

 INDIAN INSTITUTE OF TECHNOLOGY PALAKKAD	Indian Institute of Technology Palakkad 678 557 भारतीयप्रौद्योगिकीसंस्थानपालक्काड 678 557 STORES & PURCHASE SECTION Email: purchase@iitpkd.ac.in Telephone : 04923-226586/87 GSTIN: 32AAAAI9910J1ZR
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Tender No. IITPKD/ADMN/ 2021-22/017
Date of Publication: 25-08-2021
Date/Time of Closing: 03-09-2021, 1500 hours

Indian Institute of Technology Palakkad Invites Tender under two bid system for the:

**NOTICE INVITING TENDER FOR COMPREHENSIVE GROUP TERM LIFE INSURANCE
POLICY FOR IIT PALAKKAD EMPLOYEES**

Tender Documents may be downloaded from the e-Wizard Portal <https://mhrd.euniwizarde.com/>. Aspiring Bidders who have not enrolled / registered in e-Wizard should enroll / register before participating through the website <https://mhrd.euniwizarde.com/>. Bidders are advised to go through instructions provided at “**Procedure for Submission of E-tender**”. [Special Instructions to the Contractors/Bidders for the e-submission of the bids online through this eProcurement Portal”].

Bidders can access tender documents on the website. For searching in the site, kindly go to Live Tenders option, Click “Advance Search” and select Department as ‘IIT Palakkad’. Thereafter, Click on “Search” button to view all IIT Palakkad tenders. Select the appropriate tender and fill them with all relevant information and submit the completed tender document online on the website <https://mhrd.euniwizarde.com/> as per the timeline below.

No manual bids will be accepted. All tender documents viz. Pre-qualification, Techno-Commercial and Commercial bids should be submitted in the e-Wizard portal.

S. No.	Events	Date and Time
1	Publication of the Tender Document	25-08-2021
2	Last Date/Time for submission of ONLINE Bids	03-09-2021, 1500 hours
3	Opening of Pre-qualification/Techno-Commercial Bids	03-09-2021, 1515 hours

TERMS AND CONDITIONS

1	GENERAL	<p>(a) The responsibility of submission of the bids on or before the last date shall rest with the tenderer. The institute will hold no responsibility for the non-receipt of the bids or the bids received after the date/time specified. Any bid received by IITPKD after the bid submission deadline prescribed by IITPKD, shall be rejected and returned unopened to the Bidder.</p> <p>(b) Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid is an offence under the Laws of India. Such action will result in the rejection of bid, in addition to other punitive measures.</p> <p>(c) Each bidder shall submit only one bid, either by himself or as a partner in a joint venture or as a member of the consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, the bids (of both the individual and the partnership/consortium/joint venture) are liable to be rejected.</p> <p>(d) The bidder shall bear all costs associated with the preparation and submission of his bid and IITPKD shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tender process</p> <p>(e) IITPKD will respond to any request for clarification or modification of the Tender Document that are received up to TWO DAYS prior to the deadline for submission of bids prescribed by IITPKD. For this purpose, the prospective bidder(s) requiring clarification in the Tender Document shall notify IITPKD through the ONLINE Portal ONLY. Any such clarification, together with all the details on which the clarification had been sought, will be published in the ONLINE Portal ONLY. Deviations, if any, observed by the Institute in the submitted bids, from the Terms and Conditions of the Tender Document will not be accepted by the Institute.</p> <p>(f) Except for any such clarification by the Institute, which is expressly stated to be an addendum to the tender document issued by the Registrar, IIT Palakkad, no written or oral communication, presentation or explanation by any other employee of any of the Sections/Departments of the Institute, shall be taken to bind or fetter the Institute.</p>
2	TERMS AND CONDITIONS OF THE CONTRACT	<p>(a) The Period of coverage is One Year from the date of award of contract.</p> <p>(b) Comprehensive Group Term Life Insurance for all regular employees of the Institute covering life insurance (from all kinds of risks) considering the location, functional and safety aspects</p> <p>(c) Proposal should be submitted in three categories of Sum Insured:</p> <p style="margin-left: 40px;">i. 15 Lakh</p> <p style="margin-left: 40px;">ii. 30 Lakh</p> <p style="margin-left: 40px;">iii. 50 Lakh</p> <p>(d) Pre-existing diseases should be covered with commencement of the policy</p> <p>(e) The policy should cover all kinds of death cases with commencement of the policy</p> <p>(f) The policy shall cover all kinds of death cases including unnatural death, total permanent disability, accidental death from Day 1 of commencement of policy</p> <p>(g) The Death Claims shall be settled within 30 days from the date of submission of all documents</p> <p>(h) The Premium will be chargeable as per the actual no. of lives covered as on the date of contract.</p> <p>(i) There shall be a grace period of 30 days from the due date of premium.</p> <p>(j) The coverage of the mid joiners shall be from Day 1 (Date of joining) irrespective of immediate payment of premium. The premium shall accordingly be calculated on pro rata basis</p> <p>(k) The coverage for the mid leavers shall be till the date of leaving the Institute. The premium shall accordingly be calculated on pro rata basis</p> <p>(l) The excess premium paid by the Institute shall be refunded by the</p>

