

Basic Details

Organisation Chain	All India Institute of Medical Sciences-Gorakhpur		
Tender Reference Number	2025/AIIMS/RC/Patho		
Tender ID	2025_AIMSG_882912_1	Withdrawal Allowed	Yes
Tender Type	Open Tender	Form of contract	Item Rate
Tender Category	Goods	No. of Covers	2
General Technical Evaluation Allowed	No	ItemWise Technical Evaluation Allowed	Yes
Payment Mode	Offline	Is Multi Currency Allowed For BOQ	No
Is Multi Currency Allowed For Fee	No	Allow Two Stage Bidding	No

Payment Instruments

Offline	S.No	Instrument Type
	1	Demand Draft
	2	FDR
	3	Bankers Cheque
	4	Bank Guarantee

Cover Details, No. Of Covers - 2

Cover No	Cover	Document Type	Description
1	Fee/PreQual/Technical	.pdf	Rate Contract for supply of Lab consumables for Deptt of Pathology
2	Finance	.xls	Rate Contract for supply of Lab consumables for Deptt of Pathology

Tender Fee Details, [Total Fee in ₹ * - 1,500]

Tender Fee in ₹	1,500	
Fee Payable To	Payable To AIIMS Gorakhpur	Fee Payable At Payable At Gorakhpur
Tender Fee Exemption Allowed	Yes	

EMD Fee Details

EMD Amount in ₹	30,000	EMD Exemption Allowed	Yes
EMD Fee Type	fixed	EMD Percentage	NA
EMD Payable To	Payable To AIIMS Gorakhpur	EMD Payable At	Payable At Gorakhpur

[Click to view modification history](#)
Work / Item(s)

Title	Rate Contract for supply of Lab consumables for Deptt of Pathology			
Work Description	Rate Contract for supply of Lab consumables for Deptt of Pathology			
Pre Qualification Details	As per Enclosed NIT			
Independent External Monitor/Remarks	NA			
Show Tender Value in Public Domain	No			
Tender Value in ₹	15,00,000	Product Category	Lab Chemistry Reagents	consumable
Contract Type	Rate Contract	Bid Validity(Days)	270	Period Of Work(Days)
Location	As per Scope of work	Pincode	273008	Pre Bid Meeting Place
Pre Bid Meeting Address	AIIMS Gorakhpur	Pre Bid Meeting Date	08-Nov-2025 11:00 AM	Bid Opening Place
Should Allow NDA Tender	No	Allow Preferential Bidder	No	

Critical Dates			
Publish Date	28-Oct-2025 09:00 AM	Bid Opening Date	19-Nov-2025 03:00 PM
Document Download / Sale Start Date	28-Oct-2025 11:00 AM	Document Download / Sale End Date	18-Nov-2025 03:00 PM
Clarification Start Date	28-Oct-2025 12:00 PM	Clarification End Date	28-Oct-2025 05:00 PM
Bid Submission Start Date	13-Nov-2025 03:00 PM	Bid Submission End Date	18-Nov-2025 03:00 PM

Tender Documents				
NIT Document	S.No	Document Name	Description	Document Size (in KB)
	1	Tendernotice_1.pdf	Rate Contract for supply of Lab consumables for Deptt of Pathology	615.14
Work Item Documents	S.No	Document Type	Document Name	Document Size (in KB)
	1	BOQ	BOQ_927986.xls	387.50

Bid Openers List			
S.No	Bid Opener Login Id	Bid Opener Name	Certificate Name
1.	aroopmohanty7785@yahoo.com	Aroop Mohanty	Aroop Mohanty
2.	manoj.parchake@gmail.com	Manoj B Parchake	Manoj bausaheb parchake
3.	singhmukul3911@gmail.com	Mukul Singh	Mukul singh

GeMARPTS Details			
Reason for non availability of GeMARPTS ID	Urgent nature of Procurement		
Remarks	Rate contract not possible on the GeM portal, hence for cater the requirement for smooth running lab rate contract required.		
Document Name	Undertaking.pdf		
Document Size (in KB)	58.02		

