

F.No. 2.2(48)/2016-G.II
UNION PUBLIC SERVICE COMMISSION
(SANGH LOK SEVA AYOOG)
Dholpur House, Shahjahan Road,
New Delhi -110069

NOTICE INVITING TENDERS

To _____

Dear Sir,

Online bids under two-bid system are invited from Original Equipment Manufacturer (OEM)/authorized dealers/suppliers/distributors/channel partners of the OEM for Upgradation of the existing Hitachi 5 TB SAN/Unified Storage System (Model No. HUS 130) to 10 TB storage capacity. The scope of work and technical specifications are given in Annexure-IA & Annexure-IB of this document. **Manual bids shall not be accepted.**

Tender documents may be downloaded from UPSC website www.upsc.gov.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule given in **CRITICAL DATE SHEET** as under:

CRITICAL DATE SHEET

| | |
|---|-------------|
| Date of Publishing on CPP Portal | 02.08.2017 |
| Document Download Start Date | 02.08.2017 |
| Document Download End Date | 14.08.2017 |
| Bid Submission Start Date | 02.08.2017 |
| Last Date & Time for Uploading of Online Tender | 14.08.2017 |
| Date & Time for Opening of Technical Bids | 16.08.2017 |
| Earnest Money Deposit (EMD) | Rs.15,000/- |

Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>.

Bidders are advised to follow the instructions provided in the ‘Instructions to the Contractors/Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app>’.

Bid documents may be scanned with **100 dpi** with black and white option which helps in reducing size of the scanned document.

GENERAL TERMS & CONDITIONS

1. Procedure of Submission of Bids:

Bids should be submitted through **Central Public Procurement Portal (e-procurement)** only.

The tender shall be submitted online in two parts, viz., **Technical Bid** and **Price Bid**.

All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. The offers submitted by Fax/e-mail or any other mode shall not be considered. No correspondence will be entertained in this regard. The **hard copy** of original instruments of Earnest Money Deposit (EMD) of Rs.15,000/- in the form of a Demand Draft/Pay Order/FDR payable to the Secretary, UPSC must be delivered **to UPSC** on or **before the last date/time** of submission of online bids as mentioned in **critical date sheet**.

(i) TECHNICAL BID

The bidder should submit the following documents duly signed and stamped by the authorized signatory along with the Technical Bid:-

- a) Signed & scanned copy of Registration Certificate/Certificate of Incorporation of the company as proof that the bidder is a legally valid entity either in the form of a Limited Company or a Private Limited Company registered under the Companies Act, 1956. Bidders in the form of JV/consortium, Proprietorship or Partnership firms are not permitted.
- b) Signed & scanned copy of PAN card;
- c) Signed & scanned copy of Earnest Money Deposit (EMD) of Rs.15,000/-.
- d) Signed & scanned copy of ISO Certification
- e) Signed & scanned copy of Authorization from OEM;
- f) Signed & scanned copies of IT Returns of the firm for the preceding three years including the year 2015-2016;

- g) Signed & scanned copies of audited Balance Sheets of the firm for the preceding three years including the year 2015-2016 and certificate from Chartered Accountant (CA) indicating the annual turnover for each of the last three financial years as supporting documents of having minimum annual turnover of Rs. 30 lakh.
- h) Signed & scanned list of Govt./Public Sector organizations where the firm has executed or is executing similar services along with copies of at least two work order/purchase order with separate organization and satisfactory certificate from the concerned organization during the preceding 5 years must be enclosed.
- i) Signed & scanned copy of Technical Compliance Statement as at Annexure-II.
- j) Signed & scanned copy of requisite certificate as at Annexure-III.
- k) Signed & scanned copy of requisite certificate as at Annexure-IV.
- l) Signed & scanned copy of duly filled Checklist (Annexure-VI)

(ii) PRICE BID

Schedule of price bid must be submitted in the prescribed format only. The bidder will strictly submit the rate in the proforma prescribed for Price Schedule (Annexure-V). Rates should be quoted exclusive of taxes. Taxes shall be quoted separately along with rates.