		<p>Insurance Company at the end of the contract period within three months</p> <p>(m) The maximum entry age shall be 65 years.</p> <p>(n) The rate of premium must be inclusive of all taxes, stamp duty etc. However, the Goods and Service Tax (GST) has to be separately quoted. No subsequent increase in premium rates (except taxes) will be allowed under any circumstances</p> <p>(o) The bidders shall quote the rates both in English words as well as in Figures. In case of difference in rates between words and figures, the lesser of the two shall be treated as valid rate</p> <p>(p) In case of calculation errors, the decision of the Institute will be final and binding on the bidders and may even lead to rejection of the proposal.</p> <p>(q) Class of Insurance will be “Comprehensive Group Term Life Insurance Policy”</p> <p>(r) Number of Faculty & Staff (Policy holder and beneficiary) may be 150 approximately. The age breakup is part of Annexure - III</p> <p>(s) The number of Faculty & Staff may vary from time to time depending on the new joining and relieving and in both the cases the premium paid to the insurer will be increased and reduced proportionately</p> <p>(t) Policy will be “Tailor Made” as per the agreed terms and conditions</p> <p>(u) No. of eligible dependents will be NIL. In case there is any dependant such details will be informed.</p> <p>(v) Geographical Limits of applicability will be within the territory of India</p>
3	AMENDMENTS IN THE TENDER DOCUMENT	<p>(a) At any time prior to the deadline for submission of bids, IITPKD may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Tender Document by way of amendment(s).</p> <p>(b) Amendments will be intimated through the e-Wizard Portal and the bidders shall ensure that the amendments are carried out in the bid before submission. The amendments will not be published in newspapers. Bidders should regularly visit e-Wizard Portal to keep themselves updated.</p> <p>(c) No extension in the bid due date/ time shall be considered on account of delay in receipt of any document by mail. Further, it will be assumed that the Bidder has taken into account, such amendments, while submitting the bid.</p>
4	COMPOSITION OF THE TENDER DOCUMENT	<p>(a) The Tender Document comprises of:</p> <p>1) Self Declaration (Annexure-I) 2) Certificate regarding the Blacklisting of the Firm (Annexure-II) 3) Age Profile of Employees (Annexure-III) 4) Procedure for Submission of e-Tender (Annexure-IV)</p> <p>(b) The bidder is expected to examine all instructions, forms, terms and conditions in the Tender Document. In the event of discovery of any missing pages, the bidder shall inform the same to the Section/ Department concerned. Failure to furnish the information required by the Tender Document or submission of a tender not substantially responsive to the Tender Document in every respect will be at the bidder’s risk and may result in rejection of the bid.</p> <p>(c) The bidder shall not make or cause to be made any alteration, erasure or obliteration to the text of the Tender Document.</p>
5	LANGUAGE/FORMAT/SIGNING OF THE BID	<p>(a) The bid prepared by the Bidder and all correspondence and documents related to the tender exchanged by the Bidder and IITPKD shall be in English and the Contract shall be construed and interpreted in accordance with that language. If any of the brochures, leaflets or communication is prepared in any language other than English, a translation of such document, correspondence or communication shall also be provided at the cost and risk of the bidder. The translation so provided shall prevail in matters of interpretation. The bidder, with respect to such documents, correspondence and communications, shall bear the costs and risks of such translation.</p> <p>(b) The documents comprising the bid shall be typed or written in indelible ink and all the pages shall be signed by the bidder or a person or persons</p>

