



Chandigarh Industrial & Tourism Development Corporation Limited

CIN: U45202CH1974SGC003415

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

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CITCO invites e-tender bids from reputed, experienced Companies/Firms/Agencies for providing Annual Maintenance Contract (AMC) services for Computer Hardware & Peripheral installed at various units of CITCO. Those who are in similar business for providing the same services to Hotels/Institutions/Corporate/Central/State Govt. Deptt/ PSU's/Corporate/ Supers Specialty Hospitals etc and capable of undertaking such work, may apply e-bids under two way tendering process i.e. Technical and Financially separately at Chandigarh Administration website <http://etenders.chd.nic.in> along with EMD of Rs. 25,000/- (Rupees Twenty Five Thousand only) in the form of Demand Draft issued in favor of "CITCO" payable at Chandigarh. Tenders without EMD will not be considered. The list of Hotels/Units is as under:-

Sr. No.	Name & Address of the CITCO hotels/units	Unit Abbreviation
1	Hotel Mountview, Sector 10, Chandigarh	HMV
2	Hotel Shivalikview, Sector 17, Chandigarh	HSV
3	Hotel Parkview, Sector 24, Chandigarh	HPV
4	Chef Lakeview, Sector 1, Chandigarh	CLV
5	CITCO, Head Office, Sector 17, Chandigarh.	CITCO, HO
6	Transit Lodge, ISBT, Sector 17, Chandigarh	TRANSIT LODGE
7.	Engineering Wing, ISBT, Sector 17, Chandigarh	ENGG WING
8.	IDFC Wing, Industrial Area, Phase 1, Chandigarh	IDFC
9.	Sales Depot, Industrial Area, Phase 1, Chandigarh	SD
10.	CITCO Petrol Station, Sector 9, Chandigarh	PS-9
11.	CITCO Petrol Station, Sector 17, Chandigarh	PS-17
12.	CITCO Petrol Station, Sector 38(W), Chandigarh	PS-38 (W)
13.	CITCO Petrol Station, Sector 56, Chandigarh	PS-56
14.	CITCO Petrol Station, Dhanas, Chandigarh	PS-DHANAS
15.	CITCO Petrol Station, Raipur Kala, Chandigarh	PS-RK
16.	CITCO Petrol Station, Hallomajra, Chandigarh	PS-IND AREA

Eligibility criteria

- a) Bidder should have to deposit the only Demand Draft of an earnest money (EMD) of Rs. 25,000/- (Rupees Twenty Five Thousand Only) in favour of 'CITCO' payable at Chandigarh. The Demand Draft may be physically submitted to Computer Cell, CITCO, Head Office, SCO 121-122, Sector 17-B, Chandigarh before the date and time of uploading the e-tender. In case the Bidder not submitted the EMD Physically in the specific mentioned date and time in the e-tender document they will not be consider at all and shall be summarily rejected.
- b) The Bidder to submit copy of PAN No. and GST No.

- c) The Bidder should have a copy of valid ISO License Certificate
- d) The Bidder shall submit their document showing Annual Turnover of their Company/Agency duly certified from practicing Chartered Accountant showing annual income of Rs.40 Lacs or more in the last financial year 2021-22.
- e) The Bidder shall submit certificate for Authorized Service Provider/ Partner/ Dealer/ Distributor of any OEM (Original Equipment Manufacturer) of Computers and should have its office in Tri-city of Chandigarh, Panchkula and Mohali.
- f) The Bidder shall submit the copy of an experience to handle and maintenance of Servers/Desktop/All-In-One-PC/Printers/Networking Connectivity (LAN) in Government/PSU/MNC/Banks/Institutions etc. in the last financial year 2021-2022 i.e. (01.04.2021 to 31.03.2022) with assignments amount or certificate/letter, period for the which the said services were provided, nature of services provided and assignment amount/fee not less than Rs.5.00 lacs per annum along with satisfactory performance certificate/report.
- g) The Bidder should have 10 or more number of service engineers working in the Company with their role and education qualification.
- h) The Bidder will submit affidavit duly certified by the notary that the Company/Firm/Agency has never be blacklisted or punished by any court for any criminal offence/breach of contract and that no police/vigilance enquiry/criminal case is pending against the bidder/firm/company etc.

2 Scope Of Work

The Contract will be on comprehensive basis inclusive of repairs and replacement of spare parts/peripherals. Replacement of parts at the agency's cost, will be with original spares/peripherals of the brand/make of the equipment of same or higher configuration. The agency shall be responsible for any loss or damage caused to any of the machines owing to negligence on their part. The agency will be required to keep virus-free computer environment during the contract period.

