



Government of India
Ministry of Earth Sciences
Departmental Accounting Organization
O/o Controller of Accounts
Room No. A-20, Old Building, Mausam Bhawan
Lodhi Road, New Delhi – 110003

No. PrAO/MoES/Admn/Outsourcing/2016-17/1097

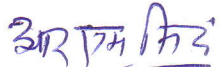
Date:- 06 .10.2016

OPEN TENDER NOTICE FOR OUTSOURCING OF DATA ENTRY OPERATORS AND OFFICE BOYS
ON ANNUAL CONTRACT BASIS

Departmental Accounting Organization, Ministry of Earth Sciences invites **online** tenders from well established/registered Service Providers for providing Secretarial manpower viz. 07 Nos. of Data Entry Operators & 05 Nos. of Office Boys on annual contract basis. The person to be deployed by the service providers as DEO (Data Entry Operator) **must** have completed Graduation Degree & Office Boys must have at least passed 10th Standard. Data Entry Operator must be well conversant with all type of computer work i.e. word processing, spread sheet and software presentation etc. The Service Providers should have sufficient experience of providing manpower to various Government Departments, public sector undertakings and Government autonomous organizations.

2. The contract will be for a period of one year from the date of award of contract subject to periodically review of performance. Contract will extended for another one year subject to satisfactory performance of service provider.
3. Tender form will be available on <http://eprocure.gov.in/eprocure/app> & official website of Ministry of Earth Sciences, www.moes.gov.in. The tenders will be accepted through online system only on <http://eprocure.gov.in/eprocure/app>. **Last date for online submission is 28.10.2016 upto 1700 Hrs. The technical bids will be opened on 31.10.2016 at 1500 Hrs.** The interested tenderers can participate in e-tendering and such tenderers should have Digital Signature for the purpose of participation in e-tender process. Detail instructions for submission of online Bids are given in Annex-II.
4. The service providers shall provide the required number of manpower within a period of one week from the date of **awarding of** the contract and failure to comply with the same or found deficient in service shall invite penalty or forfeiture of the security deposit. **The decision of the DAO, MoES in this regard will be binding on the service provider.**
5. Bids submission will be in two parts. The first cover in online system will be **“Technical bid”** containing information as prescribed in Form I, II, III & IV. The Second cover will be **“Financial Bid”** and contain information only for the rate for engaging on monthly basis for normal duty of 8 hours per day per person in BOQ format. **The rates quoted by the firms in bids would be valid for a period of ninety days.** Bidders will be required to quote separately for all such elements like minimum wage required, and all other statutory requirements like EPF, ESI and taxes as may be applicable. **In no case, price must not be mentioned in technical bid in any form otherwise tender would be summarily rejected.**
6. Tender Fee Payment would be in form of Demand Draft/Banker's Cheque (non refundable) of Rs. 500/- (Rupees five hundred only) in favor of the PAO, Sectt., Ministry of Earth Sciences payable at New Delhi, from any of the Commercial Banks. In case of non-submission of tender fee, the firm will not be considered for technical evaluation.

7. The original EMD of an amount Rs. 50,000/- (Rupees fifty thousand only) in the form of Account Payee Demand Draft/Bankers Cheque/FDR must be submitted before closing date of bid submission. The EMD should remain valid for 135 days i.e. a period of 45 Days beyond the final tender validity period.
8. Firms registered with DGS&D/NSIC (for the product for which they are registered) are exempted from payment of EMD and Tender Fee. For availing this exemption, scanned copy of valid DGS&D or NSIC Certificate should be uploaded while submitting the tender.
9. Tender fee (Non refundable) and EMD should be submitted offline in physical form as per NIT. EMD and Tender fee as per NIT in favour of **PAO, Sectt., MoES payable at Delhi** should be posted/couriered/deposited in person to the Sr. Accounts Officer(Admn.), Principal Accounts office, Ministry of Earth Sciences, A-20, Old Building, Mausam Bhawan, New Delhi latest by the last date and time of bid submission failing to which bids will not be considered. Scanned copies must be attached while online submission of Bids. The details of EMD/Tender fee physically sent must tally with the details available in the scanned copy and data entered during bid submission time, otherwise the uploaded bid will be rejected.
10. EMD furnished by all unsuccessful tenderers will be returned to them without any interest whatsoever, at the earliest after expiry of final tender validity period but not later than 30 days after conclusion of contract. EMD of the successful tenderer will be returned without any interest whatsoever after receipt of performance security from it as called for in the contract.
11. Proforma for technical Bid (Form I, II, III & IV) are enclosed and proforma for price bid in BOQ format is available in online system separately.
12. The financial bids of the bidders, who have been found technically qualified, will be opened at a later date and the same will be intimated separately before opening, to the technically qualified bidders.
13. All tenderers must ensure that signed and scanned copies of Terms & Conditions uploaded with the technical bid failing to which tender will be summarily rejected.
14. EMD furnished by all unsuccessful tenderers will be returned to them without any interest whatsoever, at the earliest after expiry of final tender validity period but not later than 30 days after conclusion of contract. EMD of the successful tenderer will be returned without any interest whatsoever after receipt of performance security from it as called for in the contract.