Tender Properties			
Auto Tendering Process allowed	No	Show Technical bid status	Yes
Show Finance bid status	Yes	Stage to disclose Bid Details in Public Domain	Technical Bid Opening
BoQ Comparative Chart model	Normal	BoQ Comparative chart decimal places	2
BoQ Comparative Chart Rank Type	L	Form Based BoQ	No

TIA Undertaking			
S.No	Undertaking to Order	Tender complying with Order	Reason for non compliance of Order
1	PPP-MII Order 2017	Agree	as per GFR
2	MSEs Order 2012	Agree	As per GFR

Tender Inviting Authority			
Name	Executive Director		
Address	AIIMS Gorakhpur		

Tender Creator Details			
Created By	Manoj B Parchake		
Designation	Additional Professor		
Created Date	26-Oct-2025 05:41 PM		



All India Institute of Medical Sciences, Gorakhpur (Uttar Pradesh)

DISCLAIMER

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

Kunraghan, Gorakhpur-273008, Uttar Pradesh

Email: aofficeaiimsgkp@gmail.com.

Website: www.aiimsgorakhpur.edu.in



**Notice Inviting e-tender for Rate Contract for supply of Lab consumables for
Dept of Pathology for Hospital at All India Institute of Medical Sciences,
Gorakhpur (UP)**

CRITICAL DATE SHEET

Published Date	As per CPP Portal
Bid Document Download / Sale Start Date	As per CPP Portal
Clarification Start Date	As per CPP Portal
Clarification End Date	As per CPP Portal
Pre bid meeting	Clarification may be emails only procurementcell@aiimsgorakhpur.edu.in
Bid Submission Start Date	As per CPP Portal
Bid Document Download End Date/ Bid Submission End Date	As per CPP Portal
Bid Opening Date	As per CPP Portal

Kunraghan, Gorakhpur-273008, Uttar Pradesh

email: procurementcell@aiimsgorakhpur.edu.in Website: www.aiimsgorakhpur.edu.in



All India Institute of Medical Sciences, Gorakhpur (Uttar Pradesh)

Kunrughat, Gorakhpur-273008 (UP)

Website: www.aiimsgorakhpur.edu.in

Subject: Rate Contract for supply of Lab consumables for deptt of Pathology for Hospital All India Institute of Medical Sciences, Gorakhpur.

1. Online Tender in Two bids (Technical and Financial) is invited on behalf of the Executive Director, All India Institute of Medical Sciences, Gorakhpur for Rate Contract supply of Surgicel Gloves items for Laboratory, Dept. of Biochemistry, All India Institute of Medical Sciences, Gorakhpur
2. Tender document may be downloaded from AIIMS web site www.aiimsgorakhpur.edu.in (for reference only) and CPPP site <https://eprocure.gov.in> as per the schedule as given in CRITICAL DATE SHEET.
3. Bid shall be submitted online at CPPP website: <https://eprocure.gov.in/eprocure/app>.
4. Bid documents may be scanned with 100 dpi with black and white option, which helps in reducing size of the scanned document.
5. Bidder who has downloaded the tender from the **AIIMS web site www.aiimsgorakhpur.edu.in** and Central Public Procurement Portal (CPPP) e-procurement website <https://eprocure.gov.in> 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 bidder is liable to be banned from doing business with AIIMS, Gorakhpur.

Manual bid shall not be accepted in any circumstance.

