

Notice Inviting e-Tender For

Comprehensive Maintenance Contract (CMC) for Water Coolers & Refrigerators at AIIMS, BBSR



अखिलभारतीयआयुर्विज्ञानसंस्थान,
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NIT No.	:	<u>AIIMS/BBSR/ENGG/ACR/2026/NIT/52</u>
Estimated Cost	:	Rs. 15,99,777.00
EMD	:	2% of Estimated Cost
Types of Work	:	Comprehensive Maintenance Contract (CMC) for Water Coolers & Refrigerators
Issue Date	:	23/02/2026
Last date of bid submission	:	09/03/2026
Contract period	:	12 months

“Certified that, this tender document **contains 37** pages only”.

**Executive Engineer, (AC&R)
AIIMS, Bhubaneswar**

Government of India, Ministry of Health & Family Welfare, AIIMS, Bhubaneswar

Name of Work	:	Comprehensive Maintenance Contract (CMC) for Water Coolers & Refrigerators at AIIMS, BBSR.
NIT No.	:	AIIMS/BBSR/ENGG/ACR/2026/NIT/52
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NOTICE INVITING e-TENDER

The Executive Engineer(AC&R) on behalf of Executive Director, AIIMS Bhubaneswar, invites e-Bids in Two Bid System (i.e. Technical Bid and Financial Bid) from eligible Manufacturers /Companies / Firms / Authorized Agents / Distributors/ Dealers through online E-procurement solution portal of AIIMS Bhubaneswar (<https://www.eprocure.gov.in/AIIMSBBSR>) as per terms and conditions contained in this document for satisfactory performance for “ **Comprehensive Maintenance Contract (CMC) for Water Coolers & Refrigerators at AIIMS, BBSR.**” as per the Specifications mentioned in Technical Bid. 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.

(a)	Name of Work	Comprehensive Maintenance Contract (CMC) for water coolers & Refrigerators at AIIMS, BBSR
(b)	Tender No.	AIIMS/BBSR/ENGG/ACR/2026/NIT/52
(c)	Estimated Cost	₹15,99,777.00/- (₹ Fifteen Lakhs ninety-nine Thousand seven Hundred seventy-seven only.)
(d)	EMD	2% estimated cost (Rs.31,996/-).
(e)	Performance Security (Bank Guarantee)	5 % of Tendered Cost.
(f)	Security Deposit	2.5 % of the Final Value.
(g)	Tender documents will be Issued From	Download from Institute Website. (i.e. www.aiimsbhubaneswar.nic.in, /www.eprocure.gov.in).
(h)	Last Date, Time & Place of Submission	By 09/03/2026 at 15:00 Hours through online.
(i)	Date, Time for opening of Tender	On 10/03/2026 at 15:30 Hours.
(j)	Time and date of opening of Online Financial Bids	To be intimated later through website.
(k)	Period during which documents of EMD, Registration Certificates, Undertaking and other Documents to be uploaded in CPP portal by the Bidders for reference. However, the Eligibility will be considered as per uploaded documents.	On or before 09/03/2026 at 1500 Hours.

The bid document consisting of 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.

For e-Tendering of this Tender, kindly visit website <https://eprocure.gov.in/eprocure/app>.

E-Tendering Portal: <https://eprocure.gov.in/eprocure/app>

For E-tendering Queries contact CPPP Help Desk.

The intending bidders must have valid class-III digital signature to submit the bid.

Executive Engineer (AC & R)
AIIMS, Bhubaneswar

INFORMATION AND INSTRUCTIONS TO BIDDERS

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. Information and Instructions for bidders for e-tendering posted on website shall form part of bid document.
2. The Bidder is expected to examine all Instructions, Terms and conditions, forms, and specifications in the bidding document. The bid should be complete and in the prescribed format as per the requirement of the bid document. The bid should not be conditional. Failure to furnish all information required by the bidding document or submission of a bid not responsive to the bidding documents in all respect will be at the Bidder's risk and may result in rejection of the bid.
3. The Bidder shall bear all costs associated with the preparation and submission of its bid and AIIMS, Bhubaneswar will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
4. Financial bids shall be opened online only for bidders for whom all the necessary 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.
5. The bid can be submitted through CPP portal and uploading the mandatory scanned documents as specified within the period of bid submission.
6. 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.
7. 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.
8. 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.
9. ***The Bidders shall have to submit self-certified copies of all the scanned and uploaded documents on or before the day of opening of tender in the office of Tender Opening Authority. List of mandatory Eligibility Documents to be scanned and uploaded within the period of bid submission:***
 - (a) Demand Draft/BG/FDR of any scheduled Bank against EMD in favour of AIIMS, Bhubaneswar (Hard copy to be submitted up to last date of Bid Opening).
 - (b) Declarations to be given by the Tenderers (Annexure `A`)
 - (c) Detailed Information of Bidder (Annexure `B`) and details of work completed during last 07 (seven) years (Annexure `C`) signed by the Bidder.
 - (d) Certificate of Registration for GST and acknowledgement, up to date filed return if required.
 - (e) Copies of PAN Sheets.
 - (f) CA's certification for **Annual Financial Turnover** of last 3 years (i.e. 2022-23, 2023-24 & 2024-25) with UDI Number.
 - (g) Copies of ESI Registration.
 - (h) Copies of EPF Registration.
 - (i) Notarized Affidavit at Annexure-D and Annexure-E to be given by Tenderers. **(Hard copy to be submitted up to last date of Bid opening).**

(j) Digitally signed Tender document in PDF format only.

Failing to upload documents in online (from a to j) will be straight away rejected.

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 opened online 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 1 year of time as decided by the AIIMS, Bhubaneswar Authority for the following reason-
 - (i) If the contractors submit false experience/completion certificates, (**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.

**Executive Engineer (AC & R)
AIIMS, Bhubaneswar**

GENERAL RULES & DIRECTIONS AND GENERAL CONDITIONS

Executive Engineer (AC& R), AIIMS, Bhubaneswar on behalf of Director, AIIMS, Bhubaneswar invites Item Rate Tender [**in Two Bid system (Technical & Financial)**] from Manufactures/ Authorized firm/ experienced registered contractor/ reputed firms for the work of similar nature in Central Government, State Government, PSU, Autonomous Body having successfully completed works of similar nature as per eligibility criteria.