Sr. Accounts Officer
Pr.AO(Admn.), MoES

Copy to:-

- 1) Copy to NIC cell of Ministry of Earth Sciences with a request to upload it on official website of Ministry.

TERMS & CONDITIONS

1. All services shall be performed by persons qualified and skilled in performing such services.
2. The Agency should make adequate enquiries about the character and antecedents of the persons whom they are recommending. The character and antecedents of each personnel of the service provider will be got verified by the service provider before their deployment after investigation by the local police, collecting proofs of identity like driving license, bank account details, previous work experience, proof of residence and recent photograph and a certification to this effect shall be submitted by the service provider to this office. The service provider will also ensure that the personnel deployed are medically fit and shall keep in record a certificate of their medical fitness. The Service Provider shall withdraw such employees who are not found suitable by the office for any reasons immediately on receipt of such request.
3. The service provider's personnel should be polite, cordial, positive and efficient, while handling the assigned work.
4. The DAO, MoES may require the service provider to dismiss or remove from the site of work, any person or persons, employed by the service provider, who may be incompetent or for his/her/their misconduct and service provider shall forthwith comply with such directions.
5. The service provider shall replace immediately any of its personnel, if they are unacceptable to this office because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct, upon receiving written notice from this office.
6. This Ministry shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the service providers.
7. The service provider shall not assign, transfer, pledge or sub contract the performance or services without the prior written consent of this office.
8. The service provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangement administrative /organizational matters as all are of confidential/secret nature that can attract legal action.
9. That the persons deputed shall not be below the age of 18 years or should not be more than 50 years old and they shall not interfere with the duties of the employees of the Ministry.
10. The service provider's person shall not claim from, DAO, Ministry of Earth Sciences any benefit /compensation/absorption/regularization of services with this Office under the provision of Industrial Disputes Act, 1947 or Contract Labor (Regulation & Abolition) Act, 1970. Undertaking from the person to this effect will be required to be submitted by the service provider to this office.
11. The firm/agency should be registered under NCT of Delhi for deployment of manpower services.
12. The person deployed shall not claim any Master & Servant relationship with this DAO, MoES.
13. The service provider shall ensure proper conduct of his person in office premises, and enforce prohibition of consumption alcoholic drinks, paan, smoking, loitering without work.
14. The service provider shall engage the suitable person as required by DAO, MoES from time

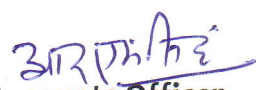
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to time. The said person engaged by the service provider shall be employee of the service provider and it shall be the duty of the service provider to pay their salary every month in time. The contractor should not stop the payment of salary on account of delays in payment to the Contractor from this Department.

