

e-Notice Inviting Tender for

Upgradation of TV Signage Software with 05(Five) year's Annual Maintenance Contract (AMC) of Hospital Helpdesk TV Signage system at AIIMS, Bhubaneswar

(File No. : AIIMS/BBSR/ELECT/1/2025-ELECTRICAL SEC)



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e-NIT No. : **AIIMS/BBSR/ENGG/ELECT/ 56/2025**
e-NIT Issue Date : 09/04/2025
Last Date of Submission : 17/04/2025 (By 18:00 Hours)
(online)
Last date of submission : 19/04/2025 (By 12:00 Hours)
(Hard copy)

“Certified that, this tender document contains **35 (Thirty-five)** pages only”.

Executive Engineer (Electrical)
AIIMS, Bhubaneswar

Name of Work : **Upgradation of TV Signage Software with 05(Five) year's Annual Maintenance Contract (AMC) of Hospital Helpdesk TV Signage system at AIIMS, Bhubaneswar.**

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ALL INDIA INSTITUTE OF MEDICAL SCIENCE, BHUBANESWAR
NOTICE INVITING e-TENDER

(a)	Name of Work	Upgradation of TV Signage Software with 05(Five) year's Annual Maintenance Contract (AMC) of Hospital Helpdesk TV Signage system at AIIMS, Bhubaneswar
(b)	Tender (e-NIT) No.	<u>AIIMS/BBSR/ENGG/ELECT/56/2025</u>
(c)	Contract Period	Upgradation of TV Signage Software within 01(One) Month and AMC contract of 5 years.
(d)	Estimated Cost including all taxes	Rs. 3,81,385.00 (Rupees Three Lakh Eighty-one Thousand Three Hundred Eighty-five only)
(e)	Earnest Money Deposit (EMD)	2% of Estimated cost
(f)	Performance Security	5% of Tendered Cost.
(g)	Security Deposit	2.5% of the Billed amount.
(h)	Tender documents will be Issued From	Download from Institute Website. (i.e. www.aiimsbhubaneswar.nic.in , www.eprocure.gov.in).
(i)	For queries related to the tender	Email to <u>eeel@aiimsbhubaneswar.edu.in</u>
(j)	Last Date and Time of Submission (online)	By 17/04/2025 at 18:00 Hours.
(k)	Last Date and Time of Submission (Hard copy)	By 19/04/2025 at 12:00 Hours.
(l)	Date, Time for opening of Bid	On 19/04/2025 at 12:00 Hours.

1. The indenting Bidder must read the Terms & conditions of AIIMS, Bhubaneswar carefully. He/They should only submit his/her/their bid if he/she/they consider himself/themselves eligible and he/she/they is/are in possession of all the documents required.
2. Information and Instructions for bidders posted on website shall form part of bid document.
3. The Bid documents consisting of plans, specifications, the schedule of quantities of various types of items to be executed and the set of terms & conditions of the contract to be complied with and other necessary documents can be seen and downloaded from website www.aiimsbhubaneswar.nic.in Or <https://eprocure.gov.in/eprocure/app>.

Executive Engineer (Electrical)
AIIMS, Bhubaneswar

INFORMATION AND INSTRUCTIONS FOR BIDDERS FOR e-TENDERING

The Executive Engineer (Elect.), AIIMS, Bhubaneswar, (Phone - 0674 2476083, Email - eeel@aiimsbhubaneswar.edu.in) invites on behalf of Executive Director, AIIMS, Bhubaneswar, Percentage Rate Tender from OEM/Authorized Service Agency **in Single Bid system** having successfully completed works of similar nature as per eligibility criteria for the following work: -

Ser. No.	Description	Details
(a)	e-NIT No.	<u>AIIMS/BBSR/ENGG/ELECT/56/2025</u>
(b)	Name of Work	Upgradation of TV Signage Software with 05(Five) year's Annual Maintenance Contract (AMC) of Hospital Helpdesk TV Signage system at AIIMS, Bhubaneswar
(c)	Estimated Cost including all taxes	Rs. 3,81,385.00 (Rupees Three Lakh Eighty-one Thousand Three Hundred Eighty-five only)
(d)	Earnest Money	2% of Estimated cost
(e)	Period of Completion	Upgradation of TV Signage Software within 01(One) Month and AMC contract of 5 years.
(f)	Last Date and Time of Submission (online)	By 17/04/2025 at 18:00 Hours.
(g)	Last Date and Time of Submission (Hard copy)	By 19 /04/2025 at 12:00 Hours.
(h)	Date, Time for opening of Bid	On 19/ 04/2025 at 12:00 Hours.
(i)	Period during which hard copies of Tender document duly signed by the bidder in all pages, Registration Certificates, Undertaking and other Documents to be submitted to the Office of EE (Ele.)	All the Bidders shall have to submit hard copies of Tender document duly signed by the bidder in all the pages and <i>Self Certified copies of other Eligibility Documents in the Office of Executive Engineer (Electrical) within Last date of hard copy submission else the bid will be rejected. Postal delay will not be attributed to AIIMS.</i>

1. The intending bidder must read the terms and conditions of Tender document carefully. He should submit his bid if he considers himself eligible and he is in possession of all the certificates / documents required.
2. Information and Instructions for bidders for e-tendering posted on website shall form part of bid document.
3. The bid document consisting of e-NIT, plans, specifications, the schedule of quantities of various types of items to be executed and the set of terms and conditions of the contract to be complied with and other necessary documents can be seen and downloaded from <https://eprocure.gov.in/eprocure/app> or www.aiimsbhubaneswar.nic.in free of cost.
4. ***For e-Tendering of this Tender, kindly visit E-Tendering Portal website <https://eprocure.gov.in/eprocure/app>. For E-tendering Queries contact CPPP Help Desk.***

5. The intending bidders must have valid class-III digital signature to submit the bid.
6. The bid can be submitted through CPP portal and uploading the mandatory scanned documents as specified within the period of bid submission.
7. Copies of eligibility documents as specified in the notice inviting tender shall be scanned and uploaded on the e-tendering website within the period of tender submission. Bidders can upload documents in the form of JPG format, PDF format and any other format as permissible by the e-tendering portal.
8. Contractor must ensure to quote the percentage rate in Performa of quoting rates. In addition to this, while selecting any of the cells a warning appears that if any cell is left blank the same shall be treated as “0”. Therefore, if any cell is left blank and no rate is quoted by the bidder, rate of such item shall be treated as “0” (Zero).

However, if a tenderer does not quote any percentage above/below on the total amount of the tender or any section/sub head in percentage rate tender or each item in item rate tender, the tender shall be treated as invalid and will not be considered as lowest tenderer.

9. GST on all materials as well as GST on Work Contract etc., or any other taxes applicable in respect of this contract shall be payable by the Contractor. Percentage rate quoted by him shall be inclusive of such taxes, levies etc and Government will not entertain any claim for reimbursement whatsoever in respect of the same. The percentage rates of the contract shall be inclusive of all taxes and levies and nothing extra shall be paid. Further the percentage rate quoted by the contractor shall be inclusive of labor welfare cess, water charges (if applicable), electricity charges (if applicable) and the same shall be recovered from the contractors’ bills and will be remitted by the department.
10. After submission of bid online, it can be revised any number of times before specified time on last date of submission of bid. While submitting the revised bid, bidder can revise the rate of one or more item(s) any number of times (he need not re-enter rate of all the items) but before last time and date of submission of bid as notified.
11. Financial bids shall be considered only for bidders for whom EMD and other documents are found in order and who are found to be eligible to bid for work. On opening date, the bidder can login and see the bid opening process. After opening of bids he will receive the competitor bid sheets.
12. If the contractor is found ineligible after opening of bids, his bid shall become invalid.
13. If any discrepancy is noticed between the eligibility documents as uploaded at the time of submission of bid and hard copies as submitted physically by the bidder, the bid shall become invalid and.

14. **FRAUD AND CORRUPTION:**

- 14.1 The Engineer-in-Charge will reject a proposal for award if he determines that the bidder recommended for award has been engaged in corrupt or fraudulent practices in competing for the contract in question. He will report to the Officer Inviting Bid / next higher authority.
- 14.2 Canvassing whether directly or indirectly, in connection with tenders is strictly prohibited & the tenders submitted by the contractors who resort to canvassing will be liable for rejection.
- 14.3 The Contractor shall be debarred for any period of time as decided by the AIIMS, Bhubaneswar Authority for the following reason-
 - (i) If the contractors submit false experience/completion certificates, **as mentioned in Ser. No. - 4(a), (refer under Eligibility Criteria)**. The department reserves the right to verify the particulars furnished by the applicant independently.

