



# भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान भोपाल

Indian Institute of Science Education and Research Bhopal

## **NOTICE INVITING e-TENDER**

**Tender Enquiry No. IISERB/ SP /2016-17/941**

**Dated: 14/03/2018**

Indian Institute of Science Education and Research (IISER), Bhopal, is an autonomous Institute established under Ministry of HRD, Government of India. Institute would like to procure a **Type 2 and Type 1 water purification system (Qty 1)** for e-Tenders are invited from the reputed & bonafide Manufacturers and Authorised Dealers/Distributors. The potential bidders are required to visit the website [www.tenderwizard.com/IISERB](http://www.tenderwizard.com/IISERB) for submission of tender.

### **1. Brief Details of item(s)/ material**

#### **Type 2 and Type 1 water purification system (Qty 1)**

The Detailed Technical Specifications of the material to be procured under this tender are given separately in

#### **Annexure – I (a)**

2. The Bidders are requested to give detailed tender in two Parts i.e.

**Part - I : Techno-Commercial Bid.**

**Part - II : Price Bid.**

Detailed procedure for submission of bids/offers is given in **Annexure - III**

#### **I - Techno-Commercial Bid**

- Provide complete information in **Annexure-II**. This part of the tender shall contain company profile and commercial terms & conditions of contract for the supplies to be made and services to be rendered.
- No brochures/leaflets etc. should be submitted in loose form. Please indicate page nos. on your quotation.
- Submission of compliance sheet as per Annexure – I (b)** is essential part of Techno-Commercial Bid. If there is any deviation in specifications of material/ items, record with complete details. Attach separate sheets wherever required. The Institute reserves the right to decide on such deviation/s.
- The technical offer should not contain any price information.**

#### **II - Price Bid**

- The Price Bid shall contain rates of the items. The price should be FOR Destination / FOB International Airport (in case of foreign manufacturer) and be quoted indicating the basic price, discount on basic price, taxes and duties as applicable.
- In case of any discrepancy in the rates indicated in the Price bid either in figures or words, the rates in words will be considered for evaluation.
- Format of price bid is enclosed with document and annexed as **Annexure-IV**

### **3. Contact for information:**

For any Technical Details:

**Dr. Ankur Gupta,**

**Tel. No +91-755-269-1329.**

**Email: [ankurg@iiserb.ac.in](mailto:ankurg@iiserb.ac.in)**

- a) For any commercial term and condition:

**Stores and Purchase Office, (IISER), Bhopal  
Bhopal by Pass Road, Bhauri Bhopal-462066  
Tel: +91-0755-6692311 / 312**

#### **4. Submission of Bids:**

- (1) Bid must be submitted only through e-tendering mode on [www.tenderwizard.com/IISERB](http://www.tenderwizard.com/IISERB)
- (2) Bid submission through any other mode will not be accepted. **EXCEPT** In case of Foreign Bidders without having Indian Agents can submit sealed offers to Stores & purchase office and without EMD by duly enclosing an undertaking to this effect on or before the date & time of submission of tender.
- (3) Bidders must submit print outs of the technical documents uploaded on the portal and any other literature except for price bid before due date and time. In case, of any discrepancy, the online submitted details will be considered.
- (4) Bidder should submit details of Physical /actual EMD on or before the closing time and date of closing date of online tender and upload the copies of thereof on the website. IISER Bhopal will not be responsible for any postal delay or delivery at wrong address. The tenders of bidders whose physical EMD is not received in time, are liable to be rejected as per decision of the institute.

- **Time and Date of Submission: On or before 3 PM on 21/03/2018.**
- **Time and Date of opening Techno-Commercial Bid: At 4 PM on 21/03/2018.**
- **Opening of part-II (Price) will be intimated later to technically qualified tenderers after scrutiny of Techno-Commercial part.**