15. There shall be an increase in the minimum wages of the personnel provided by the service provider consequent upon any increase on such account affected by Government of India/NCT of Delhi. However, service charge finalized through Tender shall remain fixed throughout the currency of the contract.
16. The transportation, food, medical and other statutory requirement under the various Acts/ Govt. Regulations in respect of each personnel of the service provider will be the responsibility of the service provider. This shall include payment of PF, ESI, Service Tax etc. However, payments in respect of PF, ESI etc. or any such other statutory requirements to the successful contractor shall be made by DAO, MoES subject to furnishing of proof of such payments to the concerned authorities indicating the PF No. ESI No./ESI card etc of the outsourced persons and details of service tax by the service provider every month without fail and before submitting bills for the subsequent months. The bills should be for reimbursement of the actual amount to the service rendered by the contractor.
17. Working hours will be of 8 ½ hours between 9.00 a.m. and 5.30 p.m. including half an hour lunch break normally from 1.00 p.m. to 1.30 p.m. Actual amount per hour would be calculated for the personnel deployed on duty for any extra duty based on rates finalized which will be payable to the concerned personnel by the service provider.
18. The personnel may be required to work beyond office hours/on holidays whenever required. They will be paid extra as per the minimum wages applicable at that time based on per hour rate calculated by dividing per month rate by 160 (20 working days x 8 Hours).
19. The service provider will submit the bill in triplicate in the 1st week of following month for payment. The payment will be made after necessary deduction in terms of non-permissible absent of the manpower.
20. The service provider will provide the required personnel for a shorter period also, in case of any exigencies as per the requirement of this Office.
21. The service provider shall provide a substitute well in advanced if there is any probability of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider.
22. If for any reason the personnel deployed by the service provider proceeds on leave, he/she should properly intimate the Controlling Officer and the Concerned Administration before such absence or in case Medical emergency on the first day of taking such leave either officially or telephonically clearly indicating the number of days he/she will be absent. The service provider shall provide a substitute in case the absence exceeds 5 days or even earlier, if situation so warrants, which shall be conveyed to them by the Concerned Administration. Failure to do so shall invite a penalty of Rs. 1000/- per day. No leave will be admissible except government holidays.
23. Payments to the service provider would be strictly on certification by the officer with whom he is attached that his services were satisfactory and attendance as per the records.
24. The service provider shall be contactable at all times and message sent by E-mail/Fax/Special Messenger/Phone from Ministry to the service provider shall be acknowledged immediately on receipt on the same day. The contractor will ensure every day that the minimum manpower has been provided.

31/12/2018

25. The successful bidder must furnish a performance security deposit equivalent to 10% of overall value of contract in the form of Account Payee Demand Draft, FDR from a commercial bank, Bank Guarantee from a commercial bank in an acceptable form within 21 days after notification of the award. Performance security will be forfeited in the event of a breach of contract by the successful tenderer in terms of the relevant contract. The Performance Security shall be remain valid for a period of 60 days beyond the date of completion of all contractual obligations are over. Performance security will be refunded to the firm/agency without any interest whatsoever after completion of the contract in all respect but not later than 60 days of completion of all contractual obligations under the contract.
26. EMD of a tenderer will be forfeited, if the tenderer withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its tender. Further, if the successful tenderer fails to furnish the required performance security within the specified period, its EMD will be forfeited.
27. The successful bidder will be required to enter into contract agreement with the DAO, Ministry of Earth Sciences. However, the agreement can be terminated by either party by giving one month's notice in advance. If the agency fails to give one month's notice in writing for termination of the Agreement then one month's wages etc. and any amount due to the agency from the DAO, MoES shall be forfeited.
28. Departmental Accounting Organization, Ministry of Earth Sciences reserves the right to cancel the contract at any stage without assigning any reason.
29. On the expiry of the agreement as mentioned above, the agency will withdraw all its personnel and clear their accounts by paying them all their dues.
30. **Arbitration Clause :-** All disputes or differences arising out of or in connection with the contract shall be settled by bilateral discussion. Any dispute, disagreement or question arising out of or relating to the contract or relating to services or performance which cannot be settled amicably, may be resolved through arbitration procedure as per Indian Arbitration and Conciliation Act, 1996.
31. **Fall Clause :-** The following Fall clause will form part of the contract placed on successful Bidder:-
- a) The price charged for the services supplied under the contract by the agency shall in no case exceed the lowest price at which the agency provides the services of identical description to any person/organization including the Pr.AO, MoES or any department of the Central Government or any department of State Government or any statutory undertaking of the Central or State Government as the case may be during the period till performance of all services placed during the currency of the contract is completed.
 - b) If at any time, during the said period the agency reduces the services price or offer to provide services to any person/organization including the Pr.AO, MoES or any Department of Central Government or any Department of the State Government or any Statutory undertaking of the Central or State Government as the case may be at a price lower than the price chargeable under the contract. Such reduction of price of services shall stand correspondingly reduced.


