



F.No: CCIT/LDH/CB/Tender/2019-20/2733

Dated: 02-12-2019
03

Notice Inviting Tender

The office of Chief Commissioner of Income Tax, Aayakar Bhawan, Rishi Nagar, Ludhiana invites online bids/quotation in two bid system (Technical & Financial) from reputed, experienced and financially sound Manpower Companies/Firms/Agencies engaged in the business of providing House Keeping Services to provide housekeeping service for the below mentioned Income-tax offices for a period of minimum two years as detailed below:-

1. For Income Tax Office at 3rd and 4th floors, GrandWalk mall, Ferozepur Road, Ludhiana

Sr.No.	Category of Worker	No. of Workers
1	Supervisor-cum-caretaker (semi- skilled)	1
3	Cook (semi- skilled)	2
4	Helper for Canteen (unskilled)	1
5	Cleaners (unskilled)	6
6	Sweepers (unskilled)	3

2. For Income Tax Office building at Old Red Cross Building, Udham Singh Nagar, Ludhiana

Sr.No.	Category of Worker	No. of Workers
1	Sweepers (unskilled)	1

3. For Income Tax Colony, Tagore Nagar, Ludhiana

Sr.No.	Category of Worker	No. of Workers
1	Sweepers (unskilled)	3
2	Garbage Cleaner (unskilled)	1
3	Mali (Gardner) (semi- skilled)	2

The tender documents alongwith instructions and terms & conditions can be downloaded from the web site www.eprocure.gov.in or www.incometaxindia.gov.in or www.incometaxchandigarh.org or can be collected from the O/o PRO-1, Aayakar Bhawan, Rishi Nagar, Ludhiana on any working day during office hours till 06:00 PM on 16.12.2019. The prospective

tenderers are advised to check the eligibility criteria thoroughly before applying for the Tender. Bids will be received through e-tendering only.

The tenderer should register and apply through online mode only on e-tendering portal www.tenderwizard.com/INCOMETAX. No other mode of application for tender will be entertained. The online bids can be submitted through the e-tendering portal www.tenderwizard.com/INCOMETAX upto 06:00 PM on 16.12.2019.

Date & Time for submission of quotations is on before 16.12.2019 before 06:00 PM.

Date & Time of online opening of quotations is 11:30 AM on 18.12.2019.

Opening of Tender Bids will be done online @e-tendering portal www.tenderwizard.com/INCOMETAX only.

The decision upon the bids received shall be taken upon by the competent authority and the same shall be communicated to the bidders through the online e-Tendering portal only. This office reserves the right to amend/withdraw any of the terms and conditions in the Tender Document or to reject any or all tenders without giving any notice or assigning any reason. The decision of the Chief Commissioner of Income Tax, Aayakar Bhawan, Rishi Nagar, Ludhiana in this regard shall be final and binding on all.

220211241

(Tarun Sharda)

**Asstt. Commissioner of Income Tax (Hq.)(Admn.)
O/o Chief Commissioner Of Income-tax, Ludhiana.**

1. **Scope of Housekeeping Services required to be provided by the Contractor**

- Daily sweeping and wet mopping of the entire area including the lobby in all floor either owned or in possession of Income-tax department daily basis.
- Furniture like tables, chairs, visitor's chairs, sofas, almirahs etc., and all the electronic gadgets like computers, telephone, fax machines, photo copier machine etc., have to be dust free and dust removal has to be done daily. The doors, windows, partitions including the particle board, glass and aluminium channels in the entire office should be cleaned daily.
- Deep cleaning of the toilets including Water Closets and Urinals with attached water and washbasins by using disinfecting materials like phenyl, harpic, vim, surf etc., minimum twice a day and more often, if needed and also cleaning of all sanitary fittings, tiles and mirrors on the walls in the washrooms and toilets.
- Vacuum cleaning the systems room and all computers in the office and sofa sets twice a week.
- Removal of blockages and clogging in the washbasins and other sanitary fittings in the toilets for smooth outflow of wastewater.
- Collection and disposal of all the sweepings, garbage and wastes and transport/disposal of the same to the nearest pit.
- Maintenance and upkeep of the entire office premises.
- Shifting of furniture and other equipments and files whenever required.
- Artificial plants, door mats and carpets are to be cleaned daily. All name boards, brass boards, wall panels, paintings etc., should be wiped off dirt at regular intervals.
- Care should be taken that the gadgets are not tampered with during the cleaning.
- Cleaning of fans and tube lights in the office premises once a month.
- The supervisor would be overall incharge of maintenance and administrative matters of the office and guest house.
- Cook would be incharge of cooking for the canteen and guests in the guest house. The rates of food for guests in the guest house would be as fixed by the CCIT, Ludhiana.
- The guest house caretaker and helpers would be assisting the cook in maintenance of the canteen and the guest house.
- The scope of work of cleaners includes dusting, sweeping, shifting of material and records and any other work to be assigned by administrative authorities.