- **Name of Work:** Tender for “**Comprehensive Maintenance Contract (CMC) for Water Coolers & Refrigerators at AIIMS, BBSR**”
- The work is estimated to cost of **₹15,99,777.00/-** (₹ **Fifteen Lakhs Ninety-Nine Thousand seven hundred seventy-seven only.**) The estimate, however, is given merely as a rough guide.
- 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. The similar work means “**Comprehensive Maintenance Contract (CMC) for Water Coolers & Refrigerators (or) CMC of Split/Window AC/VRF and Ductable type AC units with supply of material/spare along with manpower Or SITC of Refrigerators/ Split/Window AC/Package Air Conditioners/VRF / Ductable AC etc.**”. (Copy of WO(s) & respective completion certificate(s) must be furnished by the bidder in Tech Bid in support of eligibility)
- **Eligibility Criteria.** Indenting Bidder, who fulfil following requirement shall be eligible to apply: -
 - (a) Three (03) similar completed works each of value **not less than 40%** (i.e. for ₹ **6,39,911/-**) of estimated cost put to tender or Two (02) similar completed works each of value **not less than 60%** (i.e. for ₹ **9,59,866 /-**) of estimated cost put to tender or one (01) similar completed work of value **not less than 80%** (i.e. for ₹ **1,279,822/-**) of estimated cost put to tender in last 07 (Seven) Years ending **31st March 2025**.
 - (b) The Bidder should have registration up to date with **Employee Provident Fund (EPF) Commissioner** and **Employee State Insurance (ESI) Corporation**.
 - (c) The bidder should have positive net worth and should not have incurred loss in last 03 (Three) Years ending i.e. by **31st March 2025**, duly certified by Chartered Accountant.
 - (d) The experience of similar work should be from Central Govt., State Govt., PSU, Autonomous Body, Govt. Hospitals etc.
 - (e) Agreements shall be drawn with the successful bidders for item/items on prescribed format. Bidders shall quote their rates as per various terms and conditions of the said form which will form part of the agreement.
 - (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.
 - (h) **Average Annual Financial**, the turnover during the last 3 years, ending **31st March 2025** should be at least 30% of the estimated cost. (i.e. ₹ **4,79,933/-**)
- **Preparation & Submission of Tender through Online.** The Tender should be submitted in **02 (Two) parts i.e. Technical Bid and Financial Bid** Respectively. The Technical Bid should be sent by the Bidder through online as “Technical Bid” for “Comprehensive Maintenance Contract (CMC) for Water Coolers & Refrigerators at AIIMS, BBSR”

- **Earnest Money Deposit.** The bidder shall be required to submit the Earnest Money Deposit (EMD) for an amount of 2% of Estimate Cost (₹ 31,996/-) by way of Demand Drafts, Bankers Cheque/BG or Fixed Deposit Receipt of a Scheduled Bank only. **Scanned Copy of the EMD must be uploaded/attached** with the Technical Bid. The EMD of the successful Bidder shall be returned after the successful submission of Bank Guarantee/Security Deposit and for unsuccessful bidder(s) it would be returned after Award of the Contract. Bid(s) received without Demand Drafts of EMD will be rejected.
7. **Performance Bank Guarantee.** The successful contractor will be required to furnish a Performance guarantee of 5% (Five Percent) of Contract Value after receiving notification of award in the form of Fixed Deposit Receipt or Bank Guarantee from any Nationalized Bank (as per clause-v) in the name of the "All India Institute of Medical Sciences, Bhubaneswar" which shall be kept valid for a period of 60 days beyond completion of all the contractual obligations. **PBG will be released after full and final settlement of Bill, without any interest.** 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. The security deposit which is 2.5% of the final amount can be forfeited by order of this Institute in the event of any breach or negligence or non-observance of any condition of the contract or for unsatisfactory performance or non-observance of any condition of the contract. Performance Security will be discharged after completion of contractor's performance obligations (including the Warranty/Guarantee period) under the contract.
 9. 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.
 10. The Tender paper/documents can be seen/downloaded from Official website & submitted through online. For any query, Executive Engineer (AC& R), [Phone:8770964101, e-Mail: eeacr@aiimsbhubaneswar.edu.in], AIIMS, Bhubaneswar, may be contacted.
 11. The 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.
 12. Canvassing whether directly or indirectly, in connection with bidders is strictly prohibited and the bid submitted by the contractors who resort to canvassing will be liable to rejection.
 13. The 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.
 14. 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 Assistant 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 gazetted 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.
 15. No Engineer of Gazetted rank or other Gazetted 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.
 16. Bidders are strongly advised to inspect and assess the site conditions and its surroundings at their own cost and satisfy themselves before submitting their bids. The prospective bidders are advised to depute their technical experts with

authorization letter to visit, assess and examine the conditions, requirements, nature & quantum of work which may be necessary for the purpose of bidding and submit a realistic offer for the successful execution of the work. In general, they 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/she inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed.