Sr. Accounts Officer
Pr.AO(Admn.), MoES

Eligibility Conditions

The service provider should have at least five years experience of providing secretarial manpower to various Government Departments, public sector undertaking and Government autonomous organizations. **Performance certificates (last five years) issued by their clients should be attached after self attesting by the service providers.**

The turnover of the firm/agency during last two years should not be less than Rs.30 lakhs (rupees thirty lakhs) each year from providing such manpower.

- a) The firm/agency should be registered with Service Tax Department.
- b) The firm/agency should have valid PAN No., Provident Fund Account No., and ESI Number.
- c) The firm/agency must be registered for deployment of manpower services under NCT of Delhi.
- d) The firm/agency must mark serial page number of their technical documents and put their authorized signature on each page.
- e) The firm should have an office in Delhi/NCR.
- f) It should be in this business for at least FIVE (05) years. The turnover of the company/firm during the last two financial years should be not less than Rs. 30 lakh (rupees thirty lakh) each year from providing such manpower.
- g) The agency should not be blacklisted by any Department/Ministry of the Government of India or any PSU or any other organization. Undertaking to this effect from the service provider should be enclosed.

Selection Criteria

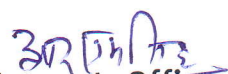
The Technical Bids of the firms will be opened first and these will be examined with reference to the Minimum Eligibility Conditions. The financial Bids of only those Tenderers will be opened who qualifies the Technical Bid Criteria. Before opening of Financial Bids, the technically qualified Tenderers will be informed of the date & time for opening of their Financial Bids. The Bidder who qualifies the Minimum Eligibility Criteria and quotes lowest rate shall be awarded the Tender. In case more than one Tenderer quotes the lowest rates the Tender will be awarded to the firm which has more experience in the relevant field and have required infrastructure. The decision of the Tender Committee shall be final in this regard.

It may be noted that if any firm quotes 'NIL' charges/consideration as their Service Charge, the bid shall be treated as unresponsive and will not be considered. Further, the Admn./Service charges should be reasonable and these should not be notional.

Important

The firm which is awarded this Tender shall be required to pay at least the Minimum Wages (as per Minimum Wages prescribed by the Government of NCT of Delhi) to the personnel deployed in this Department. No deductions (as firm's charges), whatsoever, shall be made from the wages to be paid to these persons. Further, PF and ESI facilities are to be provided to these persons as per Government Rules & Instructions.

As regards the firms' charges (service charges) or any other administrative charges, these rates should be quoted in the Tender itself separately.


Sr. Accounts Officer
Pr.AO(Admn.), MoES

Check List

Description	Page Number/Numbers
Duly complete tender form	
Notice Inviting Tender	
Service Tax Registration	
PAN Number	
VAT/Sales tax registration certificate	
ESI Registration	
EPF Registration	
Scanned copy of Earnest Money Deposit i.e. DD/Pay order of Rs. 50,000/- (Rupees fifty thousand only) and Tender fee i.e. DD/Pay Order of Rs. 500/- in favour of PAO, Sectt., MoES. Original copy is to be submitted before last date of bid submission	
Certificate of Registration under NCT of Delhi for deployment of manpower	
Registration certificate of DGS&D/NSIC	
Duly Signed & Stamped Technical Document/Terms and conditions with page number marked on each page	
Proof of turnover of not less than Rs. 30 Lakh (Rupees thirty lakh) each year from providing manpower services during last two financial years	
Duly filled in form 'I' to 'IV'	
Copies of work order issued by tenderer's clients	
Performance certificate (attested copies issued by the clients to the tenderer (which should have minimum rating of satisfactory) during last five years i.e. 2011-2012 to 2015-2016 further these should be signed by tenderer along with seal of firm/agency	
Financial Bid in BOQ format (To be submitted online only) – format will be available with tender document	-NA-

Signature of the Tenderer

With seal of the Firm/Agency

PROFORMA

To,

Sr. Accounts Officer,
Principal Accounts Office(Admn.)
O/o Controller of Accounts,
Ministry of Earth Sciences, A-20, Old Building,
Mausam Bhawan, Lodhi Road,
New Delhi – 110003

Subject: Outsourcing of Data Entry operators and Office Boys on contract basis.