- a) Payment for any inclusion/ deletion of Server/ Desktop/ Laptop/ Printers/Scanner etc during the AMC period will be calculated on pro-rata basis. No advance payment in any case would be made.
- b) The firm shall be responsible for verifying that data backup has been taken before attending the fault and shall also be responsible for restoring the same. Tenderer/ Bidder will be responsible for taking backups before formatting the system/server.
- c) AMC also cover the maintenance of operating system, software installation, installation of patches, pre-emptive actions against virus spread, detection/removal of virus, configuration of Internet, configuration of applications(client/server), Maintenance of LAN cables Network connectivity, maintenance of UTM Firewall for configuration/policy making in the existing setup etc.

- d) The work shall be carried out in the premises of the CITCO unit and only such work which is not possible in the premises will be allowed to be done in the workshop of the agency. No transport charges on this account will be paid. The tenderer will take all necessary steps for the preventive maintenance, regular check-ups, fixing loose connections, proper adjustments/tuning/fine tuning on the basis of standard specifications thus ensuring satisfactory performance and maintenance of proper lock and keys for network components on regular/daily basis.
- e) During breakdown of hardware i.e. Server/ Laptop/ Desktop/ Printers, the engineer will visit the premises within 1 Hour otherwise suitable action will be taken accordingly. There should be no damage to any accounting or other data store in the system.
- f) It shall be the responsibility of the agency to make all the computers and peripherals work satisfactorily throughout the contract period and to hand over the systems in working conditions at all the said units on expiry of the contract.
- g) In case the contracting agency is not able to accept the contract after it is awarded or is not able to perform the work after accepting the contract, CITCO reserves the right to get the work done from any outside agency at the risk and cost of the contracting agency. In this case, the agency is liable to be blacklisted and his EMD will be forfeited.
- h) For purpose of allotment of AMC contract, the AMC vendor would be required to depute 02 Qualified Service Engineer exclusively at disposal of Hotels and HO/Units of CITCO for attending the problems immediately. The Resident Engineers would be stationed at Head office and One of the Hotels. The Resident Service Engineer should have sufficient and requisite knowledge of maintenance and troubleshooting in Windows/LAN environment etc. Bidder should complete all the formalities related to ESI/EPF etc. of manpower at their on level. Bidder is liable to produce the challan as and when required.
- i) The system down time should not exceed 6 hours from the time at which the complaint was made. If the down time is more than 12 hours, the company will provide a standby system. In case the system is not repaired or an alternative system not supplied within the period of 12 hours from the time of failure report then the client department may choose to get the same repaired by or replaced from any other agency and the cost and expenditure incurred therein shall be recoverable from the company.
- j) The AMC vendor should keep stock of atleast 02 Computer System, 01 Laptop, 2 Nos. Printer (i.e. 1 No. laserjet printer & 1 No. KOT printer), Switches, Power cords, Keyboard/Mouse/LAN Card/ Parallel Port/ Serial Port cables connectors (RJ 45) etc.
- k) The vendor should keep stock of 01 Server as stand by for the CITCO units, in case of any break down. No excuse will be entertained at the time of break down, if any.

- l) The tenderer shall visit the units of CITCO for the inspection of hardware before applying the E-Tender. No disputes regarding the form nature or quality of infrastructure and site shall be entertained after submission of the bid by the Tenderer/ Bidder
- m) Duration of Services including holidays 24X7 in all the units/hotels of CITCO.

TERMS & CONDITIONS

1. The Tenderer is required to provide Annual Maintenance Contract (AMC) services in respect of Computer Hardware and Peripherals installed at Hotels/ Units of CITCO and also ensure providing of best quality service engineers for providing the said services.
2. The tender must be accompanied by earnest money (EMD) of Rs.25,000/- (Rupees Twenty Five 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 Tenderer/ Bidder s would be refunded.

EMD in original will be submitted by the Tenderer/ Bidder and original DD of EMD shall be submitted in person in the Computer Cell, Head Office, CITCO, SCO 121-122, Sector 17-B, Chandigarh. E-tender/ E-bid without EMD will not be considered. If the Tenderer/ Bidder withdraw or amend its tender in any respect within the period of Tender OR if the successful Tenderer/ Bidder fails to furnish the required Security Deposit, EMD will be forfeited.

