



Chandigarh Industrial & Tourism Development Corporation Limited
CIN: U45202CH1974SGC003415

Regd Office: SCO – 121-122, Sector 17-B, Chandigarh – 160017
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E-tender Notice

E-Tender are invited for hiring of agency/ entity for availing social/ digital media marketing services which includes creation and handling of Social Media/ networking accounts/pages of Hotel Mountview, Hotel Shivalikview and Hotel Parkview on portals like Facebook, Twitter, instagram, YouTube, Google plus etc for increasing the presence, name and fame of CITCO Hotels/ Units. The said services also include re-designing of CITCO's portal and its updation, Professional photography and regular updates on various social media accounts, to generate more business leads to increase the overall revenues and sales.

In addition to above, the bidder/ agency also provide services like re-designing/ re-development of website of CITCO (www.citcochandigarh.com) with modern dynamic and interactive features and also in compliance to the Guidelines for Indian Government Website (GIGW) and fresh photography and video shoots of Hotel Mountview, Hotel Shivalikview and Hotel Parkview.

Introduction

M/s Chandigarh Industrial & Tourism Development Corporation Limited (CITCO) plays proactive role in promotion of Tourism in Chandigarh. CITCO is managing/ operating 3 different hotels in Chandigarh i.e. Hotel Mountview, Hotel Shivalikview and Hotel Parkview besides other F&B outlets in and around Chandigarh.

1. Eligibility criteria

- a) The tender must be accompanied by earnest money (EMD) of Rs.2,50,000/- (Rupees two lakh fifty thousand only) in the shape of Bank Draft/Pay Order of any Scheduled Bank drawn in favour of "CITCO", and payable at Chandigarh.
- b) The bidder to submit copy of PAN No. and GST No.
- c) Experience of 2 years of providing social/ digital media marketing services to clients in Hospitality / Government sector or any PSU or any Public/ Private Limited company in creation and handling of their Social apps/ accounts on any social networking portals viz. Facebook, instagram etc

For the purpose, the bidder has to submit copy of contract/ document for engaging the bidder to provide the said services. Alternatively, the bidder may also submit copy of invoices issued to them by their clients for the said services.

- d) Annual Turnover should not be less than Rs.25 lakhs annually, in the immediate preceding last 2 financial years ended 31.03.2018.

For the purpose, a certificate showing turnover in the last 2 years, duly certified by Practicing Chartered Accountant be submitted.

- e) The agency shall submit details of composition of the team alongwith their technical background and work to be assigned to each member.

TERMS & CONDITIONS

2. Tenders will be invited online under two Bid tendering process i.e. Technical Bid and Financial Bid separately. After scrutiny of the information received in Technical Bid, clarifications, if any, where ever necessary, will be obtained from the Bidder. After necessary appraisal of the bidder's experience and technical expertise, technical short-listing will be done.

In the Financial Bid/ BOQ, the Bidder has to the quote financial bid/ rate for providing the services (without including tax as the taxes will be extra as applicable) to CITCO as follows: -

Creation & Maintenance of Social Media Platforms for CITCO.	In the financial bid, the agency has to quote initial One-time fee (Taxes Extra) and Monthly fee (Taxes Extra) for providing the said services.
Redesigning, updation, maintenance, content development of Website of CITCO.	
Photography of CITCO Hotels.	

Note: In case, the bidder has submitted the financial bid/rate including taxes, then CITCO will neither responsible for it nor entertain any request for the same.

Consequently, "Financial Bid will be opened in respect of only those tenderers who are found technically suitable, based upon eligibility criteria and assessment made and information given in technical bid. The decision of the CITCO Management in this regard shall be final and binding.

Consequently, financial bids will be opened. The bidder quoting lowest fee/ charges on aggregate basis for providing the said cluster of services will be awarded the Contract.

3. The tender must be accompanied by earnest money (EMD) of Rs. 250,000/- (Rupees Fifteen Thousand Only) in the shape of Bank Draft of any Scheduled Bank drawn in favour of "CITCO", and payable at Chandigarh.

The amount of earnest money shall not be accepted through cheque. The amount of earnest money, if any, lying with the Corporation or any other outstanding payment will not be adjusted against the present tender as earnest money. The earnest money of the successful tenderer(s) shall be converted into performance security and shall be refunded after the faithful execution/completion of the contract without any interest. EMD of all unsuccessful bidders would be refunded.

EMD in original will be submitted by the bidder and original DD of EMD shall be submitted in person in the PR Cell, Head Office, CITCO, SCO 121-122, Sector 17-B, Chandigarh. E-tender/ E-bid without EMD will not be considered. If the bidder withdraw or amend its tender in any respect within the period of Tender or if the successful bidder fails to take up the contact, EMD will be forfeited

In case of successful bidder, the EMD will be converted into security deposit and will be kept till the faithful completion of contract period. After the completion of contract period, said security deposit will be refunded without any interest. In case, if bidder/ agency will not start the work after the allotment, his EMD will be forfeited and the agency may be liable to be debarred from the participation in the Tender of the Corporation for the next 3 years

4. Any corrigendum/amendment in the terms and conditions of the tender document or any other change, if required, will be issued/ published/ uploaded on <http://etenders.chd.nic.in> only. It will be the responsibility of the bidder to note amendments and submit in his bid accordingly.
5. Tender should only be signed by the authorized signatory along with the name, designation and seal of the firm. In case of tender under Power of Attorney or by corporate bodies, the Power of Attorney / Board Resolution of the relevant authority as the case may be, together with a certified copy thereof must be attached with the Tender.
6. The Corporation shall not be concerned with the internal affairs of the tenderers i.e. dispute and dissolution etc. or affairs concerning any other (third) party that the Contractor may be having.
7. The timelines for participation in the bidding process are as under: -

Sr. No.	Particulars	Remarks
1	Earnest Money Deposit (EMD)	Rs.250,000/- (Rupees two lakh fifty thousand only) in the form of Bank Draft/ Pay Order drawn in favour of "CITCO" from any scheduled Bank and payable

Sr. No.	Particulars	Remarks
		at "Chandigarh". The original Demand Draft/ Pay Order shall be submitted at the office AM (EV & PR) Cell of CITCO, SCO 121-122, Sector – 17B, Chandigarh (U.T) before or on the last date of submission of Bid.
2	Pre-Bid meeting date	A pre-bid meeting will be held on Monday, 29.10.2018 at 11:30 AM at Head Office to clarify any concerns, bidders may have regarding the tender document. Any corrigendum/ amendment in the terms and conditions of the tender document or any other change will be published / uploaded on http://etenders.chd.nic.in only.
3	Last date of online submission of e-tender document	22.11. 2018 upto 5:00 P.M

8. The Contract shall be for a period of 2 (two) years with a provision to extend further for another period of 1 (one) year depending upon performance. Increase @ 5% will be given in the approved rates in 2nd year and onwards annually depending upon satisfactory performance. There is no increase in rates in the initial one year.
9. **Deliverables:** - The selected agency shall begin providing following deliverables/ services during the tenure of the contract.

I. Creation & Maintenance of Social Media Platforms for CITCO

- a) The Agency shall immediately create all the social media handles viz. Facebook Page, Twitter handle, Google+, YouTube and other relevant social media platforms for CITCO as a whole and separately for all the 3 Hotels of CITCO viz Mountview, Shivalikview, Parkview. The created user ID and passwords same shall be shared with the concerned department in writing initially and every time there will be any changes in it.
- b) The agency shall also maintain the abovesaid social media handles and also design, create and deploy requisite unique posts (after approval) which may contain lines, pictures, video clips, designed etc every month, including widespread sharing of same, as per details below: -

Sr. No	List of activities	Post /Quantity	Creation and deployment duration
1	Facebook	30	Monthly
2	Instagram	30	Monthly

Sr. No	List of activities	Post /Quantity	Creation and deployment duration
3	Twitter	30	Monthly
4	YouTube	30	Monthly
5	Google Plus	30	Monthly
6	Blog Writing	5	Monthly
7	SMS script/ design	As per requirement	Monthly
8	SMS blast	20,000	Monthly
9	Emailers – Email Data Management-script/Design	As per requirement	Monthly
10	Emailers Email Data Management - Blast	20,000	Monthly
11	Photography	As per scope of work	One Time and Event based
12	Website development	Of CITCO as a whole with separate pages for all Hotels	Regular Process
13	Website maintenance / up gradation	Based on requirement	Based on requirement

Note:

- i. The above said posts can be related to any festival or campaign as per design or as per the requirement of CITCO.
 - ii. CITCO can de-activate any the above social media accounts/ app or may replace any existing social media accounts/ app with any new/ popular social media accounts/ app, whenever it desires.
 - iii. The above said Post /Quantity may increase / decrease by 10% approx depending upon the events and no extra fee will be given to the agency.
- c) The agency will also draft content/ scripts/ blogs/ emailers and will upload latest photographs/ video clips on various online reservation portals/ apps like Makemytrip, goibibo etc.
- d) The agency will do regular event based photography for use of same in Social Media Accounts and to promote events/ activities being held from time to time at CITCO's outlet online through apps. Each Hotel of CITCO organises atleast 5-7 events/ festivals annually, therefore the agency will undertake event based photography to cover main events of each Hotel as decided by the CITCO as a part of social media services. The event could be held either at Hotel or other F&B outlets, therefore, the agency has to take minimum 20 photographs covering entire event at Hotels and other F&B outlets.

- e) The Agency has to give all the CITCO registered Social Media Platforms/ app viz Facebook, Twitter, instagram, YouTube, Google plus etc a new look after every 3 months, by putting up new creative's in line with overall theme/strategy as approved by CITCO.
- f) The agency will publicize events on all the social media platforms by creating new script/ design as at Sr. No 7 and 9 of the above table.
- g) The agency will create relevant tagging & linkages of content on all the platforms.
- h) The agency must reply to all the queries received on any of its platforms/ app, within 48 working hours in consultation with CITCO social media team.
- i) The Agency shall moderate and answer all conversations (with prior approval) on the above mentioned platforms as well as tagged conversations happening on other channels across social media. The moderation shall be done at least 6-8 times daily in order to effectively deal with spam, unauthorized advertisement.
- j) The agency must submit "Effectiveness Analysis Report" (after every 3 months) to CITCO on the effectiveness of the social media marketing/ strategy. The agency must submit a detailed analysis on the steps undertaken for overall promotion of CITCO Registry on the Social Media Platforms and the results achieved.

II. Redesigning, updation, maintenance, content development of Website of CITCO

The agency will re-design, re-develop, dynamic and responsive website of the CITCO. The agency shall also maintain the website including content up-dation and development from time to time.

The CITCO's website should be provided with following features: -

- a) Website should be developed using Open Source Software with Content Management System and web analytics. Following CMS features should be there in the proposed website:
 - i. Content Editing (WYSIWYG)
 - ii. User management & user roles
 - iii. Action and view permissions
 - iv. Content versioning and audit
 - v. Some form of workflow and notifications
 - vi. Support for Hindi and English
 - vii. Normalized database schema design
 - viii. Some form of content import-export

- ix. Assets management and thumbnail generation for uploads
- x. Valid XHTML
- xi. Rich text editing which generates accessible markup
- xii. Valid and minified CSS and javascript
- xiii. Automatically generated sitemaps.org document
- xiv. Integration with web Analytics
- xv. Automatic RSS feeds
- xvi. Open search support
- xvii. Print CSS and / or print versions of content
- xviii. SEO consideration for duplicate content
- xix. Page / control and website templates

- b) Attractive look and feel with aesthetic design and suitable colour combination, background and screens, structure and layout, easy navigation, facility to upload documents and other information and allowing users to define the period for which document is to be kept live for public viewing on the site.
- c) Alignment with ongoing tourism industry with easy adaptability to effect direction and content changes as and when the current strategic goals change.
- d) Attractive Photo Gallery and Video Gallery.
- e) Interactive Map with Geo- coordinates & online map based navigation (how to reach/ take me there features).
- f) Interactive calendar of events with links.
- g) Should be a responsive designed website to ensure adaptability of website to all operating systems, browsers, mobiles, handheld devices etc.
- h) Apart from English, the main pages (minimum 3 pages) of the website should also be available in Hindi. An administrative section should be provided to website administrator for multilingual content.
- i) User friendly with easy to navigate features and easy to use functions.
- j) Faster download of pages. The section also contains Tourism Brochures.
- k) The Sections like 'latest updates', 'Tender', 'Vacancy', RTI, Do's and Don'ts, Schemes, Rules etc. must be dynamic. In addition, the section of Hotels/Guest Houses district must also be dynamic.
- l) Provide for extensive Website analytics and statistics covering traffic reports, visitor analysis, duration analysis, and content wise analysis, top landing pages and top exit pages, other statistics and reports as may be required by the Department.
- m) Link with social media sites like facebook, twitter, YouTube, Instagram etc.
- n) User administration services as part of a comprehensive Content Management framework which should be integrated into the Website design.
- o) To provide customizable automated templates.

- p) Latest stable versions of software to be used as on date of implementation
- q) Comprehensive website content search facility of individual section of the website as well as entire website.
- r) Graphical, Pictorial and audio video interfaces, wherever and whenever needed.
- s) Bidder will provide training in the use /updating/ adding new pages maintenance of the Website. All technical aspects of Website maintenance including requirements for hosting, registrations, submission to search engines and other link sites for a period of at least one week. Complete Website source code and other technical and operational documents associated with the Website development, administration and use will be provided to the Department. Bidder will provide necessary technical details including requirement of software, software tools and systems required for the proper upkeep and maintenance of the website. Bidder will provide technical support for the Department officials to become trained in the organization and administration of the Website Separate training should be provided to Website Administrator.
- t) The Bidder will ensure the Security Audit to be conducted by the third party to remove all the security vulnerabilities.
- u) The Website should be developed with open source technology, using up-to-date and well established development tools and software.
- v) The Department will not be responsible against any liability for the use of Software with regard to copyright / license violations, if any.
- w) User Management: The super user should be able to create users and allow privileges to users for updation / uploading content on website. The super admin should be able to manage the overall content of the main website and also should have the option to edit/ delete content updated by any user. The other users will be able to perform functions allowed to them by the super user.
- x) Bidder shall provide to the Department complete software code and related dependencies as well as CMS, along with transfer of all related Intellectual Property Rights of the modified source code to the Department used for the Website development.
- y) The successful bidder will extend full support to Department / DIT team for website hosting and also to know about the requirements for web application hosting with DIT technical team.
- z) Images and videos will be provided by the Department.
- aa) Website should be mobile friendly, compatible with Mobiles, tabs etc.

III. Photography of CITCO Hotels

Professional photography services for CITCO's website and digital marketing platforms - Facebook, Twitter, Instagram, YouTube

accounts/pages of Hotel Mountview, Hotel Shivalikview and Hotel Parkview.

The agency has to do professional photography portfolio for all the 3 Hotels. For the purpose, the agency shall deploy Photographers who specialize in Hotel and Food photography in studio or on location/ site. The Photographer will be working to produce high quality photos for our website, print, digital media, social media etc.

Initially, the agency will do portfolio photography which includes Hotel Portfolio – Atleast 50 photographs of each Hotel will be taken by the agency as a Portfolio. These photographs may be used for our website, print, digital media, social media etc for a period of 2 years.

The agency should ensure that it has: -

- i. Ability to work, problem solving and multitask in a rapidly changing environment, with changing priorities and aggressive deadlines
- ii. Expert knowledge of cameras, lighting, composition and photo styling
- iii. Experience shooting product, lifestyle, event and business photography
- iv. Strong communication skills, ability to work with the creative team, international staff and clients
- v. Experience in videography.
- vi. Proficient in Adobe Photoshop and Adobe Light-room
- vii. Strong creative skills
- viii. Team player attitude
- ix. Must be organized and detail oriented
- x. Portfolio required for review
- xi. Working knowledge of Illustrator, Premier, After Effects, & Acrobat.
- xii. Previous professional photography experience preferred.

10. Project Duration and Milestones: - The duration of the contract is for a period 3 years. The selected agency shall begin Social Media Management immediately from the date of issue of the contract letter and for the said purpose, has to submit acceptance within 15 days from the date of issue of allotment letter. Thereafter, the proposed milestones are as under: -

Details	Description of Services	Milestone
Milestone – 1	<p>To create all the social media handles viz. Facebook, Page, Twitter handle, Google+, YouTube and other relevant social media platforms for CITCO as a whole and separately for all 3 Hotels i.e Mountview, Shivalikview, Parkview.</p> <p>The agency has to do professional photography portfolio for all the 3 Hotels.</p>	45 days from the date of acceptance of allotment letter.

