



Bid Number/बोली क्रमांक (बिड संख्या)[:] GEM/2024/B/4864885 Dated/दिनांक : 16-04-2024

Bid Document/ बिड दस्तावेज़

Bid D	Details/बिड विवरण
Bid End Date/Time/बिड बंद होने की तारीख/समय	26-04-2024 13:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	26-04-2024 13:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	180 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Education
Department Name/विभाग का नाम	Department Of Higher Education
Organisation Name/संगठन का नाम	Indian Institutes Of Science Education And Research (iiser)
Office Name/कार्यालय का नाम	Tirupati
Total Quantity/कुल मात्र	360
ltem Category/मद केटेगरी	Floor Cleaner (V2) (Q4) (PAC Only)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	12 Lakh (s)
OEM Average Turnover (Last 3 Years)/मूल उपकरण निर्माता का औसत टर्नओवर (गत 3 वर्षों का)	12 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	Νο
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	Νο
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Past Performance,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover,Compliance of BoQ specification and supporting document *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Past Performance/विगत प्रदर्शन	50 %
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No

Bid Details/बिड विवरण			
Type of Bid/बिड का प्रकार	Two Packet Bid		
Primary product category	Floor Cleaner (V2)		
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days		
Inspection Required (By Empanelled Inspection Authority / Agencies pre- registered with GeM)	No		
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation		
EMD Detail/ईएमडी विवरण			
Required/आवश्यकता	No		
ePBG Detail/ईपीबीजी विवरण			
Required/आवश्यकता	No		
Splitting/विभाजन Bid splitting not applied/बोली विभाजन लागू नहीं किया गया. MII Purchase Preference/एमआईआई खरीद वरीयता			
MII Purchase Preference/एमआईआई खरीद वरीयता	No		
MSE Purchase Preference/एमएसई खरीद वरीयता	۱ <u>ــــــــــــــــــــــــــــــــــــ</u>		
MSE Purchase Preference/एमएसई खरीद वरीयता	Yes		
Details of the Competent Authority approval for PAC Competent Authority Approval document for PAC : <u>View Document</u>			
Name of Competent Authority	Prof K. Vijayamohanan Pillai		
Designation of Competent Authority	Registrar Incharge		
Office / Department / Division of Competent Authority	IISER Tirupati		

Competent Authority Approval Date	2024-04-15 00:00:00
Brief Description of the Approval Granted by Competent Authority	Certified that to the best of our knowledge, the items indented vide indent No IISERT/PUR/0004/24 dated 15/04/2024 are manufactured by Diversey India Hygiene Pvt. Ltd. only. There is no other option except to Purchase this items (s).

1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

2. Experience Criteria: In respect of the filter applied for experience criteria, the Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company for number of Financial years as indicated above in the bid document before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the Financial year. In case of bunch bids, the category of primary product having highest value should meet this criterion.

3. OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

4. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% (Selected by Buyer)of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for 25% (selected by Buyer) percentage of total QUANTITY. The buyers are advised to refer the OM No.F.1/4/2021-PPD dated 18.05.2023 OM_No.1_4_2021_PPD_dated_18.05.2023 for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. 5. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for 50% of bid quantity, in at least one of the last three Financial years before the bid opening date to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts (proving supply of cumulative order quantity in any one financial year) to be submitted along with bid in support of quantity supplied in the relevant Financial year. In case of bunch bids, the category related to primary product having highest bid value should meet this criterion.

Floor Cleaner (V2) (75 pieces) (Under PAC)

Make	diversey
Model	taskir1

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
pH and Keeping Quality	Shelf Life (months)	24, 36, 48 Or higher
	Applicability of Solution	Concentrated Or higher
Characteristics	Toxic Compounds	Present, Absent Or higher
	Antibacterial Agent	With Or higher
	Stain Removing Agent	With Or higher
	Corrosive Agent	Absent Or higher
	Anti-greasing Agent	Present Or higher
	Container Material	Plastic, HDPE
Packing	Quantity Per Pack (ml)	5000

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity/मात्रा	Delivery Days/डिलीवरी के दिन
1	V Srikanth	517507,C/o. Sree Rama Engineering College - Transit Campus, Karakambadi Road, Mangalam, Tirupati	75	15

Floor Cleaner (V2) (75 pieces) (Under PAC)

Make	diversey
Model	taskir2

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
pH and Keeping Quality	Shelf Life (months)	24, 36, 48 Or higher

Specification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
Physical	Applicability of Solution	Concentrated Or higher
Characteristics	Toxic Compounds	Present, Absent Or higher
	Antibacterial Agent	With Or higher
	Stain Removing Agent	With Or higher
	Corrosive Agent	Absent Or higher
	Anti-greasing Agent	Present Or higher
	Container Material	Plastic
Packing	Quantity Per Pack (ml)	5000