6. The complete bidding process is online bidding; Bidder should be in possession of valid Digital Signature Certificate (DSC) for online submission of bids. Prior to bidding DSC needs to be registered on the website mention above.
7. **Bidders are advised to follow the instructions provided in the 'Instructions to the Bidder for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in>.**
8. **Bid must 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. **Manufacturer/OEM/Direct Importer must provide evidence of having supplied same item in government hospital/organization or reputed private hospital/ organizations in India.**
11. **Bidder** should be registered and should have average annual turnover of at least Rupees 25 Lakh average in the last three financial years. **Copies of authenticated/audited financial statement for the past three financial years** should be uploaded. In case of Dealer/Distributor/Supplier have not minimum annual turnover they should submit Manufacture/OEM authenticated balance sheet & Profit & loss A/c/Income Expenditure for last three financial years having average annual turnover of at least Rupees one crore in the last three financial years. Dealer/Distributor/Supplier shall submit audited financial statement for the past three financial years.
12. The tender document must be accompanied with copy of PAN, Certificate of firm/company registration, GST registration etc.
13. The quantity shown against each item is approximate and may vary as per requirement of the Institute at the time of placement of order.

14. The bidder must be able to provide the product/items within specified time as prescribed in the Purchase Order failing which the Performance Security Deposit (PSD) shall be forfeited and Purchase order shall be cancelled. In such circumstances, the Institute may award the work to other qualified bidders (L-2) at the (L-1) rate as per terms & conditions of the Institute.
15. In the event of any dispute or difference(s) between the Institute (AIIMS Gorakhpur) and the bidder(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 Executive Director, AIIMS Gorakhpur 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.
16. The arbitrator shall decide the place of arbitration and the language to be used in arbitral proceedings.
17. All disputes shall be subject to Gorakhpur Jurisdiction only.
18. **AIIMS Gorakhpur 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 summarily rejected.**
19. The Tender/Bid will be opened in **Medical College, AIIMS Gorakhpur, Uttar Pradesh-273008**. The financial bids of only technically qualified bidders shall be opened.
20. 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 is to be submitted by the bidder.

21. Award of Contract

The Purchaser will award the contract to the bidder whose bid is technically responsive and who had quoted the lowest price.

- i) Notwithstanding the above, the Purchaser reserves the right to accept or reject any bids and to cancel the bidding process and reject of all bids at any time prior to the award of contract.
- ii) The Purchaser shall notify the bidder whose bid is accepted for award of contract prior to expiration of the bid validity period. The terms of the accepted bid shall be incorporated in the purchase order.

22. Rates should be quoted inclusive of packing, forwarding, postage, and transportation charges etc.

23. Conditional bid will be treated as unresponsive and it shall be rejected.

24. The competent authority reserves all rights to reject the goods if the same are not found in accordance with the required description / specifications/quality.

25. A brochure displaying clearly the Product is to be attached with the BID.

26. In case the supplier requires any elucidation regarding the tender documents, they are requested to contact through e-mail: procurementcell@aiimsgorakhpur.edu.in on or before end date of clarification as per critical date sheet.
27. 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 bidder fails to 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 at 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.
- The bidders are required to submit the following annexure in compliance of public procument (Preference to Make in India) order, 2017.
- **Affidavit of self-certification regarding local content (to be provided on own letterhead).**

28. 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, Gorakhpur.

29. Non- responsive tender :-The following are some of the important aspects, for which a tender shall be declared non – responsive during the evaluation and will be ignored:

- a. Tender Document along with corrigendum (signed & stamped) not uploaded.
- b. Bid validity is shorter than the required period.
- c. Required Bid Security (Amount, validity etc.)/ Exemption documents have not been uploaded as per stipulated provisions.
- d. Bidder has quoted for goods manufactured by other manufacturer(s) without the required Manufacturer's Authorization Form as per Annexure-III.
- e. Bidder has not agreed to give the required performance security of required amount in an acceptable form for due performance of the contract.
- f. Bidder has not agreed to other essential condition(s) specially incorporated in the Tender document like terms of payment, liquidated damages clause, dispute resolution mechanism, and applicable law.
- g. Poor/unsatisfactory past performance.
- h. Bidders who stand de-registered/ banned/ blacklisted by any Central Govt. Ministries/ Departments/ Hospitals/Institutes.
- i. Bidder has not quoted for the entire quantity as specified in the Schedule of Requirements in the quoted schedule.
- j. Bidder has not agreed for the delivery terms and delivery schedule.
- k. Other terms and condition applicable as per manual for procurement of goods 2017, GFR- 2017 etc.