2. Earnest Money Deposit:

An Earnest Money Deposit (EMD) of Rs.15,000/- (Rupees Fifteen Thousand only) is essentially required to be submitted along with the tender. EMD shall be deposited in the form of a Demand Draft/Pay Order/FDR from any nationalized bank payable to the Secretary, UPSC at Delhi/New Delhi failing which the bid will be summarily rejected. The Kendriya Bhandar, NCCF, the firm registered with NSIC/DGS&D and any organization exempted from submission of EMD under rules are exempted from submission of EMD on submitting the documentary proof. For other bidders, submission of EMD in prescribed form as mentioned above is mandatory.

- (i) The EMD shall be valid for minimum period of 45 (forty five) days beyond validity of the bid.

- (ii) The EMD shall be scanned and uploaded to the e-Tendering website within the period of tender submission and original should be deposited in UPSC.
 - (iii) The EMD of the unsuccessful bidders would be returned to them after the finalization of the tender. No interest on EMD would be paid by UPSC, under any circumstances.
3. **Performance Security:** The successful bidder will be required to furnish Performance Security @5% of the value of purchase order for upgradation of SAN/Unified Storage System. The Performance Security shall be in the form of Demand Draft/Pay Order/Bank Guarantee in favour of Secretary, UPSC payable at Delhi and shall be submitted within 15 days of issue of purchase order. The Performance Security shall remain valid till ninety days of the completion of all contractual obligations. It should be clearly understood that in the event of the work not being completed as per the Technical Specifications/Scope of Work, the Performance Security is liable to be forfeited. This will be in addition to the liquidated damages/penalties, if any, which may be imposed as specified in the terms and conditions hereto. The EMD would be refunded to the successful bidder on receipt of Performance Security. No interest on Performance Security would be payable by UPSC under any circumstances.

ELIGIBILITY CRITERIA

- 4. The bidder shall necessarily be a legally valid entity either in the form of a Limited Company or a Private Limited Company registered under the Companies Act, 1956. Bidder in the form of JV/consortium, Proprietorship or Partnership is not permitted. A proof for supporting the legal validity of the bidder i.e. Registration Certificate/Certificate of Incorporation of the company shall be submitted.
- 5. The bidder shall be Original Equipment Manufacturer (OEM)/authorized dealers/distributors/channel partners of the OEM who have experience in this field. Authorization from OEM shall be submitted by the bidder.
- 6. The bidder must have the experience of providing upgradation of SAN/Unified Storage System with specifications as mentioned in the Annexure-IB to Govt. organizations/Public Sector companies for at least five years. A list of Govt./Public Sector organizations where the firm has executed similar services along with copies of at least 2 work orders/purchase orders each with separate organization and satisfactory work certificates from the concerned organization during the preceding 5 years must be enclosed with the technical bid.
- 7. The firm should have been in existence for at least 7 years. Documentary proof in the form of Registration/Certificate of Incorporation clearly indicating the date of incorporation should be enclosed with the Technical Bid.

8. The firm should also have a minimum turnover of Rs.30 lakh per year. In this regard, the bidder shall submit audited Balance Sheets of the firm for the preceding three years including the year 2015-2016 and a certificate from Chartered Accountant (CA) clearly indicating the annual turnover for each of the last three financial years.
9. The bidder shall be an ISO 9001:2008 certified company. Documentary proof to be attached with the technical bid.