- (ii) If the contractor fails to commence the work on or before the scheduled date stated in the work order.
- (iii) Violates any important condition of contract.

15. **List of Eligibility Documents to be uploaded and signed Hard Copy to be submitted in the office of the Executive Engineer (Electrical) within the period of bid submission: -**

- (a) Original Copy of EMD in the form Demand Draft (DD) in favor of **AIIMS Bhubaneswar** payable at **Bhubaneswar**.
- (b) Certificates of Work Experience & Completion Certificate during last **07 (Seven) Years** of Similar work from Client not below the Rank of Executive Engineer, as mentioned in Ser. No. - 4(a), Page No. - 6 (refer under Eligibility Criteria).
- (c) Certificate of Registration for GST.
- (d) Copies of PAN
- (e) Copies of ESI Registration.
- (f) Copies of EPF Registration.
- (g) Declarations to be given by the Tenderers (Annexure 'A')
- (h) Detailed Information of Bidder (Annexure 'B') and details of work completed during last 07 (seven) years (Annexure 'C') signed by the Bidder.
- (i) Notarized Affidavit at Annexure D and E to be given by Tenderers.
- (j) Signed (in all pages) e-NIT document.
- (k) OEM/OEM Authorized agency Certificate. (Annexure 'H')

Failing to upload documents in online (from a to k) will be straight away rejected. Hard Copies of all tender documents (from a to k) with signature/seal of agency/contractor should reach EE (Electrical), AIIMS, Bhubaneswar office before last date of hard copy submission failing which bid will be rejected. Any postal delay will not be attributed to AIIMS, BBSR.

16. The Bid (both technical & financial) shall be opened by the Committee **on 19/04/2025 at 12:00 Hours**. *After the evaluation of the Bid(s), AIIMS, Bhubaneswar will award the contract to the Lowest financially evaluated bidder & technically qualified Responsive Tenderer. Conditional Bid(s) will be treated as unresponsive and will be rejected.*
17. Information & Instruction for Contractor will form Part of e-NIT.
18. Submission/Upload of OEM authorization certificate (Annexure H) is mandatory, if the bidder will fail to upload the authorization certificate the bid shall be summarily rejected. Obtaining the OEM Manufacturers' Authorization Form is sole responsible of the bidder.

GENERAL RULES & DIRECTIONS

The Executive Engineer (Elect.), AIIMS, Bhubaneswar, (Phone - 0674 2476083, Email - eeel@aiimsbhubaneswar.edu.in) invites on behalf of Executive Director, AIIMS, Bhubaneswar, Percentage Rate Tender from OEM/Authorized Service Agency **in Single Bid system** having successfully completed works of similar nature as per eligibility criteria for the following work: -

1. **Name of Work:** Upgradation of TV Signage Software with 05(Five) year's Annual Maintenance Contract (AMC) of Hospital Helpdesk TV Signage system at AIIMS, Bhubaneswar
2. The work is estimated **Rs. 3,81,376.00 (Rupees Three Lakh Eighty-one Thousand Three Hundred Seventy-six only)**. The estimate, however, is given merely as a rough guide.
3. Intending Bidder is eligible to submit the bid provided he has definite proof from the appropriate authority, which shall be to the satisfaction of the competent authority of having satisfactorily completed similar works. Bidders are instructed to visit the site before participating the tender. The Bidders are instructed to visit the site to know the nature of work before participating in the tender.
4. **Eligibility Criteria.** Contractor who fulfill following requirement shall be eligible to apply: -
 - (a) Three (03) similar works, each of value **not less than 40%** of estimated cost put to tender or Two (02) similar works each of value **not less than 60%** of estimated cost put to tender or one (01) similar work of value **not less than 80%** of estimated cost put to tender in *last 07 (Seven) Years*
 - (b) Similar work means” **Supply, installation, testing and commission or AMC of IT infrastructure Software / Signage Software**”.
 - (c) The Bidder should have registration with **Employee Provident Fund (EPF) Commissioner** and **Employee State Insurance (ESI) Corporation**.
 - (d) The experience of similar work should be from Central Govt., State Govt., PSU and Autonomous Body.
 - (d) Agreements shall be drawn with the successful bidders for item/items on prescribed format. Bidders shall quote their percentage rates as per various terms and conditions of the said form which will form part of the agreement.
 - (e) The site for the work is available.
 - (f) The bid document consisting of plans, specifications, the schedule of quantities of the various type of items to be executed and the set of terms & conditions of the contract to be complied with and other necessary documents.
 - (g) Conditional Bids shall not be considered and will be out-rightly rejected at the very first instance.
5. **Preparation & Submission of Tender through Online.** The Tender should be submitted in Single bid. The Technical & Financial Part should be uploaded by the Bidder through online and the hard copy (of Technical Part only) is to be submit in the office of Executive Engineer (Electrical) before the last of submission of the tender.

6. **Earnest Money Deposit.** The bidder shall be required to submit the Earnest Money Deposit (EMD) for an amount of **2% of Estimated** cost by way of Demand Draft/Bank Guarantee only in favor of **AIIMS Bhubaneswar** payable at **Bhubaneswar**. Original Copy of the Demand Draft/Bank Guarantee must be uploaded/attached with the technical Bid. The EMD of the Successful Bidder shall be returned after the successful submission of Performance Security and for unsuccessful bidder's it would be returned after award of the contract. Bid's received without Demand Draft of EMD will be rejected.
- (i) As per SOP No.5/1 & Clause No.6 of CPWD Manual-2022 the MSME firms registered in NSIC under PP policy are exempted from payment of EMD for supply of Goods & **Services** only.
 - (ii) Micro and small Enterprises if registered with any government bodies specified by Ministry of Micro, Small & Medium Enterprises (M/o MSME) with valid certificate duly issued by GOI are exempted for submitting earnest money deposit (EMD).
 - (iii) Other Firms, registered with MSME/NSIC with valid certificate duly issued by GOI are also exempted for submitting EMD. No other type of certificate is acceptable.
 - (iv) The exemption and relaxation in EMD is subject to the validity & acceptance of their registration certificate on the date of opening of tender.
7. **Performance Guarantee.** The successful contractor will be required to furnish a **Performance guarantee of 05% (Five Percent) of Contract Value** after receiving notification of award ***in the form of Fixed Deposit Receipt or Demand Draft or Bank Guarantee from any Nationalized Bank duly pledged in the name of the "All India Institute of Medical Sciences, Bhubaneswar"*** which shall be kept valid for a period of 180 days beyond completion of all the contractual obligations. The Performance Guarantee can be forfeited by order of this Institute in the event of any breach or negligence or non-observance of any condition of contract or for unsatisfactory performance or non-observance of any condition of the contract. ***PG will be released after full and final settlement of Bill, without any interest and after completion of all contractual obligation*** . In case the contractor fails to deposit the said Performance Guarantee within the period including the extension period if any, EMD will be forfeited automatically without any notice.
8. Intending Bidders are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their bids, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or affect their bid. A bidder shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charge consequent on any misunderstanding or otherwise shall be allowed. The bidders shall be responsible for arranging and maintaining at his own cost, all materials, tools & plants, water, electricity access, facilities for workers and all other services required for executing the work unless otherwise specifically provided for in the contract documents. Submission of a bid by a bidder implies that he has read this notice and all other contract documents and has made himself aware of the scope and specifications of the work to be done and of conditions.
9. The Tender paper/documents can be seen/ downloaded from Official website & submitted through Online or Site. For any query, Executive Engineer (Electrical), AIIMS, Bhubaneswar, may be contacted.