		<p>authorized by the bidder. All the pages of the bid shall be numbered and except for unamendable printed, shall be signed by the person or persons authorized.</p> <p>(c) The bid shall not contain any internalization, erasures, overwriting, except to correct errors made by the bidder, in which case the person or persons signing the bid shall initial such corrections with date.</p>
6	DOCUMENTS COMPRISING THE BID	<p>(a) The Pre Qualification, Techno Commercial and Commercial bids shall be submitted ONLINE through the portal mentioned as Cover One and Cover Two.</p> <p>(b) Bids submitted in any mode other than ONLINE will be rejected outright.</p> <p>(c) Documents establishing the conformity of the terms and conditions of the Tender Document shall be provided along with the bid.</p> <p>(d) Information related to the agency/bidder such as photocopies of the Registration/PAN/GST/TIN shall be furnished.</p> <p>(e) The Pre-qualification/Techno-Commercial bid should consist of all Pre-qualification/Techno-Commercial details. No prices should be included in the Pre-qualification/Techno-Commercial bid. Mentioning of Prices in the Pre-qualification/Techno-Commercial shall lead to <u>DISQUALIFICATION</u>.</p> <p>1) Bidders who are bidding for this NIT shall be in existence for at least for 5 years and should be in the line of business of providing Life Insurance during the said period. (Self-attested copies of Certificate of Incorporation and Certificate of Commencement of business shall be submitted as supporting document.)</p> <p>(f) Digitally signed Tender Document should be submitted in Cover One.</p>
7	BID PRICES AND CURRENCY	<p>(a) Prices shall be quoted separately for each item.</p> <p>(b) The rates quoted shall include all charges like driver's salary, Bata, travelling allowance, all kinds of taxes and service charges as applicable and other miscellaneous charges, if any. No hidden charges shall be raised in the monthly invoice/bill.</p> <p>(c) Rates quoted by the bidder shall not be changed due to increase in petrol/diesel/lubricating oil or for any other reason during the Contract period.</p> <p>(d) Prices shall be quoted in Indian Rupees (INR).</p>
8	CONFORMITY OF THE TENDER DOCUMENT	<p>(a) The Bidder shall furnish, as part of its bid, documents establishing the conformity of the terms and conditions that the Bidder proposes to offer under the Contract to the requirements of IITPKD, as given in the Tender Document.</p>
9	PERIOD OF VALIDITY OF BIDS	<p>(a) Bids shall remain valid for a period of 180 DAYS after the date of the deadline for submission of bids prescribed by IITPKD.</p> <p>(b) If the deadline is extended due to unforeseen circumstances, the bid validity shall be deemed to have extended accordingly.</p>
10	MODIFICATION AND WITHDRAWAL OF BIDS AND PURCHASER'S RIGHT TO ACCEPT/REJECT BIDS	<p>(a) The Bidder may modify or withdraw the bid after submission only through ONLINE mode, within the period of deadline for submission of bids.</p> <p>(b) No bids can be modified subsequent to the deadline for submission of Bids.</p> <p>(c) No bids can be withdrawn in the interval between the bid submission deadline and the expiration of the bid validity period.</p> <p>(d) IITPKD reserves the right to accept or reject any bid or to annul the bidding process and reject all bids at any time prior to Contract award, without thereby incurring any liability to the Bidders.</p> <p>(e) IITPKD reserves the right to negotiate with the Bidder whose bid has been evaluated as the lowest quote.</p>
11	OPENING, EXAMINATION, CLARIFICATION AND EVALUATION OF BIDS	<p>(a) The Pre-qualification/Techno-Commercial bids will be opened on the prescribed date and time as mentioned in the Bid document in ONLINE mode.</p> <p>(b) IITPKD will evaluate the Pre-qualification/Techno-Commercial bids. Those bids, whose Pre-qualification/Techno-Commercial bids fulfill the Pre-qualification/Techno-Commercial requirements and responsive to the tender requirements will be considered. Those bids which found to be either non-responsive, not satisfying the Pre-qualification/Techno-Commercial requirements or both will not be</p>