17. Bidders shall submit a realistic offer for the execution of the work at their own cost without any liability on AIIMS, BBSR. Price quoted by the bidder shall include maintenance of the equipment for trouble-free performance during the period of contract.
18. The bid for the works shall remain open for acceptance for a period of 90 days from the date of opening of bids.
19. 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.
20. **(a) Security Deposit equal to 2.5% of the final Value will be deducted from the 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) Labour CESS @ 01% will be deducted from the Bill.
(e) Water charge @ 01% will be deducted from the bill (If use of Water from AIIMS, Bhubaneswar)
21. **Goods and Services Tax (GST).**
- (a) GENERAL REMARKS ON TAXES & DUTIES: In view of GST Implementation from 1st July 2017, all taxes and duties including Excise Duty, CST/VAT, Service tax Entry Tax and other indirect taxes and duties have been submerged in GST. Accordingly, reference of Excise Duty, service Tax, VAT, Sales Tax, Entry or any other form of indirect Tax except of GST mentioned in the bidding document shall be ignored.
- (b) Bidders are required to submit copy of the GST Registration certificated while submitting the bids wherever GST (CGST & SGST/UTGST or IGST) is applicable.
- (c) "GST shall mean Goods and services Tax charged on the supply of material(s) and services. The term 'GST' shall be construed to include the integrated Goods and Services Tax (Hereinafter referred to as "IGST") or central Goods and Services Tax (hereinafter referred to as "CGST") or State Goods and services Tax (Hereafter referred to as "SGST") or union Territory Goods and services Tax (hereinafter referred to as "UTGST").
- (d) Quoted price/rate(s) should be inclusive of all taxes, duties and GST (i.e. IGST or CGST and SGST /UTGST applicable in case of interstate supply or intra state supply respectively and cess on GST if applicable) on the final service. However, GST rate (including cess) to be provided in the respective places in the price Bid. Please note that the responsibility of payment of GST (CGST & SGST or IGST or UTGST) lies with the supplier of Goods/services (service provider) only. Supplier of Goods/Service (Service provider) providing taxable service shall issue an invoice/Bill, as the case may be as per rules/regulation of GST. Further, returns and details required to be filled under GST laws & rules should be timely filed by supplier of Goods/services (Service provider) with requisite details.
22. The Bidder shall be solely responsible for compliance to the provisions of various Labour 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 Bidder shall also be responsible for the insurance of its personnel. The Bidder 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 Labour (Regulation & abolition) Act, 1970/ The Contract Labour (Regulation & abolition) Central Rules, 1971.
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.
- (i) Minimum Wages Act, 1948.
23. **Breach of Terms and Conditions.** Noncompliance of any terms and conditions enumerated in the contract shall be treated as breach of contract or in Case of breach of any terms and conditions as mentioned above, the Competent Authority, will have the right to reject the bid at any stage without assigning any reason thereof and nothing will be payable by AIIMS, Bhubaneswar.
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. The decision of Engineer-in-Charge in this regard would be final and binding on the Tenderer.
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. Payment will be made on quarterly basis after due Certification of the Bills by the Representative of Engineer-in-Charge.
28. GST and other Taxes as applicable shall be recovered/ paid from the contractor's bill as per Govt. of India/AIIMS Rules.
29. **Penalty:** For non-compliance or partial compliance of satisfactory execution of items, the Engineer-in-charge reserves his rights to levy compensation in accordance with the scale of non-conformity and the period for which this non-conformity continues. Ordinarily the complaint must be attended within 2 hours of call if no spares are to be changed, otherwise the call must be completed within 48 hours of receipt of call. Thereafter under both the cases the delay in attending complaint shall attract a levy of compensation at the rate of **Rs.500.00** per day & per complaint subject to maximum of **Rs.3000** against the complaint. After five days of non-compliance of the call, the unit will be repaired at AIIMS Bhubaneswar cost and the amount shall be recovered from the contractor.
30. Emergency complains (24*7) must be attended immediately and if there is a major complain, it should be rectified on the urgent basis. During summer and Monsoon seasons i.e., from 15th March to 15th Sept., the Contractor shall check all the air conditioners, once in a fortnight and ensure that these equipment's are functioning properly and submit performance certificate from the equipment user(s).
31. All necessary tools related to the work and stock material like ladders, jet pump, vacuum pump, hose pipe, Ref. gas, compressor, condenser, capacitor, fan motor, PCBs of different make like Hitachi, Voltas and Carrier etc. must available at site within the seven days from the issue of work order.
32. The necessary quantity of spare parts {like Ref. gas (R-22, R-32, R-410a etc. as per site requirement), compressor, condenser, capacitor of different capacity, fan motor, fan blade, cleaning material etc.} related to maintenance work must be available at site before processing the quarter bill which is also verified by Engineer-in-Charge and make of the spares & consumables to be used for repair / maintenance of the machines are mentioned in approved make list.

33. In case of AC being covered under warranty, the Contractor shall have to coordinate with the AC manufacturer/authorised dealer on behalf of AIIMS to avail warranty services etc. The Contractor shall also carry out day-to-day normal maintenance of the equipment under warranty period without any extra cost.
34. Vendor shall submit the following documents after execution of given work:
- (a). Work Completion Certificate (with final Bill)
 - (b). Testing & Commissioning Certificate (if applicable)
 - (c). Material Test Certificate (if applicable)
 - (d). Colour Photos for executed work on glossary paper
 - (e). Non-Objection Certificate (NOC) regarding work (with final Bill)
 - (f). GST return up to date Voucher
 - (g). Bank Account Details
 - (h) Stock Register and Material Consumed details duly signed by the concerned JEs.
 - (i) EPF & ESI challan copy of Manpower.
 - (j) Attendance copies of each month.
 - (k) Preventive Maintenance Record.
 - (l) Bank statement against salary credit of Manpower deployed.

35. labour wages:

The contractor has to pay the prevailing minimum wages issued by the office of Chief Labour Commissioner, Govt. of India from time to time.

- a. Minimum Wages + VDA
- b. ESI – Employer Contribution @ 3.25% of above (Subject to wage limit of ₹21,000/-)
- c. EPF – Employer Contribution @ 12% + 1% (12% Subject to wage limit of ₹15,000/-)

Appendix - B

**FORM FOR DETAILS OF ALL WORKS OF SIMILAR CLASS
COMPLETED DURING THE LAST 07 (SEVEN) YEARS
(i.e. FOR THE YEAR ENDING LAST DATE OF TENDER SUBMISSION)**

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.									

- Agency must fill the above details (Attach Separate Sheets if Required.)

(Authorized Signature of the Bidder with Seal)

Appendix - C**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).	:
Whether the Firm/Agency as signed each and every page of Tender/NIT	:
EPF No. (Enclose the attested copy of EPF Registration Certificate)	:
ESI Code.	:
Any other information, if necessary.	:

(Authorized Signature of the Bidder with Seal)

DECLARATIONS TO BE GIVEN BY THE TENDERERS

It is to certify that: -

(a) I /We have gone through GCC of CPWD amended up to the latest correction as available on website <https://cpwd.gov.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.

Date: _____

Signature of the Tenderer

(b) "I,S/o Shri resident of.....hereby certify that none of my Relative(s) as defined in Paragraph 14 of CPWD W-6 is/are employed in AIIMS Bhubaneswar, Engineering Deptt, Odisha. In case at any stage, it is found that the information given by me is false/incorrect, AIIMS, Bhubaneswar shall have the absolute right to take any action as deemed fit without any prior intimation to me".