Administrative Officer

AIIMS, Gorakhpur (UP)

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.** Successful bidder/firm should submit Performance Security Deposit in favour of "Executive Director, AIIMS, Gorakhpur-Receipt Account" before the date of commencement of supply or 21 days from the date of LOA, whichever is earlier. The Performance Security Deposit shall be furnished in the form of FDR/DD/Bank Guarantee or performance guarantee bond as per proforma given in the tender documents, for an **amount covering 3% of the contract value.**
- c.** The Performance Security Deposit should be established in favour of **Executive Director, AIIMS Gorakhpur**, through any Schedule Bank with a clause to enforce the same on their local branch at Gorakhpur.
- d.** Validity of the Performance Security Deposit shall be for a period of 60 days beyond Contract Period.

2) Delivery: The successful bidder should strictly adhere to the following delivery schedule i.e. within 15 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, Liquidated Damages will be imposed as per clause no. 4.

3) Purchase Order will be placed as per requirement of the Institute.

4) Penalty/LD: if the suppliers fail to Supply any, all the material or fail to perform the services within the specified date as mentioned in purchase order, penalty at the rate of 0.5% per week, **or part thereof** subject to the maximum of **10% of delayed goods value will be imposed.**

5) The quantity of consumables/reagents required by the Institute may vary on yearly basis. The requirement shall depend on the patient load and reagent consumption. However, the reagent/consumables are required to be stocked by the dealers/suppliers based in Gorakhpur/Lucknow Uttar Pradesh for at-least a month who may be asked to provide the same at short notices, not exceeding 48 hours. The details stock of each parameter kept at the distributor level should be discussed with the department from time to time.

6) Right of Acceptance: AIIMS, Gorakhpur reserves the right to accept or reject any or all tenders without assigning any reason thereof and also does not bind itself to accept the lowest quotation or any tender.

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 Bidder 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 'non-compliance' or 'breach of contract' and the order in part or 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 Bidder as mentioned below:

- 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, Gorakhpur reserves all right to reject any tender including of those Bidders 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, Gorakhpur 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 Bidder, 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 Bidder 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 Bidder by registered / speed post. If the Bidder does not agree to the observation of the purchaser, the tender is liable to be ignored/cancelled.

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, Gorakhpur 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, Gorakhpur. 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, Gorakhpur, which will be at liberty to refuse if thinks fit. The bid is not transferable.

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

17) Terms of payment:

- a.** 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)** Three copies of suppliers invoice showing contract number, goods description, quantity, unit price and total amount.
 - ii)** Two copies of delivery challan.
- b.** The supplier shall not claim any interest on payment under the contract.
- c.** 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.
- d.** No payment shall be made against the rejected items by the stores. The supplier must replace rejected items within one week of the date of issue of rejection advice at their own cost & replace them immediately. In case these are not removed these will be auctioned at the risk and responsibility of the suppliers without notice.

18) Packing: Goods must be securely and adequately packed and protected in order to prevent damage, otherwise all losses and /or damage resulting from inadequate packing and/or inadequate protection or inadequate marking shall be borne by seller/seller's Principal abroad. The supplier shall mark each package on three sides with indelible paint of proper quality as below:-

- a)** Purchase Order number and date.
- b)** Brief description of goods including quantity.
- c)** Purchaser's name and full address.
- d)** Supplier's name and full address.

19) Good & Service Tax:

- a)** GST rates applicable on the quoted item may please be mentioned in the bid document.
- b)** It may be confirmed 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 Gorakhpur by way of commensurate reduction in the prices".
- c)** HSN Code for each item should be clearly mentioned in BOQ/Financial Bid.

20) Fall Clause:

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

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

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

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

21) **Arbitration:** If any difference arises concerning this agreement, its interpretation or payment to be 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 Gorakhpur to settle the dispute by Sole Arbitrator. The Executive Director, AIIMS Gorakhpur, will appoint sole arbitrator. 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 Gorakhpur/Lucknow, Uttar Pradesh and all obligations hereunder shall be deemed located at Gorakhpur/Lucknow Uttar Pradesh and Court within Gorakhpur/Lucknow, Uttar Pradesh will have Jurisdiction to the exclusion of other courts.