		<p>considered and will be rejected.</p> <p>(c) The Price bids of the successful bidders on the basis of evaluation as mentioned in will be considered for the next stage for opening.</p> <p>(d) IITPKD will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required security has been furnished, whether the documents have been properly signed and whether the bids are generally in order.</p> <p>(e) Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price, which is obtained by multiplying the unit price and quantity, or between subtotals and the total price, the unit or subtotal price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words shall prevail.</p> <p>(f) IITPKD may waive any minor non-conformity or irregularity in a bid that does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.</p> <p>(g) Prior to the detailed evaluation, IITPKD will determine whether each bid is complete and is substantially responsive to the Tender Document. For purposes of this determination, a substantially responsive bid is one that conforms to all the terms, conditions and specifications of the Tender Document without material deviations, exceptions, objections, conditionality or reservations. A deviation, exception, objection, conditionality, or reservation is:</p> <ol style="list-style-type: none"> i. One that limits in any substantial way the scope, quality, or performance of the contract; OR ii. One that limits, in any substantial way that is inconsistent with the Tender Document, IITPKD's rights or the successful Bidder's obligations under the Contract; and iii. One that the acceptance of which would unfairly affect the competitive position of other Bidders who have submitted substantially responsive bids. <p>(h) If a bid is not substantially responsive, it shall be rejected by IITPKD and may not subsequently be made responsive by the Bidder by correction of the non-conformity. IITPKD's determination of bid responsiveness will be based on the contents of the bid itself and any written clarifications submitted by the Bidder.</p> <p>(i) During the bid evaluation, the IITPKD may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be through ONLINE mode ONLY and no change in the price or substance of the bid shall be sought, offered or permitted.</p> <p>(j) IITPKD will evaluate the bids that have been determined to be substantially responsive.</p> <p>(k) From the time of bid opening to the time of Contract award, if any Bidder wishes to contact IITPKD on any matter related to the bid, it shall do so through ONLINE mode ONLY.</p> <p>(l) If a Bidder tries to directly influence IITPKD or otherwise interfere in the bid evaluation process and the Contract award decision, his bid shall be rejected.</p>
12	TERMS OF PAYMENT / TAX AND DUTIES	(a) Payment will be made as per the general norms.
13	TERMINATION OF THE CONTRACT	<p>(a) The Institute, without prejudice to any other remedy, terminate the Contract in whole or in parts in the event of the following:</p> <p>(b) If the Contractor fails to arrange the supply of any or all the vehicles within the period specified in the Contract or any extension thereof granted by the Institute.</p> <p>(c) If the Contractor fails to perform any other obligation(s) under the contract.</p> <p>(d) The Contract can be terminated by giving THIRTY DAYS notice in advance, in writing, by the either side.</p> <p>(e) IITPKD reserves the right to terminate the contract if the Contractor defaults on any of the time limits specified.</p>
14	PENALTIES	<p>a) In case of any unsatisfactory service, suitable penalties as decided by the Competent Authority shall be levied after issuing notice.</p> <p>b) In case of failure in settlement of claims within the time frame, the</p>

		penalty will be levied @ 1% of the claim amount for delay of each month or part thereof, subject to maximum of 3%.
15	ASSIGNMENT	The Agency shall not, without the prior written consent of the IITPKD, assign to any third party, the Contract or any part thereof.
16	GOVERNING LAW AND SETTLEMENT OF DISPUTES	<ul style="list-style-type: none"> (a) The Contract shall be governed by and interpreted in accordance with the laws of India. (b) Any dispute or claim arising out of/relating to this Contract of the breach, termination or the invalidity thereof, shall be settled by the Hon'ble Courts of Justice at Palakkad. (c) The page number should be marked in all pages serially (including all supporting documents enclosed with the tender document). (d) IITPKD reserves the right to accept or reject any or all the tenders in part or whole or may cancel the tender at its sole discretion without assigning any reason whatsoever. No further correspondence in this regard will be entertained.