2. **Weekly Services**

- Removal of cobwebs in the corridors and lavatories.
- Removal of dust accumulated on the walls, windows panes and ventilators in the toilets.
- Thorough washing, rubbing and cleaning of corridors.

3. **Conditions to be satisfied by the contractor**

- The Contractor should be resident of Ludhiana.

- The service provider should have at least 5 years housekeeping experience in any government office and the experience certificate should be attached with technical bid.
- The service provider should have turnover of at least 1 Crore per annum for last three financial years.
- The workers would be paid at the fixed prevailing rate as decided by the Chief Commissioner of Income Tax, Ludhiana by the contractor on or before 7th day of the following month.
- The contractor should be registered for compliance of ESI, EPF and Service Tax Rules and Proof needs to be submitted.
- The contractor should have a prior experience of having provided housekeeping services to government offices and proof of the same needs to be submitted along with the offer.
- The cleaning material and equipments need to be provided by the contractor and the same would be reimbursed on actual payment at cost of purchase on production of original purchase bills only.
- It would be the responsibility of the contractor to make alternate arrangements if for some reason workers/staff is not available. **In case the manpower is not available, no payment will be made for the day for that person, rather a penalty equivalent to cost per day of manpower will be levied and deducted from the monthly bill**
- The bills have to be submitted along with the acknowledgement/proof of payment. The contractor should also maintain all relevant registers, records and accounts & produce the same to this office as and when required.
- The workers/staff deployed by contractor shall not claim any absorption in the department in future. They shall be the employees of the contractor and shall never be considered as employees of the department i.e. there will be no employer and employee relationship between the employees of the contractor and the Department.
- The cleaning schedule needs to be fixed in every washroom which would have to be signed by the cleaner after cleaning. For the remaining area the cleaning schedule needs to be maintained by the supervisor.
- The workers have to be paid for only the number of days they have worked.
- Any damages to assets of the Department by the workers will have to be reimbursed by the contractor.
- In case there are complaints against any worker, he/she should be reprimanded/ replaced immediately.
- Close liaison needs to be maintained with Public Relation Officer.
- This office could ask the contractor to increase or reduce workers depending on the need on same terms and conditions.

4. Conditions for workers

- The workers have to be physically fit and free of any communicable disease to carry out the work.
- The workers have to be neatly dressed.
- The cook should be trained in cooking.
- The supervisor should be educated and should atleast be graduate with ability to read and write in both English and Hindi.
- The cleaning work is to be carried out before working hours i.e. by 08:30 Hrs.