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity/मात्रा	Delivery Days/डिलीवरी के दिन
1	V Srikanth	517507,C/o. Sree Rama Engineering College - Transit Campus, Karakambadi Road, Mangalam, Tirupati	75	15

Floor Cleaner (V2) (20 pieces) (Under PAC)

Make	diversey
Model	taskir3glasscleaner

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
pH and Keeping Quality	Shelf Life (months)	24, 36, 48 Or higher
Physical	Applicability of Solution	Concentrated Or higher
Characteristics	Toxic Compounds	Absent Or higher

Specification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य		
	Antibacterial Agent	With, Without Or higher		
	Stain Removing Agent	With Or higher		
	Corrosive Agent	Present, Absent Or higher		
	Anti-greasing Agent	Present Or higher		
	Container Material	Plastic		
Packing	Quantity Per Pack (ml)	5000		

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity/मात्रा	Delivery Days/डिलीवरी के दिन
1	V Srikanth	517507,C/o. Sree Rama Engineering College - Transit Campus, Karakambadi Road, Mangalam, Tirupati	20	15

Floor Cleaner (V2) (40 pieces) (Under PAC)

Make	diversey
Model	taskir4

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य		
pH and Keeping Quality	Shelf Life (months)	12, 24, 36, 48 Or higher		
Physical	Applicability of Solution	Concentrated Or higher		
Characteristics	Toxic Compounds	Present, Absent Or higher		
	Antibacterial Agent	With Or higher		
	Stain Removing Agent	With Or higher		

Specification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
	Corrosive Agent	Present, Absent Or higher
	Anti-greasing Agent Present, Absent Or higher	
	Container Material	Plastic
Packing	Quantity Per Pack (ml)	5000

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity/मात्रा	Delivery Days/डिलीवरी के दिन
1	V Srikanth	517507,C/o. Sree Rama Engineering College - Transit Campus, Karakambadi Road, Mangalam, Tirupati	40	15

Floor Cleaner (V2) (40 pieces) (Under PAC)

Make	diversey
Model	taskir5

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य		
pH and Keeping Quality	Shelf Life (months)	24, 36, 48 Or higher		
Physical Applicability of Solution		Concentrated Or higher		
Characteristics	Toxic Compounds	Absent Or higher		
	Antibacterial Agent	With, Without Or higher With, Without Or higher		
	Stain Removing Agent			
	Corrosive Agent	Absent Or higher		
	Anti-greasing Agent	Present, Absent Or higher		

Specification Specificatio			ation Name/विशिष्टि का नाम	Bid Re	quirement/बिड वे Values)/3	h लिए आवश्यक (Allowed ननुमत मूल्य	
Containe		Material Plastic					
Packing	Packing Quantity Per Pack (ml)			5000			
Consignee	s/Reportin	g Officer/	गरेषिती/रिपोर्टिंग अधिकारी व	and/ तथा Qu	uantity/मात्रा		
S.No./क्र. सं.	प्रोक्ति (निप्रेक्ति Address/पता Quantity/मात्रा Centery Cart						
1	1 V Srikanth Engineering Colle Campus, Karakan		517507,C/o. Sree Rar Engineering College - Campus, Karakambac Mangalam, Tirupati	Transit	40	15	
Floor Cle	aner (V2		ieces) (Under PA	\C)			
Model		1	toiletbowlcleaner				
Technical s	-		ो विशिष्टियाँ on/जेम केटेगरी विशिष्टि के	अनुसार			
Specif	ication	Specifica	ation Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य			
pH and Ke Quality	eping	Shelf Life	e (months)	24, 36, 48 Or higher			
Physical	stics	Applicab	ility of Solution	Concentrated Or higher			
Characteristics Toxic Co		mpounds	Present, Absent Or higher				
	Antibacto		erial Agent	With Or higher			
	Stain Rer		moving Agent	With Or higher			
	Corrosive			Present, Absent Or higher			
	Anti-gre		asing Agent	Present Or higher			
	Container Material			Plastic			
Packing Quantity Per Pack (ml)			5000				

S.No./क्र सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity/मात्रा	Delivery Days/डिलीवरी के दिन
1	V Srikanth	517507,C/o. Sree Rama Engineering College - Transit Campus, Karakambadi Road, Mangalam, Tirupati	110	15

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्त

1. Generic

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

2. Generic

Actual delivery (and Installation & Commissioning (if covered in scope of supply)) is to be done at following address

Permanent Campus Indian Institute of Science Education and Research Tirupati Srinivasapuram, Venkatagiri Road, Jangalapalli Village, Panguru (G.P), Yerpedu Mandal, Tirupati District, Andhra Pradesh, India – 517619.