#### **5. Instructions to Bidders:**

- a) If the bid is submitted by authorized dealer/ distributor for branded makes, a authorization letter from principals clearly indicating that the vendor is the authorized to sell and provide services for the items mentioned in the scope of supply given in tender documents shall be produced.
- b) Purchase Orders if any, for identical equipments supplied to other IISERs/IITs/Central Universities etc. for the preceding three years should be given together with the prices eventually or finally paid.
- c) Copy of CST/VAT/TIN No. and PAN No. allotted by the concerned authorities should be enclosed.
- a) In case of foreign quote, the address of Principal's / Manufacturer's and their Banker's details should be furnished along with certificate.
- b) All pages of the tender document shall be invariably signed by the authorized Personnel and Company's rubber stamp affixed. Photocopies of all certificates shall be self-attested by the authorized personnel. There shall be no corrections or overwriting in the tender document. Corrections, if any, should be made clearly and countersigned.
- c) The makes/brand and name and address of the manufacturer, Country of Origin, and currency in which rates are quoted are to be clearly mentioned.
- d) Period of delivery, Period of Warranty should be mentioned specifically.
- e) Training charges (if any) be quoted separately.
- f) Authorized dealer can submit bid on behalf of only one principal/OEM in the same tender for the same item/product.
- g) Either the authorized dealer on behalf of the principal/OEM or principal/OEM itself can bid but both cannot bid simultaneously for the item /products in the same tender.
- h) Bidders are required to mention INR value on the date of submission of tender, in case of foreign currency quotes. This INR value should remain same during the validity period of bid. However, any downward revision is to be passed on to IISER Bhopal.

#### **6. Other Terms and Conditions**

1. IISER, BHOPAL reserves the right to accept or reject any bid in part or full without assigning any reason whatsoever. The Institute will not hold any responsibility for postal loss or delay of any bid.
2. **Period of validity of bids:** Bids shall be valid for a minimum period of **90 days** from the date of

- opening of the Techno-Commercial Bid.
3. **Delivery Period:** The required quantities of material have to be delivered and 12 weeks from acknowledgement of the Purchase Order by Supplier or date of LC acknowledgement.
  4. In case your quote is Ex-works basis estimated insurance coverage charges may please be indicated.
  5. In case of Foreign Quote, the mode of dispatch should be by Air / Post Parcel. The approximate dimensions of the packages and weight of consignment are to be indicated.
  6. In case of INR bids the price quoted should be on F.O.R., IISER Bhopal. Govt. Levies like excise duty, sales tax, octroi, WCT etc., if any, shall be paid at actual rates applicable on the date of delivery. Rates should be quoted accordingly giving the basic price, Excise Duty, VAT/ Central Sales Tax etc. Please note that IISER Bhopal is exempted from payment of Central Excise duty vide Govt. Notification No.10/97-Central Excise dated 1st March, 1997.
  7. Being an Educational and Research Institute IISER, BHOPAL is exempted from payment of Custom Duty vide Govt. Notification No.51/96-Customs dated 23rd July, 1996. The Institute shall provide standard exemption certificate on request by the vendor and certificate in any other format may be issued on specific request solely based on discretion of the Institute. Any other commercial terms & conditions mentioned by the vendor will not be binding on the Institute in any way unless agreed specifically beforehand by the Institute in writing.
  8. For imported items the agency commission payable to Indian Agent may be indicated. Agency commission will be paid in INR after satisfactory commissioning and acceptance of the item.
  9. Bidder shall provide duly signed certificate as enclosed at [Annexure-V](#) with Techno-Commercial Bid.
  10. **EMD:** EMD of Rs. 13000.00 should be in the form of online bank transfer (SBI I-Collect) or through Challan at the campus branch of SBI, IISERB only. For details logon <https://www.onlinesbi.com/prelogin/icollecthome.htm>. Except in case of foreign bidders without having Indian agents may be exempted for EMD by enclosing an undertaking.

The Techno-commercial Bids must accompany details of EMD payment. No interest shall be paid on earnest money deposited. Bidders having valid registration with NSIC for tendered item and value will be considered for exemption from EMD amount as per extant rules.

11. In accordance with the Ministry of Finance Office memorandum No F 20/2/2014 PPD (Pt) dated 25<sup>th</sup> July 2016 the institute may relax condition of prior turnover and prior experiences for Startups and MSMEs subject to meeting of quality and technical specifications on case to case basis.

**12. Penalty for delayed supply and installation**

Time is the essence of the contract and the supplier shall pay or allow the Institute to realize the sum equivalent to 01(One) per cent of the total order value per week, subject to a maximum limit of 10% of the order value, as agreed compensation for delay for the period during which the supply and installation shall remain incomplete beyond the offered time of completion/execution or beyond the time duly extended in writing by the Institute. The Institute may deduct such damages from any money due to the supplier.

