

भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान मोहाली

शिक्षा मंत्रालय, भारत सरकार द्वारा स्थापित

सैक्टर 81,नॉलेज सिटी,प. ओ. मनोली, एस. ए. एस. नगर, मोहाली, पंजाब 140306 INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH MOHALI

(Established by Ministry of Education, Govt. of India)
Sector-81, Knowledge city, PO-Manauli, SAS Nagar Mohali-140306, Punjab
PAN No. - AAAAI1781K GSTIN – 03AAAAI1781K2ZS

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CPPP/Institute Website

IISERM (1490)21/22-Pur

Dated: 3rd August 2021

NOTICE INVITING E-TENDER

Online tenders are invited on behalf of the Director, IISER Mohali in **TWO BID SYSTEM** for the **Supply & Installation and Service Plan For An Integrated Online Chemical Ionization Mass Spectrometer Based On Proton Transfer Reaction Mass Time Of Flight Technology For Rapid Real-Time Measurements Of Compounds Present As Gases And In Aerosol In Ambient Air** as per technical specification and details given below and BOQ list from the original manufacturer/supplier at CPPP i.e. https://eprocure.gov.in/eprocure/app. Tender documents may please be downloaded from the E-procurement portal website https://eprocure.gov.in/eprocure/app & Institute website www.iisermohali.ac.in.

-Sd-Assistant Registrar (P&S)

NOTE: This is a domestic Tender according to the DPHT Order dated 15/07/2017 and subsequent amendments to the order for Public Procurement Preference & PROVISION FOR LOCAL SUPPLIERS TOWARDS PREFERENCE TO MAKE IN INDIA. The bidder required to declare on the letter head the percentage of Local content for the quoted instrument and submit with the Technical Bid. Bidder should also give details of the location(s) at which the local value addition is made.



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E-TENDER NOTICE

Tender Ref.- IISERM(1490)21/22-Pur

Dated: 3rd August 2021

Critical Date Sections

Sr.	Description	Date	Time
1.	Tender Publishing Date and time	3 rd August 2021	6:00pm
2.	Tender Document download start Date & Time	3 rd August 2021	6:00pm
3.	Bid Submission start Date &Time	3 rd August 2021	6:00pm
4.	Pre Bid Meeting Date	11.08.2021	15:00 IST
5.	Bid Submission End date and Time	2 nd September 2021	Upto 11:00am
6.	Tender opening Date and Time	3 rd September 2021	At 11:30am

Online tenders are invited on behalf of the Director, IISER Mohali in **TWO BID SYSTEM** following item(s) from the original manufacturer/supplier https://eprocure.gov.in/eprocure/app. Tender documents may please be downloaded from the Eprocurement portal website https://eprocure.gov.in/eprocure/app & Institute website www.iisermohali.ac.in. Tender fee in shape of Demand Draft of Rs 590/- (Non-refundable) should be submitted by bidder in favour of the Registrar, IISER Mohali payable at Mohali or through Online mode in Institute Account (Canara Bank Saving Account Number 4790101001912 and IFSC Code CNRB0004790) However, scanned copy of the Tender fee should be uploaded on website along with technical bid. The hard copy of the same in original to be sent to the address mentioned below duly superscribing the supply/work name and reference/tender ID on the envelope and same must reach before opening of the bid and if not received before due date the bid will be summarily rejected. Micro & MSME/NSIC and Firms registered and the firms registered with concerned Ministries/ Departments, the bidders are exempted from payment of Tender Fee/EMD as per GOI notifications/GFR (2017) and Ministry of Finance OM No. F.9/4/2020-PPD dated 12 November 2020.

Bidders will also be required to execute bond/undertaking Bid Security Declaration Form attached as ANNEXURE-I for availing exemption to submit EMD.

The Original Tender Fee should be sent to:

Assistant Registrar (P&S)

Indian Institute of Science Education and Research Mohali Sector-81, Knowledge City, SAS Nagar, Mohali, Punjab,

India, Pin: 140306

Non-receipt of original Tender Fee will lead to rejection of tender.