AWARD OF CONTRACT

1	AWARD CRITERIA	<ol style="list-style-type: none"> 1. IITPKD will award the Contract to the Bidder whose bid has been determined to be substantially responsive. 2. The following methodology will be adopted for evaluation of the L1 Bidder <ol style="list-style-type: none"> (a) Lowest Bidder (L1) will be decided based on the Least among the Sum Total of the rates quoted for Options 1, 2 and 3 in the Column H (Row 9) of Commercial BOQ. (b) If there is a tie, then L1 will be decided based on the rate quoted corresponding to the Option 1 (15,00,000). (c) If there is a tie in (b) above, then L1 will be decided based on the rate quoted corresponding to the Option 2 (30,00,000). (d) If there is a tie in (c) above, then L1 will be decided based on the rate quoted corresponding to the Option 3 (50,00,000). <p>The Contract will be awarded accordingly.</p>
2	AWARD OF CONTRACT	<ol style="list-style-type: none"> 1. Prior to the expiration of the period of bid validity, IITPKD will issue the Letter of Intent / Work Order to the successful Bidder in writing. 2. Any amendment(s) in the Work Order will be permitted within SEVEN DAYS of its issuance. No amendments will be permitted beyond this period. 3. The Work Order will constitute the foundation of the Contract. 4. While the selection of the successful bidder will be based on L1, the Institute would decide upon the selection based on Pre-qualification/Techno-Commercial evaluation. 5. Purchaser will award the Contract to the Bidder, whose bid has been determined to be substantially responsive and evaluated as the lowest quote. 6. Prior to the expiration of the period of bid validity, the Purchaser will issue the Letter of Intent/Work Order to the successful Bidder in writing. 7. The Work Order shall constitute the foundation of the Contract. 8. IITPKD reserves right to reject any or all bids without assigning any reasons thereof.
3	CONTRACT AGREEMENT	<ol style="list-style-type: none"> 1. Within SEVEN DAYS of receipt of the Work Order, the successful bidder shall sign (with date) the copy on each page and return it to the Purchaser, along with the Performance Security. 2. Copy of the Work Order duly signed and dated by the successful bidder on each page shall constitute the part of the Contract Agreement. 3. A Contract Agreement shall be signed on Rs.100/- Stamp Paper within 30 days of issuance of the Work Order.
4	CONTRACT DOCUMENTS / AMENDMENT TO CONTRACT	<ol style="list-style-type: none"> 1. All documents forming part of the Contract (and all parts of these documents) are intended to be correlative, complementary and mutually explanatory. The Contract shall be read as a whole. 2. The order of precedence of the Contract documents shall be as follows: <ol style="list-style-type: none"> (i) Contract Agreement/Purchase Order (ii) All Forms/Annexures (iii) Scope of the Service/Work (iv) Agency's Bid (v) Tender Document 3. No amendment or other variation of the Contract shall be effective unless it is in writing, is dated, expressly refers to the Contract and is signed by a duly authorized representative of each party to the Contract.

REGISTRAR

Self-Declaration Certificate

To
The Registrar
Indian Institute of Technology Palakkad

Sub: - Self Declaration Certificate
Ref: -Tender No. _____
(Notice Inviting Tender for Group Term Life Insurance Policy for IIT Palakkad Employees)

Dear Sir,
With reference to the above, I am/ We are offering our competitive bids for Notice Inviting Tender for Group Term Life Insurance Policy for IIT Palakkad Employees,

I / We hereby reconfirm and declare that I / We have carefully read, understood & complying the above referred tender document including instructions, terms & conditions, specifications, schedule of quantities and all the contents stated therein and all subsequent corrigendum published on Institute website.

I / We also confirm that the rates quoted by me / us are inclusive of all taxes, duties etc., applicable as on date.

(Sign and Seal of Authorized Signatory)

Name:
Place:
Designation:
Contact No.:
Date:

CERTIFICATE
(To be provided on letter head of the firm)

I hereby certify that the above firm is not blacklisted by any Central/State Government/Public Undertaking/Institute nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India.

I also certify that the above information is true and correct in any every respect and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

(Sign and Seal of Authorized Signatory)

Date:
Name:
Place:
Designation:

AGE PROFILE OF EMPLOYEES

Employee strength as on 25-08-2021, No. of Employees: 150

Employees' Age and (Years)	No. of Employees
20-30	30
31-40	105
41-50	13
51-60	2
Total	150

PROCEDURE FOR SUBMISSION OF E-TENDER

The bidders are required to submit soft copies of their bid electronically on the e-Wizard Portal using valid Digital Signature Certificates. Below mentioned instructions are meant to guide the bidders for registration on the e-Wizard Portal, prepare their bids in accordance with the requirements and submit their bids online on the e-Wizard Portal. For more information bidders may visit the e-Wizard Portal <https://mhrd.euniwizarde.com/>

1. **REGISTRATION PROCESS ON ONLINE PORTAL**
 - (a) Bidders to enroll on the e-Procurement module of the portal <https://mhrd.euniwizarde.com/> by clicking on the link “Bidder Enrolment”.
 - (b) The bidders to choose a unique username and assign a password for their accounts. 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 e-Wizard Portal.
 - (c) Bidders to register upon enrolment their valid Digital Signature Certificate (**Class III Certificates with signing and Encryption key**) issued by any Certifying Authority recognized by CCA India with their profile.
 - (d) 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 DSCs to others which may lead to misuse.
 - (e) 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.
2. **TENDER DOCUMENTS SEARCH**
 - (a) Various built-in options are available in the e-Wizard Portal like organization name, value, location, date, other keywords, etc. to search for a tender published on the Online Portal.
 - (b) 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 ‘Interested tenders’ folder.
 - (c) 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.
3. **BID PREPARATION**
 - (a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
 - (b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
 - (c) 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 needs to be submitted. Any deviations from these may lead to rejection of the bid.
 - (d) 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/PNG, etc. formats.
4. **BID SUBMISSION**
 - (a) Bidder to log into the site well in advance for bid submission so that he/she uploads the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
 - (b) The bidder to digitally sign and upload the required bid documents one by one as indicated in the tender document.
 - (c) Bidder to select the payment option as ONLINE to pay the EMD wherever applicable and enter details of the instrument.
 - (d) A standard BoQ format has been provided with the tender document to be filled by all the bidders. Bidders to note that they should necessarily submit their financial bids in the prescribed format and no other format is acceptable.
 - (e) 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, the opening of bids, etc. The bidders should follow this time during bid submission.
 - (f) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening.
 - (g) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
 - (h) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no., date & time of submission of the bid with all other relevant details.
 - (i) **The off-line tender shall not be accepted and no request in this regard will be entertained whatsoever.**
5. **ASSISTANCE TO BIDDERS**
 - (a) 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.
 - (b) Any queries relating to the process of online bid submission or queries relating to e-Wizard Portal, in general, may be directed to the 24x7 e-Wizard Helpdesk. The contact number for the helpdesk is **011-49606060, 23710092, 23710091, Gagan 8448288987/88, Vijay 9113518121/8448288989, Retnajith 9355030607, Rajesh 8448288990, Suriya 8448288994, Farhan 8448288992, Sanjeeth 8882495599**
6. The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of the bid(s).
7. **The bid should be submitted in TWO COVER system** through MHRD portal (<https://mhrd.euniwizarde.com/>)
8. **The bidders should download the BoQ and Quote price for the service. After quoting the same downloaded file should be uploaded**