**13. Payment Term**

- 7.1. For Indigenous items : 100% payment shall be made against satisfactory delivery, acceptance and successful installation & commissioning.
- 7.2. For imported items : (a) 100% payment shall be made by wire /telegraphic transfer after delivery, acceptance and installation.

OR

(b) 100% payment shall be made by Irrevocable Letter of Credit. Out of which 90% will be paid against submission of following documents:

1. Air way Bills – 2 copies
2. Packing List – 2 copies
3. Invoice for shipping – 4 copies

Balance 10 % will be paid after installation and satisfactory

commissioning of item by purchaser.

*Note. I. All bank charges outside India shall be borne by the supplier.*

*II. LC will be opened on receipt of unconditional acceptance of purchase order.*

*III. Accepted term of payment shall be clearly indicated in Tender / Offer document*

*The bidder must give unconditional acceptance to payment terms and condition, delivery period. Any contrary terms & conditions will not be acceptable unless specifically agreed by the Institute.*

14. **Warranty:** 1 year. Warranty period will start from the date of installation and satisfactory commissioning.

.14 Jurisdictions

The disputes, legal matters, court matters, if any, shall be subject to Bhopal Jurisdiction only.

Stores and Purchase Officer

**TECHNICAL SPECIFICATIONS****A. Type 2 and Type 1 water purification system (Qty 1)**

SNo	Parameter
1	Integrated space saving system comprising of a single unit only should be capable of producing type II (10-15Megaohm resistivity) and type I (18.2 MΩ resistivity), as per the ASTM standards, directly from tap water.
2	The feed water acceptance should be up to 2000 μS conductivity, Fouling Index (SDI) < 20, Total Chlorine < 3 ppm.
3	The first stage of the treatment must include a 2 –stage pretreatment system to remove particulate matter.
4	The module for production of type 2 water must use high flux RO membrane with 94-99% ionic rejection with conductivity measurements before and after the membrane to ensure RO performance.
5	The RO system must contain a recirculation loop to minimize wastage of water.
6	After the RO treatment the water must pass through an Electro-deionization module for producing type 2 water at a minimum flow rate of 3 liters per hour. Such a module must not require any chemical regeneration of resin or replacement of resin cartridges.
7	Post production of deionized water, the water must be irradiated by 254 nm UV lamp to remove germicidal effect before entering the reservoir from where it can be dispensed.
8	The minimum capacity of the reservoir should be 30 liters which should fill from the bottom and have vent filter to trap contaminants present in the environment.
9	The module for producing type 1 water from the type 2 water in the reservoir must utilize a single polisher cartridge and a low pressure mercury vapor lamp with dual wavelength (185 and 254 nm).
10	The final stage must include an accurate TOC (total organic carbon) monitor for online TOC measurement and display of TOC from 1-999 ppb.
11	The type 1 and type 2 water must be dispensed through two independent dispensers with capability of volumetric dispensing and adjustable flow rates. All the parameters like resistivity, temperature, TOC values must be displayed on the control unit/dispenser.
12	The water exiting the type 1 dispenser must pass through an appropriate UF filter to produce DNase and RNase free water.
13	One extra set of cartridges must be supplied with the system.
14	System should contain inbuilt Data management system with record keeping capabilities.
15	Operating voltage and frequency must be 230V, 50Hz.
16	The system must be UL, ULC and CE compliant.
17	The system and all components must carry a minimum of 1 year on-site warranty on parts and labor.

**COMPLIANCE SHEET**

SNo	Parameter	Compliance Yes/No	Remarks
1	Integrated space saving system comprising of a single unit only should be capable of producing type II (10-15Megaohm resistivity) and type I (18.2 MΩ resistivity), as per the ASTM standards, directly from tap water.		
2	The feed water acceptance should be up to 2000 μS conductivity, Fouling Index (SDI) < 20, Total Chlorine < 3 ppm.		
3	The first stage of the treatment must include a 2 –stage pretreatment system to remove particulate matter.		
4	The module for production of type 2 water must use high flux RO membrane with 94-99% ionic rejection with conductivity measurements before and after the membrane to ensure RO performance.		
5	The RO system must contain a recirculation loop to minimize wastage of water.		
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11	The type 1 and type 2 water must be dispensed through two independent dispensers with capability of volumetric dispensing and adjustable flow rates. All the parameters like resistivity, temperature, TOC values must be displayed on the control unit/dispenser.		
12	The water exiting the type 1 dispenser must pass through an appropriate UF filter to produce DNase and RNase free water.		
13	One extra set of cartridges must be supplied with the system.		
14	System should contain inbuilt Data management system with record keeping capabilities.		
15	Operating voltage and frequency must be 230V, 50Hz.		
16	The system must be UL, ULC and CE compliant.		
17	The system and all components must carry a minimum of 1 year on-site warranty on parts and labor.		