ITEM WISE DETAILS

Sr. No.	Description	Qty. (in units)
1.	SUPPLY & INSTALLATION AND SERVICE PLAN FOR AN INTEGRATED ONLINE CHEMICAL IONIZATION MASS SPECTROMETER BASED ON PROTON TRANSFER REACTION MASS TIME OF FLIGHT TECHNOLOGY FOR RAPID REAL-TIME MEASUREMENTS OF COMPOUNDS PRESENT AS GASES AND IN AEROSOL IN AMBIENT AIR. INSTRUMENT PARAMETER – AS PER ANNEXURE III	01

A) **IMORTANT NOTES:-**

- I. This is a domestic Tender according to the DPIIT Order dated 15/07/2017 and subsequent amendements to the order for Public Procurement Preference & PROVISION FOR LOCAL SUPPLIERS TOWARDS PREFERENCE TO MAKE IN INDIA. Bidders should also give details of Locations(s); at which the local value addition is made. Bidders are requested to furnish the declaration regarding local content/locations in Annexure II.
- II. The online updated Price BOO is in INR format. Bids are invited in INR only against domestic tender.
- III. The Online bids should be submitted directly by the original manufacturer/supplier. If quotation is submitted/filled by any representative/agent/dealer then they must upload a authority certificate from the principal company.
- IV. <u>All MSME/NSIC/Startup Units shall be considered as per provisions/rules prescribed by Govt of India.</u>
- V. <u>Auto-extension of last date for E-Tenders has been activated by CPP Portal which has participation 2 bids or less.</u>

B) **SUBMISSION OF TENDER**

- I. All bid/tender documents are to be uploaded online at Central Public Procurement portal i.e. https://eprocure.gov.in/eprocure/app only and in the designated cover/ part on the website against tender ID. Tenders/ bids shall be accepted only through online mode and no manual submission of the same shall be entertained except tender fee and EMD. Late tenders will not be accepted.
- II. The online bids shall be opened at the office of the Assistant Registrar (P&S), IISER Mohali, on above given date and time. If the tender opening date happens to be on a holiday or non-working day due to any other valid reason, the tender opening process will be attended on the next working day at same time and place. IISER Mohali will not be responsible for any error like missing of schedule data while downloading by the Bidder.
- III. The bidder shall upload the tender documents duly filled in and stamped by the authorized signatory on each and every page. Tender not submitted/uploaded in the prescribed form and as per the tender terms and conditions shall be liable for rejection.

- IV. The bidder shall upload scanned copy of the PAN Card, GST number duly signed and stamped. Also bidders applying against 'MSME/NSIC Certificate" issued by appropriate Authority, should ensure that the certificate attached is relevant to the area of service/supply. For example, If the tender is for "supply & installation of Desktop" the certificate should be issued for activity/area of "Computer supply and services activities etc" otherwise bid will be REJECTED without notice.
- V. E-procurement system ensures locking on the scheduled date and time. The system will not accept any bid after the scheduled date and time of submission of bid.

C) INSTRUCTIONS

- 1. The Online bids should be submitted directly by the original manufacturer/supplier, If quotation is submitted/filled by any representative/agent/dealer then they must upload a authority certificate from the principal company for quoting the price otherwise such quotation will be rejected.
- 2. The quantity mentioned in this inquiry is and shall be deemed to be only approximate and will not in any manner be binding on the Institute. Before the deadline for submission of the online bid, IISER Mohali reserves the right to modify the tender document terms and conditions. Such amendment/modification will be notified on website against said tender ID.
- 3. The rates offered should be FOR Delhi/Mohali in case of firms situated outside Chandigarh/Mohali, and free delivery at the Institute premises in case of local firms. Conditional tenders will be summarily rejected.
- 4. In case of Ex-godown terms the amount of packaging forwarding freight etc. should clearly be indicated by percentage or lump sum amount. Institute has policy not to make any advance payments towards any purchase, Letter of credit can be opened if required.
- 5. THE INSTITUTE IS EXEMPTED FROM CUSTOM DUTY under notification no-TU/V/RG/-CDE(1062)/201 CUSTOM DT.30.08.2016.
- 6. Tax: This Institute is not exempted from the payment of GST. The current rate (i.e. percentage of GST should be clearly indicated included or excluded) wherever chargeable. Please also provide/upload the copy of PAN card, GST number duly self-attested.
- 7. Concessional GST is applicable for all the items purchased for Research labs vide Ministry of Finance, notification no. 45/22017 dated 14.11.2017 and 47/2017 dated 14.11.2017.
- 8. Bidder/s quoting in currency other than **Indian Rupee** (**INR**) should explicitly mention the currency in which tender quoted wherever applicable in <u>Technical Bid</u> along the tender documents.
- 9. The delivery period should be specifically stated. Earlier delivery will be preferred.
- 10. The firms are requested to provide/upload detailed description and specifications together with the detailed drawings, printed leaflets & literature of the article quoted and also should enclosed **Technical Compliance Sheet.** The name of the manufactures and country of manufacture should also invariably be stated. In the absence of these particulars, the quotation is liable for rejection. Tenders not accompanied by detailed information as required, are liable to be rejected.
- 11. If any information furnished by the bidder is, at any stage found to be incorrect, false or fabricated, the Institute/purchaser shall have the absolute right to forfeit E.M.D. and security deposits, in addition to cancellation of contract, forfeiting the