- The persons deployed should be punctual and should complete the cleaning work of the entire office premises by 09:30 a.m. daily.
- The normal working schedule of the workers will be from 9:30 hrs to 6:00 hrs, if necessary even on holiday, with ½ hrs lunch time break. The work shall be done on all working days and payment will be made on the basis of attendance. Where necessary they will be required to work even on Saturday, Sunday and any other holidays, if required, by this office and in any other duty schedule

5. **General conditions of the tender**

- The tender needs to be submitted in two parts – Technical Bid and Financial Bid.
- In the Technical Bid, the contractor needs to provide proof of registration with ESI, EPF and Service Tax Departments and also proof of having worked with government offices in the past. Without fulfillment of these conditions, the bid would be rejected outrightly.
- In the Financial Bid, the rate of commission chargeable by the contractor on the gross payment needs to be quoted. The bid would be awarded to the person quoting the lowest commission subject to fulfillment of other conditions.
- Within one month from the date of awarding the contract the successful Bidder shall obtain a Licence under the Contract Labour (R&A) Act, 1970.
- The wages for workers engaged should strictly be in accordance with the latest Provisions of Minimum Wages Act and has also to be followed while quoting the rates in financial bid.
- The quoted rates per month (including all expenses, charges, duties, levies, all types of taxes including GST, etc.) must be written both in figures and words. Correction, if any, is to be made by crossing out, signing initial, dating and rewriting. In case of discrepancy between the words and figures, the rates indicated in figures shall prevail. All overwriting/cutting, insertions shall be authenticated and attested.

6. **The terms and conditions are as below:-**

- The contract will be in force for a period of two years from issue of order. This office reserves the right to extend the contract further subject to satisfactory performance of the contractor.
- The bidder would have to provide the following workers within 3 days of awarding of contract and more workers could be sought on the same terms and conditions at a later date depending on requirement.
- This office reserves the right to terminate the contract with a notice of 30 days in case the work is found unsatisfactory.
- The antecedents of the workers should have been properly verified by the contractor and he should be in possession of their identity & residence proof.
- Attendance & continuation of workers/staffs engaged by the contractor would be monitored by the PRO who will also ensure the dress code, I-Cards and Police verification etc. and will make surprise visits to verify compliance.
- For information or inspection of site, interested parties may contact the Public Relation Officer O/o CCIT at 2nd Floor, Aayakar Bhawan, Rishi Nagar, Ludhiana.

- The contractor/ service provider shall sign and stamp each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms conditions contained herein and submit the same along with Technical Bid

7. Tenders submitted late will not be considered in any circumstances.
8. The interested Company/Firm/Agency may submit **tender fee in the form of Demand draft of Rs.1000/- (One Thousand Only) and Earnest Money Deposit of Rs. 25000 in the favour of the ZAO, Ludhiana. The Demand draft should be submitted to O/o PRO-1, Room no. 329, 2nd floor , Aayakar Bhawan, Rishi Nagar, Ludhiana before 5:00 p.m of 17.12.2019.** Qualifying bids without tender fee and EMD will be rejected, EMD will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD shall be forfeited in case the successful bidders who withdraw or the details furnished in Technical and Financial Bid are found to be incorrect and false during the tender selection process. No interest shall be paid on the EMD.

SUBMISSION OF TENDERS -MODE

(a) The tender should be submitted ONLINE through the website www.tenderwizard.com/INCOMETAX only. Both the bids i.e. Technical and Financial should be in English only and prices should be written/quoted in both figures and words. In case there is difference in rates quoted by a tenderer in figures as well as in words, the quoted rates in words shall be considered only for evaluation and other purposes.

(b) The tenderer should ensure that all the scanned copies required to be uploaded online should be of original/true copies of documents which are duly attested/sealed and signed.

(c) The prospective tenderer should ensure that the documents uploaded on the e-portal are clearly typed and scanned and should be clearly legible.

(d) Tender(s) received beyond the last date of submission shall be summarily rejected and no claim of tenderer shall be entertained in respect of receipt of tenders at a later stage. No tender will be entertained by E-mail or FAX.

(e) The Income Tax department reserves the right to cancel/postpone the tender/contract procedure without assigning any reasons there for.

OPENING OF BIDS:

The process of opening the bids shall be done on e-Tendering portal only. The prospective tenderers are not required to be present in this office during the analysis of the bids. Any bids which are not as per the instructions /terms and conditions will be liable to be rejected. Communication in this regard will be made to the bidders through e-portal only.

The Financial bids of only those bidders shall be analyzed who are found to be successful in their Technical bids.

