



भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान भोपाल
Indian Institute of Science Education and Research Bhopal

NOTICE INVITING TENDER

Tender Enquiry No. IISERB/ S&P /2017-18/ 725

Dated: 25-01-2018

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 **Data Acquisition and Control Devices for Microscopy Laboratory** and **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 for submission of tender.

1. Brief details of item(s)/material

Data Acquisition and Control Devices for Microscopy Laboratory

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

- (a) 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.
- (b) No brochures/leaflets etc. should be submitted in loose form. Please indicate page nos. on your quotation.
- (c) 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.
- (d) The technical offer should not contain any price information.

II. Price Bid

- (a) 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.
- (b) 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.
- (c) Format of price bid is enclosed with document and annexed as [Annexure-IV](#).

3. Contact for information:

- (a) For any Technical Details: **Dr. Phani Kumar Peddibhotla,**
Tel. No. +91-755-669 1241
Email: phani@iiserb.ac.in

(b) For any commercial terms and conditions:

Stores and Purchase Office, (IISER), Bhopal
Bhopal bypass Road, Bhauri, Bhopal-462066
Tel: +91-0755-6692311/312
Email: purchase@iiserb.ac.in

4. Submission of bids:

(a) Bid must be submitted only through e-tendering mode on www.tenderwizard.com/IISERB.

(b) 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.

(c) Bidders must submit printouts 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.

(d) 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 the decision of the institute.

- Time and date of submission: **On or before 3 PM on 12-02-2018**
- Time and date of opening techno-commercial Bid: **At 4PM on 12-02-2018**
- 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, an authorization letter from principals clearly indicating that the vendor is 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.
- (d) In case of foreign quote, the address of Principal's/Manufacturer's and their banker's details should be furnished along with certificate.
- (e) 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.
- (f) 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.
- (g) Period of delivery, period of warranty should be mentioned specifically.
- (h) Training charges (if any) be quoted separately.
- (i) Authorized dealer can submit bid on behalf of only one principal/OEM in the same tender for the same item/product.
- (j) 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.
- (k) 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 the 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 what-

soever. 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 installed 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 of Rs. **20,000** 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.
11. 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.
12. In accordance with the Ministry of Finance Office memorandum No F 20/2/2014 PPD (Pt) dated 25th 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.
13. 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) percent 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.
14. Payment terms:
 - 14.1. For indigenous items: 90% payment shall be made against satisfactory delivery, and balance 10% after successful installation & commissioning subject to submission of S.D. of 10% in form of D.D./B.G up to warranty period. Bank Guarantee from the Nationalised Bank as per the format enclosed at [Annexure-V](#).
 - 14.2. For imported items: (a) 100% payment shall be made by wire/telegraphic transfer after delivery and acceptance subject to submission of SD of 10% in form of DD/BG up to warranty period.

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 copiesBalance 10 % will be paid after installation and satisfactory commissioning of item by purchaser subject to submission of S.D. of 10% in form of D.D. / B.G up to warranty period.

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

15. **Warranty: 3 Years Warranty** period will start from the date of installation and satisfactory commissioning unless mentioned otherwise. Standard warranty period is one year from the date of installation and acceptance. In case of any extended warranty period/AMC the payment will be released on pro-rata basis, subject to submission of PBG/SD of 10%.

16. Jurisdictions

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

Stores and Purchase Officer

Tender Enquiry No. IISERB/ S&P /2017-18/ 725

Dated: 25-01-2018

Technical Specifications for Data Acquisition and Control Devices for Microscopy Laboratory

S. No.	Specifications	Quantity
1	Multifunction input/output device with following specifications	1 unit
1.1	Bus connector: USB 2.0	
1.2	Maximum number of single-ended analog input channels: 32	
1.3	Maximum number of differential analog input channels: 16	
1.4	Maximum sample rate: 2 MS/s	
1.5	Analog input resolution: 16 bits	
1.6	Analog input absolute accuracy: 1660 microvolts	
1.7	Number of analog output channels: 4	
1.8	Maximum update rate: 2.86 MS/s	
1.9	Number of bidirectional digital channels: 48	
1.10	Number of counters/timers: 4	
1.11	Front connection type: BNC	
1.12	Electrical signal measured: voltage	
1.13	Analog input FIFO buffer size: 2047 samples	
1.14	Repair coverage: 3 years	
1.15	Power cord included	
2.	Multifunction reconfigurable input/output device with following specifications	1 unit
2.1	Bus connector: USB 2.0	
2.2	Maximum sample rate: 1 MS/s	
2.3	Number of bidirectional digital channels: 48	
2.4	Maximum clock rate: 80 MHz	
2.5	The printed circuit board (PCB) is contained within a protective housing	
2.6	Number of analog input channels: 8	
2.7	Analog input resolution: 16 bits	
2.8	Number of analog output channels: 8	
2.9	Maximum update rate: 1 MS/s	
2.10	Number of flip-flops: 202, 800	

2.11	Number of LUTs: 101, 400	
2.12	Embedded block RAM: 11, 700 kbits	
2.13	Number of DSP48 slices: 600	
2.14	Connecting cables and connector blocks for analog and digital signal lines	1
2.15	Shielded configurable enclosure for user-defined connectivity	1
2.16	Configurable BNC input/output connections	3
2.17	Blank connections	6
2.18	Repair coverage: 3 years	
3.	LabVIEW research license for five users	1
	Also includes: LabVIEW Add-Ons for Design, Deploy, Interface, Analyze, Validation and Communication	

Compliance Sheet**Data Acquisition and Control Devices for Microscopy Laboratory**

S. No.	Specifications	Quantity	Technical specifications offered	Comply/Not Comply/Reasons for Deviations
1	Multifunction input/output device with following specifications	1 unit		
1.1	Bus connector: USB 2.0			
1.2	Maximum number of single-ended analog input channels: 32			
1.3	Maximum number of differential analog input channels: 16			
1.4	Maximum sample rate: 2 MS/s			
1.5	Analog input resolution: 16 bits			
1.6	Analog input absolute accuracy: 1660 microvolts			
1.7	Number of analog output channels: 4			
1.8	Maximum update rate: 2.86 MS/s			
1.9	Number of bidirectional digital channels: 48			
1.10	Number of counters/timers: 4			
1.11	Front connection type: BNC			
1.12	Electrical signal measured: voltage			
1.13	Analog input FIFO buffer size: 2047 samples			
1.14	Repair coverage: 3 years			
1.15	Power cord included			
2.	Multifunction reconfigurable input/output device with following specifications	1 unit		
2.1	Bus connector: USB 2.0			
2.2	Maximum sample rate: 1 MS/s			
2.3	Number of bidirectional digital channels: 48			
2.4	Maximum clock rate: 80 MHz			
2.5	The printed circuit board (PCB) is contained within a protective housing			

2.6	Number of analog input channels: 8			
2.7	Analog input resolution: 16 bits			
2.8	Number of analog output channels: 8			
2.9	Maximum update rate: 1 MS/s			
2.10	Number of flip-flops: 202, 800			
2.11	Number of LUTs: 101, 400			
2.12	Embedded block RAM: 11, 700 kbits			
2.13	Number of DSP48 slices: 600			
2.14	Connecting cables and connector blocks for analog and digital signal lines	1		
2.15	Shielded configurable enclosure for user-defined connectivity	1		
2.16	Configurable BNC input/output connections	3		
2.17	Blank connections	6		
2.17	Repair coverage: 3 years			
3.	LabVIEW research license for five users	1 unit		
	Also includes: LabVIEW Add-Ons for Design, Deploy, Interface, Analyze, Validation and Communication			

Annexure– II

Tender Enquiry No. IISERB/ S&P /2017-18/ 725

Dated: 25-01-2018

TECHNO-COMMERCIAL BID

For supply of Data Acquisition and Control Devices for Microscopy Laboratory

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)

(Attach separate sheet if space provided is insufficient)

Financial Year	Amount (in Lakhs)	Remarks, if any
20		
20 - 20		
20		

10. Give details of the major clients – Educational Institutes/Universities, Government Departments, Research Organizations, to whom item/material of same type have been supplied by the bidder during the last five years in the following format.

Sl. No.	Name & address of the client with details – Name of the contact person, telephone no., Fax no., e-mail id	Name & quantity of the items sold	Purchase Order/Indent No. & Date	Amount
1				
2				
3				
4				
5				

11. The **agency should not have been blacklisted** 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 thee-tendering website i.e. **www.tenderwizard.com/IUSERB**
- (i) Part I (Techno-Commercial) (Bidders don't need to send hard copies. All the documents shall be submitted one-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 THERE OF.**
- 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, lump sum 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

- 1.1.1. 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-
- (1.1.1.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.

- (1.1.1.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**

1.1.1. 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).

1.1.2. 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 there of 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 **one-tendering website i.e. www.tenderwizard.com/USERB only.**

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

PRICE BID

Tender Enquiry No. IISERB/ S&P /2017-18/ 725

Dated: 25-01-2018

For supply of: Data Acquisition and Control Devices for Microscopy Laboratory

Currency: _____

Sl. No.	Description of Material	Qty	Currency	Rate quoted per unit	Total Amount
1.	Data Acquisition and Control Devices for Microscopy Laboratory (Specifications as per Annexure I(a))	1			
	Ex-works				
	FCA/FOB				
	CIP/CIF				
	FOR IISER Bhopal				
	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 has 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.

MODEL BANK GUARANTEE FORMAT FOR PERFORMANCE SECURITY

To

WHEREAS
(name and address of the supplier) (herein after called "the supplier") has undertaken, in pursuance of contract no..... dated..... to supply (description of goods and services) (herein after called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the supplier such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of `(amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the day of, 20.....

.....
(Signature of the authorized officer of the Bank)

.....
Name and designation of the officer

.....
.....
Seal, name & address of the Bank and address of the Branch

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.

Intending contractors need to register themselves on the e-tendering website www.tenderwizard.com/IISERB to get the USERID 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. 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

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 fee **Rs. 1180/- including service 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

Mr.Nikhil Sanal Mob: 09650544776

Email: twhelpdesk673@gmail.com

Help Desk No: 011-49424365