Sir,

The undersigned have read and examined in detail the tender document in respect of providing Secretarial manpower on contract basis and do hereby express our interest to provide such services.

Corresponding Details:-

1	Name of the Company	
2	Address of the Company	
3	Name of the Contract person to whom all references shall be made regarding this tender	
4	Designation and address of the person to whom all references shall be made regarding this tender	
5	PAN and Service Tax details	
6	Telephone (with STD code)	
7	E-mail of the contract person	
8	Fax No. (with STD code)	

It is certified that the person, who shall be provided for Secretarial Work\duties are competent and have the necessary qualification for taking up this assignment.

Document forming part of the bid;

We have enclosed the following;

- (i) Form II : Minimum Eligibility
- (ii) Form III : Prior Experience
- (iii) Form IV : Declaration Letter
- (iv) Financial Bid (to be submitted online in BOQ format)
- (v) Earnest Money Deposit
- (vi) Letter of authorization (in the name of the contact person) representing the company

Thanking you,
Yours faithfully,

Minimum Eligibility

The details in respect of the company are as given under:

Sl. No.		
1.	Name of the Company	
2	Year of Registration/Incorporation	
3	Number of Employees as on March 31,2014	
4	Annual Turnover from providing manpower during last 2 years	2014-15 2015-16

Yours faithfully,

(Signature of the Authorized Person)

Name:

Designation:

Seal:

Date:

Place:

Business Address:

PRIOR EXPERIENCE

(Using the format below, provide information in respect of the each Department/ Agency to whom manpower was provided by the company during the last five years)

Name of the Ministry/Department/PSU/Agency, along with its address and details of contact person to whom Manpower was provided	
Type of Manpower provided and their numbers:- Multi Tasking Staff Office Boys (Other, please specify)	

Yours faithfully,

(Signature of the Authorized Person)

Name:

Designation:

Seal:

Date:

Place:

Business Address:

DECLARATION

Declaration Letter on Official Letter head stating the following:-

- (i) We are not involved in any major litigation that may have an impact of affecting or compromising the delivery of Services as required under this tender.
- (ii) We are not black-listed by any Central/ State Government/ Public Sector Undertaking in India.

Yours faithfully,

(Signature of the Authorized Person)

Name:

Designation:

Seal:

Date;

Place:

Business Address:

Instructions for Online Bid Submission:

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

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

REGISTRATION

1. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>.) by clicking on the link **“Online Bidder Enrollment”** on the CPP Portal Which is free of charge.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificated 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 other which may lead to misuse.
6. Bidder than logs on to the site through the secured long-in by entering their user ID/password and the password of the DSC/ e-Token.

SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords, etc. to search for a tender published on the CPP Portal.
2. Once the bidders have selected the tenders they are interested in, they may download the requirement documents/ tender schedules. These tenders can be moved to the respective “My Tenders” folder. This would enable the CPP Portal to intimate the bidders through SMS/e-mail in case there is any corrigendum issued to the tender document.
3. 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.

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 documents/schedule and generally, they can be in PDF/XLS/RAR/DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

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

SUBMISSION OF BIDS

1. Bidder should log 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 documents.
3. Bidder has to select the payment option as “offline” to pay the tender fee/EMD as applicable and enter details of the instrument.
5. Bidder should prepare the IMD as per the instructions specified in the tender documents. 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 their 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. 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 given as a standard BoQ format with the tender documents, 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 colored (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 only 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 bidder’s 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 buyers/bid opener’s public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
8. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
9. Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
10. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

1. Any queries relating to the tender documents and the terms and conditions contained therein should be addressed to the Tender inviting Authority for a tender or the relevant contract person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to CCP Portal in general may be directed to the 24*7 CPP Portal Helpdesk. The contact number for the helpdesk is 180030702232.