3. E-bids are to be submitted under two ways tendering process i.e. Technical Bid and Financial Bid separately. After scrutiny of the information received in Technical Bid, clarifications, if any, wherever necessary, will be obtained from the party. After necessary appraisal of the party's experience and technical expertise, technical short-listing will be done. Consequently, Financial Bid will be opened in respect of only those tenderers, who are found technically eligible.

While submitted financial bid/ rates in the BOQ, the tenderer/ Tenderer/ Bidder has to quote rates per unit/ item of hardware/peripherals only. The Corporation will not entertain any request for increase of rates on account of natural calamity, strike or other reasons during the contract period. However, any request for increase/decrease in Govt. taxes/levies or any new tax imposed during the contract period by the Govt. will be considered, on merit and as per Law.

The allotment shall normally be made to any Company/agency/firm, which meet the eligibility criteria fixed for technical evaluation and quote lowest rates on aggregate basis i.e. Grand Total Amount (Lowest On Grand Total Amount).

5. The list of Computer Hardware and Peripherals as mentioned in clause 4 can be increased or decreased depending upon the operational requirement of the Corporation. The Corporation also reserves the right to withdraw any item from the Tender BOQ or contract and no compensation shall be payable for the same.
6. The AMC Contract shall be for a period of 3(Three) years with a provision to extend further for another period of 1 year depending upon performance.. There is no increase in the approved AMC rates in the fourth years.
7. The Agency will have to deposit interest free security of Rs.50,000/- less EMD of Rs.25,000/- within 45 days from the date of allotment letter. Failure to deposit the interest free security within 45 days of allotment of contract, the amount of EMD on account of earnest money deposited by Agency shall stand forfeited.
8. The CITCO reserves the rights to terminate the AMC Contract by serving the agency 3 month's notice. Similarly, the agency may also surrender the contract during the contract period by giving three months notice in writing to the licensor.
9. The agency shall not sublet, assign or part with possession of the said booth or any part thereof.
10. The prospective supplier/vendor must have a GST registration and indent to pay tax and issue valid invoice under GST. The tax invoice shall be issued as per Section 31 of GST Tax and shall contain particulars as prescribed under GST Invoice Rules, 2017. The amount of GST shall be charged separately and clearly on the Invoice. Any discount provided by the prospective vendor should clearly be mentioned on the Invoice. The prospective vendor/supplier shall have to produce challans for the payment of GST in order to make CITCO eligible to avail the input credit.
11. Payments will be processed on half yearly basis and the payment will be made at CITCO Head Office after verification of bills from the concerned hotel/units. 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 w.e.f. 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.

13. In case of failure or default in the performance or responsibilities or breach of terms and condition of DNIT or agreement, action as per **“Policy on black listing, 2009”** issued vide Finance Department Chandigarh Administration Notification No. 1927-F&PO(3)-2009/1170 dated 27.02.2009 shall be taken.
14. In case, if the agency fail to repair or provide a stand by Server/PC/Printer within 2 days, then either penalty of Rs.500/-, Rs.200/-, Rs.100 respectively per day or part thereof will be charged for delay beyond two days till such time, the Server/PC/Printer are repaired or CITCO may get the said services done from open market at your risk and cost of the agency.
15. In case of non-fulfilment/ violations of any of the terms and conditions of the tender document / allotment letter, 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
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, 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.

Bid Process:-

Tenders are invited online under two way tendering process i.e. Technical and Financial Bid separately. In the first stage, only the Technical Bid will be opened for evaluation. Financial Bid of only those agencies will be opened whose technical bid is found to be in order by the technical evaluation committee.

a) **Technical Bid** :

The Bidders will be required to submit their bid in two parts simultaneously. The First bid containing the Technical Bid as mentioned in the format at Annexure I which will include the following:-

- a. A brief description of the Bidder.
- b. EMD of Rs. 25,000/- by way of Demand Draft favouring “CITCO” payable at Chandigarh.
- c. Copy of PAN Number and GST Number of the Bidder
- d. Copy of valid ISO License Certificate
- e. Annual Turnover of Company/Agency/Firm showing annual income of Rs.40 Lacs or more in the last financial year 2021-22. Duly certified from practicing Chartered Accountant

