>c) Optimized for accurate 2–200 µL pipetting of liquid volume.</p> <p>d) Certified RNase-, DNase-, Human DNA-, PCR inhibitor-, endotoxin-, and pyrogen-free</p> <p>e) Autoclavable: Yes</p> <p>f) Sterile-Yes</p> <p>g) Universal or brand-specific fit;</p> <p>h) With optional low-retention surface and graduations.</p> <p>i) Pack sizes: 100/ 500/ 1000pcs or as available.</p>	20 Pack	1024
7	Filter Tips 200ul, 1024pcs	<p><u>Filter Tips 1000ul, 1024pcs</u></p> <p>a) Tips should Made of virgin polypropylene with a hydrophobic PE filter.</p> <p>b) Blocks aerosols for clean, contamination-free pipetting.</p> <p>c) Designed for 100–1000 µL volume handling.</p> <p>d) Certified free of RNase, DNase, Human DNA, PCR inhibitors, endotoxins, and pyrogens.</p> <p>e) Autoclavable&Sterile.</p> <p>f) Fits universal or specific pipette brands.</p> <p>g) With optional low-retention surface and graduations.</p> <p>Pack sizes: 100/ 500/ 1000pcs or as available</p>	20 Pack	1024

Note:

1. The supplier should provide a sufficient amount of the sample kit to process 20 samples of each item during technical evaluation of the sample kit. The vendor must be able to demonstrate the whole process and confirm the results during technical evaluation, if required/asked by the user department.
2. All vendors must quote for all the items from the same make.
3. L1 will be as per the rates wise of all the tests in Annexure-1

Annexure - II

Format of Experience certificate

Sl. No.	ContractNo./Supply order No	Name of the Purchaser	Description of work	Qty Supplied	Value of Contract

Place:.....

(Signature of Bidder with seal)

Date:.....

Name :

Seal :

Address :

Note:

- a. User List (List of Govt./Semi Govt.) where the items has been supplied.
- b. Copies of supply orders attached (without hidden price for rate justification).

Annexure- III**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	

Declaration by the Bidder:

- I am authorized signatory of the agency/firm and am competent to sign this declaration and execute this tender document.
- The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law
- 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.
- I/We further undertake that our firm/company is fulfilling all the terms and conditions/eligibility criteria obvious/explicit or implied/implicit recorded anywhere in the tender document. If at any time including the currency of the Contract, any discrepancy is found relating to our eligibility or the process of award of the contract criteria, this may lead to termination of contract and/or any other action deemed fit by the Institute.
- I/We further undertake that none of the Proprietor/Partners/Directors of the Agency/agency was or is Proprietor or Partner or Director of the Agency with whom the Government have banned /suspended/blacklisted business dealings. I/We further undertake to report to the Faculty-in-Charge Procurement Cell, AIIMS, Raipur immediately after we are informed but in any case not later 15 days, if any Agency in which Proprietor/Partners/Directors are Proprietor or Partner or Director of such an Agency which is banned/suspended in future during the currency of the Contract with you.
- 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 :

MANUFACTURER's / PRINCIPAL's AUTHORIZATION FORM

To,

The Officer In-Charge Procurement,
All India Institute of Medical Sciences Raipur (C.G)

Dear Sir,

Tender No. : _____.

Equipment Name : _____.

1. We, _____, who are established and reputable manufacturers of _____, having factories at _____ and _____, hereby authorize Messrs. _____ (Authorized Dealer/Distributor/Supplier) _____ (name and address of agents) to bid, negotiate and conclude the contract with you against this tender for the above goods manufactured by us.
2. 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.
3. We also hereby undertake to provide full guarantee/warranty as agreed by the bidder in the event the bidder is changed as the dealers or the bidder fails to provide satisfactory after sales and service during such period of Comprehensive Warranty and to supply all the spares/ accessories / consumables etc. during the said period.
4. 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.
5. We also hereby declare that we have the capacity to manufacture and supply the commission quantity of the Product bided within the stipulated time.

The authorization is valid up to the contract period

Yours faithfully,

(Name)

For and on behalf of M/s. _____

(Name of manufacturers)/Principal

PARTICULARS FOR PERFORMANCE BANK GUARANTEE

(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 (C.G.)

LETTER OF GUARANTEE

WHEREAS All India Institute of Medical Sciences (AIIMS) Raipur (Buyer) have invited Tenders vide Tender No..... Dt..... for purchase of AND WHEREAS the said tender document requires the supplier / firm (seller) whose tender is accepted for the supply of instrument / machinery, etc. in response thereto shall establish an irrevocable Performance Guarantee Bond in favour of **“All India Institute of Medical Sciences Raipur”** in the form of Bank Guarantee for Rs..... [3-5% (three to five percent) of the purchase value] which will be valid for entire warranty period from the date of acceptance, the said Performance Guarantee Bond is to be submitted within 30 (Thirty) days from the date of Acceptance.

NOW THIS BANK HEREBY GUARANTEES that in the event of the said supplier/firm (seller) failing to abide by any of the conditions referred to in tender document / purchase order/ performance of the instrument / machinery/ Consumables, etc. this Bank shall pay to All India Institute of Medical Sciences (AIIMS) Raipur on demand and without protest or demur Rs (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) hereby 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). Notwithstanding anything contained herein:

a. Our liability under this Bank Guarantee shall not exceed Rs.....(Indian Rupeesonly).

b. This Bank Guarantee shall be valid up to(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 at situated at.....(Address of local branch).

Yours truly,

Signature and seal of the Guarantor
Complete Postal Address:

Name of the Bank:.....

.....

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