The decision towards finalization of the bids received shall be taken upon by the Competent Authority and the same shall be communicated to the bidders through online e-Tendering portal only.

Encl: As above

12/02/2024

(तरुण शारदा)

(Tarun Sharda)

सहायक आयकर आयुक्त (मु.) (प्रशा.)

Asstt. Commissioner of Income-tax, (Hq.)(Admn.)

IMPORTANT NOTE

Bidder should ensure that the following documents are part of the **QUALIFYING-cum-TECHNICAL BID**:

1. Technical Bid duly filled
2. Copy of PANCARD
3. Copy of Service Tax/GST Registration Certificate
4. Copy of Registration Certificate with EPF
5. Copy of Registration Certificate with ESI
6. Any other proof required in the tender document.
7. Tender Document (all pages signed with seal)

FINANCIAL BID:

- (a) Duly filled in Financial Bid and its enclosure.

RATES AND PRICES: The bidder shall quote their PERCENTAGE COMMISSION rates for personnel to be employed per month (**in both words and figures**).

(तरुण शारदा)

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(Tarun Sharda)

सहायक आयकर आयुक्त (मु.) (प्रशा.)

Asstt. Commissioner of Income-tax, (Hq.)(Admn.)

Technical Bid

(To Be Attached/Uploaded In Excel Format Only)

For providing man power for house keeping job in the O/o Chief
Commissioner of Income Tax, Aayakar Bhawan , Rishi Nagar, Ludhiana

QUALIFYING-cum-TECHNICAL BID DOCUMENT

Sl. No.	Particulars	
<u>1</u>	Name of the Party	
<u>2</u>	Complete Address (With Tel No., Fax No.)	
<u>3</u>	Name and Addresss of the Proprietor/Partners/Directors (with mobile/Contact no.)	
<u>4</u>	Contact Persons (with mobile no.)	
<u>5</u>	Whether the applicant is resident of Ludhiana as on date of tender ? State Yes or No ? [Proof required to be attached, if Yes]	
<u>6</u>	No. of years of experience in providing Data entry services (enclose proof such as performance Reports/ Experience Certificate from clients)	
<u>7</u>	Whether the applicant has prior experience of providing data entry services to government office? If yes , enclose proof.	
<u>8</u>	Details of Turnover for last three financial years (Enclose copy of balance sheet and profit and loss account): FY 2018-19 FY 2017-18 FY 2016-17.	
<u>9</u>	Permanent Account Number (PAN) (enclose copies of TDS/ITR)	
<u>10</u>	Details of ESI & EPF registration along with evidence	
<u>11</u>	Details of Service Tax/GST Registration along with evidence.	
<u>12.</u>	Whether the bidder has capital of Rs. 10 Lacs as on date. If Yes, attached bank A/c Statement as proof.	
<u>13</u>	Details of Tender fee : DD/Banker Cheque No. : Bank Name : Date :	
<u>14</u>	Details of EMD : DD/Banker Cheque No. : Bank Name : Date :	

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my knowledge/our knowledge and I have read and understood the terms and conditions contained in the Tender Document. I understand that in case any deviation is found in the above statement at any stage, I/we will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorized signatory with date and seal)

Financial Bid

(To Be Attached/Uploaded In Excel Format Only)
**For providing man power for house keeping job in the O/o Chief
Commissioner of Income Tax, Aayakar Bhawan , Rishi Nagar, Ludhiana**

FINANCIAL BID DOCUMENT

Sl. No.	Particulars to be furnished	
<u>1</u>	Name of the Party	
<u>2</u>	Address (with Tel No., Fax No.)	
<u>3</u>	Name of the office/Location for Which quoted	
<u>4</u>	Total Percentage of total cost of manpower as Commission (exclusive of Service tax/GST) per month	

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my knowledge/our knowledge and I have read and understood the terms and conditions contained in the Tender Document. I understand that in case any deviation is found in the above statement at any stage, I/we will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorized signatory with date and seal)

Notes:

- The rates quoted by the tendering Agency should be inclusive of all statutory/ taxation liabilities in force at the time of entering into the contract.
- The payment shall be made on conclusion of the calendar month only on the basis of duties performed by each person during the month.
- The Service Contractor shall not quote services charges at zero margins and shall not pay wages below the minimum prescribed rates.
- The service charges should not be less than 1% in case of individuals and 2% for Firms/Companies/others (i.e. rate of TDS as per Income Tax Act, 1961). In case of zero/lesser services charges the offer will not be considered and the offered bid will be directly rejected as the time of price evaluation. GST/Service Tax may be charged as applicable.