10. The competent authority on behalf of the Executive Director, AIIMS, Bhubaneswar does not bind itself to accept the lowest or any other bid and reserves to itself the authority to reject any or all the bids received without the assignment of any reason. All bids in which any of the prescribed condition is not fulfilled or any condition including that of conditional rebate is put forth by the bidder shall be summarily rejected.
11. Canvassing whether directly or indirectly, in connection with bidders is strictly prohibited and the bids submitted by the contractors who resort to canvassing will be liable to rejection.
12. The Competent Authority, The Executive Director, AIIMS, Bhubaneswar reserves to himself the right of accepting the whole or any part of the bid and the bidder shall be bound to perform the same at the rate quoted. Some of the items of the Schedule of Quantities may be executed partially or may not be executed at all depending upon the site requirement which will be decided by Engineer in charge.
13. The contractor shall not be permitted to bid for works in the AIIMS, Bhubaneswar responsible for award and execution of contracts, in which his near relative is posted as an officer in any capacity between the grades of Superintending Engineer and Junior Engineer (both inclusive). He shall also intimate the names of persons who are working with him in any capacity or are subsequently employed by him and who are near relatives to any gazette officer in the AIIMS, Bhubaneswar. Any breach of this condition by the contractor would render him liable to be removed from the approved list of contractors of this Department.
14. No Engineer of Gazette Rank or other Gazette Officer employed in Engineering or Administrative duties in an Engineering Department of the Government of India is allowed to work as a contractor for a period of one year after his retirement from Government service, without the prior permission of the Government of India in writing. This contract is liable to be cancelled if either the contractor or any of his employees is found any time to be such a person who had not obtained the permission of the Government of India as aforesaid before submission of the bid or engagement in the contractor's service.
15. The bid for the works shall remain open for acceptance for a period of 180 days from the date of opening of bids.
- 16. The Agency shall submit Post Card Size Colored Photographs showing different stages of work activities at his own Cost.**
17. This notice inviting bid shall form a part of the contract document. The successful bidder/ contractor, on acceptance of his bid by the Accepting Authority shall within 15 days from the stipulated date of start of the work, sign the contract consisting of "The Notice Inviting bid, all the documents including additional conditions, specifications and drawings, if any, forming part of the bid as uploaded at the time of invitation of bid and rate quoted online at the time of submission of bid and acceptance thereof together with any correspondence leading thereto.
18. (a) ***Security Deposit equal to 2.5% of the billed Value will be deducted from each Bills of the Contractor.***
(b) ***The Income Tax as applicable shall be deducted from the Bill unless exempted by the Income Tax Department.***
(c) ***The quoted Rates shall be inclusive of GST.***
(d) ***Labor CESS @ 01% will be deducted from the Bill.***
(e) ***Electrical charges as per actual meter reading shall be deducted from the bill. If connection is taken directly without installation of meter with prior permission from Executive Engineer (Electrical), then amount as per the usage shall be deducted from the gross bill amount as suggested by Executive Engineer (Electrical).***

19. *The Upgradation TV Signage Software work shall be completed within of within 01(One) Month from the date of issue of work Order by the Institute and after completion date the AMC contract of 5 years will be start. All the aspects of safe installation shall be the exclusive responsibility of the Contractor. If the contractor fails to complete the work on or before the stipulated date, then a penalty at the Rate of 01% per month of delay to be computed on per day basis based on quantum of damage suffered due to stated delay on the part of the contractor (as per GCC – 2023) shall be levied subject to maximum of 10% of the accepted tendered valued of the work.*
20. List of Documents to be submitted along with the Technical Bid and hard copy to be submitted in the office of EE(Electrical) as per P-5, SL no- 15(a) to (k).
21. The condition of the contract shall be governed by CPWD GCC-2023 and corrected up to latest correction slip.
22. **Goods & Service Tax (GST).**
- (a) *General remarks on Taxes & Duties. In view of GST Implementation from 01st Jul 2017, all Taxes and Duties including Excise Duty, GST/VAT, Service Tax, Entry Tax and other indirect Taxes and Duties have been submerged in GST. Accordingly, reference of Excise Duty, Service Tax, VAT, Entry or any other form of Indirect Tax except of GST mentioned in the Bidding Documents shall be ignored.*
- (b) *Bidders are required to submit copies of the GST Registration Certificate while Submitting the Bids wherever GST (CGST & SGST/UGST or IGST) is applicable.*
- (c) *Quoted Price/Rate(s) should be inclusive of All Taxes and GST (i.e. IGST or CGST and SGST/UTGST applicable in case of Inter-State supply or Intra State Supply Respectively and CESS on GST if applicable) on the Final Service. Please note that the Responsibility of Payment of GST (CGST, SGST, IGST or UTGST) lies with the supplier of Goods/Services (Service Provider) only. Supplier of Goods/Service (Service Provider) providing Taxable Service shall submit an Invoice/Bill, as the case may be as per Rules/Regulations of GST. Further, Returns and details required to be filled under GST Laws & Rules should be timely filled by Supplier of Goods/Service (Service Provider) with requisite details.*
- (d) *The supplier/Contractor/Firm is advised to comply all the GST Norms as per Rules. Accordingly, Supplier/Contractor/Firm is to submit the Original Challan/Voucher justifying that it has been actually and genuinely paid to the Govt. at the time of submission of Bills to Finance Wing for release of Payments.*
23. The Agency shall be solely responsible for compliance to the provisions of various Labor and industrial laws, such as, wages, allowances, compensations, EPF, Bonus, Gratuity, ESI etc. relating to personnel deployed by it at AIIMS, Bhubaneswar site or for any accident caused to them and the institute shall not be liable to bear any expense in this regard. The Agency shall make payment of wages to workers engaged by it by the stipulated date irrespective of any delay in settlement of its bill by AIIMS, Bhubaneswar for whatever reason. The Agency shall also be responsible for the insurance of its personnel. The Agency shall specifically ensure compliance of various Laws / Acts, including but not limited to with the following and their re-enactments / amendments / modifications: -
- (a) The Payment of Wages Act 1936.
- (b) The Employees Provident Fund & MP Act, 1952.
- (c) The Contract Labor (Regulation) Act, 1970.
- (d) The Payment of Bonus Act, 1965.
- (e) The Payment of Gratuity Act, 1972.
- (f) The Employees State Insurance Act, 1948.
- (g) The Employment of Children Act, 1938.

(h) The Motor Vehicle Act, 1988.

(j) Minimum Wages Act, 1948.

24. Termination of Contract.

AIIMS, Bhubaneswar would have the right to terminate the contract, in case the work performance is not up to the standard, or in case there is any violation of AIIMS, Bhubaneswar rules & regulations, or if there is any lapse in compliance of any labour legislation, or if there is any incident of indiscipline on the part of the Tenderer or his staff and the agreement may be terminated. The decision of AIIMS, Bhubaneswar's management in this regard would be final and binding on the Tenderer. In such an event, AIIMS, Bhubaneswar shall have the right to engage any other tenderer to carry out the task.

25. Arbitration.

The Arbitration shall be held in accordance with the provision of the Arbitration and conciliations Act, 1996 and the venue of arbitration shall be at Bhubaneswar. The decision of the Arbitrator shall be final and binding on the both parties.

26. Dispute Settlement.

It is mutually agreed that all differences and disputes arising out of or in connection with this agreement shall be settled by mutual discussions and negotiations if such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the sole Arbitrator appointed by the Executive Director, AIIMS, BHUBANESWAR whose decision shall be final and binding on both the parties. The contract shall be governed by laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/ processing.

27. The eligible bidders shall quote percentage rates after considering all the major as well as minor components. The Lowest Bidder will be decided as per the percentage quoted.

28. Payment:

(a) The payment of Upgradation of TV Signage Software and 1st year AMC payment will be released after due Upgradation of TV Signage Software and certification by Engineering-in-charge or his representative. The AMC payment of 2nd year ,3rd years ,4th year and 5th years will be released after successfully completion of AMC work every year annual basis.

(b) It will be mandatory for the bidders to indicate their bank account number and other relevant e-payment details so that payment could be made through RTGS/ Other mechanism.

29. GST and other Taxes as applicable shall be recovered/ paid from the contractor's bill as per Govt. of India/AIIMS Rules.

30. Defect Liability Period:

The DLP for this work is 12 months and 4 years AMC period. During this period the agency is responsible for rectifying any software defects or faults that may arise without any extra cost. Hardware support, including repair, replacement, or maintenance of TV screens or related equipment, is excluded from the scope.