OTHER TERMS & CONDITIONS

10. Taxes shall be quoted separately along with rates. Bidders who do not quote tax rates separately will not be considered responsive and their bid will be rejected.
11. Income Tax: Recoverable at source from the bills, as applicable. Bidders should furnish their permanent I.T. A/c No. (PAN). They are also required to furnish a certificate as at Annexure-III that they have not been penalized or convicted for concealment of income/wealth during the preceding three years.
12. **Evaluation of Bids:** Technical and financial evaluation of bids will be done by a Tender Evaluation Committee (TEC) constituted for the purpose. The technical bids will be evaluated by taking into account the eligibility conditions as mentioned in this tender document and compliance with the commercial conditions, scope of work and technical specifications. Financial bids of only techno-commercial responsive bidders will be opened whose technical bids have been approved by the Competent Authority. L-1 bidder will be determined on the basis of unit price plus taxes as applicable at the time of bid submission.
13. **Warranty:** One year hardware warranty and support from the date of completion of system upgradation as certified by IS Wing.
14. **Delivery/Timeline:** The successful bidder shall complete upgradation of SAN/Unified Storage System within 8 weeks from the date of issue of purchase order. This includes supply, installation & configuration of the expanded disks/storage with the existing storage system and supply of the required accessories including cables for upgrading the SAN system.
15. **Liquidated Damages/Penalties:** If the successful bidder fails to make delivery within the stipulated delivery/timeline, Liquidated Damages @0.5% of the price of delayed goods for delay of each day subject to maximum 10% of value of purchase order may be imposed and deducted from the concerned bill. In case of delay beyond 20 days, UPSC may cancel the purchase order and forfeit such amount or full amount of the EMD/Performance Security of the firm as deemed fit besides procuring the material from any other source at the risk and cost of the bidder. The decision of Secretary, UPSC shall be final and binding.

16. **Payment Terms:**

- (a) 90% payment would be released after successful completion of upgradation of the SAN/Unified Storage System and upon satisfactory certification by IS Wing of the Commission.
- (b) The remaining 10% payment would be released one year after successful completion of upgradation of the SAN/Unified Storage System and upon satisfactory certification by IS Wing of the Commission..

17. **Risk Purchase Clause:** If the firm after submission of bid and due acceptance of the same i.e. after the placement of order fails to abide by the terms and conditions of the tender document and/or execute the work as per prescribed schedule given or at any time repudiates the contract, the UPSC will have the right to forfeit the EMD, invoke the Performance Security, deposited by the firm and get the work done from other firm at the risk and expense of the firm. The cost difference between the alternative arrangement and firm's bid value will be recovered from the firm along with other incidental charges. In case UPSC is forced to get the work done through alternative sources and if the cost is lower, no benefit on this account would be passed on to the firm.

18. **Arbitration:** Any dispute or difference whatsoever arising between UPSC & the firm out of or relating to the conclusion, meaning and operation or effect of this contract or the breach thereof shall be settled by the Arbitrator to be appointed by UPSC in accordance with the provisions of Arbitration and Conciliation Act, 1996 and the award in pursuance thereof shall be binding on UPSC and the firm. The venue of Arbitration shall be at Delhi.

19. **Jurisdiction:** Subject to the arbitration herein above provided, any suit or proceedings to enforce the right of either of the parties hereto the contract shall be instituted in and tried only by the courts in Delhi and by no other court, and both the parties hereto hereby expressly agree to submit to the jurisdiction of such court.

20. **Force Majeure:** UPSC or the bidder, as the case may be, in case of any failure or omission to complete the contractual liability or having delayed the performance of its work on account of natural calamities such as fires, floods, earthquakes, hurricanes etc. and reasons beyond one's control such as civil strikes, lockouts, strikes, riots, civil war etc. shall not be held responsible for such omission, failure or delay and shall be relieved of their respective obligations to perform provided either party give to the other party a notice within 21 days of the occurrence of such incidence. Either party, as and when it gives notice of force majeure shall provide confirmation of such events in the form of certificate from the Government Department or agency or Chamber of Commerce. The parties shall be relieved of their respective obligations to perform hereunder for so long as the event of force majeure continues and to the extent their performance is affected by such an event of force majeure provided notices as above are given and the event of force majeure is established as provided herein above. However, UPSC reserves the right to terminate the contract if the performance against

the contract is prevented by the event of strike, lockout etc. for a period exceeding 60 days.