Date: _____

Signature of the Tenderer

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

(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 Superintending Engineer shall be free to forfeit the entire amount of EMD".

Date: _____

Signature of the Tenderer

(d) In case I/we become the Lowest Bidder, Original Instrument for EMD and self-certified copies of other Eligibility Documents shall be deposited by me/us with the Superintending Engineer calling the Tender within 01 (One) Week of the opening of financial bid otherwise AIIMS shall reject the bid and also take action to debar me/us from tendering in AIIMS Bhubaneswar.

Date: _____

Signature of the Tenderer

BIDDERS UNDERTAKING**Percentage Rate Tender & Contract for Works***(To be submitted on Rs 10/- stamp paper with notarized)*

Tender for the work of **“Comprehensive Maintenance Contract (CMC) for Water Coolers & Refrigerators at AIIMS, BBSR.”**

- (i) To be uploaded byhours onto
- (b) To be opened in presence of tenderers who may be present at hours on in the office of

TENDER

I/ We have read and examined the notice inviting tender, all schedule 'A' to 'F' 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.

I/We hereby tender for the execution of the work specified for the AIIMS Bhubaneswar within the time specified in Schedule 'F' viz., schedule of quantities and in accordance in all respect with the specifications, designs, drawing and instructions in writing referred to General Rules and Directions and the Conditions of contract and with such materials as are provided for, by, and in respect of accordance with, such conditions so far as applicable.

I/We agree to keep the tender open for ...days from the due date of its opening in case of TWO (02) Bid system (Technical cum Eligibility & Financial respectively)..... from the date of opening of technical bid in case tenders are invited on 2 /3 bid/ system for specialized work and not to make any modification in its terms and conditions.

A sum of **Rs. -----/-** (Rupees----- only) is here by forwarded in Bank Guarantee of scheduled Bank/ Demand Draft of a scheduled Bank/ Bank Guarantee issued by a scheduled Bank **as Earnest Money**. 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 forfeit the said earnest money absolutely.

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 forfeit the said performance guarantee absolutely. 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 forfeiture of Earnest Money & Performance Guarantee as aforesaid. I/ We shall be debarred for participation in the retendering process of the work.

I/We undertake and Confirm that eligible similar work(s) has/ have not been got executed through another contract or 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 Earnest Money Deposit/ 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: *

AFFIDAVIT

(To be submitted on Rs. 10/- Indian Non-Judicial Stamp Paper & must be notarized)

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-Tender Rules.

“I/We undertake and confirm that eligible similar works(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 Department, then I/we shall be debarred for bidding in future forever. Also, if such a violation comes to the notice of Department before date of start of work, the Engineer-in-Charge shall be free to forfeit the entire amount of Earnest Money Deposit/Performance Guarantee”.

Business Address: -

Name:

(Signature of Bidder with Firm's Seal)

Place: _____

Dated: _____

Form of Tender Acceptance

ACCEPTANCE

The above tender (as modified by you as provided in the letters mentioned hereunder) is accepted by me for and on behalf of the Executive Director for a sum of Rs. (Rupees

The letters referred to below shall form part of this contract agreement:

- (a)
- (b)
- (c)

Dated:

For & on behalf of the Executive Director.

Signatures

Designation

Technical Bid (Eligibility Criteria)

The scanned copies of the following documents are to be uploaded on e-Tendering Portal in the following format.

Sl. No.	Details/ Particulars	Uploaded (Yes/No)	Page No.
(A)	Demand Draft/ FDR of any scheduled Bank against EMD in favour of AIIMS, Bhubaneswar.		
(B)	Appendix `A to C` duly filled in and signed with stamp (Pages 11& 12ref.)		
(C)	Proof of Work Experience (Work Completion Certificate and Work order with BOQ) of Similar Works from Client not below the Rank of Executive Engineer or equivalent, as mentioned in Ser. No. - 4, Page No. - 7 refer under Eligibility Criteria with work order copy		
(D)	Certificate of Registration for GST and acknowledgement, up to date filed return if required		
(E)	Attested Copies of PAN No.		
(F)	Copies of Balance Sheets & Profit loss statement (Last 3 years)		
(G)	Copy of Affidavit.		
(H)	Copies of ESI Registration		
(I)	Copies of EPF Registration.		
(J)	Copy of IT Returns (last 3 years)		
(K)	Declarations to be given by the Tenderer(s)		
(L)	Each page of the e-tender documents should be duly signed with seal otherwise the bid shall become invalid		
(M)	The Bidder should have their Registered Office/Branch in Bhubaneswar. If not, an Office should be opened in Bhubaneswar within 30 (Thirty) Days of the award of Work. Undertaking need to submit in this regard.		

SPECIAL CONDITIONS OF CONTRACT

1. Any facility not mentioned in this scope, but which is vital to “**Comprehensive Maintenance Contract (CMC) for Water Coolers & Refrigerators at AIIMS, BBSR**” are assumed to be included in the scope of work.
2. The Contractor has to ensure safety and provide adequate supervision/precautions and shall ensure that the workmen engaged by him are professionally competent and have the required expertise to carry out the intended maintenance. The contractor shall provide required quantity of man power for complain solve and quantity maintenance work.
3. During working at site, some restrictions may be imposed by Engineer-in-Charge/Security staff of Institute or Local Authorities regarding safety and security etc., the contractor shall be bound to follow all such restrictions/instruction & nothing extra shall be payable on this account & no claim for delay on this account shall be entertained.
4. The tender shall be based on Conditions of Contract and tenderers are required to quote their own rates against each item in schedule of quantities (B.O.Q), which is enclosed. All rates shall remain firm for the contract period/extended contract period.
5. If the contractor fails to proceed with the work within the stipulated time as specified from the date of issue of work order to proceed with the work, it shall be treated as failure on the part of the Contractor to discharge the Contractual obligations which may result in termination of the contract and forfeiture of the Security Deposit.
6. At the end of the contract, contractor must hand over all the machines (as mentioned in the contract) in healthy and working condition before processing the final quarter bill.
7. All the works to be carried out in accordance with latest CPWD/BIS Specifications and as per the directions of Engineer-in-charge.
8. **Packing:**
The supplier shall provide such packing of the goods, as is required to prevent their damages or deterioration during the transit to their final destination as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit.
9. **Drawing and Specifications:**
A copy of tender documents and all relevant drawings and specifications viz. Indian standards, latest CPWD specifications etc. shall be made available at site if & when asked for reference.
10. **Cost of Tests:**
The cost of preparing samples and carrying out tests (if required) for quality of material or workmanship will be borne by the contractor except for such exclusions as are specifically mentioned in the specifications laid down in contract. The cost of all test carried out by Laboratories directed by the Engineer-In-Charge will be borne by the contractor.
11. The work shall be carried out strictly as per the attached technical specifications, relevant IS specifications.
12. The contractor has to get approved all the material from the Engineer-in-Charge before its actual use at site of work.
13. The scope of work includes all minor civil works required for execution work such as cutting of wall etc. and making good the same. Nothing extra will be paid to contractor for the same.