31. Scope of Work: Upgradation of TV Signage Software with 5 Years Warranty Support (Software Only)

1. Objective:

Upgrade the existing TV signage software to a newer version that enhances performance, functionality, and user experience, with a focus on delivering uninterrupted software operations for five years under warranty.

2. Scope of Activities

2.1 Software Upgradation

Analyze the current TV signage software version and its compatibility with hardware. Upgrade the software to the latest version, ensuring enhanced features and stability. Perform a thorough installation and configuration of the upgraded software on the existing signage hardware. Validate software compatibility with the existing hardware infrastructure. Migrate all existing data, settings, and configurations without data loss.

2.2 Testing and Quality Assurance

Conduct rigorous testing to ensure the upgraded software operates without issues. Address and resolve any identified bugs, glitches, or compatibility issues.

2.3 Documentation and Handover

Provide comprehensive documentation for the upgraded software, including user manuals and troubleshooting guidelines. Deliver software licenses, warranties, and other relevant certificates.

2.4 Training

Conduct a basic training session for the client's personnel to familiarize them with the upgraded software.

2.5 Warranty Support

Provide 5 years of warranty support for the upgraded software, including:

- Remote assistance for troubleshooting and resolving software-related issues.
- Regular software updates and patches for security and functionality.
- Assistance in restoring software operations in case of failure or bugs.
- Onsite support.

3. Exclusions

Hardware support, including repair, replacement, or maintenance of TV screens or related equipment, is excluded from the scope. Upgradation or replacement of non-compatible hardware components.

4. Deliverables

Fully upgraded and operational TV signage software. Documentation (user manuals, technical guides, warranty terms). Training materials and session completion.

5. Timeline

The software upgrade and handover will be completed within 01 month from the commencement date.

6. Warranty Terms

Warranty support covers software-related issues only and excludes damage or malfunctions caused by hardware failures, misuse, or external factors beyond control.

7. Hardware details of existing TV signage system :

a. Server:

- I. [Intel® Xeon® E3-1220v2 (3.1GHz/4-core/8MB/69W) , 8GB Ram , 500 GB HDD,1 x 300 Watts Non-Hot Plug , 1-Port Ethernet Server Adapter (X1) , PCIe G2 Full length, full height (x4)] or above.
- II. Monitor Size: 20 inch
- III. Resolution: 1600 X 900
- IV. Aspect Ratio: 16 : 9
- V. Brightness: 200 cd/m2
- VI. Contrast Ratio: 400:1

b. Media Player:

Allwinner H6 CPU , up to 1.5GHz, Quad core, ARM Cortex-A53 Each 15, Mali T720 GPU , 2GB DDR3 RAM 16GB EMMC ROM , 2.4GHz , Support 6K ultra HD image display] or above , Support H.265 decoding, Android 9.0 OS ,Wi-Fi, LAN, USB3.0.

c. 24 PORT POE managed Layer 2 switch:

1. 19" Rack Mountable.
2. 24 x 10/100/1000 + 4 x Gigabit SFP (2 combo)
3. PoE+ (24 ports, 382 W) compliance or better.
4. able to support Switching capacity : 56 Gbps , Forwarding performance (64-byte packet size) : 38.69 Mpps or better.
5. minimum 16000 MAC address entries, minimum 4000 VLANs or better.
6. Switch have Compliant standards UL 60950, FCC Part 15 A, CSA 22.2
7. Mounting kit- Included.
8. dual firmware images on board. USB port for easy config & firmware image upload.
9. RAM - 512 ,Flash memory -256 MB flash or better.
10. Layer 3 switching, Layer 2 switching, DHCP support, VLAN support, IGMP snooping, syslog support, DoS attack prevention, port mirroring, DiffServ support, weighted round-robin (WRR) queuing, broadcast storm control, IPv6 support, multicast storm control, unicast storm control, firmware upgradable, Spanning Tree Protocol (STP) support, Rapid Spanning Tree Protocol (RSTP) support, Multiple Spanning Tree Protocol (MSTP) support, Trivial File Transfer Protocol (TFTP) support, access control list (ACL) support, quality of service (QoS), jumbo frames support, MLD snooping, SNMP, RMON, SNMP, Cisco Discovery Protocol, Auto Smart Ports or better
11. Switch manageable through NMS on per port/switch basis. Should Support SNMP 1, RMON 1, RMON 2, RMON 3, RMON 9, Telnet, SNMP 3, SNMP 2c, HTTP, HTTPS, TFTP, SSH, CLI, web management, network management software. Or better
12. operate at AC 120/230 V (50/60 Hz) Switch Should support redundant PSU.
13. Operating Temp – 0 to 40 degree C. or better
14. Relative Humidity: 10 - 90% (non-condensing) or better

32. Vendor shall submit the following documents after execution of given work:

- (a). Work Completion Certificate (Final Bill)
- (b). Testing & Commissioning Certificate
- (c). Material Test Certificate
- (d). Warranty/Guarantee Certificate
- (e). Color Photos for executed work on glossary paper
- (f). Non-Claim Certificate (NCC) regarding work
- (d). GST return up to date Voucher
- (e). Bank Account Details
- (f). 36(i) Certificate for engagement of Technical Staff

Executive Engineer (Electrical)
AIIMS, Bhubaneswar

SPECIAL CONDITIONS OF CONTRACT

Name of Work : **Upgradation of TV Signage Software with 05(Five) year's Annual Maintenance Contract (AMC) of Hospital Helpdesk TV Signage system at AIIMS, Bhubaneswar.**

1. **Discrepancy between Specifications.** In case of discrepancy in the specifications or any other matter, the matter shall be brought by the contractor to the notice of the Engineer-in-Charge for further decision.
2. **Contractor to employ Qualified Supervisor.** The contractor shall employ Skilled Engineer/Supervisor to supervise and execute the work.
3. **Inconvenience to the Public.** The Contractor shall not deposit or store any materials at any site without permission of the Engineer in charge. The materials will be stored at such places only with prior approval of the Engineer in charge as there is no obstruction in Traffic or other Agencies.
4. **The provision against Accident & Safety Measures.**
 - (a) The Contractor will take all necessary precautions against a Fire during the course of his work and will ensure the work against Fire at his own cost.
 - (b) He will also take all care against likely damage of Floor, Walls, Doors, Windows or any part of the Building. In case of any damage or loss, the contractor has to make good at his own cost.
5. **TV Signage Software Specification:**
 1. Shall be able to show images, video, content, html/webpage. The content will be read from a schedule. The schedule contains the details of the files and the duration for which the file will be displayed.
 2. The display screen Shall read the layout style from the schedule and then display appropriate UI elements like upper banner, lower scrolling text, clock, content etc.
 3. There will be multiple layouts.
 4. While displaying images, the image Shall be shown only for the duration specified.
 5. After completion of the duration, the next item from the list will be displayed.
 6. The video files (Mp4)
 7. On completion of the currently playing video, the next item from the list will be played.
 8. Each schedule has a start and end time. The schedule should stop displaying after the end time and the new schedule should start.
 9. The system Shall have a mechanism to get the updated schedule as and when added to the server.
 10. The System having Reports of content playing and playlist details.
 11. The System Shall have user management Module start.
6. **Cleaning the Site.** The site described and shown on the plans, shall be cleared off all the rubbish of all kinds etc. complete. After completion of the work and the site shall be handed over in neat and clean condition.
7. **Secrecy.** In a view to safeguard the Secrets & Confidential information relating to All India Institute of Medical Science, Bhubaneswar, the Tenderer binds himself and his successors to secrecy & contracts to bind to secrecy of his Officials, Managers, Technical Senior Staff & all other staff directly or indirectly concerned in or whom have to

acquire information relation to the AIIMS, Bhubaneswar equipment and the Tenderer shall access to any such information.