21. UPSC reserves the right to accept or reject all or any of the bids without assigning any reasons. The decision of the Secretary, UPSC would be final and binding.
22. Bids will be valid for a minimum period of 180 days from the date of opening of technical bids.
23. Any queries relating to this tender may be directed to the following Helpline No.: 011-23381141 during office hours.
24. The tender notice is also available on UPSC's website: www.upsc.gov.in.

(R.K. Dixit)
Under Secretary (G-II)

Annexure –IA

Scope of Work

A 5 TB unified storage/SAN storage (Hitachi make, HUS 130) was procured in the year 2015 with a warranty of three years for the use of Commission. The existing Unified storage/SAN is configured with Redundant Array of Independent Disks (RAID) - 5 level.

The firm will have to ensure the upgradation of existing 5 TB SAN to 10 TB SAN with following functionalities.

1. Installation & Configuration of hardware i.e. HUS 130 storage (SAN) with available LAN setup including configuration & securities policies.
2. Install/Configure the licenses for Storage as per Hitachi Data System (HDS) bill of quantity (BOQ)
3. The SAN should be configured with existing RAID-5 level.
4. The SAN should also be accessed through Network Attached Storage (NAS).
5. Conduct tests to assure Host-to-LUN (Logical Unit Number) access is implemented as per the design/layout.
6. Conduct basic functionality and testing to assure that Storage is upgraded as per requirement.
7. The vendor should take the responsibility for non-violation of any original warranty terms & condition.
8. The vendor should provide all the required accessories including cables for upgrading the SAN system

Annexure-IB

Tentative SOR/Technical Specifications for Expansion of Existing Storage by 5 TB SAN

| Sr. No. | Product Description | Product Code | Quantity |
|----------------|--|--------------------------------|-----------------|
| 1 | HUS 130/150 File Module 4040 SW Lic-1TB License 'Value included in the unit' | 044-231393-.03P | 6 |
| 2 | Dummy Drive for SFF (2U) Trays | 3282382-001.P | 9 |
| 3 | HUS 900 GB SAS 10K RPM HDDSFF for CBSS/DBS-Upg | DF-F850-9HGSS- U.P | 9 |
| 4 | HUS Upgrade Installation | 043-992092-01.P | 1 |
| 5 | 1 year hardware warranty and support | On-site Service and Support | - |
| 6 | Any other items required for successful configuration/ commissioning/upgradation etc. | As applicable | As applicable |

Annexure –II

Technical Compliance Statement

| Sr. No | Technical Details | Compliance Yes/No | Page No. | Remarks* |
|---------------|--|------------------------------|---------------------|-----------------|
| 1. | Please confirm the acceptance & understanding of deliverables by the bidder with respect to Scope of Work and other terms and conditions of NIT. | | | |
| 2. | Bidder should have provide duly signed copy of back to back OEM MAF (Manufacturer Authorization Form) | | | |
| 3. | Please confirm that the firm is ISO certified for providing maintenance support of computer items | | | |
| 4. | Please indicate clearly any deviations in scope of work w.r.t. tender document conditions. | | | |

NOTE 1: All bidders are required to write 'YES' or 'NO' in the compliance column. They are also required to describe clearly in detail, in the technical bid, how they plan to comply with the technical scope of work mentioned in the tender bid. They are also required to mention 'Page No' where they have described all above 4 points.

NOTE 2: *Deviation, if any, may be indicated clearly.

ANNEXURE-III

INVITATION OF BIDS FOR UPGRADATION OF THE EXISTING HITACHI 5 TB
SAN/UNIFIED STORAGE SYSTEM

We _____

_____ (Name & address of the firm) have in response to your
NIT dated _____ submitted Technical and Financial bid for Upgradation of the
existing Hitachi 5 TB SAN/Unified Storage System installed in UPSC. As required under
NIT, we hereby certify as under:-

1. That all the terms and conditions of the tender are acceptable to us.
2. That we fully understand the Technical Specifications/Scope of Work specified in the
NIT and our bid is strictly in accordance with the Technical Specifications/Scope of
Work.
3. That I/We have not been penalized or convicted for concealment of income/wealth
during the immediately preceding three years.
4. That I/We have not been blacklisted by any Government organization.