DECLARATION ABOUT FRAUD AND CORRUPT PRACTICES

We certify that in last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.

We declare that:

- (a) We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in Section B of Fraud and Corrupt Practices of the Terms and Conditions of the document, in respect of any tender or request for proposal issued by or any agreement entered into with the Authority or any other public sector enterprise or any Government, Central or State; AND
- (b) We hereby certify we have taken steps to ensure that in conformity with the provisions of Section B of Fraud and Corrupt Practices of the Terms and Conditions of the document, no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

We certify that in regard to matters other than security and integrity of the country, we or any of our Associates have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority, which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.

We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law. We further certify that no investigation by a regulatory authority is pending either against us or against our CEO or any of our directors/managers/employees.

Signature: Name & Designation with office

Seal

DECLARATION

1. I, _____ Son/Daughter/Wife
of _____ Shri
_____ Proprietor/Di
rector, authorized signatory of the Agency / Firm, mentioned above, is
competent to sign this declaration and execute this tender document; I have
carefully read and understood all the terms and conditions of the tender and
undertake to abide to them;

2. The information/documents furnished along with the above application
are true and authentic to the best of my knowledge and belief. I./ we, am/ are
well aware of the fact that furnishing of any false information/ fabricated
document would lead to rejection of my tender at any stage besides liabilities
towards prosecution under appropriate law.

**Signature of authorized
person**

Full Name:

Seal:

Date:

Place:

INSTRUCTIONS FOR ONLINE BID SUBMISSION (by Tenderwizard Portal)

The bidders are required to submit soft copies of their bids electronically on the Tenderwizard Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the Tenderwizard Portal, prepare their bids in accordance with the requirements and submitting their bids online on the Tenderwizard Portal. More information useful for submitting online bids on the CPP Portal may be obtained at www.tenderwizard.com/INCOMETAX.

REGISTRATION:

- 1) Bidders are required to enroll on the e-Procurement module of the Public Procurement Portal (URL: <https://www.tenderwizard.com/INCOMETAX>) with clicking on the link "Online bidder Registration" on the Tenderwizard Portal by paying the Registration fee of Rs. 2360/- year charge.
- 2) As part of the enrolment process, the bidders will be required to choose an 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 with the bidder.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only 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.
- 7) The scanned copies of all original documents should be uploaded on portal.

SEARCHING FOR TENDER DOCUMENTS:

- 1) There are various search options built in the tenderwizard Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender No, Department Name, Place, Date, Estimate Cost, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Department Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the tenderwizard Portal.
- 2) Once the bidders have selected the tenders they are interested in, you can pay the the form fee.by DD only and processing fee(NOT REFUNDABLE) by net-banking / Debit / Credit card then you may download the required documents / tender schedules, Bid documents etc. Once you pay both fee tenders will be moved to the respective 'INProgress' Tab. This would enable the tenderwizard Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

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/JPEG formats. Bid Original documents may be scanned with 100 dpi with Coloured 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 "Documents Library" available to them to upload such documents. These documents may be directly submitted from the "Documents Library" 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 into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

3) Bidder has to select the payment option as "DD" to pay the tender fee / EMD as applicable and enter details of the instrument.

4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

7) 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 click "Submit tender" (i.e. after Clicking "Upload Bid and Submit tender" in the portal), the portal will give a successful Tender submission acknowledgement. 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 tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to tenderwizard Portal in general may be directed to the 24x7 tenderwizard Portal Helpdesk. The contact number for the helpdesk is "011-49424365, 805462881. 9257209340".