23) **Option Clause/ Tolerance Clause:**

a) At the time of awarding the contract, the purchaser reserves the right to increase or decrease by up to 25% to 30%, the quantity of goods and services mentioned in the schedule (s) in the "Schedule of Requirements" (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 for supply of tendered items shall be valid for a period of **two years** from the date of commencement of Contract and the Executive Director, AIIMS Gorakhpur on mutual agreement on same terms and conditions for one & more year, can extend same. The Executive Director AIIMS Gorakhpur 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) **Penalties for non-performance**

- a. The penalties to be imposed, at any stage, under this tender are;
- b. imposition of liquidated damages,
- c. forfeiture of EMD/performance security,
- d. termination of the contract,
- e. Blacklisting/debarring of the bidder
- f. Failure of preventive/ periodic maintenance

Consumables rates List of Primary antibodies markers with general specifications or clones for Rate contract under Department of Pathology, AIIMS Gorakhpur

Sr. No	Primary antibodies	Clone	Pack size	Qty
1	Estrogen Receptor (ER)	alpha-EP1-Rabbit Monoclonal antibody	0.5 mL concentrate	1
2	Progesterone Receptor (PR)	EP2-Rabbit Monoclonal antibody	0.5 mL concentrate	1
3	HER2 neu	Erb2-SP3- Rabbit Monoclonal	0.5 mL concentrate	1
4	Ki-67 (MIB1)	Mouse Monoclonal antibody	0.5 mL concentrate	1
5	E-Cadherin	Mouse Monoclonal antibody	0.5 mL concentrate	1
6	Smooth Muscle Myosin Heavy Chain (SMMHC)	EP166- Rabbit Monoclonal antibody	0.5 mL concentrate	1
7	p63	4A4-Mouse Monoclonal antibody	0.5 mL concentrate	1
8	PAN CK(AE1/AE3)	Mouse Monoclonal antibody	0.5 mL concentrate	1
9	CK7	EP16-Rabbit monoclonal antibody	0.5 mL concentrate	1
10	CK20	EP23-Rabbit Monoclonal antibody	0.5 mL concentrate	1
11	CK5/6	EP24/EP67-Rabbit Monoclonal antibody	0.5 mL concentrate	1
12	Ber-EP4	Mouse Monoclonal antibody	0.5 mL concentrate	1
13	HMB45	Mouse Monoclonal antibody	0.5 mL concentrate	1
14	Melan A/MART-1	Mouse Monoclonal antibody	0.5 mL concentrate	1
15	P40	ZR8-Rabbit Monoclonal antibody	0.5 mL concentrate	1
16	TF1	SPT24-Mouse Monoclonal antibody	0.5 mL concentrate	1
17	Napsin-A	BS10-Mouse Monoclonal antibody	0.5 mL concentrate	1
18	Synaptophysin	EP158-Rabbit Monoclonal antibody	0.5 mL concentrate	1
19	CD45	RB-2B11+PD7/26-Mouse monoclonal antibody	0.5 mL concentrate	1
20	CD3	EP41-Rabbit Monoclonal antibody	0.5 mL concentrate	1
21	CD20	L26-Mouse Monoclonal antibody	0.5 mL concentrate	1
22	Smooth Muscle Actin (SMA)	1A4-Mouse Monoclonal antibody	0.5 mL concentrate	1
23	Desmin	D33-Mouse Monoclonal antibody	0.5 mL concentrate	1
24	CD34	Qbend10-Mouse Monoclonal antibody	0.5 mL concentrate	1
25	S100	4C4.9-Mouse Monoclonal antibody	0.5 mL concentrate	1
26	CD10	56C6- Mouse Monoclonal antibody	0.5 mL concentrate	1
27	P16-INK4	MX007-Mouse Monoclonal antibody	0.5 mL concentrate	1
28	CD44	SP37-Rabbit Monoclonal antibody	0.5 mL concentrate	1
29	CD15	MMA- Mouse Monoclonal antibody	0.5 mL concentrate	
30	Ep-CAM	EP155-Rabbit Monoclonal antibody	0.5 mL concentrate	1
31	CD30	Ber-H2- Mouse Monoclonal antibody	0.5 mL concentrate	1
32	BCL-6	PG-B6p-Mouse Monoclonal antibody	0.5 mL concentrate	1
33	MUM-1	EP190/BC5- Rabbit Monoclonal antibody	0.5 mL concentrate	1
34	PAX-8	MD-50/MRQ-50- Mouse Monoclonal antibody	0.5 mL concentrate	1
35	WT-1	6F-H2- Mouse Monoclonal antibody	0.5 mL concentrate	1
36	Chromogranin A	EP38- Rabbit Monoclonal antibody	0.5 mL concentrate	1
37	CMV	DT10+BC90/213m-25	0.5 mL concentrate	1
38	EBV-LMP	EBV01/02/03/CS1-4	0.5 mL concentrate	1
39	CD38	38C03	0.5 mL concentrate	1
40	CD99	EP8 EwSarc12E7	0.5 mL concentrate	1
41	MyoD1	EP212/5.8A	0.5 mL concentrate	1
42	pCEA	Polyclonal	0.5 mL concentrate	1