- f. Certificate from OEM (Original Equipment Manufacturer) of any of Computers for Authorized Service Provider/ Partner/ Dealer/ Distributor.
- g. Copy of affidavit duly certified by the notary that the Company /Firm/Agency has never be blacklisted or punished by any court for any criminal offence/breach of contract and that no police/vigilance enquiry/criminal case is pending against the bidder/firm/company etc.
- h. Copy of experience certificate to handle and maintenance of Servers/Desktop/All-In-One-PC/Printers/Networking Connectivity (LAN) in Government/PSU/MNC/Banks/Institutions etc. in the last financial year 2021-2022 i.e. (01.04.2021 to 31.03.2022) with assignments amount not less than Rs.5.00 lacs per annum along with satisfactory performance report certificate.
- i. List of 10 or more numbers Service Engineer working in the Company /Firm/Agency.
- j. The bidder should signed and stamped each page of tender document as token of acceptance.

b) FINANCIAL BID :

The bidder shall quote item wise rates without GST in the financial bid format at Annexure-II. After scrutiny of the information received in technical bid, clarification, if any, where ever necessary, will be obtained form the party. After necessary appraisal of the party's experience and technical expertise, technical short-listed will be done. Consequently, financial bid will be opened in respect of those tenderer's who are found technical eligible.

While submitting financial bid/rates in the BOQ, the tenderer/bidder has to quote rates per unit/item of hardware/peripherals only. The corporation will not entertain any request for increase of rate on account of natural calamity, strike or other reason during contract period.

The allotment shall normally be made to company/agency/firm, which meet the eligibility criteria fixed for technical evaluation and quote lowest rates on aggregate basis i.e. Grand Total Amount (Lowest On Grand Total Amount).

Rates will be fixed for the entire period/duration of the contract. To that extent there will be no revision/escalation in rates during the contract period. The GST shall be paid extra as per Government Rule Applicable.

BID VALIDITY

The e-bids shall remain valid for a period of 120 days from the last date of submission of tender. Both the bids i.e. Technical Bid (As per Annexure I) and Financial Bid (As per Annexure-II) shall be submitted electronically on the Chandigarh Administration website <http://etenders.chd.nic.in> as per the procedure mentioned at Annexure-III. No manual tenders will be accepted.

Financial Bid of only those Bidders will be opened whose Technical Bid is found eligible/acceptable. The last date for uploading of the e-tender is 24.01.2023 by 04:00 PM Tender will be opened on 25.01.2023 at 03:00 PM.

The Management reserves the right to reject any or all the tenders without assigning any reason.

CHIEF GENERAL MANAGER

The bidder is requested to upload scanned copies (duly signed and stamped) of the following documents :-

1	Name of the Company /Firm/Agency	
2	Registered Office Address of the Company /Firm/Agency	
3	Tri-City (Chandigarh/Mohali/Panchkula) Office Address of Company /Firm/Agency	
3	Telephone No/Moblie No/Email Address	
4	Copy of EMD of Rs. 25,000/- in favor of 'CITCO' payable at Chandigarh (Demand Draft Only)	
5	Copy of PAN Card	
6	Copy of GST Registration Certificate	
7	Copy of valid ISO License Certificate	
8	Annual Turnover of Company/Agency/Firm showing annual income of Rs.40 Lacs or more in the last financial year 2021-22. Duly certified from practicing Chartered Accountant	
9	Certificate from OEM (Original Equipment Manufacturer) of any of Computers for Authorized Service Provider/ Partner/ Dealer/ Distributor.	
10	Copy of affidavit duly certified by the notary that the Company /Firm/Agency has never be blacklisted or punished by any court for any criminal offence/breach of contract and that no police/vigilance enquiry/criminal case is pending against the bidder/firm/company etc.	
11	Copy of experience certificate to handle and maintenance of Servers/Desktop/All-In-One-PC/Printers/Networking Connectivity (LAN) in Government/PSU/MNC/Banks/Institutions etc. in the last financial year 2021-2022 i.e. (01.04.2021 to 31.03.2022) with assignments amount not less than Rs.5.00 lacs per annum along with satisfactory performance report certificate.	
12	List of 10 or more numbers Service Engineer working in the Company /Firm/Agency.	
13	Acceptance of terms and conditions attached (Yes/No). Please sign each page of tender document as token of acceptance and upload/submit as part of tender document.	