(Authorized Signatory)

Name & address of the firm/bidder

ANNEXURE-IV

DECLARATION

I _____ s/o / d/o Shri
_____ hereby declare that none of my relative is/are
employed in Union Public Service Commission (UPSC), New Delhi. In case at any stage, it
is found that the information given by me is false/incorrect, UPSC shall have the absolute
right to take any action as deemed fit without any prior intimation to me

Dated: _____

(Dated Signature of the Bidder
with Stamp of the firm)

ANNEXURE- V

Price Schedule

| S. No. | Name of the Item | Qty. | Unit Price (in Rs.) | Applicable Tax as on date of bid submission | Total Price |
|--------|---|------|---------------------|---|-------------|
| 1 | Upgradation of existing Hitachi SAN/Unified Storage System Model No. HUS 130 from the existing capacity of 5 TB to 10 TB capacity along with all required parts, software, license, integration, one year warranty, onsite service and support etc. | 1 | | | |

Note:

1. L-1 will be determined on the basis of unit price plus taxes as applicable.
2. The bidder shall provide a detailed Bill of Materials (BOM) for each of the item proposed to be supplied for upgradation of the system. This shall include name of item, part no./code, quantity, unit price, taxes and total price. The SOR indicated at Annexure-IB is indicative only. It shall be the responsibility of the bidder for offering complete SOR to meet the objective of the tender.
3. Any material, software or hardware, required for successful upgradation of the storage, but not mentioned in the BOM, shall be provided by the bidder free of cost.

ANNEXURE-VI

CHECKLIST

| S. No. | Particulars | Yes/No | Page No. |
|--------|---|--------|----------|
| 1. | Whether signed & scanned copy of Registration Certificate/Certificate of Incorporation of the company enclosed | | |
| 2. | Whether signed & scanned copy of PAN card enclosed | | |
| 3. | Whether signed & scanned copy of Earnest Money Deposit (EMD) of Rs.15,000/- enclosed | | |
| 4. | Whether signed & scanned copy of ISO Certification enclosed | | |
| 5. | Whether signed & scanned copy of Authorization from OEM enclosed | | |
| 6. | Whether signed & scanned copies of IT Returns of the firm for the preceding three years including the year 2015-2016 enclosed | | |
| 7. | Whether signed & scanned copies of audited Balance Sheets of the firm for the preceding three years including the year 2015-2016 and certificate from Chartered Accountant (CA) indicating the annual turnover for each of the last three financial years enclosed | | |
| 8. | Whether signed & scanned list of Govt./Public Sector organizations where the firm has executed or is executing similar services along with copies of at least two work order/purchase order with separate organization and satisfactory certificate from the concerned organization during the preceding 5 years enclosed | | |
| 9. | Whether signed & scanned copy of Technical Compliance Statement as at Annexure-II enclosed | | |
| 10. | Whether signed & scanned copy of Annexure-III enclosed | | |
| 11. | Whether signed & scanned copy of Declaration as in Annexure-IV | | |

(Authorized Name & Address of the Firm)
Tel. No./Mobile No./Fax No.

Instructions for Online Bid Submission

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

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

REGISTRATION

1. Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrolment**” on the CPP Portal which is free of charge.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g., Sify / TCS / 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.

2. 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 Help Desk.

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 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.
3. 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.
4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g., PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

1. Bidder should log in to 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 Document. 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) All the documents being submitted by the bidders would be encrypted using PKI encryption 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. Further, this key is subjected to asymmetric encryption using buyers / bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (i.e., after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid No. and the date & time of submission of the bid with all other relevant details.
- 10) 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.

11) ASSISTANCE TO BIDDERS

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

2. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Help Desk. The contact number for the Help Desk is 1800 3070 2232. Bidder can also get help at +91-7878007972 & +91-7878007973.