Details	Description of Services	Milestone
Milestone – 2	The agency has to redesign, develop, dynamic and responsive website of the CITCO.	60 days from the date of acceptance of allotment letter.
Milestone – 3	<p>To maintain the specified social media handles and also design, create and deploy requisite unique posts (after approval).</p> <p>To draft content/ scripts/ blogs/ emailers and will upload latest photographs on various online reservation portals/ apps like Makemytrip, goibibo etc.</p> <p>To do regular event based photography for use maintaining Social Media handles and to promote events/ activities being held from time to time at CITCO's outlet online through apps.</p> <p>The agency shall also maintain the said website including content up-dation and development from time to time.</p>	<p>On Monthly basis, after the completion of Milestone – 1.</p> <p>On regular basis, after the completion of Milestone – 2.</p>
Milestone – 4	To give all the CITCO registered Social Media Platforms/ app viz Facebook, Twitter, instagram, YouTube, Google plus etc a new look after every 3 months, by putting up new creative's in line with overall theme/strategy (after approval)	On Quarterly basis, after the completion of Milestone – 1 and 2 and 1 month after the start of Milestone – 3.
Milestone – 5	To submit "Effectiveness Analysis Report" on the effectiveness of the social media strategy, including suggestions if any.	After every 3 months, after the completion of Milestone – 4.

11. Payment Schedule and Milestones: -

Milestone	Payment (% of Initial One-time fee as quoted in the Financial bid)
Upon acceptance of allotment letter	10% advance
On completion of Milestone – 1	10%
On completion of Milestone – 2	25%
On completion of Milestone – 3	25%
On completion of Milestone – 4	20%
On completion of Milestone – 5	10%

Payment (as per Monthly fee as quoted in the Financial bid) will be paid on monthly basis after satisfactory completion of Milestone – 3 from time time till the

tenure of the contract. Payment will be released only on submission of Invoice/Bill duly completed in all respect.

12. The Corporation reserves the rights to terminate the contract at any time by serving 2 (two) months notice to the agency. Similarly, the bidder may also terminate the contract by giving 2 (two) months notice in writing to the Corporation.
13. As per the instructions of the Ministry of Finance, Govt. of India, New Delhi, Govt. Companies / PSUs have been directed to adopt e-payments as the preferred mode of payment wef 01.04.2013. For the purpose, tenderers are required to compulsorily furnish the following information to enable them receive payments in time:-

Sr. No.	Particulars	Information to be filled by Tenderer
1.	Name of the party (as appearing in their bank account)	
2.	Bank's Name	
3.	Bank's Address	
4.	Bank Account Number	
5.	IFSC Code of the Bank	
6.	Type of Bank Account	
7.	Enclose one cancelled cheque of the bank	
8.	Mobile No.of the tenderer on which SMS alerts for payment credited to their account is to be given	
9.	E-mail I.D. of the tenderer on which email notification for payment credited to their account is to be given	

On adoption of the above system, the payments will be remitted electronically under intimation to them by e-mail / SMS on submission of above said RTGS/NFET details, all the payment will be made through RTGS/NEFT to the contractor agency.

14. In case, if the agency fails to provide satisfactory services as mentioned above, then CITCO reserve the right to cancel the contract, forfeit the security deposit/EMD. Further, the agency may be liable to be debarred from the participation in the Tender of the Corporation for the next 3 years
15. Confidentiality: - This document and all materials, information, documents etc provided by CITCO or any of its officials at the time of submission of the tender or after the allotment of contract, must be considered confidential, and shall not

be distributed/ used/ shared/ disclosed to any one without prior written permission.

The agency will:

- i. Not disclose information relating to CITCO to any other person and use at least the same degree of care to maintain the Information confidential, and use it with a reasonable degree of care; due diligence will be taken by the agency in maintenance of confidential information.
 - ii. Use the Information only for the above mentioned purpose;
 - iii. Restrict disclosure of the Information of relating to CITCO solely to those employees of the agency having a need to know such Information in order to accomplish the purpose stated above;
 - iv. Advise each such employee, before he or she receives access to the Information, of the obligations of CITCO under this Agreement, and require each such employee to agree to maintain those obligations.
 - v. Within five (5) days of notice furnished by CITCO, the agency receiving such notice shall return to CITCO, all documentation, copies, notes, diagrams, computer memory media and other materials containing any portion of the Information, or confirm, in writing, the destruction of such materials.
 - vi. The Information shall remain the sole property of CITCO.
16. The Managing Director of the Corporation may impose additional terms and conditions as may be required in the best interest of the Corporation.
 17. In the event of any dispute, difference or question arising out of or in respect of this agreement or breach of any terms thereof or in any manner whatsoever in connection with it, the same shall be referred to the Sole Arbitrator i.e Managing Director CITCO or any person authorized by him/her which shall be appointed as per provisions of Arbitration & Conciliation Act, 1996 as amended. The decision or award so given shall be binding on the parties. Courts at Chandigarh shall have exclusive jurisdiction to adjudicate any dispute arising under or in connection with this Agreement.
 18. Subject to the arbitration clause, the Courts at Chandigarh shall have the exclusive jurisdiction.