**TECHNO-COMMERCIAL BID****For supply of Type 2 and Type 1 water purification system (Qty 1) to IISER, Bhopal**

1.	Name of Tendering Company with Registration No. & Date issued by appropriate authorities (Please enclose copy of certificate of registration)													
2.	Do you possess trade license issued by Competent Authorities in India? If so, please enclose a copy.													
3.	Name of Proprietor / Director													
4.	Furnish following particulars of the Registered Office													
	a. Complete Postal Address													
	b. Telephone No.													
	c. Fax. No.													
	d. E-Mail Address													
5.	Furnish following particulars of the Local Branch Office. (if any)													
	a. Complete Postal Address													
	b. Telephone No.													
	c. Fax. No.													
	d. E-Mail Address													
6.	PAN No. (Attach Attested Copy)													
7.	TIN No. (Attach Attested Copy)													
8.	If Manufacturer – Pl. attach the certificate of Registration If Authorised Dealer / Distributer – Pl. attach relevant certificate.													
9.	Financial turnover for the three financial Years.(Please attach copy of certificate by Chartered Accountant in original )													
	<table border="1"> <thead> <tr> <th>Financial Year</th> <th>Amount ( ` In Lakhs )</th> <th>Remarks, if any</th> </tr> </thead> <tbody> <tr> <td>20 - 20</td> <td></td> <td></td> </tr> <tr> <td>20 - 20</td> <td></td> <td></td> </tr> <tr> <td>20 - 20</td> <td></td> <td></td> </tr> </tbody> </table>	Financial Year	Amount ( ` In Lakhs )	Remarks, if any	20 - 20			20 - 20			20 - 20			
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	(Attach separate sheet if space provided is insufficient)													

10.	<p>Give details of the major clients – Educational Institutes/Universities, Government Departments, Research Organisations, to whom item/material of same type have been supplied by the bidder during the last five years in the following format.</p> <table border="1" data-bbox="300 220 1396 1113"> <thead> <tr> <th data-bbox="300 220 332 252"><i>Sl.</i></th> <th data-bbox="414 220 722 283">Name &amp; address of the client with details -</th> <th data-bbox="738 220 917 325">Name &amp; quantity of the items sold</th> <th data-bbox="966 220 1112 283">Purchase Order/Indent No. &amp; Date</th> <th data-bbox="1274 220 1396 252">Amount `</th> </tr> </thead> <tbody> <tr> <td data-bbox="300 294 332 325"><i>No</i></td> <td data-bbox="414 294 722 388">Name of the contact person, telephone no., Fax no., e-mail id</td> <td></td> <td></td> <td></td> </tr> <tr> <td data-bbox="300 472 316 504">1</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td data-bbox="300 598 316 630">2</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td data-bbox="300 766 316 798">3</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td data-bbox="300 882 316 913">4</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td data-bbox="300 1071 316 1102">5</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p data-bbox="430 1144 1258 1176">(If the space provided is insufficient, a separate sheet may be attached)</p>		<i>Sl.</i>	Name & address of the client with details -	Name & quantity of the items sold	Purchase Order/Indent No. & Date	Amount `	<i>No</i>	Name of the contact person, telephone no., Fax no., e-mail id				1					2					3					4					5				
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11.	The <b>agency should not have been black listed</b> or banned by any Govt. Department, Government Organization, PSU, University, Autonomous Institute etc. A notarized certificate to this fact should be enclosed with techno-commercial bid as per Annex. V																																				
12.	Are you an ISO certified manufacturer? If so, please attach a copy of the certificate.																																				
13.	Please specify the minimum time required to supply the item / material from the date of receipt of the Purchase Order																																				
14.	Additional information, if any (Attach separate sheet, if required)																																				