warranty/performance Guarantees and other action in accordance with law, such as black-listing, risk & cost etc.

- 12. Validity of offer: Period for which the offer will remain open: Bidders should keep their offers valid for acceptance for a period of 9 months.
- 13. The warranty period after satisfactory installation should be mentioned and firm should replace all manufacturing defect parts/ whole item under warranty without any extra cost including clearance, freight, taxes. Security deposit/ Bank Performance Guarantee @ 3% of the value of supply order, in terms of *Ministry of Finance, DoE, GOI, OM. No. F.9/42020-PPD dated 12-11-2020 and* as per norms may be sought from the firms.
- 14. Integrity pact: The technically qualified and L-1 bidder required to submit the integrity pact, immediately after acknowledgement of the Purchase order.
- 15. The Director, IISER Mohali reserves the right of acceptance of the whole or any part of the tender or portion of the quantity offered and the bidders shall be required to supply the same at the rate quoted. Director, IISER Mohali also reserves the right to accept or reject any or all the tenders without assigning any reason thereof.
- 16. The right to reject all or any of the quotation and to split up the requirements for itemized L-1 or relax any or all the above conditions without assigning any reason is reserved by the IISER Mohali. For any corrigendum and addendum please be checked the website https://eprocure.gov.in/eprocure/app and https://eprocure.gov.in/eprocure/app and https://www.iisermohali.ac.in
- 17. Disputes, if any, shall be subject to jurisdiction in the court of Mohali only.

-Sd-Assistant Registrar (P&S)

ANNEXURE-I

Bid Securing Declaration Form

Date:	E-Tender No.	E-Tender ID
	ete name and address of the igned, declare that:	e purchaser)
I/We understand Declaration.	that, according to your c	conditions, bids must be supported by a Bid Securing
	e date of notification if I a	from bidding for any contract with you for a period of am /We are in a breach of any obligation under the bid
period of bid valid b) having been n validity (i) fail of Performance Securing Declarate of (i) the receipt of	dity specified in the form of otified of the acceptance reuse to execute the courity, in accordance with tion shall cease to be valid it.	of our Bid by the purchaser during the period of bid ontract, if required, or (ii) fail or refuse to furnish the the Instructions to Bidders. I/We understand this Bid if I am/we are not the successful Bidder, upon the earlier name of the successful Bidder; or (ii) thirty days after
		ame and capacity are shown) erson signing the Bid Securing Declaration)
,	1 0	ning he Bid Securing Declaration) chalf of (insert complete name of Bidder)
Dated on Corporate Seal (w	day ofwhere appropriate)	(insert date of signing)
,	a Joint Venture, the Bid Source that submits the bid)	ecuring Declaration must be in the name of all partners
PS: Furnish the abov	e in original stationary/letter h	ead with signed and sealed.