8. **Security Rules.** The Contractor shall follow at Site Security rules regarding removal of materials from site, issue of materials from site, issue of materials from stores, issue of Identity Card etc., as may be framed from time to time by the Engineer. It is to note that the Security Section is empowered to carry out the checks.
9. **Care in case of occupied buildings.** Tenderer may also note that when the subject work is to be carried out in the premises of occupied residential and other buildings which are already under occupation, all care shall be taken to protect personal and/or Government materials fixtures, appliances, equipment's etc. In case of any damage to any of the existing arrangements, contractor is liable to do such work to its original and/or shall be liable to pay the cost of such damages/losses. The work shall be carried in close co-ordination with occupants of these buildings without any hindrance and interruption.
10. **Supply of Tools, Tackles & other materials.** For full completion of the work, Contractor shall at his own expense arrange and furnish all necessary work tools, tackles, scaffolding, tagaries, mugs, scrappers, wire brushes etc., that may be required to complete the work under contract.
11. **Inspection of Work.** Engineer or any person appointed by them shall have access and right to inspect the work, or any part thereof at all times and places during the progress of the work. The inspection and supervision are for the purpose of assuring owner and/or Engineer in charge and their representative will extend to contractor all desired assistance in interpreting the plans and specifications, all such assistance shall not relieve contractor from any responsibility for the work. Contractor without delay shall correct any work, which proves faulty.
12. **Wastage.** The contractor should note that wastage of any items shall not be paid extra. The items shall be paid based on the executed work at site. All coefficients shall be as per relevant IS code.
13. Contractor shall take all precautionary measures to avoid any damages to adjoining property. All necessary arrangement shall be made at his own cost.
14. The contractor shall take instructions from the Engineer-in-Charge regarding collection and stacking of materials at any place. No excavated earth or building rubbish shall be stacked on areas where other buildings, roads, services and compound walls are to be constructed.
15. Normally, Contractors shall not be allowed to work at night. Work at night shall, however, be allowed if the site condition/circumstances so demand. However, if the work is carried out in more than one shift or at night, no claim on this account shall be entertained. In such situations, the Contractor shall make available to the department in proper means of transport such as vehicle at his own cost.
16. The contractor shall be responsible for the procurement of all the materials required to complete the work.
17. The contractor shall be deemed to have examined the Contract documents, to have generally obtained his information in all matters whatsoever that might affect the carrying out the works at the quoted rates and to have satisfied himself to the sufficiency of the tender. Any error in description or quantity or any other aspect in quoted rates or omission there from shall not vitiate the contract or release the contractor from executing the work comprised in the contract as per drawing and specification at the scheduled rates. He is deemed as an experienced contractor to know the scope, nature and magnitude of works and the requirements of material and labour and the type of work involved, etc. and as to what all work he has to complete in accordance with contract document whatever be the defects, omissions or errors that may be found in the contract document. The contractor shall be deemed to have visited the site and its

surroundings to have satisfied himself as to the nature of all existing structures, if any and also to the nature and means of transport and communication to have access to and regress from the site.

18. All materials issued in the works shall be subjected to inspection and tests if required by Engineer in charge. Samples required for approval and testing must be supplied with sufficient time allowed for testing and approval. Materials shall be tested on site if required by Engineer in Charge and they may be rejected if found not suitable or not in accordance with the specification or Test certificate or any approval given earlier. The contractor shall carry out necessary test as per the direction of Engineer in charge in approved NABL/ Govt. laboratories. **The expenses towards all such tests are to be borne by the contractor at his own cost.** Tests shall be conducted as per relevant Indian Standard Specifications.
19. All manufacturer's certificates of tests showing that the material has been tested in accordance with the requirement of the appropriate Indian standard, other relevant specification is to be supplied free of charge.
20. All Electrical Connections/Wirings etc. (if required) for the work shall have to be taken from the nearest source with prior permission from Executive Engineer (Electrical). All expenses on this account shall be borne by the contractor. The electrical expenses shall be charged based on the meter reading. If connection is taken directly without installation of meter, then the amount as per the usage of electrical equipment shall be deducted from the gross bill amount as suggested by Executive Engineer (Electrical).
21. The contractor shall engage necessary staffs/ technical person as per Clause 36(i) of Schedule 'F' as per this tender document. The name, qualification and technical experience of the contractor representative shall be submitted to the Engineer in charge before start of the work. Violation of this clause will lead to non-compliance and recovery will be made as per Clause 36(i) of Schedule 'F'.
22. Required safety measures is to be adopted before starting chipping/scaffolding works so that any inconvenience may not be faced.
23. The work included in this Contract consists of **"Upgradation of TV Signage Software with 05(Five) years Annual Maintenance Contract (AMC) of Hospital Helpdesk TV Signage system at AIIMS, Bhubaneswar"**.

Executive Engineer (Electrical)
AIIMS, Bhubaneswar

PROFORMA OF SCHEDULES

(Separate Performa for Works in case of Composite Tenders)
(Operative Schedules to be supplied separately to each intending tenderer)

SCHEDULE 'A'

Schedule of quantities: - (ENCLOSED)

SCHEDULE 'B'

Schedule of materials to be issued to the contractor.

Ser. No.	Description of item	Quantity	Rates in figures & words at which the material will be charged to the contractor	Place of issue
(1)	(2)	(3)	(4)	(5)
NIL.				

SCHEDULE 'C'

Tools and plants to be hired to the contractor

Ser. No.	Description	Hire charges per day	Place of Issue
(1)	(2)	(3)	(4)
DELETED			

SCHEDULE 'D'

Additional Condition and specifications: Enclosed.

SCHEDULE 'E'

(Reference to General conditions of Contract.)

Name of Work : Upgradation of TV Signage Software with 05(Five) years Annual Maintenance Contract (AMC) of Hospital Helpdesk TV Signage system at AIIMS, Bhubaneswar

Estimated Cost of Work: **Rs. 3,81,385.00 (Rupees Three Lakh Eighty-one Thousand Three Hundred Eighty-five only)**

- (a) Earnest Money = **02% of Estimated cost**
- (b) Security Deposit = **2.5% of Billed value**
- (c) Performance Guarantee = **05% of Contract Value**

SCHEDULE 'F'

GENERAL RULES & DIRECTIONS:

Officer Inviting Tender :- **Executive Engineer (Electrical), AIIMS, Bhubaneswar**

Maximum percentage for quantity of items of work to be executed beyond which rates are to be determined: -

in accordance with Clause -12.2 &12.3

=

See below

Definitions

2 (v) Engineer-in-Charge

Executive Engineer (Electrical),
AIIMS, Bhubaneswar

2(viii) Accepting Authority

Executive Director
AIIMS, Bhubaneswar

2(xi) Standard Schedule of Rates

Central Public Works Department
Schedule of Rates - 2022 at Delhi with
up to date correction slips

9(ii) Standard AIIMS Contract Form

GCC for CPWD Works - 2023 as
amended and up to and including
correction slip

Sl no	Minimum Qualification of Technical Representative	Discipline	Designation (Principal Technical / Technical representative)	Minimum experience (Years)	Number	Rate at which recovery shall be made from the contractor in the event of not fulfilling provision of Clause 32(i)	
						Figures	Words
1	Graduate Engineer	Electrical /Electronic / IT	Project Manager	20 (and having experience of one similar nature of work)	ONE	Rs. 60,000/-PM	Rupees Sixty Thousand Per Month each

Schedule of Quantities

e-NIT No.: AIIMS/BBSR/ENGG/ELECT/56/2025

Name of Work: - Upgradation of TV Signage Software with 05(Five) year's Annual Maintenance Contract (AMC) of Hospital Helpdesk TV Signage system at AIIMS, Bhubaneswar.