(The Annexure II must be submitted in the given format on the website only)



## **SPECIAL INSTRUCTIONS FOR TWO PART e-TENDER**

### **1.1 MANNER AND METHOD FOR SUBMISSION OF TENDERS**

- 1.1.1 All tenders in response to this invitation shall be submitted in Two Parts on the e-tendering website i.e. **www.tenderwizard.com/IISERB**
- (i) Part I (Techno-Commercial) (Bidders don't need to send hard copies. All the documents shall be submitted on e-tendering website only.)
  - (ii) Part II (Price needs to be uploaded in given format on the website. don't submit the hard copies of part II)
- 1.1.2 A. PART-I (TECHNO-COMMERCIAL) This part of the tender shall include/contain all technical details, technical specifications, drawings and also the commercial terms and conditions of contract for the supplies to be made and the services to be rendered **EXCLUDING ANY PRICE DETAILS THEREOF.**
- B. PART-II (PRICE) This part should contain only the prices of the stores offered for supply and the charges for the services to be rendered.
- 1.1.3 Part-I (Techno-Commercial) should contain/include only technical specifications, technical details, literature, reference to earlier supplies of similar equipment without enclosing the purchase order copies, drawings, quantity, time required for submission and approval of drawings, manufacturing and delivery schedule, inspection/testing procedure itemized list of spares and quantity (without price) recommended by the tenderer for purchase term of price mode and terms of payment, mode of dispatch, the quantum/percentage of statutory levies payable by the Purchaser as extra and all related commercial terms and conditions for the supplies and for the services like erection and commissioning to be rendered by the tenderers. The tenderer shall take special care **NOT TO MIX UP** the price of the stores in this part of the tender.
- 1.1.4 Part-II(Price) shall include/contain only price, price break-up, freight/safe delivery charges, charges for training of the Purchaser's engineers wherever applicable, lumpsum charges for erection and commissioning work as is envisaged in the Purchaser's tender document, testing charges, third party inspection charges etc. This part of the tender i.e. Part-II (Price) shall be enclosed separately in the sealed envelope.

### **1.2 TECHNICAL CLARIFICATIONS**

- 1.2.1 After opening the Part-I (Techno-Commercial) of the tender, if it becomes necessary for the technical authorities/user department to seek clarification from the tenderers, the same will be sought for from the tenderers by the Technical authorities/user department, in such an event, the tenderer shall-
- (i) Furnish all technical information/clarification to the concerned technical authority directly in the sealed envelope to reach on or before the due date, and time fixed by the technical authorities in an ordinary envelope indicating the Purchaser's tender reference. If the technical clarification/details sought for by the technical authorities from the tenderers do not reach them on or before the due date and time fixed for its receipt, such tenders will be liable for rejection at the discretion of purchaser.

- (ii) Have an option to modify the price based on the technical clarifications or discussion the tenderers had with the user department. In case they wish to make any revision in the price, they should communicate such a revision in price in sealed cover within due date.

### 1.3 OPENING OF TENDERS

1.3.1 Part-I (Techno-Commercial) of the tender will be opened at the first stage on the due date and time indicated for opening in the tender notice. While the Part-II (Price) will be opened at the second stage on the date and time as intimated after scrutiny of Part-I (Techno-Commercial).

1.3.2 While all the tenderers who submit tenders online on e-tendering website within the due date and time specified for its receipt will be permitted to participate in the opening of Part-I (Techno-Commercial) of the tender on the due date and time indicated in the tender inquiry, the opening of the Part-II (Price) of the tender can be attended to only by such of those tenderers whose tenders are found to be technically suitable/acceptable to the Purchaser and to whom intimation thereof is given by the Purchaser by Fax/Telegram, Letter, etc.