14. The watch and ward of material and installation shall rest on the part of contractor during execution of work and till handing over of the same after completion of work in accordance with schedule of work.
15. The contractor will take care of the building etc. while handling / installing the equipment to avoid damages to the building. If any damages occur during execution of work, it shall be made good by contractor without any extra cost.
16. Existing materials on good condition may be used after joint inspection by Engineer-in charge & AIIMS representatives & vendor.
17. Dismantling of non-used materials to be deposited at Engineering Dept. by the Firm.
18. For all items of Refrigerator units; CPWD specifications with correction slips up to the date of receipt of tender shall be followed. For the items which are not covered under CPWD specifications; the special conditions /B.I.S. specifications shall apply. In this regard the decision of Engineer-in- charge shall be final & binding.
19. Wherever any reference is made of any Indian Standard, it shall be taken as reference to the latest edition with all amendments / revision issued thereto up to the date of receipt of tenders.
20. On account of security consideration, there could be some restrictions on the working hours, movement of vehicles for transportation of materials. The contractor shall be bound to follow all such restrictions and adjust the program for execution accordingly, for which nothing extra shall be paid.
21. The work shall be carried out in a manner complying in all respects with the requirements of relevant bye laws of the local bodies, Labour Laws, minimum wages act, workmen compensation act and other statutory laws enact by Central Govt. as well as State Govt.
22. No residential accommodation shall be provided to any of the staff engaged by the contractor. The contractor shall not be allowed to erect any temporary set up for staff in the campus.
23. No claims of the labours shall be entertained by the department including that of providing employment, regularization of services etc.
24. All labour & transportation, ladders, Hydra, Scaffolding etc, electrical instruments for execution of internal electrification work, required for execution of the work shall be arranged by the contractor.
25. Staff employed by the contractor should be well behaved, polite & courteous. Any complaint against staff should be taken very seriously and such staff should be removed by the contractor immediately from the site and replacement shall be provided immediately.
26. All dismantled material will be removed from site by contractor after verification of measurement of the same by JE/AE and Chases, holes & drilling works etc. shall be done using power operated tools in the cost of Contract. No extra will be paid for the same.
27. The contractor shall make all safety arrangement required for the labour engaged by him at his own cost. All consequences due to negligence or due to lapse of security/safety or otherwise shall remain with the contractor. AIIMS Bhubaneswar will not be responsible for any mishap, injury, accident or death of the contractor's staff. No claim in this regard shall be entertained / accepted by the AIIMS Bhubaneswar. Also, Contractor is responsible to the damage caused to any man/material/ Govt. property by his or his labour during execution of work and this should be rectified by the contractor at his own cost.
28. For non-compliance or partial compliance of satisfactory execution of items, the Engineer-in-charge reserves his rights to levy compensation in accordance with the scale of non-conformity and the period for which this

non-conformity continues. However, the total amount of this compensation for the whole contract shall not exceed 10% of the tendered value of this contract. This shall be without prejudice to other remedies available to Engineer-in-charge under this contract to act against the contractor.

29. The materials used for carrying out the work shall be of best locally available quality and the contractor has to carry out the necessary testing of the material as ordered by the Engineer-in-Charge for its conformity and all testing charges shall be borne by the contractor.
30. As directed by EIC/EE(AC&R)/AE(AC&R)/JE(AC&R) the deployed manpower shall work in other similar related work like HVAC & etc.
31. Initially this Contract is for a **One-year period**, if the work is satisfactory and approved by Engineer-in-charge, the CMC period can be extended to One more year on the same rate, terms & Conditions and Bank Guarantee will be extended up to same.
32. A dedicated telephone number is to be provided by the contractor for logging of complaints.
33. In the case of discrepancy between the schedule of quantities, the Specifications and/or the Drawings, the following order of preference shall be observed: -
 - (a) Description of schedule of quantities (B.O.Q).
 - (b) General rules & Directions and General Conditions/ Special Conditions/CPWD Specifications.
 - (c) Indian standards specifications/BIS.
 - (d) Any reference made to any Indian standards specifications in these documents, shall imply to the latest version of that standard, including such revisions/amendments as issued by the Bureau of Indian Standards up to last date of receipt of tenders. The contractor shall keep at his own cost all such publications of relevant Indian Standards applicable to the work at site.
 - (e) If there are varying or conflicting provisions made in any one document forming Part of contract, Engineering In-charge shall be deciding authority and regard to the intention of the document, his decision shall be final and binding on the Contractor.
34. The Vendor shall submit colour photographs of new materials/items replaced during CMC, while submitting the Bills.
35. If the performance of the contractor is found unsatisfactory during the period of CMC, the contract shall be ceased as per cpwd norms by Engineering -in-Charge (EIC).
36. Quarterly payment will be made on submission of original tax invoice along with all necessary documents by the vendor after verification of work done by the vendor, in the same period, from AIIMS Authorities.
37. The contractor will be fully responsible for the safety of their workers, stocks, furniture, fixtures, machines and equipment etc. AIIMS/BBSR will not be responsible/liable for any damages caused to the contractor by any way including theft & fire etc. and no such claim to compensate any such damages will be entertained by AIIMS/BBSR. The contractor shall be responsible for any loss/theft /pilferage or damage to the properties belonging to AIIMS/BBSR, caused by their employees/staff negligence and will pay/compensate to AIIMS/BBSR or allow the amount of loss sustained by the AIIMS, BBSR, to be deducted from any such amount found due to the contractor. The responsibility for any such theft or loss or damages/ pilferage shall have to be decided on the finding of the inquiry committee, to be constituted for this purpose by the AIIMS/BBSR. If considered necessary, AIIMS/BBSR will also be free to take up the matter with the police for proper investigations/ action and recovery of loss due to such theft/ pilferage and damages etc.
38. After expiry of warranty period of any existing units of Refrigerators, the contractor shall agree to continue the Operation & Annual CMC of these extra Refrigerators with same quoted rates in NIT after due approval of the Competent Authority.

Technical Specification

1. GENERAL

Technical specifications in this section cover the “**Comprehensive Maintenance Contract (CMC) for water coolers & Refrigerators at AIIMS, BBSR**” The scope of work is inclusive of Electrical/Mechanical/Civil Works of Refrigerator Units.

2. STANDARDS AND CODES.

Latest up to date Indian Standard (IS) and Code of practice will apply to the equipment and the work covered by the scope of this contract. In addition, the relevant clauses of the Indian Electricity Act 1910 and Indian Electricity Rules 1956 as amended up to date shall also apply. Where-ever, appropriate Indian Standards are not available, relevant British and/or IEC Standard shall be applicable.

3. ITEMS:

Sl. No.	Description	Specification
1	Refrigerators different Capacity (Detail Description are mention on Annexure - 1)	Make- Whirlpool, Haier, Terumo Penpol, Samsung, LG, Panasonic, MAC, Godrej, Bluestar, Videocon, Elanpro, Spencer, Voltiq etc..
2	Water Cooler different Capacity (Detail Description are mention on Annexure - 2)	Make- Blue Star, USHA etc.

4. **TESTING:** All materials should be tested by the firm before installation structure at site and relevant test certificate to be submitted to AIIMS Authority.

5. APPROVED MAKE LIST

Sl. No.	Description of Items	Make
1	Compressor	Respective Refrigerator and Water Cooler or ISI, BIS Standard
2	Condenser Coil	Respective Refrigerator and Water Cooler or ISI, BIS Standard
4	Evaporator and its Coil	Respective Refrigerator and Water Cooler or ISI, BIS Standard
5	Fan motor	As per manufacturing standard (ISI, BIS Standard)
6	Refrigerant Gas (R600, R134, R290, R134A, R600A etc.)	Freon or Equivalent
7	Copper Pipe and capillary Tour	As per manufacturing standard (ISI, BIS Standard)
8	Connection Cable	As per manufacturing standard (ISI, BIS Standard)
9	Any Other Machine Parts	As per manufacturing standard (ISI, BIS Standard)

Scope of Work

OBJECTIVE

At present, there are about 134 water coolers and 212 refrigerators of various capacities and makes (to be covered under this contract) located across different facilities such as hospitals, academic buildings, administrative offices, the nursing college, and other areas of AIIMS Bhubaneswar, as well as the Doctor's Housing complex at Tangi.

The details of the water coolers, refrigerators, including their capacities and quantities covered under the CMC, are provided in the BOQ of the price bid. The specific locations of the air conditioners will be shared along with the letter of award.

1. **Pre-Site Visit:** Bidders are strongly advised to inspect and assess the site conditions of various units at their own cost and satisfy themselves before submitting their bids. The prospective bidders are advised to depute their technical experts with the authorization letter to visit, assess and examine the conditions, requirements, nature & quantum of work and which may be necessary for the purpose of bidding and submit a realistic offer for the successful execution of the work.
2. Works Should be executed as per CPWD specifications.
3. The Contractor shall:
 - i) Provide, at minimum, quarterly preventative maintenance (PM) checks of refrigerator and freezer units. PMS shall include at a minimum, but not be limited to, checking all components of refrigerator and freezer units, including the condenser, evaporator and controller.
 - ii) Replace all defective parts, assemblies, and supporting equipment as required for each refrigerator and freezer unit to operate effectively.
 - iii) For part replacement, provide parts that are new, unused, and meet ISI standards where applicable.
 - iv) Visually inspect units for signs of corrosion of fins, cabinet, copper tubing, and solder joints.
 - v) Inspect for excessive or unusual vibration for fan blades or sheet metal panels when in operation.
 - vi) Identify fan cells causing vibration and check the motor and blade carefully.
 - vii) Check for stains, return bends, and coil fins.
 - viii) Check drain pans.
 - ix) Clean the evaporator coils and blades – flush and rinse the coil and check the traps.
 - x) Check each fan for quiet, free, and proper rotation.
 - xi) Check screws and tighten them as necessary.
 - xii) Oil motors as required.
 - xiii) Check all electrical wiring and components, and check the heaters to ensure even surface contact with the coil.
 - xiv) Check the drain line heat tape for proper operation, look for abnormal accumulation of ice patterns, and adjust defrost cycles accordingly.
 - xv) Check the refrigeration cycle, and unit cooler superheat and compare readings.
 - xvi) Visually check condensing units for moisture conditions, check the sight glass for proper oil levels, inspect the wiring, and check for debris dirt, and unusual vibration or noises.
 - xvii) Check the operation and calibration of all timers, relays, pressure controls, safety controls, filters, and driers.
 - xviii) Clean condenser coils quarterly and as needed.
 - xix) Be equipped and ready to perform maintenance and/or repairs upon arrival at the location
 - xx) Notify proper AIIMS personnel of work in progress that may cause lapses in refrigerator and service and notify the AIIMS's contact person of any changes
 - xxi) Furnish all equipment, labor, and materials required for the proper execution of this contract.
 - xxii) The contractor must keep **ready 2 nos. technicians and 2 nos. helpers** on the site on a call basis for immediate response if a complaint arrives. Also, they are responsible for daily preventive maintenance if the Water cooler, refrigerator.

4. **Breakdown Services:**
- i. On call, CMC services shall include attending to any complaint at any time of the year on receipt of verbal/ written complaint from the coordinating officer of AIIMS Bhubaneswar. If a complaint is arrived, immediately attain the **complaint within 2 hours**. Otherwise, the delay in attending complaint shall attract a levy of compensation at the rate of **Rs.500.00** per day & per complaint subject to maximum of **Rs.3000** against the complaint subject to the approval of the Engineer in charge.
 - ii. If a major breakdown may happen like a compressor, PCB fault, etc., must be rectified **within 24 hours** otherwise penalty must be imposed as per upper mention clause. That is why the vendor who awarded the work is advised to **keep at least 2 nos. compressor and PCB etc. materials on site for immediate solving the complaints**.
 - iii. A record of the breakdown calls attended duly acknowledged by the occupant or user of the Refrigerator in his absence by the person in charge of the location.

NOTE: **During the execution of work, ladders, Hydra, Scaffolding, labour, electrical instruments for internal electrification work, transportation required shall be in the scope of contractor.**

5. **Comprehensive maintenance services:** The scope of work shall include all checks and tests as detailed under routine maintenance services. In addition, comprehensive maintenance services shall also include:
- a) Cleaning the condenser and evaporator coils with suitable detergent/ chemical solution and flushing with high pressure jet water whenever required.
 - b) Greasing of all moving parts.
- The above activities must be carried out within 15 days from the date of award of the contract or before commencement of the summer season.

6. Defective spares compressors/condensers are to be replaced with new compressors/condensers and repairing of the old compressors is not permitted. Whenever, new compressors/condensers are used, the contractor has to produce original invoice and warranty card of the new compressor/condenser at the discretion of AIIMS, Bhubaneswar. The compressor/condenser being replaced should match with the original star rating of the Refrigerator. Other spares are also to be replaced with new.

7. Following registers are to be maintained by the contractor:

- a) **Service/Breakdown Register:** The air conditioners serviced/maintained/repared has to be recorded in register and endorsement from End User Department has to be obtained in register. Also, further service reports are to be made after carrying out periodical servicing and endorsement (sign and seal) to be obtained from End User Department.
 - a) **Complaint Register:** All complaints received with respect to air conditioners under CMC are to be recorded with time and date of receipt, as and when complaints are received from end user departments.
 - b) **Spare Register:** All spares are to be recorded in the register. Spares taken outside the premises also to be recorded with serial number of spare and in and out date and time.
 - c) **Tool and Tackle Register:** All tools and tackles are to be recorded in the register.

8. Following Documents must submit during quarterly payment

- a) GST invoice
- b) GST submitting challan copy
- c) Minimum 20 no. colour photograph of work execution on glossy paper (4 nos. photos in one paper)
- d) Blank check or any other document as reference of A/C no for 1st time payment
- e) Service Report as Annexure-I
- f) Break Down report as Annexure-II
- g) Xerox copy of Service/Breakdown and complaint register with dully signature of responsible JE(AC&R)/AE(AC&R) and EIC.

Annexure– A**MANPOWER DETAILS**

<u>SL no.</u>	<u>Category</u>	<u>No. of manpower</u>
1	Skilled (technician)	2
2	Un-Skilled (Helper)	2

QUALIFICATION OF MANPOWER:

SL no.	Category	Qualification & experience	Work Description
1	Skilled (technician)	Minimum Qualification: - ITI/Diploma in Electrician/Wireman from NCVT/SCVT or Equivalent.	Providing Air-Conditioning maintenance services, including Water cooler, refrigerator, and attending to all complaints as assigned and directed by the Engineer-in – Charge/EE/AE/JE
2	Un-Skilled (Helper)	Minimum qualification: - 10 th or Equivalent.	Providing services of Air-Conditioning maintenance services, including Water cooler, refrigerator system for the entire campus as per direction of the Engineer-in – Charge/EE/AE/JE.

Executive Engineer (AC&R)
AIIMS, Bhubaneswar

FORM OF PERFORMANCE SECURITY (BANK 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 an 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). We lastly undertake not to revoke this (Indicate the name of Bank) guarantee except with the previous consent of the Government in writing.

8. 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 _____

Format of Integrity Pact
(To be made on Rs 100/- Judicial Stamp Paper)

This Agreement is made at.....on this.....day of..... 2026.

BETWEEN

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 (**AIIMS/BBSR/ENGG/ACR/2026/NIT/52**) (here in after refer red to as "**Tender/Bid**") and intends to award, under laid down organizational procedure, contract for: "**Comprehensive Maintenance Contract (CMC) for Water Coolers & Refrigerators at AIIMS, BBSR.**" **herein after** 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 "**Comprehensive Maintenance Contract (CMC) for Water Coolers & Refrigerators at AIIMS, BBSR.**" 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 participate 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 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.

3. **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 the parties have legally sign edit. It expires for the Contractor/Vendor 12 months after the completion of work under the contractor till the continuation of defect liability period, whichever is more and for all other bidders, till 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: Penalty:

- i. On call, CMC services shall include attending to any complaint at any time of the year on receipt of verbal/written complaint from the coordinating officer of AIIMS Bhubaneswar. If a complaint is arrived, immediately attain the complaint within 2 hours. Otherwise, the delay in attending complaint shall attract a levy of compensation at the rate of Rs.500.00 per day & per complaint subject to maximum of Rs.3000 against the complaint subject to the approval of the Engineer in charge.
- ii. If a major breakdown may happen like a compressor, PCB fault, etc., must be rectified within 24 hours otherwise penalty must be imposed as per upper mention clause. That is why the vendor who awarded the work is advised to keep at least 2 nos. compressor and PCB etc. materials on site for immediate solving the complaints.

Article – 8 : Payment

- a. The running payment for the work done shall be released Quarterly by AIIMS. Bhubaneswar only after salary payment, PF & ESI to all workers & submitting the proof of disbursement and deducting the applicable PE, ESIC challan copy.
- b. Security Deposit 2.5% will be deducted from the running bills. which shall be released after six months from the date of completion of work, without any interest thereupon.
- c. The Income Tax as application shall be deducted from the bills unless exempted by the Income Tax Department.
- d. All the work shall be completed within **01 years** from the date of issue of work Order by the Institute. All the aspects of safe installation shall be the exclusive responsibility of the Contractor.
- e. It will be mandatory for the bidders to indicate their bank account number and over relevant payment details so that payment could be made through RTGS/Other mechanism.
- f. GST and other taxes as applicable shall be recovered/paid from the contractor's bill as per Govt. of India/AIIMS Rules.