SL. No.	Description Of Item	QTY.	Unit	Rate	Amount
1	Upgradation of TV Signage Software of Hospital Helpdesk TV Signage system at AIIMS, Bhubaneswar with one-year warranty support.	15	Nos	9,535	1,43,025
2	2 nd year AMC/warranty support for TV Signage Software for 15 numbers TV	1	year	59,590	59,590
3	3 rd year AMC/warranty support for TV Signage Software for 15 numbers TV	1	year	59,590	59,590
4	4 th year AMC/warranty support for TV Signage Software for 15 numbers TV	1	year	59,590	59,590
5	5 th year AMC/warranty support for TV Signage Software for 15 numbers TV	1	year	59,590	59,590
				TOTAL	3,81,385.00

(Including GST)

(Rupees Three Lakh Eighty-one Thousand Three Hundred Eighty-five only)

PERFORMA FOR QUOTING RATES

Name of Work: - Upgradation of TV Signage Software with 05(Five) year's Annual Maintenance Contract (AMC) of Hospital Helpdesk TV Signage system at AIIMS, Bhubaneswar.					
E NIT No- <u>AIIMS/BBSR/ENGG/ELECT/56/2025</u>					
ESTIMATE COST PUT TO TENDER- Rs. 3,81,385.00 (Rupees Three Lakh Eighty-one Thousand Three Hundred Eighty-five only)					
NAME OF CONTRACTOR-					
Sr. No.	Name of component	Estimated cost (Rs.)	Percentage above/ below the Total Estimated Cost	% in figures	Total Cost (Rs.)
1.	Upgradation of TV Signage Software with 05(Five) year's Annual Maintenance Contract (AMC) of Hospital Helpdesk TV Signage system at AIIMS, Bhubaneswar	Rs. 3,81,385.00			
Contractor's Quoted Rate in words (including GST)					

NOTE: -

1. LMR = To be read as Local Market Rate.
2. The Bidder must submit Financial Bid in On-Line Mode.
3. I/We have gone through the terms & conditions as stipulated in the tender and confirm to accept and abide the same before quoting the rate.
4. No other charges would be payable by the Institute
5. Quantity mentioned above is tentative, it may increase or decrease as per site requirement.
6. Contractor has to bring samples as per above preferred brands only and Engineer-In-Charge shall approve one sample out of the samples brought by the contractor. The contractor has to use material of that approved sample only. No claim in this regard shall be entertained.
7. In case of non-availability of material of approved make, prior approval from Engineer-In-Charge shall be obtained for other make.
8. The rates quoted should be inclusive of GST as applicable.

I, the contractor certify that I am filling this template after understanding all the items of Schedule of Quantity of e NIT Page No- 19.

Name: _____

Business Address: _____

Date : _____

Place: Bhubaneswar

Signature of the Bidder: -

Seal of the Bidder _____

DECLARATIONS
(TO BE GIVEN BY THE TENDERERS)

It is to certify that: -

(a) I /We have gone through GCC of CPWD up to latest correction as available on website of CPWD/
<https://eprocure.gov.in/eprocure/app> / www.aiimsbhubaneswar.nic.in or in the office of Superintendent Engineer and I/We agree with the terms and conditions of it and understood that it will form part of the agreement.

(b) “I, S/o Shri resident of hereby certify that none of my Relative(s) is/are employed in AIIMS Electrical Zone, Odisha. In case at any stage, it is found that the information given by me is false/incorrect, AIIMS shall have the absolute right to take any action as deemed fit without any prior intimation to me”.

(c) “I/We undertake and confirm that eligible similar Work(s) has/have not been got executed through another contractor on back to back basis. Further, it is stated that, if such a violation comes to the notice of Department, then I/We shall be debarred for bidding in AIIMS in future forever. Also, if such a violation comes to the notice of AIIMS, Bhubaneswar before date of start of work, the Executive Engineer (Electrical) shall be free to forfeit the entire amount of Performance Guarantee”.

Date: _____

Signature of the Tenderer

NOTE: - (To be certified by all the partners in case of partnership firms, by all the directors in case of companies).

FORM FOR DETAILED INFORMATION BY BIDDER

Name of Firm/Contractor/Supplier	:
Complete Address and Telephone Number	:
Name of Proprietor/Partner/Managing Director/Director	:
Phone Number	:
Mobile Number	:
e-Mail ID	:
Name and address of service center nearby Bhubaneswar	:
Whether the firm is a registered Firm (Yes/No. Attach Copy of Certificate)	:
PAN Number. (enclose the attested copy of PAN Card)	:
Service Tax Number. (enclose the attested copy of VAT Certificate)	:
GST Number (enclose the attested copy of VAT Certificate)	:
Whether the firm has Uploaded the Bank Draft/Pay Order/ Banker's Cheque of Earnest Money Deposit (EMD).	:
EPF No. (Enclose the attested copy of EPF Registration Certificate)	:
ESI Code.	:
Any other information, if necessary.	:

(Authorized Signature of the Bidder with Seal)

FORM FOR DETAILS OF ALL WORKS OF SIMILAR CLASS COMPLETED DURING THE LAST 07 (SEVEN) YEAR

Ser. No.	Name of Work/ Project	Location	Owner or Sponsoring Organization	Cost of Work in Lakhs	Date of Commencement as per Contract	Stipulated date of Completion	Actual date of Completion	Litigation/ Arbitration pending/ In progress with details	Remarks
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(j)	(k)
1.									
2.									
3.									
4.									
5.									
6.									
7.									

(Authorized Signature of the Bidder with Seal)

AFFIDAVIT

(To be Submitted on Notarized Non-Judicial Stamp Paper of Rs 10/- or above)

e-Tender for the Work of “Upgradation of TV Signage Software with 05(Five) year’s Annual Maintenance Contract (AMC) of Hospital Helpdesk TV Signage system at AIIMS, Bhubaneswar.”

To be submitted online by :

(a) Time and date of online Opening of Bids. : **19/04/2025 at 12:00 Hours.**

T E N D E R

I/We have read and examined the notice inviting tender, schedule along with Annexure ‘A’ to ‘D’ as per Specifications applicable, Drawings & Designs, General Rules and Directions, Conditions of Contract, Clauses of Contract, Special Conditions, Schedule of Rate & other documents and Rules referred to in the conditions of contract and all other contents in the tender document for the work.

If I/We, fail to furnish the prescribed Performance Guarantee within prescribed period, I/We agree that the said Executive Director, AIIMS, Bhubaneswar or his successors, in office shall without prejudice to any other right or remedy, be at liberty to debar me for 01 (One) year. Further, if I/We fail to commence work as specified, I/We agree that Executive Director, AIIMS, Bhubaneswar or the successors in office shall without prejudice to any other right or remedy available in law, be at liberty to suspend me for one year. The said performance guarantee shall be a guarantee to execute all the works referred to in the tender documents upon the terms and conditions contained or referred to those in excess of that limit at the rates to be determined in accordance with the provision contained in the tender form. Further, I/We agree that in case of non-submission of Performance Guarantee as aforesaid, I/We shall be debarred for participation for one year in the tendering process of the work and EMD will be forfeited.

I/We undertake and confirm that eligible similar work(s) has/have not been got executed through another contractor on back to back basis. Further that, if such a violation comes to the notice of AIIMS, Bhubaneswar, then I/We shall be debarred for tendering in AIIMS, Bhubaneswar in future forever. Also, if such a violation comes to the notice of AIIMS, Bhubaneswar before date of start of work, the Administrative Officer shall be free to forfeit the entire amount of Performance Guarantee.

I/We hereby declare that I/We shall treat the tender documents drawings and other records connected with the work as secret/confidential documents and shall not communicate information/derived there from to any person other than a person to whom I/We am/are authorized to communicate the same or use the information in any manner prejudicial to the safety of the State.

Dated: * _____

Signature of Contractor
with full Postal Address

Witness: *

Address: *

Occupation: *

(* To be filled in by the Contractor.)

AFFIDAVIT

(To be Submitted on Notarized Non Judicial Stamp Paper of Rs 10/- or above)

I/We hereby certify that; the above firm has not been ever blacklisted by any Central/State Government/Public Undertaking/Institute on any account.

I/We also certify that, Firm will supply the item(s) as per the specification given by Institution and also abide all the Terms & Conditions stipulated in Tender.

I/We also certify that, the information given in Bid is true and correct in all aspects and in any case at a later date, it is found that any details provided are false and incorrect, any contract given to the concerned firm or participation may be summarily terminated at any state, the firm will be blacklisted and Institute may impose any action as per e-NIT Rules.

Business Address:-

Place : _____

Name :

(Signature of Bidder with Firm's Seal)

Dated : _____

FORM OF PERFORMANCE SECURITY (GUARANTEE)

1. In consideration of the Executive Director, AIIMS, Bhubaneswar (hereinafter called “ the Government “) having offered to accept the terms and conditions of the proposed agreement between _____ and _____ (hereinafter called “ the said Contractor(s)”) for the work _____ (hereinafter called “ the said agreement}” having agreed to production of a irrevocable Bank Guarantee for Rs. _____ (Rupees _____ only) as a security/ guarantee from the contractor(s) for compliance of his obligation in accordance with the terms and conditions in the said agreement.

I/We _____ (hereinafter referred to as Bank) hereby (Indicate the name of the Bank) undertake to pay to the Government an amount not exceeding Rs. _____ (Rupees _____ only) on demand by Government .