ANNEXURE-II

SELF DECLARATION [For Local Content of Products, Services or Works]

To, The Director Indian Institute of Science Education and Research (Established by Ministry of Education, Govt. of India) Sector-81, Knowledge city, PO-Manauli, SAS Nagar Mohali-140306, Punjab 1. With reference to Order no P.-45021/2/2017 PP (BE-II) dated 04.06.2020 and No. P-45021/2/2017-PP(BE-II) dated 16-09-2020 of DPIIT, Ministry of Commerce and Industry, Govt. of India, we fall under the following category of supplier (please tick the correct category) for the items for which this tender has been floated and being bided. □ Class I local supplier – has local content equal to more than 50%. Local contents added at __ (name of location). ☐ Class II local supplier – has local content more than 20% but less than 50%. Local contents (name of location). added at □ Non-local supplier – has local content less than or equal to 20%. Local contents added at (name of location).

2. We are solely responsible for the abovementioned declaration in respect of category of supplier. False declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules for which we may can be debarred for up to 2 years as per Rule 151(iii) of the General Financial Rules along with such other actions as may be permissible under law.

Signature & seal of the company

Name and address of the organization

Note: In cases of procurement for a value in excess of Rs. 10 crores, the 'Class-I local supplier' / 'Class-II local supplier' shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.

SUPPLY AND INSTALLATION OF AN INTEGRATED ONLINE CHEMICAL IONIZATION MASS SPECTROMETER BASED ON PROTON TRANSFER REACTION MASS TIME OF FLIGHT TECHNOLOGY FOR RAPID REAL-TIME MEASUREMENTS OF COMPOUNDS PRESENT AS GASES AND IN AEROSOL IN AMBIENT AIR

Sr. No.	Instrument parameter	Technical specifications
1.	System design	 The system should have a cold-spot free design as sticky compounds need to be measured under conditions with high PM_{2.5} mass loadings (> 500 ug/m3) and gas phase polluted air (>100 ppb of individual trace gas) in ambient pollution plumes All parts in contact with sample should be made of inert materials to keep surface effects minimal.
2.	Sensitivity	Sensitivity for m/z 42 (acetonitrile): > 250 cps/ppbv with greater than 8000 m/dm (FWHM) at m/z 42 and Sensitivity for xylene > 400 cps/ppbv with greater than 8000 m/dm (FWHM) at m/z 107
3.	Temporal resolution	1 minute or better for both gas phase and aerosol phase chemical speciation modes with switching time between modes of the order of few minutes or less
4.	Mass resolving power	$> 7000 \text{ m/dm (FWHM)}$ at all m/z ≥ 33
5.	Mass range for analyte quantification	19 -1000 amu
6.	Adjustable Inlet system	Should be able to regulate at set temperatures between 40-150 degree Celsius; Should be able to regulate inlet pressure at 500mbar and above ambient pressures; Inlet should be made of Teflon or PEEK suitable for VOC analyses with inlet flow as low as 100 ml/minute also possible
7.	Ion source heating range	40-120 degree Celsius
8.	Detection limit gas phase	20 ppt or better for all compounds in mass range of m/z 31-m/z 400 with 1 minute temporal resolution data
9.	Detection limit aerosol phase	Better than 5 ng/m ³ for PAHs, levoglucosan and oleic acid
10.	Reaction chamber temperature and E/N control range	40 -120 degree Celsius; 40-200 Td
11.	Reagent ions included with automated switching options	Hydronium ions (H_30^+) , Ammonium (NH_4^+) and Nitrosonium ion (NO^+)
12.	H ₃ 0 ⁺ reagent ion purity	High purity > 98%
13.	Ammonium (NH4 ⁺) ion purity	Purity > 95%
14.	Nitrosonium ion (NO ⁺) ion purity	Purity > 95%
15.	Mass analyzer	Time of Flight