Article - 9: 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 be unmade.
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 - 10: 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 Bidder/Contractor)

.....
(For and on behalf of Principal/Owner)

WITNESSES:

.....
(Signature, Name and address)

.....
(Signature, Name and address)

Dated:

Dated:

Place: Bhubaneswar

Place: Bhubaneswar

PROFORMA OF SCHEDULES

<u>SCHEDULE 'A'</u> Schedule of Quantities	Schedule of Quantities for the work – Annexure -I
<u>SCHEDULE 'D'</u> Extra Schedule for specific Requirements/ document for the work, if any:	Not Applicable
<u>SCHEDULE 'E'</u> Reference to General conditions of Contract:	General Conditions of Contract-2023 Maintenance Works modified and amended up to the last date of received of tender with all correction slips.
Name of Work:	Comprehensive Maintenance Contract (CMC) for Water Coolers & Refrigerators at AIIMS, BBSR.
Estimated Cost of Work	Rs. 15,99,777.00 (Rupees Fifteen Lakhs Ninety-nine Thousand Seven Hundred seventy-seven only (including GST))
Earnest Money	2% of Estimated Cost
Performance Guarantee	05% of Tendered Value
Security Deposit	2.5% of Final Value
<u>SCHEDULE 'F'</u> General Rules & Directions	
Officer Inviting Tender	Executive Engineer (AC&R), 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	No limit
Definitions:	
Engineer-in-Charge	Executive Engineer (AC&R), AIIMS, Bhubaneswar
Accepting Authority	Executive Director, AIIMS Bhubaneswar
Percentage on cost of materials and labour to cover all over heads and profit	15%
Standard Schedule of Rates	Market Rates for non DSR Items
Department:	
Standard AIIMS Contract Form	General Conditions of Contract-2023 Maintenance Works, CPWD Form 7 as amended up to last date of received of tender.
Clause 1	
(i) Time allowed for submission of Performance guarantee, Program Chart (Time & Progress) and applicable Labour Licenses, Registration with EPFO, ESIC & BOCW Welfare Board or proof of applying thereof from the date of issue of letter of acceptance	15 Days
(ii) Maximum allowable Extension with late fee @ 0.1% per day of 01 to 15 days Performance guarantee amount beyond the period provided in (i) above.	01 to 15 days
Clause –2. Authority for fixing compensation under Clause 2	Executive Director, AIIMS, Bhubaneswar

Whether Clause 2A Shall be applicable	Not Applicable
Clause-5 Duration of the Contract	1 Year
Number of days from the date of issue of letter of acceptance for reckoning date of start	07 Days
Authority to decide fair & reasonable extension of time for completion of work	Engineer-in-charge, AIIMS Bhubaneswar
Clause – 6A. Whether Clause 6A shall be applicable	Not Applicable
Clause 12	Applicable
Clause – 16. Competent Authority for deciding reduced rates	Superintending Engineer, AIIMS Bhubaneswar
Clause – 25. Settlement of dispute & Arbitration	Executive Director, AIIMS, Bhubaneswar
Clause-32	: Applicable

Requirement of Technical Representative(s) and recovery Rate

SNo	Minimum Qualification of Technical Representative	Discipline	Designation (Principal Technical / Technical representative)	Minimum experience	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/ Mechanical	Principal Technical Representative	2 - years	ONE	Rs. 15,000/- PM	Rupees Fifteen Thousand Per Month each
OR	Diploma Engineer	Electrical/ Mechanical	(Project Planning/ Site/ billing Engineer)	5-years	ONE	Rs.15000/- PM.	Rupees Fifteen Thousand Per Month each

Assistant Engineers retired from Government services that are holding Diploma will be treated at par with Graduate Engineers.

Diploma holder with minimum 10-year relevant experience with a reputed construction co. can be treated at par with Graduate Engineers for the purpose of such deployment subject to the condition that such diploma holders should not exceed 50% of requirement of degree engineers.

CLAUSE 38 : **Not Applicable**

Financial Bid (Schedule of Quantities)

NIT No.: AIIMS/BBSR/ENGG/ACR/2026/NIT/52

Work Name: - Comprehensive Maintenance Contract (CMC) for water coolers & Refrigerators at AIIMS, BBSR.

Sl no	Description of Item	Unit	Qty	Unit cost (Including GST)	Total cost (Including GST)
1	Comprehensive Maintenance Contract (CMC) for Water Coolers would cover all aspects of their upkeep, including regular servicing, repairs, and replacement of parts, ensuring optimal performance and longevity.				
(i)	Single tap Water Cooler (Capacity-40 ltr)	Nos.	45	4171.00	187,695.00
(ii)	Double tap Water Cooler (Capacity-80 ltr)	Nos.	68	5006.00	340,408.00
(iii)	Double tap Water Cooler (Capacity-150 ltr)	Nos.	21	5482.00	115,122.00
2	Comprehensive Maintenance Contract (CMC) for Refrigerator would cover all aspects of their upkeep, including regular servicing, repairs, and replacement of parts, ensuring optimal performance and longevity.				
(i)	Single Door Refrigerator (Capacity-168 ltr to 213 ltr)	Nos.	98	3933.00	385,434.00
(ii)	Double Door Refrigerator (Capacity-213 ltr to 400 ltr)	Nos.	100	5244.00	524,400.00
(iii)	Single Door Mini Refrigerator	Nos.	14	3337.00	46,718.00
	Total Amount (Including GST @ 18%)				₹ 1,599,777.00

Performa for Quoting Rates

Name of the Work: Comprehensive Maintenance Contract (CMC) for Water Coolers & Refrigerators at AIIMS, BBSR.					
NIT No.: AIIMS/BBSR/ENGG/ACR/2026/NIT/52					
Name of Contractor: -					
Sl no.	Name of Component	Estimated Cost in Rupees	Percentage above/Below the Total Estimated Cost	% in Figures	Total Cost in Rupees
1.	Comprehensive Maintenance Contract (CMC) for water coolers & Refrigerators at AIIMS, BBSR.	Rs. 15,99,777.00			<u><i>This is Sample</i></u> <u><i>Don't quote Here</i></u>

In words _____ *This is Sample Don't quote Here* _____ Only.

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.
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 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 - _____

Name : _____

Business Address: _____

Mobile No. : _____

Date : _____

Place : Bhubaneswar

Signature of the Bidder:-

Seal of the Bidder _____

Signature of Bidder with Stamp

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 consider 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