2. I/We _____ do hereby undertake to pay the (Indicate the name of the Bank) amount due and payable under this Guarantee without any demur, merely on a demand from the Government stating that the amount claimed is required to meet the recoveries due or likely to be due from the said contractor (s). Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs . _____ (Rupees _____ only).

3. I/We the said bank undertake to pay to the Government any money so demanded notwithstanding any dispute or disputes raised by the contractor (s) in any suit or proceeding pending before any court or Tribunal relating thereto, our liability under this present being absolute and unequivocal.

4. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the contractor (s) shall have no claim against us for making such payment.

5. I/ We _____ further agree that the guarantee herein contained (Indicate the name of Bank) shall remain in full force and effect during the period that would be taken for the performance of the said agreement and it shall continue to be enforceable till all the dues of the Government under or by virtue of the said agreement have been fully paid, and its claims satisfied or discharged, or till Engineer-in- charge on behalf of the Government, certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said contractor (s) accordingly discharges this guarantee.

6. I/We _____ further agree with the Government that the (Indicate the name of Bank) Government shall have the fullest liberty without our consent, and without affecting in any manner our obligations hereunder, to vary any of the terms and conditions of the said agreement or to extend time of performance by the said contractor (s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Government against the said contractor (s) and to forebear or enforce any of the terms and conditions relating to the said agreement & we shall not be relieved from our liability by reasons of any such variation or extension being granted to the said contractor (s) or for any forbearance, act of omission on that part of the Government or any indulgence by the Government to the said contractor (s) or by any such matter or thing whatsoever which under the law relating to sureties would , but for this provision, have effect of so relieving us.

7. The guarantee will not be discharged due to the change in the constitution of the Bank or the contractor (s).

8. We _____ lastly undertake not to revoke this (Indicate the name of Bank) guarantee except with the previous consent of the Government in writing.

9. This Guarantee shall valid up to _____ unless extended on demand by Government, notwithstanding anything mentioned above, our liability against this Guarantee is restricted to Rs. _____ (Rupees _____ only) and unless a claim in writing is lodged with us within six months of the date of expiry or the extended date of expiry of this Guarantee all our liabilities under the Guarantee shall stand discharged.

Dated the _____ day of _____ for _____

(Indicate the name of Bank)

AGREEMENT (Specimen)

(To be Submitted on Non Judicial Stamp Paper of Rs 100/- or above)

This Agreement is made at **Bhubaneswar** on this (day) of(Month) 20__.

BETWEEN

Executive Director, AIIMS, Bhubaneswar represented through Executive Engineer(Electrical), AIIMS, BHUBANESWAR (hereinafter referred as the) (Address) “**Principal/Owner**”, which expression shall unless repugnant to the meaning or context hereof include its success or sand permitted as signs)

AND

..... (Name and Address of the Individual/firm/Company) through (Hereinafter referred to as the (Details of duly authorized signatory) “**Bidder/Contractor**” and which expression shall unless repugnant to the meaning or context hereof include its success or sand permitted as signs)

Preamble

WHEREAS, the Principal/Owner has floated the Tender (e-NIT No. **AIIMS/BBSR/ENGG/ELECT/56/2025** (herein after refer red to as “**Tender/Bid**”) and intends to award, under laid down organizational procedure, contract for “**Upgradation of TV Signage Software with 05(Five) year’s Annual Maintenance Contract (AMC) of Hospital Helpdesk TV Signage system at AIIMS, Bhubaneswar.**” hereinafter referred to as the “**Contract**”.

AND WHEREAS the Principal/Owner values full compliance with all relevant laws of the Land, Rules & Regulations, Economic use of resources and of fairness/ transparency in its relation with its Bidder(s) and Contractor(s).

AND WHEREAS to meet the purpose afore said both the parties have agreed to enter to this Agreement (hereinafter referred to as “**Pact**”), the terms and conditions of which shall also be read as integral part and parcel of the Tender/Bid documents and Contract between the parties.

The Tendered Value which has been accepted by Competent Authority for “**Upgradation of TV Signage Software with 05(Five) year’s Annual Maintenance Contract (AMC) of Hospital Helpdesk TV Signage system at AIIMS, Bhubaneswar.**”

” is Rs _____/- (Rupees _____ only).

NOW, THEREFORE, inconsideration of mutual covenants contained in this Pact, the parties hereby agree as follows and this Pact witnesses as under: -

Article - 1 : Commitment of the Principal/Owner.

1. The Principal/Owner commit itself to take all measures necessary to prevent corruption and to observe the following principles:

- (a) No employee of the Principal/Owner, personally or through any of his/her family members, will in connection with the Tender, or the execution of the Contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person

is not legally entitled to.

(b) The Principal/Owner will, during the Tender process, treat all Bidder(s) with equity and reason. The Principal/Owner will, in particular, before and during the Tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the Tender processor the Contract execution.

(c) The Principal/Owner shall endeavor to exclude from the Tender process any person, whose conduct in the past has been of biased nature.

2. If the Principal/Owner obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal Code (IPC)/Prevention of Corruption Act, 1988 (P C Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, the Principal/Owner will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

Article - 2 : Commitment of the Bidder(s)/Contractor(s)

1. It is required that each Bidder/Contractor (including their respective officers, employees and agents) adhere to the highest ethical standard and makes, and report to the Government/Department all suspected acts of **fraud or corruption or Coercion or Collusion** of which it has knowledge or becomes aware, during the tendering process and throughout the negotiation or award of a contract.

2. The Bidder(s)/Contractor(s) commit himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the Tender process and during the Contract execution: -

(a) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal/Owner's employees involved in the Tender process or execution of the Contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind what so ever during the Tender process or during the execution of the Contract.

(b) The Bidder(s)/Contractor(s) will not enter with other Bidder(s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to cartelize in the bidding process.

(c) The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act. Further the Bidder(s)/Contract(s) will not use improperly, (for the purpose of competition or personal gain), or pass on to others, any information or documents provided by the Principal/Owner as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

(d) The Bidder(s)/Contractor(s) of foreign origin shall disclose the names and addresses of agents/representatives in India, if any. Similarly, Bidder(s)/Contractor(s) of Indian Nationality shall disclose names and addresses of foreign agents/representatives, if any. Either the Indian agent on behalf of the foreign principal or the foreign principal directly could bid in a tender but not both. Further, in cases where an agent participates in a tender on behalf of one manufacturer, he shall not be allowed to quote on behalf of another manufacturer along with the first manufacturer in a subsequent/parallel tender for the same item.

(e) The Bidder(s)/Contractor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to, or intends to make to agents, brokers or any other intermediaries in connection with the award of the Contract.

3. The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

4. The Bidder(s)/Contractor(s) will not, directly or through any other person or firm indulge in fraudulent practice **means a willful misrepresentation or omission of facts or submission of fake/forged documents in order to induce public official to act in reliance thereof, with the purpose of obtaining unjust advantage by or causing damage to justified interest of others and/or to influence the procurement process to the detriment of the Government interests.**

5. The Bidder(s)/Contractor(s) will not, directly or through any other person or firm use Coercive Practices (means the act of obtaining something, compelling an action or influencing a decision through intimidation, threat or the use of force directly or indirectly, where potential or actual injury may be fall upon a person, his/her reputation or property to influence their participation in the tendering process).

Article - 3 : Consequences of Breach.

Without prejudice to any rights that may be available to the Principal/Owner under law or the Contract or its established policies and laid down procedures, the Principal/Owner shall have the following rights in case of breach of this Integrity Pact by the Bidder(s)/Contractor(s) and the Bidder/Contractor accepts and undertakes to respect and uphold the Principal/Owner's absolute right :-

1. If the Bidder(s)/Contractor(s), either before award or during execution of Contract has committed a transgression through a violation of Article-2 above or in any other form, such as to put his reliability or credibility in question, the Principal/Owner after giving 14 days' notice to the contractor shall have powers to disqualify the Bidder(s)/Contractor(s) from the Tender process or terminate/determine the Contract, if already executed or exclude the Bidder/Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by the Principal/Owner. **Such exclusion may before vigor for a limited period as decided by the Principal/Owner.**

2. **Forfeiture of EMD/Performance Guarantee/Security Deposit :** If the Principal/Owner has disqualified the Bidder(s) from the Tender process prior to the award of the Contract or terminated/determined the Contractor has accrued the right to terminate/determine the Contract according to Article-3(1), the Principal/Owner apart from exercising any legal rights that may have accrued to the Principal/Owner, may in its considered opinion forfeit the entire amount of Performance Guarantee and Security Deposit of the Bidder/Contractor.