16.	Detector	Microchannel-plate (MCP); Robust, Low electronic
10.	Detector	noise; With Time-to-Digital Converter (TDC) or
		Analogue to Digital (ADQ)
17.	AEROSOL INLET	1) VOC adsorption of gas phase denuder in front of
	PERFORMANCE SPECS	aerosol inlet should be better than 99.99% in
		polluted ambient air. Also should be possible to
		regenerate by heating in clean air flow within few
		hours
		2) Particle transmission of gas phase denuder in
		front of aerosol inlet should be better 90% for
		aerosol particles in the size bin of 80 nm >
		Particle diameter D _P < 1000 nm
		3) Minimum aerosol size range with stable particle
		response for D _p with 120 nm to 800 nm
		4) Aerosol volatilization: complete evaporation of Intermediate Volatile Organic Compounds,
		Semi-Volatile Organic Compounds, Low
		Volatility Organic Compounds with reduced
		response for Extremely Low Volatility Organic
		Compounds (List of compounds tested by vendor
		for their system in each class to be supplied with
		proper documentation
18.	Response time of gas and aerosol	For gas phase compounds < 100ms; For aerosol
	phase compounds	phase compounds response time (1/e) such as
		levoglucosan, vanillic acid and tartaric acid < 60
10		seconds
19.	Data acquisition, processor and	With atleast 1 TB SSD storage and 8 GB RAM;
20	storage computer	Windows; Full HD Display
20.	Power and Safety Certification	Full system power load < 1500 W; 220-240 V; 50 Hz AC input power supply with surge protectors;
		Electrical safety compliance per Bureau of Indian
		Standards (BIS) or equivalent for equipment
		operated in India
21.	Weight	< 180 kg; Max dimensions of mass spectrometer 70
	\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	cm x 100 cm x 100 cm Width x Height x Depth
22.	Integrated Calibration Unit with	VOC gas standard mixture should contain
		VOC gas standard infature should contain
	provision for automatic zeroes	compounds spanning oxygenates, isoprene and
	provision for automatic zeroes	compounds spanning oxygenates, isoprene and aromatics spanning mass range m/z 31 to m/z 200 at suitable mixing ratios for performing calibration
	provision for automatic zeroes and calibrations supplied with	compounds spanning oxygenates, isoprene and aromatics spanning mass range m/z 31 to m/z 200 at suitable mixing ratios for performing calibration from 500 ppt to 20 ppb range with the supplied unit.
	provision for automatic zeroes and calibrations supplied with suitable VOC gas standard	compounds spanning oxygenates, isoprene and aromatics spanning mass range m/z 31 to m/z 200 at suitable mixing ratios for performing calibration from 500 ppt to 20 ppb range with the supplied unit. Accuracy of gas mixture should be better than 10
	provision for automatic zeroes and calibrations supplied with suitable VOC gas standard	compounds spanning oxygenates, isoprene and aromatics spanning mass range m/z 31 to m/z 200 at suitable mixing ratios for performing calibration from 500 ppt to 20 ppb range with the supplied unit. Accuracy of gas mixture should be better than 10 percent for all compounds and analysis certificate of
	provision for automatic zeroes and calibrations supplied with suitable VOC gas standard	compounds spanning oxygenates, isoprene and aromatics spanning mass range m/z 31 to m/z 200 at suitable mixing ratios for performing calibration from 500 ppt to 20 ppb range with the supplied unit. Accuracy of gas mixture should be better than 10 percent for all compounds and analysis certificate of exact values for each compound should be provided
22	provision for automatic zeroes and calibrations supplied with suitable VOC gas standard cylinder and pressure reducer.	compounds spanning oxygenates, isoprene and aromatics spanning mass range m/z 31 to m/z 200 at suitable mixing ratios for performing calibration from 500 ppt to 20 ppb range with the supplied unit. Accuracy of gas mixture should be better than 10 percent for all compounds and analysis certificate of exact values for each compound should be provided as well.
23.	provision for automatic zeroes and calibrations supplied with suitable VOC gas standard	compounds spanning oxygenates, isoprene and aromatics spanning mass range m/z 31 to m/z 200 at suitable mixing ratios for performing calibration from 500 ppt to 20 ppb range with the supplied unit. Accuracy of gas mixture should be better than 10 percent for all compounds and analysis certificate of exact values for each compound should be provided as well. Automated calibration measurements
23.	provision for automatic zeroes and calibrations supplied with suitable VOC gas standard cylinder and pressure reducer.	compounds spanning oxygenates, isoprene and aromatics spanning mass range m/z 31 to m/z 200 at suitable mixing ratios for performing calibration from 500 ppt to 20 ppb range with the supplied unit. Accuracy of gas mixture should be better than 10 percent for all compounds and analysis certificate of exact values for each compound should be provided as well. Automated calibration measurements • Automated background measurement
23.	provision for automatic zeroes and calibrations supplied with suitable VOC gas standard cylinder and pressure reducer.	compounds spanning oxygenates, isoprene and aromatics spanning mass range m/z 31 to m/z 200 at suitable mixing ratios for performing calibration from 500 ppt to 20 ppb range with the supplied unit. Accuracy of gas mixture should be better than 10 percent for all compounds and analysis certificate of exact values for each compound should be provided as well. Automated calibration measurements • Automated background measurement • Instrument parameters (reagent ion, source
23.	provision for automatic zeroes and calibrations supplied with suitable VOC gas standard cylinder and pressure reducer.	compounds spanning oxygenates, isoprene and aromatics spanning mass range m/z 31 to m/z 200 at suitable mixing ratios for performing calibration from 500 ppt to 20 ppb range with the supplied unit. Accuracy of gas mixture should be better than 10 percent for all compounds and analysis certificate of exact values for each compound should be provided as well. Automated calibration measurements • Automated background measurement • Instrument parameters (reagent ion, source voltages, flows, drift-tube
23.	provision for automatic zeroes and calibrations supplied with suitable VOC gas standard cylinder and pressure reducer.	compounds spanning oxygenates, isoprene and aromatics spanning mass range m/z 31 to m/z 200 at suitable mixing ratios for performing calibration from 500 ppt to 20 ppb range with the supplied unit. Accuracy of gas mixture should be better than 10 percent for all compounds and analysis certificate of exact values for each compound should be provided as well. Automated calibration measurements • Automated background measurement • Instrument parameters (reagent ion, source voltages, flows, drift-tube Pressure, temperature, etc) should be recorded in
23.	provision for automatic zeroes and calibrations supplied with suitable VOC gas standard cylinder and pressure reducer.	compounds spanning oxygenates, isoprene and aromatics spanning mass range m/z 31 to m/z 200 at suitable mixing ratios for performing calibration from 500 ppt to 20 ppb range with the supplied unit. Accuracy of gas mixture should be better than 10 percent for all compounds and analysis certificate of exact values for each compound should be provided as well. Automated calibration measurements • Automated background measurement • Instrument parameters (reagent ion, source voltages, flows, drift-tube

	T	
		reagent ions should be enabled
		Should be possible to run pre-set automated
		sequences for reaction conditions (E/N by varying
		voltage or pressure) and multiport switching valves
		if any
24	D 4	Mass calibration automation
24.	Remote access	24/7 Remote access to view system in online mode
		via secure internet should be possible with
		possibility to access data files on cloud using
25	Coftmone for Joto convisition	username and password
25.	Softwares for data acquisition	Installation licences for all software required for data
	and processing	acquisition, data quality control and data processing
		from cps to ppb and time series plots, including
		future updates of the same shall be provided by OEM/vendor for free on the data acquisition
		computer plus two other computers (to be specified
		by IISER Mohali) for period of 6 years from the date of first installation in Delhi.
26.	NOTE	Kindly do not quote end of life system or parts.
20.	NOTE	Spares should be available for a minimum period of
		6 years for the quoted system/system parts.
27.	Installation and training and	Installation and training on-site by engineer from
21.	warranty/CMC	OEM: For 5 days at Delhi site (to be specified by
	warranty/Civic	IISER Mohali in purchase order) during first
		installation and for 2 days at Mohali where it needs
		to be reinstalled after 1 year of measurements by
		vendor and team. Vendors will be expected to
		demonstrate all features in compliance with
		specifications during installation.
		NOTE: Please note instrument will have to be
		deployed and installed at Delhi for 1 year after
		which it is to be transported to IISER Mohali.
		Transportation logistics, insurance and costs are
		to be borne by vendor. Also in price bid shipping
		and delivery terms should be FOR.
		G 0.015G 1
		Scope of CMC plan:
		6-year complete system CMC plan post warranty
		(warranty period should also cover all
		consumables/parts as per CMC plan specified
		below). This has to be quoted along with Instrument
		cost (mandatory to Quote), on yearly basis in the
		Price Bid with following inclusions:
		During 6 year period, atleast 5 on-site maintenance
		interventions by Service engineer from OEM which can be consumed on a "need-basis" after successful
		installation.
		- In person intervention takes place within 4 weeks
		after customer alert or once per year as regular
		maintenance service/remote intervention and support
		to be provided withing 24 working hours of receipt
		of email from customer.