43	GFAP	GA5	0.5 mL concentrate	1
44	Calretinin	Dak-Calret 1/ BSR235	0.5 mL concentrate	1
45	Kappa Immunoglobulin Light Chain	Polyclonal	0.5 mL concentrate	1
46	Lambda Immunoglobulin Light Chain	Polyclonal	0.5 mL concentrate	1
47	CD5	EP77	0.5 mL concentrate	1
48	CD23	SP23	0.5 mL concentrate	1
49	Vimentin	SP20	0.5 mL concentrate	1
50	CD68	PGM1	0.5 mL concentrate	1
51	GATA-3	L50-823	0.5 mL concentrate	1
52	NKX 3.1	EP356	0.5 mL concentrate	1
53	Mammaglobin	EP249/1A5	0.5 mL concentrate	1
54	HepPAR-1	OCH1E5	0.5 mL concentrate	1
55	EMA	E29	0.5 mL concentrate	1
56	C-Kit (CD117)	EP10	0.5 mL concentrate	1
57	Glypican-3	1G12	0.5 mL concentrate	1
58	Annexin 5	1F4-1A5	0.5 mL concentrate	1
59	OCT-3/4	C-10	0.5 mL concentrate	1
60	SATB-2	EP281	0.5 mL concentrate	1
61	TLE1	1F5	0.5 mL concentrate	1
62	CD56	123C3	0.5 mL concentrate	1
63	IgG4	EP138	0.5 mL concentrate	1
64	CD19	SP110	0.5 mL concentrate	1
65	CD25	4C9	0.5 mL concentrate	1
66	CD4	EP204	0.5 mL concentrate	1
67	CD8	SP16	0.5 mL concentrate	1
68	CD7	EP132	0.5 mL concentrate	1
69	Cyclin D1	EP12	0.5 mL concentrate	1
70	p53	BP53-12/D07	0.5 mL concentrate	1
71	CD138	MI15	0.5 mL concentrate	1
72	CD1a	O10	0.5 mL concentrate	1
73	PAX5	MX017	0.5 mL concentrate	1
74	Helicobacter pylori	Polyclonal	0.5 mL concentrate	1
75	SALL4	EE-30	0.5 mL concentrate	1
76	SOX10	EP-268	0.5 mL concentrate	1
77	Poly Excel HRP/DAB Detection Kit	1	100ml	5
78	Immunowash Buffer	1	500ml	5
79	Tris EDTA Buffer	1	500ml	5
80	Positively charged coated glass slides for IHC	Dimension: 75mmx25mm	50 slides per pack	5000 slides
81	Humid Chamber	1	1	1