**1.3.3** The tenders whose Techno-Commercial Part (Part-I) are found suitable/acceptable to the Purchaser, will be given advance intimation by the Purchaser to enable such tenderers to depute their representative to participate in the opening of the Part-II (Price) of the tender. The technically unqualified tenderers will neither be given any intimation about the due date and time for opening Part-II (Price) of the tender nor will they be permitted to participate in the opening of the same. **Part-II (Price) of the technically disqualified tenderers will not be opened.**

**Note:-** 1. Part-I (Techno-Commercial) and Part-II (Price) should be uploaded and submitted **on e-tendering website i.e. [www.tenderwizard.com/IUSERB](http://www.tenderwizard.com/IUSERB) only.**

**Tenders not submitted on e-tendering website will be summarily rejected.**

**PRICE BID**Enquiry No. **IISERB/SP/2016-17/941** dated 14-03-2018for Supply of : Type 2 and Type 1 water purification system (Qty 1)

Currency : \_\_\_\_\_

Sl. No	Description of Material	Qty	Currency	Rate Quoted per Unit	Total Amount
1.	<u>Type 2 and Type 1 water purification system (Qty 1)</u> (Specifications as per Annexure I(a))	1			
	Total				
	Discount Offered				
	Discounted Price				
	Taxes & Duties				
	Net Price Offered (in Fig. and words)				

Note : 1. The basic price should be FOR, Institute. / FOB International Airport (in case of foreign supply) Please indicate basic price, discount offered, Taxes, Duties, separately.  
2. Price of Optional items and accessories shall be quoted separately.

Name of Authorised Signatory:

Name of Company:

Date:

**CERTIFICATE & DECLARATION**

It has been certified that all information provided in tender form is true and correct to the best of my knowledge and belief. No forged / tampered document(s) are produced with tender form for gaining unlawful advantage. We understand that IISER, Bhopal is authorized to make enquiry to establish the facts claimed and obtain confidential reports from clients.

In case it is established that any information provided by us is false / misleading or in the circumstances where it is found that we have made any wrong claims, we are liable for forfeiture of EMD/SD and or any penal action and other damages including withdrawal of all work / purchase orders being executed by us. Further IISER, Bhopal is also authorized to blacklist our firm/company/agency and debar us in participating in any tender/bid in future.

I / We assure the Institute that neither I / We nor any of my / our workers will do any act/s which are improper / illegal during the execution in case the tender is awarded to us.

Neither I / We nor anybody on my / our behalf will indulge in any corrupt activities / practices in my / our dealing with the Institute.

Our Firm/ Company/ Agency is not been blacklisted or banned by any Govt. Department, PSU, University, Autonomous Institute or Any other Govt. Organization.

Date

Signature of the Tenderer

Place

Stamp

***Note: This certificate should be executed on duly notarised ` 100/- NJ Stamp Paper.***

## **INSTRUCTION TO SUPPLIERS/BIDDERS:**

The tender shall be accepted **only through online e-tendering process and** all details pertaining to the tender and guidelines for e-tendering are available on the website [www.tenderwizard.com/IISERB](http://www.tenderwizard.com/IISERB).

Intending contractors needs to register themselves on the e-tendering website [www.tenderwizard.com/IISERB](http://www.tenderwizard.com/IISERB) to get the USER ID and PASSWORD by paying required registration fee (Annual & Non-Refundable) through e-payment only and completing the steps specified on above referred website.

Special Note: The price bid and other documents has to be Submitted separately online at [www.tenderwizard.com/IISERB](http://www.tenderwizard.com/IISERB). The date of Submission of online Technical and Financial will be as per tender notice.

Requirement for Vendors:-

### **P.C. Connected with internet**

#### **Registration with portal [www.tenderwizard.com/IISERB](http://www.tenderwizard.com/IISERB)**

Class-III Digital signature certificate in the name of the company of the vendor is mandatory(in the name of the company who will be submitting the EMD & general information).this may be obtained by calling our helpdesk ( 09981783170 and 011-49424365).Bids will not be recorded without Digital signature Certificate.

Bidders will have to pay Tender Processing feeRs. \_\_\_\_\_/- **including tax (Non-Refundable)** through e- payment in favour of M/S ITI Ltd.

Note: Please check the Digital Signature Certificate. For more details bidders may visit e-tendering portal and download the help manuals uploaded in the website.

Contact Person:-

Mr. Ranjit Kumar Ranjan Mob: 09981783170

Email: [twhelpdesk674@gmail.com](mailto:twhelpdesk674@gmail.com)

Mr.Nikhil Sanal Mob: 09650544776

Email: [twhelpdesk673@gmail.com](mailto:twhelpdesk673@gmail.com)

Help Desk No: 011-49424365