FINANCIAL BID

S.No	ITEM DESCRIPTION	Qty	Amount Per Unit* (in Rs)	Total Amount* (in Rs.)
1	DELL SERVER INTEL XEON(R) SILVER 4140 CPU RAM 64 GB	1		
2	HP SERVER PROLIANT ML350 G6 XEON 16GB	1		
3	HP SERVER INTEL XEON E5504 CPU@2GHZ,16GB RAM 250GB X 3 HDD	1		
4	DELL SERVER XEON SILVER4210R CPU@2.4GHZ,64GB RAM ITB X 3 HDD	1		
5	INTEL SERVER e5 1.7GHZ 8 CORE CACHE MEMORY HDD 2000GB SATA 7200 RAM/RAM 16GB DDR 4,1 GIGABIT ENTERNET, INTEL CHIPSET BIS	1		
6	HPE SERVER MAKE SERVER(ML30 GEN 9 CORE PROCESSOR) 3.5GHZ, HDD 2 TB, DDR4 32GB RAM 64 BIT OPERATING SYSTEM	1		
7	P-IV COMPUTER DESKTOP (HP/LENOVO/IBM/DELL/ACER/HCL etc)	29		
8	CORE 2 DUO COMPUTER DESKTOP (HP/LENOVO/IBM/DELL/ACER/HCL etc)	52		
9	I-3 COMPUTER DESKTOP (HP/LENOVO/IBM/DELL/ACER/HCL etc)	118		
10	I-5 COMPUTER DESKTOP (HP/LENOVO/IBM/DELL/ACER/HCL etc)	31		
11	I-3 ALL-IN-ONE COMPUTER HP/IBM/ACER/DELL/LENOVO etc.	2		
12	I-5 ALL-IN-ONE COMPUTER HP/IBM/ACER/DELL/LENOVO etc.	2		
13	I-7 ALL-IN-ONE COMPUTER HP/IBM/ACER/DELL/LENOVO etc.	1		
14	I-3 LAPTOP/NOTEBOOK HP/IBM/ACER/DELL/LENOVO etc	5		
15	I-5 LAPTOP/NOTEBOOK HP/IBM/ACER/DELL/LENOVO etc	2		
16	I-7 LAPTOP/NOTEBOOK HP/IBM/ACER/DELL/LENOVO etc	2		
17	LASERJET PRINTERS MONO HP 1020/1022/M12A/1566/M202 /1108/1160/ 1505/M202/1515/ 1007 etc. CANON- 6030/4070/ LBP- 3300 etc . BROTHER HL 2130/DCP - T420W etc.	98		

S.No	ITEM DESCRIPTION	Qty	Amount Per Unit* (in Rs)	Total Amount* (in Rs.)
18	MUTLI FUNCTIONAL PRINTER (PRINT/COPY/SCAN) HP-1005/2026/4350/M26/1505/136A etc. CANON- MF4350/MF232/MF3010 etc.	44		
19	INK TANK PRINTER EPSON- L6160/M200/M-100 CANON - GM4070	8		
20	SCANNER HP 2410/2200/2400/3770 CANON - LIDE 120 etc.	3		
21	POS/KOT/RECEIPT/SLIP/THERMAL/RECEIPT PRINTER Epson TX-40 DMP/TMU 295/ TMU 220 /TM 88IV/M188D/ TF6 etc.	25		
22	DOT MATRIX PRINTER (80 COLUMN) EPSON LQ-300/310	12		
23	DESKJET PRINTER HP-810C/845C/F4288	1		
24	4 PORTS SWITCHES/HUB/ROUTER DLINK/3COM/NETGEAR/TPLINK etc.	4		
25	8 PORTS SWITCHES/HUB/ROUTER DLINK/3COM/NETGEAR/TPLINK etc.	25		
26	16 PORTS SWITCHES/HUB/ROUTER DLINK/3COM/NETGEAR/TPLINK etc..	19		
27	24 PORTS SWITCHES/HUB/ROUTER DLINK/3COM/NETGEAR/TPLINK etc.	2		
Grand Total (in Rs.)				

*** GST shall be paid extra as per Govt. rules applicable.**

PROCEDURE FOR E-TENDERING

1. The Bids shall be received electronically only through the website etenders.chd.nic.in/nicgep.
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 along with 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 (2nd floor), Head Office, CITCO, SCO 121-122, Sector 17-B, Chandigarh. The Bidder 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 Bidder has to produce the original documents as and when asked for by Computer Cell (2nd floor), CITCO. The failure of the Bidder to furnish the said original documents will entail summarily rejection of its tender.
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. Bids will be opened online as per time schedule mentioned above.
 - b. Before submission of online Bids, Bidders must ensure that scanned copies of all the necessary documents have been uploaded with the Bid.
 - c. It will be mandatory for all the Bidders to upload all the documents mentioned under 'Tender Details' template
 - d. CITCO will not be responsible for any delay in online submission of the Bids due to any reason whatsoever.
 - e. 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.