Additional terms & conditions of Rate Contract:

1. All the primary antibodies, HRP/DAB detection kit, Immunowash buffer should have a shelf life of at least 2 years from date of supply.
2. Vendors should provide lowest price certificate or price justification/reasonability by Benchmarking from previous supply or purchase order.
3. The rate contract will be valid for two years (extendable by upto 1 year) from the date of award of contract.
4. The quantity mentioned is tentative, and it may increase or decrease as per prevailing needs of the department.
5. Vendors participating in this rate contract has to comply with following fall clause- "If the supplier sells or offers to sell the contracted goods or services at a lower price to any other party during the contract's term, the rate contract price for AIIMS Gorakhpur will also be automatically reduced to match that lower price".
6. Vendors have to invariably mention the brand of all the antibody (for which they are participating in the bid) which they intend to supply under this rate contract.

- If anywhere by mistake, specific brand mention kindly read equivalent/similar.
- All Bidder should submit samples for evolution of items non-submission of samples of offered items bid will be rejected.
- All samples must reach at central store before bid submission date, after bid submission date samples not received.

Address for submission of samples:

Central store (OPD building)

All India Institute of Medical Sciences

Technical Bid

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

- a) Bid Security Declaration as mentioned in tender document must uploaded **(Bidder)**.
- b) Please state **whether the bidder** is Manufacture/ Importer trader relevant document should be uploaded.
- c) In case of Distributor/Dealer/Supplier must upload **tender specific authorization certificate** from OEM/ manufacturer.
- d) Copy of PAN Card **should be uploaded (Bidder)**.
- e) Firm/Company registration certificate should be uploaded **(Bidder)**.
- f) The GST registration details may be furnished **(Bidder)**.
- g) Income Tax Return of last three years should be uploaded **(Bidder)**.
- h) Signed and scanned copy of User List (List of Govt./Semi Govt./Reputed Pvt. Hospital/Organization) where quoted model of the items has been supplied and installed as per the Annexure-II. **(Bidder / OEM/ Manufacturer)**
- i) Manufacturer/ OEM/ Dealer/ Distributor must provide evidence of having supplied same item in government hospital/organization or reputed private hospital/ organizations in India similar nature of items in the last three years and the purchase order copy without hiding rate of the same should be uploaded.
- j) Annual turnover & balance sheet of last three year duly certified by CA as mentioned in tender document should be uploaded.
- k) "Declaration by the Bidder" as mentioned in tender document should be uploaded **(Bidder)**.
- l) Technical specification compliance report should be uploaded **(Bidder)**. If any deviation is there, in reference to the tender specification, with their quoted specification, it should be clearly stated. Otherwise the bid should be treated non responsive & no further intimation can be entertained.
- m) A brochure/catalogue displaying clearly the product should be uploaded **(Bidder)**.
- n) An undertaking may be given that the price list being furnished with the proposal will remain valid for the current rate contract irrespective of validity period.
- o) Please provide 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) The bidder should not have been blacklisted by the Central/State Govt./PSU/Autonomous bodies etc. in the last 10 years. An affidavit to this effect is required.
- q) One Manufacturer submit one offer self or their Direct Importers/Authorized dealer.

PRICE BID (Format)

S.No.	Description of Item	Pack Size	Rate per Pair

Price bid in the form of BOQ_XXXX.xls.

Lowest bidder 1 will decide on item wise.

Annexure-II
Format of Experience certificate

Sl. No .	Contract No. /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./Reputed Pvt. Hospital/Organization) where quoted consumables has been supplied.
- b. Copies of supply orders of the same consumables quoted (without hidden price for rate justification).

FORMAT OF UNDERTAKING, TO BE FURNISHED ON AN AFFIDAVIT

To,
The Executive Director
AIIMS, Gorakhpur
Uttar Pradesh

We hereby confirm and declare that we, M/s -----, is not blacklisted/ De-registered/
debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for
which we have Executed/ Undertaken the works/ Services during the last 10 years.

For -----

Authorized Signatory Date:

Declaration by the Bidder:

1. I am authorized signatory of the agency/firm and am competent to sign this declaration and execute this tender document.
2. 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
3. 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 Gorakhpur and/or prosecuted as per laws.
4. 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.
5. 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, Gorakhpur 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.
6. 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 Executive Director,
AIIMS, Gorakhpur

Dear Sir,

Tender No. : _____.

Item Name : _____

- a. 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.
- b. 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.
- c. We also hereby undertake to provide full guarantee/warrantee/Comprehensive Annual Maintenance Contract 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 / Comprehensive Annual Maintenance Contract and to supply all the spares/ accessories / consumables etc. during the said period.
- d. We hereby extend our full guarantee and warranty as per the conditions of tender for the goods bided for supply against this tender by the above firm.

The authorization is valid up to _____

Yours faithfully,

(Name)

For and on behalf of M/s. _____

(Name of manufacturers)/Principal

PARTICULARS FOR PERFORMANCE GUARANTEE BOND**(To be typed on Non-judicial stamp paper of the value of Indian Rupees of Two Hundred)**

(TO BE ESTABLISHED THROUGH ANY OF THE SCHEDULED BANK (WHETHER SITUATED AT GORAKHPUR OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT GORAKHPUR. BONDS ISSUED BY CO- OPERATIVE BANKS ARE NOT ACCEPTED)

To,

The Executive Director
All India Institute of Medical Sciences (AIIMS),
Kunrughat, Gorakhpur, Uttar Pradesh

LETTER OF GUARANTEE

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

Now this bank here by guarantees that in the event of the said supplier/firm (seller) failing to abide by any of the conditions referred to intender document/purchase order/performance of the consumables/instrument/machinery, etc. This Bank shall pay to All India Institute of Medical Sciences (AIIMS) Gorakhpur on demand and without protest or demur.....(Rupees).

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

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

Not with standing anything contained herein:

- a. Our liability under this Bank Guarantee shall not exceed..... (Indian Rupees only)
- b. This Bank Guarantee shall be valid 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 Gorakhpur 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

Name of the Bank:.....

Complete Postal Address:

Date:.....

Tender No._____

Specification of Lab consumables for deptt of Pathology**Technical Specifications: -**

Material: Natural Rubber Latex

Type: Powder-free, ambidextrous, straight fingers with breaded cuff ,

Sterility: Non-Sterile

Length 240 mm (minimum)

Thickness at Finger: ≥ 0.08 mm, **thickness at palm** ≥ 0.08 mm, **Thickness cuff** ≥ 0.05 mm

Shelf Life: Minimum 36 months or more (up to 48 or 60 months)

Pack Size: Box of 50/100 gloves

Glove Size: Any size (S/M/L/XL, other as per demand)

Acceptable Quality Level (AQL) for pinhole: ≤ 1.5

Sample- provision of advance sample of the product

Compliance & Standards:

- BIS Certified (ISI marked)
- Compliance to Medical Device Rule (MDR) 2017 as amended till date
- Availability of Test Report for each supplied batch/product from CDSCO approved Laboratory as per Medical Device Rule (MDR) 2017 as amended till date
- IS:15354 (Part 1) Latest
- After supplying of goods, COA reports should be supplied.
- **Quality Standards**
 - ASTM D3578 (For latex gloves)
 - ISO 11193-1 (International standard for single use Lab consumables for deptt of Pathology)
 - ISO 13485 Latest- Quality management system for medical device
 - ISO 10282 (Single-use sterile gloves)

Instructions for Online Bid Submission:

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

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

REGISTRATION

- 1) *Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrollment" 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 repeatedly. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

1. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
4. Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
6. The server time (which is displayed on the bidders 'dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
7. The documents being submitted by the bidders would be encrypted using PKI encryption all techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of

the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key.

- 8. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.*
- 9. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.*
- 10. Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.*
- 11. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.*

ASSISTANCE TO BIDDERS

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

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.