3. Generic

Bidders are advised to check applicable GST on their own before quoting. Buyer will not take any responsibility in this regards. GST reimbursement will be as per actuals or as per applicable rates (whichever is lower), subject to the maximum of quoted GST %.

4. Generic

Data Sheet of the product(s) offered in the bid, are to be uploaded along with the bid documents. Buyers can match and verify the Data Sheet with the product specifications offered. In case of any unexplained mismatch of technical parameters, the bid is liable for rejection.

5. Generic

While generating invoice in GeM portal, the seller must upload scanned copy of GST invoice and the screenshot of GST portal confirming payment of GST.

6. Turnover

Bidder Turn Over Criteria: The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

7. Turnover

OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria. In case of bunch bids, the OEM of CATEGORY RELATED TO primary product having highest bid value should meet this criterion.

8. Service & Support

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

9. Purchase Preference (Centre)

Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for percentage of 15% of total value.

10. Purchase Preference (Centre)

Purchase Preference linked with Local Content (PP-LC) Policy:

The bid clause regarding "Preference to Make In India products" stands modified in this bid and shall be governed by the PPLC Policy No. FP-20013/2/2017-FP-PNG dated 17.11.2020 issued by MoP&NG as amended up to date. Accordingly, bidders with Local Content less than or equal to 20% will be treated as "Non Local Supplier". The prescribed LC shall be applicable on the date of Bid opening. Sanctions on the bidders for false / wrong declaration or not fulfilling the Local Content requirement shall be as per the PPLC policy. Further following additional provisions are added in the certification and verification of local content provision of the Preference to Make in India clause:

- i. In case of foreign bidder, certificate from the statutory auditor or cost auditor of their own office or subsidiary in India giving the percentage of local content is also acceptable. In case office or subsidiary in India does not exist or Indian office/subsidiary is not required to appoint statutory auditor or cost auditor, certificate from practicing cost accountant or practicing chartered accountant giving the percentage of local content is also acceptable.
- ii. Along with Each Invoice: The local content certificate (issued by statutory auditor on behalf of procuring company) shall be submitted along with each invoice raised. However, the % of local content may vary with each invoice while maintaining the overall % of local content for the total work/purchase of the pro-rata local content requirement. In case, it is not satisfied cumulatively in the invoices raised up to that stage, the supplier shall indicate how the local content requirement would be met in the subsequent stages.
- iii. The bidder shall submit an undertaking from the authorized signatory of bidder having the Power of

Attorney along with the bid stating the bidder meets the mandatory minimum LC requirement and such undertaking shall become a part of the contract.

11. Warranty

Warranty period of the supplied products shall be as given in specifications from the date of final acceptance of goods or after completion of installation, commissioning & testing of goods (if included in the scope of supply), at consignee location. OEM Warranty certificates must be submitted by Successful Bidder at the time of delivery of Goods. The seller should guarantee the rectification of goods in case of any break down during the guarantee period. Seller should have well established Installation, Commissioning, Training, Troubleshooting and Maintenance Service group in INDIA for attending the after sales service. Details of Service Centres near consignee destinations are to be uploaded along with the bid.

12. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

Delay by Road Transport/Courier/Post/Any Other Mode: Delay of the mat erials subject to any mode of transport/courier/post/any other mode is responsib le of the supplier, if any charges incurred will be borne by the supplier and **Liquidity Damage** will be levied.

LIQUIDITY DAMAGES (LD): 1% per week of the ORDER VALUE will be applicab le for delayed supply towards liquidated damages subject to maximum of 10% beyond the due date. Even if partial delivery is made, the penalty will be impos ed on the total order beyond the due date. Such money will be deducted from a ny amount due or which may become due to supplier.

MSDS certificates and PIS sheets for all enquiry products must be submitted, faili ng which bid shall be rejected.

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

- 1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
- 2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
- 3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
- 4. Creating BoQ bid for single item.
- 5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
- 6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
- 7. Floating / creation of work contracts as Custom Bids in Services.

- 8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for <u>attached categories</u>, trials are allowed as per approved procurement policy of the buyer nodal Ministries)
- 9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
- 10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
- 11. Creating bid for items from irrelevant categories.
- 12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
- 13. Reference of conditions published on any external site or reference to external documents/clauses.
- 14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is also governed by the General Terms and Conditions/ यह बिड सामान्य शर्तों के अंतर्गत भी शासित है

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो।बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत कामाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---