Chief General Manager

TECHNICAL BID

Sr. No.	Description	To be filled in by the firm.
1.	Name & Address of the Bidder, Telephone No. , Mobile No. Email ID	
2.	Details of EMD Deposited (D.D No., Date, Amount and name of issuing Bank)	
3.	Legal status of the applicant i.e. whether individual/ Proprietor/firm/ Company (attach copies of document defining the legal status).	
4.	Submit brief profile including details of existing businesses, No. of Branches, Location/ Places where such business exists	
5.	submit copy of PAN No. and GST No.	
6.	Submit copy of contract document for engaging the bidder to provide the said services. Alternatively, the bidder may also submit copy of invoices issued by them to their client for the said services. (Refer Clause 1 (c) of the eligibility criteria)	
7.	Submit C.A certificate regarding Turnover from the said business in the last two years. (Refer Clause 1 (d) of the eligibility criteria)	
8.	Submit details of composition of the team alongwith their technical background and work to be assigned to each member. (Refer Clause 1 (e) of the eligibility criteria)	
9.	Financial Credentials/ Capabilities of the Bidder/ Party (Attach Income Tax Returns, Bank Certificate etc)	
10.	Any other related matter/ information including special achievement/awards etc.	

Procedure for E-Tendering

1. The Bids shall be received electronically only through the website etenders.chd.nic.in.
2. Bid Document can be downloaded from the website of Chandigarh Administration <http://etenders.chd.nic.in/nicgep>.
3. The Bidders shall have to submit their Bids (Technical Bid & Financial Bid) online in Electronic Format with Digital Signatures. For participation in the e-tendering process, the Bidders need to register themselves on <http://etenders.chd.nic.in/nicgep>. On registration, they will be provided with a user ID and a system generated password enabling them to submit their Bids online using Digital System Certificate (DSC).
4. The Bids shall be uploaded in Electronic Format on the website <http://etenders.chd.nic.in/nicgep>. **Scanned copies of Earnest Money Deposit, Document and Eligibility Documents shall also be uploaded alongwith Technical Bid within prescribed time limit.**
5. EMD in original as uploaded by the Bidder shall be placed in the manner as described in the Bid Document and shall be submitted in person by the specified date and time in Computer Cell, Head Office, CITCO, SCO 121-122, Sector 17-B, Chandigarh. The Agency who fails to submit the EMD as mentioned above, in physical form on or before the prescribed date will be declared as ineligible and the Bid submitted by them shall be declared as invalid.
6. The Agency has to produce the original documents as and when asked for by Computer Cell, CITCO. The failure of the Agency to furnish the said original documents will entail rejection of its tender summarily.
7. Instructions to Bidders regarding e-tendering process:
 - a) Tenders without digital signatures will not be accepted by the Electronic Tendering system. **No Tender will be accepted in physical form and in case it has been submitted in the physical form it shall be rejected summarily.**
 - b) Bids will be opened online as per time schedule mentioned above.
 - c) Before submission of online Bids, Bidders must ensure that scanned copies of all the necessary documents have been uploaded with the Bid.
 - d) It will be mandatory for all the Bidders to upload all the documents mentioned under 'Tender Details' template.
 - e) **CITCO will not be responsible for any delay in online submission of the Bids due to any reason whatsoever.**
 - f) The details of EMD specified in the Tender documents should be the same as submitted online (scanned copies) otherwise tender will be rejected summarily.
8. For any technical issue related to Electronic Tendering Portal, Bidders may contract IT Cell, The Department of Information Technology (DIT), Additional Deluxe Building, 5th Floor, Sector-9, Chandigarh, or email at etender@chd.nic.in, Phone No.0172-2740641, 0172-2740003.