1. **Criminal Liability:** If the Principal/Owner obtains knowledge of conduct of a Bidder or Contractor, or of an employee or a representative or an associate of a Bidder or Contractor which constitutes corruption within the meaning of IPC Act, or if the Principal/Owner has substantive suspicion in this regard, the Principal/Owner will inform the same to law enforcing agencies for further investigation.

Article - 4 : Previous Transgression.

1. The Bidder declares that no previous transgressions occurred in the last 05 years with any other Company in any country confirming to the anticorruption approach or with Central Government or State Government or any other Central/State Public Sector Enterprises in India that could justify his exclusion from the Tender process.

2. If the Bidder makes incorrect statement on this subject, he can be disqualified from the Tender processor action can be taken for banning of business dealings/holiday listing of the Bidder/Contractor as deemed fit by the Principal/Owner.

3. If the Bidder/Contractor can prove that he has resorted/recouped the damage caused by him and has installed a suitable corruption prevention system, the Principal/ Owner may, at its own discretion, revoke the exclusion prematurely.

Article - 5 : Equal Treatment of all Bidders/Contractors/Sub-contractors.

1. The Bidder(s)/Contractor(s) undertake(s) to demand from all sub-contractors a commitment in conformity with this Pact. The Bidder/Contractor shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Sub-contractors/sub-vendors.

2. The Principal/Owner will enter in to Pacts on identical terms as this one with all Bidders and Contractors.

3. The Principal/Owner will disqualify Bidders, who do not submit, the duly signed Pact between the Principal/Owner and the bidder, along with the Tender or violate its provisions at any stage of the Tender process, from the Tender process.

Article - 6 : Duration of the Pact.

1. This Pact begins when both parties have legally signed it. It remains in effect for the Contractor/Vendor under the contract or until the end of the AMC (Annual Maintenance Contract) period, whichever is longer. For all other bidders, the Pact remains effective until the Contract has been awarded.

2. If any claim is made/lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Pacts as specified above, unless it is discharged/determined by the Competent Authority, AIIMS, Bhubaneswar.

Article – 7: Term & Conditions of Payment.

a. The payment of **Upgradation of TV Signage Software and 1st year AMC payment** will be released after due **Upgradation of TV Signage Software** by Engineering-in-charge or his representative after certification. The AMC payment of 2nd year ,3rd years ,4th year and 5th years will be released after successfully completion of AMC work every year annual basis.

b. Security Deposit 2.5% will be deducted from the bills of the Contractor and same will be released after 5 years AMC period completion.

c. The Income Tax as application shall be deducted from the bills unless exempted by the Income Tax Department.

e. Labor CESS @ 01% will be deducted from the Bill.

f. If water is used from the AIIMS, Bhubaneswar, then water charges will be deducted @1% of the bill amount.

f. Electrical charges as per actual meter reading shall be deducted from the bill. If connection is taken directly without installation of meter with prior permission from Executive Engineer (Electrical), then amount as per the usage shall be deducted from the gross bill amount as suggested by Executive Engineer (Electrical).

g. All the work shall be completed within **Upgradation of TV Signage Software within 01(One) Month and AMC contract of 5 years** from the date of issue of work Order by the Institute from Date-____ to Date-____. All the aspects of safe installation shall be the exclusive responsibility of the Contractor. If the contractor fails to complete the work on or before the stipulated date, then a penalty at the Rate of 01% per month of delay to be computed on per day basis based on quantum of damage suffered due

to stated delay on the part of the contractor (as per GCC – 2023) shall be levied subject to maximum of 10% of the accepted tendered valued of the work.

- h. It will be mandatory for the bidders to indicate their bank account number and over relevant e-payment details so that payment could be made through RTGS/Other mechanism.
- i. GST and other taxes as applicable shall be recovered/paid from the contractor's bill as per Govt. of India/AIIMS Rules.
- j. The BG will be kept valid up to AMC period (5 years) and same shall be released after completion of 5 years AMC period.

Article - 8 : Other Provisions.

1. This Pact is subject to Indian Law, place of performance and jurisdiction is the **Bhubaneswar** of the Principal/Owner, who has floated the Tender.
2. Changes and supplements need to be made in writing. Side agreements have not been made.
3. If the Contractor is a partnership or a consortium, this Pact must be signed by all the partners or by one or more partner holding power of attorney signed by all partners and consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by board resolution.
4. Should one or several provisions of this Pact turnout to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intensions.
5. It is agreed term and condition that any dispute or difference arising between the parties with regard to the terms of this Agreement/Pact, any action taken by the Owner/Principal in accordance with this **Agreement/Pact or interpretation thereof shall not be subject to arbitration.**

Article - 9 : LEGAL AND PRIOR RIGHTS.

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and/or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this Integrity Pact will have precedence over the Tender/Contact documents with regard any of the provisions covered under this Pact.

IN WITNESS WHEREOF the parties have signed and executed this Pact at the place and date first above mentioned in the presence of following witnesses: -

.....
(For and on behalf of Principal/Owner)
(Signature, Name and address)

.....
(For and on behalf of Bidder/Contractor)
(Signature, Name and address)

WITNESSES:

1.

(Signature, Name and address)

2.

(Signature, Name and address)

Dated :

Dated :

Place : Bhubaneswar

Place : Bhubaneswar

Manufacturer's Authorization Form

To;

The Executive Director
All India Institute of Medical Sciences AIIMS, Bhubaneswar

Tender No :

Dated :

E-Tender for the work of : **“Upgradation of TV Signage Software with 05(Five) year’s Annual Maintenance Contract (AMC) of Hospital Helpdesk TV Signage system at AIIMS, Bhubaneswar”.**

Dear Sir/Madam;

1. We (Name of the OEM/OEM authorized agency) are the original manufacturer of the above equipment having a registered office at _ _ (full address with telephone No/Fax _

do hereby declare to give maintenance/warranty support including Software updates to

_ through M/S

_, who is participating in Tender having No _ of AIIMS, Bhubaneswar.

2. We also hereby undertake to provide full guarantee/ full performance warrantee / Annual Maintenance Contract as agreed by the bidder in the event the bidder is changed or the bidder fails to provide satisfactory service, during such period of Warranty/ Annual Maintenance Contract and to supply all the spares/accessories/consumables/material/software upgrades/ labour etc. during the said period through the appoint bidder by AIIMS, Bhubaneswar.

Name :

Yours

For and on behalf of M/S

Faithfully,

(Name)

(Name of the Manufacturers)

Place :

Date :

Note : This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a person competent and having the power of attorney to bind the manufacturer.

E-TENDERING INSTRUCTIONS TO BIDDERS

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 ON CPP PORTAL:

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 Enrolment” on the CPP Portal which is free of charge.

As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

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.

Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify /nCode / eMudhra etc.), with their profile.

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.

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.

SEARCHING FOR TENDER ENQUIRY DOCUMENT

There are various search options built in the CPP Portal, to facilitate bidders to search active tenders 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.

Once the bidders have selected the tenders they are interested in, they may download the required 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.

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

Bidder should take into account any corrigendum published on the tender document before submitting their bids.

Please go through the tender advertisement and the Tender Enquiry 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.

Bidder, in advance, should get ready the documents/BoQ to be uploaded as indicated in the Tender Enquiry Document and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Scanned documents to be uploaded may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document and resulting in fast uploading. It is the responsibility of the bidder to ensure that uploaded scanned documents are legible.

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 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

Submission of Bids

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.

The bidder has to digitally sign and upload the required bid documents one by one as indicated in the Tender Enquiry document.

Bidder has to select the payment option as “offline” to pay the Bid Security/ EMD as applicable and enter details of the instrument.

Bidder should prepare the Bid Security/EMD as per the instructions specified in the Tender Enquiry 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 Enquiry Document. 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 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.

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.

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.

The uploaded Tender/Bid shall become readable only after the tender opening by the authorized bid openers.

Upon the successful and timely submission of bids (ie 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.

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

Any queries relating to the Tender Enquiry 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 NIT.

Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk